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**NATIONAL STANDARD OF THE
PEOPLE'S REPUBLIC OF CHINA**

GB/T 46818-2025

**Specification for the handling of requests on the government
service hotline**

政务服务便民热线诉求办理规范

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Foreword

This document complies with the provisions of GB/T 1.1-2020 "Standardization Work Guidelines Part

1.Structure and Drafting Rules of Standardization Documents". Drafting. Please note that some content in this document may involve patents. The issuing organization of this document assumes no responsibility for identifying patents. This document was proposed and is under the jurisdiction of the National Technical Committee on Standardization of Administrative Management and Services (SAC/TC594). This document was drafted by the China National Institute of Standardization. The main drafters of this document are. Luo Fangping, Lu Lili, Feng Lei, Dong Gao, and Yang Jingna.

The State Council's Guiding Opinions on Further Optimizing Government Services, Improving Administrative Efficiency, and Promoting "Efficient Completion of One Thing" were released in January 2024. The "Opinions" (State Council Document No. 3 [2024])

require "continuously improving the efficiency of handling cases via the 12345 hotline" and "creating a convenient, efficient, standardized, and intelligent government service." "General Customer Service". The "Opinions of the General Office of the State Council on Further Regulating and Improving the 12345 Hotline Service" (issued in June 2025) Letter No. 66 of 2025 requires that, "guided by promoting 'efficiently handling one matter,' we should strengthen the standardized management of the 12345 hotline, improve its working mechanism, and enhance..." Leveraging digital technology to enhance service efficiency, better fulfill the role of service windows, better address the urgent needs and concerns of the public and businesses, and better contribute to improving government services. "Government governance level". To implement the requirements of relevant documents and provide standard technical support, the China National Institute of Standardization organized the drafting of the "Government Service Hotline". The "Standardized Handling of Complaints" clarifies the channels for accepting complaints, the scope of acceptance, the handling process, and continuous improvement, and proposes standards for each stage of complaint handling. Standard requirements. This document will provide unified operational guidelines for the 12345 hotline management agency and handling units, ensuring timely and standardized handling of public and business inquiries. This provides a reference for industry demands. Standardized Handling of Public Service Hotline Requests

1 Scope

GB/T 46818-2025 is the Chinese national standard covering the 12345 hotline - how a citizen's call is recorded and classified, routed to the department that can act, tracked to a closure, and fed back to the caller, with the timescales and the escalation when nobody acts. First edition, in force since 1 January 2026. It was issued on 27 December 2025 and has been in force since 1 January 2026, as a first edition. The document is under the responsibility of the General Office of the State Council. This page is published from the official record of the 2025 edition; the clause text of a standard this recent is not yet in circulation, and the figures, limits and tables it contains are those of the document itself, delivered in full with the English translation.

This document outlines the general requirements for handling requests through the 12345 government service hotline (hereinafter referred to as the "12345 hotline"), and the procedures for accepting such requests. Contents include channels, scope of complaint acceptance, complaint handling procedures, and continuous improvement. This document applies to the handling of requests by the 12345 hotline management agency and relevant departments.

2 Normative references

The contents of the following documents, through normative references within the text, constitute essential provisions of this document. Dated citations are not included. For

references to documents, only the version corresponding to that date applies to this document; for undated references, the latest version (including all amendments) applies. This document.

GB/T 44189-2024 Guidelines for the Operation of Government Service Hotlines

3 Terms and Definitions

The terms and definitions defined in GB/T 44189-2024, as well as the following terms and definitions, apply to this document.

3.1 request Inquiries, requests for assistance, complaints, reports, and suggestions can be submitted through the 12345 hotline.

3.2 claimant Natural persons, legal persons or other organizations that submit requests through the 12345 hotline.

3.3 The organization responsible for the establishment, planning, construction, operation, and management of the 12345 hotline system.

3.4 The handling department The specific units responsible for handling and responding to the demands of the public and businesses include government departments and enterprises that undertake public management and service functions. Position, etc.

4 General Requirements

4.1 Improve channels and classify and process data. The channels for handling complaints through the 12345 hotline should be improved to ensure efficient responses. Complaints received through the 12345 hotline should be categorized and processed accordingly. Requests falling within the scope of acceptance should be handled promptly, while requests exceeding the scope should be properly addressed with explanations and clarifications, ensuring that both the public and businesses are satisfied. This not only improves employee satisfaction but also reduces the burden on grassroots staff.

4.2 Precise task allocation and improved effectiveness A dynamically updated list of requests should be established, clearly defining the responsible departments. The assignment rules should be optimized to reduce duplicate assignments and improve the accuracy of assignments.