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

GB/T 46862-2025

**Basic requirements for the service management of food
delivery platforms**

外卖平台服务管理基本要求

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Table of Contents

1.Scope	1
2 Normative References	1
3.Terms and Definitions	1
4.General Requirements	2
5 Merchant Management	2
5.1 General Rules	2
5.2 Entry Requirements	3
5.3 Information Verification	3
5.4 Operations Management	4
6.1 General Rules	5
6.3 Price Promotions	7
7.1 General Rules	9
7.2 Labor remuneration	10
7.3 Social Security	10
7.4 Working hours	11
7.5 Career Development and Care	11
8 Consumer Rights Protection	12
8.1 General Rules	12
8.2 Fair Trade	12
8.3 Order Fulfillment	12
8.4 Personal Information Protection	12
9.Complaints, Appeals and Handling	12
9.1 General Rules	12
9.2 Merchant Complaints	13
9.3 Deliveryman Complaint	13
15 References	16

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 Platform Economy Governance (SAC/TC611). This document was drafted by: China National Institute of Standardization, Department of Online Transaction Supervision and Management of the State Administration for Market Regulation, and China Information and Communication Technology Center. Research Institute, University of International Business and Economics, Beijing University of Science and Technology, China Cybersecurity Review and Certification and Market Supervision Big Data Center, State Administration for Market Regulation Competition Policy and Evaluation Center of the State Administration for Market Regulation, Xiamen Municipal Administration for Market Regulation, Beijing Sankuai Online Technology Co., Ltd., and Lazaz Network Technology Co., Ltd. Technology (Shanghai) Co., Ltd., Shanghai JD Daojia Yuanxin Information Technology Co., Ltd., Jiangxi Provincial Institute of Quality and Standardization, Beijing Municipal Market Supervision Bureau Supervision and Administration Bureau, China Association of Individual Laborers, and Electronic Science Research Institute of China Electronics Technology Group Corporation. The main drafters of this document are. Zhang Xinliang, Zhu Xianghua, Ma Zhenping, Tao Haiting, Li Qiangzhi, Xing Chaoguo, Zhang Xin, Liu Xiaojing, Wei Dongpeng, and Zhang Lin. Zhao Wei, Zhao Xiujie, Yu Weiping, Miao Yanhui, Chen Yunran, Lin Hui, Guo Jianjun, Jia Lei, Wang Tiantian, Li Xuran, Li Jiwei, Ji Ting, Liu Siyao Zhang Xuefei, Wang Yuan, Liu Wei, Zhu Siyu, Han Chenyang, Zhou Qianyi, Zhang Peng, Zheng Ying, Yuan Liu, Han Bing, Zhang Jingjuan, Chen Qingrui.

Food delivery platforms are the core hub connecting merchants, consumers, and delivery personnel, and are an important component of the platform economy. In recent years, the food delivery industry... The emergence of issues such as "ghost deliveries," irrational competition, and insufficient protection of delivery workers' rights has prompted relevant departments to repeatedly demand that platform companies strictly address these problems. Strictly abide by laws and regulations, fulfill principal responsibilities, and maintain fair market competition. Against this backdrop, this document aims to refine and implement existing... Laws, regulations, departmental rules, and normative documents guide and standardize the service management behavior of food delivery platforms, improve the service quality of food delivery platforms, and promote the development of a fair and just food delivery platform. This is of great significance to Taiwan's high-quality economic development. All provisions in this document strictly comply with the "E-commerce Law of the People's Republic of China" and the "Anti-Unfair Competition Law of the People's Republic of China". The Price Law of the People's Republic of China, the Labor Law of the People's Republic of China, and the Road Traffic Safety Law of the People's Republic of China In accordance with the provisions and spirit of the Consumer Rights Protection Law and other relevant laws, regulations, and normative documents, while adhering to a problem-oriented approach and focusing on external factors... This

paper identifies prominent contradictions and key shortcomings in the management of food delivery platform services, clarifies basic requirements, addresses public concerns, and provides guidance for the management of food delivery platform services. This will guide and promote the standardized, healthy, and orderly development of the food delivery industry. Basic Requirements for Service Management of Food Delivery Platforms

1 Scope

GB/T 46862-2025 is the Chinese national standard covering how a food delivery platform must run - the vetting of the restaurants listed, the licence checks, the handling of the riders and the time pressure the algorithm puts on them, the food safety of the container and the chain, and the complaints and refunds. First edition, under the State Administration for Market Regulation. It was issued on 2 December 2025 and has been in force since 2 December 2025, as a first edition. The document is under the responsibility of the State Administration for Market Regulation. 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 overall requirements for the management of food delivery platform services, including merchant management, pricing practices, protection of delivery personnel's rights, and protection of consumer rights. Protection, as well as requirements for complaints, appeals, and handling. This document applies to the service management of food delivery platforms.

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 37401-2019 Technical Requirements for Service Assurance of E-commerce Platforms

GB/T 42500-2023 Specification for Instant Delivery Services

3 Terms and Definitions

The following terms and definitions apply to this document.

3.1 food delivery platforms In the food delivery service, it provides online business venues, transaction matching, and information dissemination services for both or more parties involved in the transaction. Or multiple legal or non-legal entities that independently conduct

transaction activities.

3.2 Merchants Online business operators that provide food delivery services through food delivery platforms.

3.3 Discounts initiated and funded by food delivery platforms, which are offered to consumers under certain conditions or for a limited period of time. Behavior.

3.4 On-demand delivery worker deliveryman Through internet platforms, etc., we receive and verify customer orders and, based on order requirements, deliver according to the delivery platform's delivery specifications and intelligent planning. A route is a service personnel who deliver ordered items to a designated location within a certain timeframe.

3.5 Technology service fee Food delivery platforms provide merchants with online operational services such as information display, transaction matching, transaction processing, order management, and business data analysis.