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

GB/T 47180-2026

**Specification for integrated consultation services in
government service**

政务服务统一咨询服务工作规范

Issued on: February 27, 2026

Implemented on: June 1, 2026

**Issued by: State Administration for Market Regulation;
Standardization Administration of the PRC**

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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 is under the

jurisdiction of the National Technical Committee on Standardization of Administrative Management and Services (SAC/TC594). This document was drafted by: China National Institute of Standardization, Jinan Municipal Administrative Approval Service Bureau, Jiaxing Nanhu District Data Bureau, and Jiangsu Provincial Data Center. Bureau, Taizhou Municipal Government Service Management Office, Taizhou Huangyan District People's Government Administrative Service Center, Jinan Municipal Real Estate Registration Center, Southwest Political and Legal Affairs Commission Law University, Xintai Municipal Administrative Approval Service Bureau, Taicang Municipal Data Bureau, Beijing Municipal Government Service and Data Management Bureau, Xiangyang Municipal Administrative Approval Bureau, Chongqing Municipal Government E-Government Center, Guizhou Provincial Government Office, Henan Provincial Administrative Approval and Government Information Management Bureau, Henan Provincial Government Big Data Center, China Mobile Xiong'an Information and Communication Technology Co., Ltd., and Zhenjiang City Urban Social Governance Modernization Command Center. The main drafters of this document are. Dong Gao, Luo Fangping, Feng Lei, Shao Junsheng, Huang Juan, Zhang Caihua, Feng Yueping, Zhang Yingzi, Zhou Shenggang, and Zhang Xiaoli. He Zhengqing, Yu Wei, Yin Zuoxia, Zhao Lei, Yang Kun, Dai Su, Liu Qina, Song Fuping, Yu Qingjun, Ren Junhua, Zhang Chenxu, Hao Juan, Zhu Yonggang, Wang Lishuang Wang Huan, Xu Yeqi, Liu Jinying, Li Xia, Peng Yun, Yang Chen, Deng Hanbin, Li Zonglei, Zhao Lu, Liu Ci, Zhang Yong, Liu Lei, Chen Luyang, Liu Fei, Luo Yi Tian Haiyang, Wang Weiwei, and Bi Jingke.

Unified Consultation Service Standards for Government Services

1 Scope

GB/T 47180-2026 is the Chinese national standard covering the single enquiry service behind a government's counters, telephone lines and websites - the knowledge base it answers from, the escalation of what it cannot answer, the response times and the consistency of an answer across channels. First edition, in force since 1 June 2026, issued under the General Office of the State Council. It was issued on 27 February 2026 and has been in force since 1 June 2026, as a first edition. This page is published from the official record of the 2026 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 establishes the basic principles of unified government service consultation services and stipulates the service content and procedures for unified government service consultation services. Channels, service personnel, service processes, service guarantees, service optimization and improvement. This document applies to the consulting services provided by government service management agencies at all levels.

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 36112-2018 Standard for On-site Management of Government Service Centers

GB/T 39734-2020 Work Standards for "One Evaluation Per Time" and "One Evaluation Per Matter" in Government Services

3 Terms and Definitions

The following terms and definitions apply to this document.

3.1 To facilitate access to government information and solutions to government service issues for businesses and the public, government service management agencies have integrated fragmented consultation channels. The system will unify service standards, establish cross-departmental and cross-level collaborative response mechanisms, and provide policy and legal consultation, information inquiry, and service guidance. The service.

3.2 An organization that undertakes the functions of government service management, and carries out the management, operation management, supervision and assessment of government service items. [Source: GB/T 40756-2021, 3.2, with modifications]

3.3 The specific unit that handles government service consultation for enterprises and the public.

Note. This includes government departments, enterprises, and public institutions that undertake public management and service functions.

4 Basic Principles

4.1 Demand-oriented Focusing on the actual needs of businesses and the public, we will optimize service provision, implement systems such as first-contact responsibility, one-time notification, and time-limited response, and help businesses... Businesses and the public can quickly learn about relevant government service policies, regulations, procedures, and required materials, maximizing convenience for businesses and the public.

4.2 Responses from the same source Establish a unified online and offline consultation service knowledge base to ensure that the response to the same issue remains consistent across all channels.