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

GB/T 47366-2026

**Operating specification for the government service "unresolved
matters" feedback window**

政务服务“办不成事”反映窗口运行规范

Issued on: March 31, 2026

Implemented on: July 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, Xintai Municipal Administrative Approval Service Bureau, Beijing Municipal Government Service and Data Management Bureau, and Taizhou Municipal Government. Municipal Government Service Management Office, Huangyan District People's Government Administrative Service Center of Taizhou City, Jiangsu Provincial Data Bureau, Taicang Municipal Data Bureau, Jinan Municipal Government Administrative Approval Service Bureau, Southwest University of Political Science and Law, Jiaxing Municipal Research and Promotion Center for Deepening Reform, Changsha Municipal Administrative Approval Service Bureau, Xiangyang Municipal Administrative Approval Service Bureau Approval Bureau, Chongqing Municipal Government E-Government Center, Anhui Provincial Data Resources Administration Bureau, Henan Provincial Administrative Approval and Government Information Administration Bureau, Henan Zhejiang Provincial Business Environment and Social Credit Construction Center, Hangzhou Municipal Government Service Center, China Mobile Xiong'an Information and Communication Technology Co., Ltd., Zhejiang Changsan Angle Public Service Standardization Research Institute. The main drafters of this document are. Dong Gao, Luo Fangping, Feng Lei, Liu Yan, Zhang Yingzi, Jia Bin, Zhang Caihua, Huang Juan, Zhao Lei, Zhou Shenggang, and Zhang Xiaoli. Sheng Chunxiao, Shao Junsheng, He Zhengqing, Yang Kun, Medifi, Song Fuping, Yang Yijuan, Liao Qin, Zhu Yonggang, Li Xia, Yang Chen, Liu Qina, Li Zonglei, Xu Yeqi Su Jing, Peng Yun, Deng Hanbin, Ren Junhua, Liu Ci, Zhao Lu, Tian Tao, Guo Keke, Wang Lishuang, Zhang Chenxu, Fan Haiyan, Yang Yan, Zhang Huan, Chen Luyang.

In February 2022, the State Council issued the "Guiding Opinions on Accelerating the Standardization, Normalization and Convenience of Government Services" (Guofa [2022] No. 5). (No.) explicitly states that a "follow-up window for unresolved issues" should be set up to provide a safety net and resolve difficulties encountered by businesses and the public in handling affairs. "Items and complex problems". This document is to implement the relevant requirements of the State Council's documents and promote the operation of "inability to get things done" feedback windows in government service management agencies at all levels. The basic work norms of the system can, on the one hand, provide an effective remedy for matters that are "impossible to handle" or "difficult to handle," and on the other hand, provide a means for businesses and the public to seek redress. The expectation of getting things done further enhances the sense of happiness, gain, and satisfaction for businesses and the public when handling affairs. On the other hand, it can

effectively discover government affairs... Addressing bottlenecks and difficulties in service delivery processes, resolving one problem can solve a category of problems, thereby better optimizing government service processes and improving service quality. efficacy. The inability to complete government services reflects problems with the proper operation of service windows.

1 Scope

GB/T 47366-2026 is the Chinese national standard covering the desk a citizen goes to when the ordinary process has failed them - how the window is staffed, what it may escalate and to whom, the time limits on resolving a case and the record kept of the outcome. It is an unusual thing to standardise: a formal route for the cases the system has already failed. First edition, in force since 1 July 2026, under the General Office of the State Council. It was issued on 31 March 2026 and has been in force since 1 July 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 for the operation of the "unresolved issues" feedback window in government services, and stipulates the classification and scope of the requests, as well as the channels for feedback. Requirements include. implementation guidelines, responsible entities and personnel, service procedures, supervision and improvement. This document applies to offline "unresolved issues" feedback windows and online "unresolved issues" feedback areas established by government service management agencies at all levels. Or a module.

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 32169.3-2015 Operation Specifications for Government Service Centers Part

3 Terms and Definitions

The following terms and definitions apply to this document. 3.1 "Undisposed" feedback window for "Inability to get things done" Established and managed by government service management agencies at all levels, these agencies handle government service matters that enterprises and the public have failed to complete due to reasons beyond their control. Value-added services include offline service windows and online service platforms for

accepting, coordinating, transferring, and handling cases.

Note. The scope of acceptance does not include requests that have already entered into administrative reconsideration, administrative arbitration, administrative litigation, petitions, or disciplinary inspection and supervision procedures, or requests involving state secrets or commercial secrets. Demands concerning confidentiality, personal privacy, and violations of public order and good morals, as well as demands that are explicitly prohibited from being processed by laws and regulations.

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]

4 Basic Principles

4.1 Problem-oriented With the goal of resolving the difficulties and obstacles that prevent businesses and the public from getting things done, we will ensure smooth channels for expressing grievances and promote progress by addressing individual issues. Establish corresponding mechanisms to solve a class of problems.

4.2 In accordance with laws and regulations Provide a safety net for businesses and the public, without violating laws, regulations, or relevant policies, to ensure that reasonable and compliant requests are fulfilled.