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

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**Specification for the management and service of integrated
self-service terminals for government services**

政务服务集成式自助终端管理服务规范

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7 Function Management

7.1 Business Functions The basic functions of self-service terminal services should include, but are not limited to.

a) Business Integration. Adopting an integrated service model, covering self-service items across multiple departments and fields; the processing flow is superior to other channels. The system allows for the configuration of the range of services available at each self-service terminal, tailored to different scenarios and needs, thus meeting diverse service requirements.

b) Interface Specifications. The user interface should have a simple layout and be easy to operate, providing information channels, complaint channels, and other relevant information in a prominent location;

- c) Material Submission. Supports scanning and uploading of paper materials, as well as sharing and accessing electronic certificates and materials;
- d) Certificate Generation. Electronic certificates generated from self-service transactions should be promptly synchronized to a unified electronic certificate database;
- e) Voucher Printing. For government service transactions completed at offline service windows, mobile devices, or computers (PCs), vouchers can be printed via self-service terminals. Print and collect relevant certificates;
- f) Service evaluation. For applications processed through self-service terminals, evaluation can be conducted on the self-service terminal itself or online via mobile devices or computers (PCs).

7.2 Hardware Functions Self-service terminal hardware should adopt a modular design, and its basic functions should include, but are not limited to.

- a) Equipped with an ID card reader, supporting the reading of second-generation and third-generation resident ID cards, and compliant with GA450 regulations; can be integrated with social security systems. Card/bank card reader/writer module;
- b) Equipped with a QR code recognition module, supporting functions such as QR code login and QR code payment;
- c) Equipped with a facial recognition camera, supporting liveness detection, and conforming to GB/T 35273;
- d) Equipped with a fingerprint recognition module, supporting fingerprint recognition function;
- e) Equipped with a voice recognition module, supporting voice interaction functions;
- f) Equipped with a scanner to support the scanning, recognition, and uploading of materials;

7.4 Special Zone Function

7.4.1 General Requirements The user interface of the self-service terminal can be set up with service zones according to service needs, clearly defining the service scope and core functions. The zone settings include, but are not limited to, specific service areas. Limited to areas such as the Senior Citizens' Respect Zone, the "Efficiently Get Things Done" Zone, and Special Zones.

7.4.2 Senior Citizens' Zone

7.4.2.1 Attention should be paid to the needs of elderly people and other groups with weaker operational abilities to provide age-friendly and simplified self-service items.

7.4.2.2 Priority should be given to providing services frequently used by the elderly, such as social security pension inquiries, medical insurance payments, qualification verification, and printing of pension benefit receipt certificates; The interface design should meet the standards for age-friendly operation, simplify the process, reduce the number of steps, and lower the barrier to entry. 7.4.3 "Getting Things Done Efficiently" Section

7.4.3.1 The focus should be on cross-departmental and highly interconnected "one-stop" scenarios, aligning with the national list of key items for "efficiently completing one task" that are suitable for self-management. Items to be assisted with.

7.4.3.2 The processing procedures for matters involving multiple departments should be integrated and restructured, and cross-departmental data sharing channels should be opened up to achieve one-time identity verification and submission of a single set of materials. The process involves multiple departments working together for approval and providing unified feedback on results.

7.4.3.3 A full-process service should be provided, including access to the "One-Stop Service" guide, pre-review of materials, progress tracking, and result printing, clearly defining the procedures for each step. Processing time limits and node feedback.

7.4.4 Enterprise Services Zone

7.4.4.1 Attention should be paid to the business needs of enterprises throughout their entire life cycle, and self-service items covering establishment, modification, cancellation and other aspects should be provided.

7.4.4.2 It can provide high-frequency business-related services such as change filing, tax declaration and payment, social security registration, and printing of business-related certificates.

7.5 Cross-domain service function

7.5.1 It is advisable for the provincial level to coordinate the construction of a self-service terminal management platform, promote the full aggregation of business data, and rely on the national integrated government service platform. Alternatively, provincial-level government service platforms can achieve cross-level and cross-regional data interconnection and interoperability.

7.5.2 Cross-regional processing should be achieved through technological empowerment, process restructuring, and regional collaboration. Specific requirements include, but are not limited to.

---It is advisable to connect to the "Inter-provincial Service" section of the National Integrated Government Service Platform to streamline frequently used services such as public security, human resources and social security, and medical insurance. Items were

streamlined, processing procedures were optimized, and a list of items was created;

---After a user submits materials from a different location, the system will push the processing information to the platform in the location where the matter is located;

---After the application is completed, the processing result should be sent out, supporting the download of electronic materials and the printing of paper certificates. The printed documents should include the official seal of the relevant department. Seal, case number, and anti-counterfeiting code;

---Complaint and reporting functions should be supported, and user-submitted requests should be simultaneously transmitted to the local platform; Functional testing should be conducted regularly and test reports should be generated. Test content includes, but is not limited to. interface connectivity, data consistency, and issues. Feasibility.

7.6 Intelligent Guidance Function

7.6.1 Voice interaction functionality should be supported, including but not limited to.

---It should have AI voice guidance capabilities, supporting functions such as keyword recognition and natural language understanding;

---Key operational steps (such as identity verification, information confirmation, and result printing) should be triggered simultaneously with voice broadcast.

7.6.2 Intelligent form filling functionality should be supported, including but not limited to.

---Should support automatic pre-filling of basic information such as user name, ID number, and registered address;

--- It should provide functions such as intelligent association, drop-down selection, and information verification to reduce manual data entry.

7.6.3 Intelligent customer service functionality should be supported, including but not limited to.

---Should support text and voice consultations to answer common questions regarding application materials, procedures, and policy basis;

---It is advisable to support simultaneous chat and processing, allowing users to be directly redirected to the processing page during the consultation process; For questions that the intelligent customer service cannot answer, it is advisable to provide a "one-click transfer" function to human customer service.

7.6.4 The intelligent guidance function should not replace the necessary identity verification and information confirmation process.

8 Service Interfaces