

ICS 35.240
CCS L 73



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

GB/T 47678.10-2026

Replacing GB/T 30428.4-2016

**Urban operation, management and service platforms - Part 10:
Comprehensive evaluation**

城市运行管理服务平台 第10部分：综合评价

Issued on: May 25, 2026

Implemented on: July 1, 2026

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

Table of Contents

4 General Requirements
5 Evaluation Index System
7 Evaluation Results
7.2 Evaluation Report
10 Overall Evaluation Published on 2026-05-

Foreword

GB/T 47678.10-2026 | Urban operation, management and services platform - Part 10:
Comprehensive evaluation

GB/T 47678.10-2026 English version. Urban operation, management and services platform
- Part

4 General Requirements

4.1 The evaluation bodies for comprehensive evaluation should include national and local urban management authorities.

4.2 The comprehensive evaluation methods include self-evaluation and third-party evaluation. The evaluation content and methods of the two types of evaluation should be consistent.

4.3 The comprehensive evaluation should take the evaluation grid as the basic evaluation unit, and the evaluation grid should comply with the provisions of GB/T 47678.3.

4.4 Data collection for comprehensive evaluation indicators should prioritize satellite remote sensing, IoT sensors, drones, intelligent inspection vehicles, video surveillance, and public opinion monitoring. Intelligent methods such as measurement should be used; if intelligent methods cannot be used, the Urban Management Coordination Mechanism Office should coordinate relevant departments and units. collection.

4.5 The comprehensive evaluation data shall comply with the provisions of GB/T 47678.7.

5 Evaluation Index System

5.1 The design of the comprehensive evaluation index system should follow the principles of comprehensiveness, systematicness, and objectivity, and should comply with the following provisions.

- a) City operation indicators are designed around the themes of "safety, resilience, and health";
- b) Urban management indicators are designed around the themes of "cleanliness, tidiness, and orderliness";
- c) Public service indicators are designed around the principles of "efficiency, accuracy, and satisfaction";
- d) Work efficiency indicators are designed around "mechanism, technology, and effect".

5.2 The comprehensive evaluation index system has a three-level structure, including four primary indicators: urban operation, urban management, public services, and work efficiency, totaling 12. There are 42 secondary indicators and 42 tertiary indicators. Primary indicators are represented by F, secondary indicators by S, and tertiary indicators by T. The comprehensive evaluation index... The standard system is shown in Table 1.

5.3 The content, calculation methods, scoring methods, and corresponding scores of the comprehensive evaluation index system shall comply with the provisions of Table

2. First-level indicators... The weighting coefficients for city operation, urban management, public services, and work efficiency are 0.3, 0.2, 0.2, and 0.3, respectively.

6.5 The comprehensive score of a single evaluation grid is calculated by weighting the scores of the primary indicators of urban operation, urban management, public services, and work efficiency according to their respective weights. The weighted summation of multiple coefficients is performed. The overall score of a single evaluation grid is calculated according to formula (5).

7 Evaluation Results

7.1 Evaluation and Grading The overall evaluation results are divided into four levels, and the evaluation scores, levels, and color representations are shown in Table

3. Color representation is used for the overall evaluation results. Visual representation.

7.2 Evaluation Report

7.2.1 The Urban Management Coordination Mechanism Office should obtain relevant data and information as required in Table 2 and prepare a self-evaluation report. See Appendix B for the outline.

7.2.2 The third-party evaluation agency shall independently conduct the comprehensive evaluation work according to the requirements of Table 2 and prepare a third-party evaluation report. The outline of the evaluation report is as follows: Appendix C.

7.2.3 The city's comprehensive evaluation report, indicator data, and supporting materials

should be uploaded to the municipal platform and shared with the provincial and national platforms.

7.3 Application of Evaluation Results The comprehensive evaluation results should be published by the national and local urban management authorities on their respective urban operation management service platforms, and shared with relevant departments. Shared by departments.

10 Overall Evaluation Published on 2026-05-

25 Implemented on July 1, 2026 State Administration for Market Regulation The State Administration for Standardization issued a statement.

1.Scope This document specifies the overall requirements, evaluation indicator system, evaluation methods, and evaluation criteria for the routine comprehensive evaluation of urban operation management services. Results and other related information. This document applies to the routine comprehensive evaluation of urban operation management services in cities at or above the prefecture level, based on urban operation management service platforms. The same evaluation work shall be carried out by district (county) level cities with reference to this.