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CCS L70



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

GB/T 48091-2026

**General rules for experience perception evaluation of smart city
service - Public security information application**

智慧城市服务体验感知评价通则 公共安全信息应用

(English Translation)

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Foreword

GB/T 48091-2026 is a recommended national standard (GB/T) of the People's Republic of China, issued on 28 August 2026 by the State Administration for Market Regulation and the Standardization Administration of China, with effect from 1 March 2027.

It is under the responsibility of the Ministry of Public Security.

Classification: ICS 35.240.01; CCS L70.

1 Scope

This document gives general rules for evaluating how users perceive the experience of smart city services, with this part focused on public security information applications. Smart city services are judged not only by technical function but also by how residents and other users experience them, and the standard provides a general framework for carrying out such evaluation in the public security domain.

It is meant for city administrations and public security authorities that operate information services, solution providers and system integrators, and evaluation or consulting bodies that assess service quality from the user's point of view. It is a recommended (voluntary) national standard taking effect on 1 March 2027, with the Ministry of Public Security as the responsible body. Because public security services affect residents directly, a structured way of gathering and judging user experience helps authorities compare projects and improve them over time.