Chinastandards.org

ICS 03.080.
CCS A 16

MZ

# INDUSTRY STANDARD OF THE PEOPLE'S REPUBLIC OF CHINA

# MZ/T 089-2017

## Street affairs matters

街道政务事项办理规范

**(English Translation)**

**Issued on: September 21, 2017** **Implemented on: September 21, 2017**

**Issued by: Ministry of Civil Affairs**

Preview: page 1 of 5 shown, 11 in the full document. Complete English PDF, instant download:
https://chinastandards.org/standards/mz-t-089-2017

Chinastandards.org

# Table of Contents

1 Foreword
1 Scope
2 Normative references
3 Terms and definitions
4 Government Matters
5 How to Apply
6 Personnel requirements
7 Procedures and requirements
8 Quality supervision and evaluation
Appendix A (informative) Flow chart for direct application
Appendix B (informative) Flow chart for indirect processing
Appendix C (informative appendix) Flowchart that can be handled on behalf of
Appendix D (Informative) Notification of Acceptance
Appendix E (informative) can accompany the process flow chart
Appendix F (informative appendix) can be handled on-site flowchart

## Foreword

This standard was drafted in accordance with the rules given in GB/T 1.1-2009.

This standard was proposed by the Grassroots Government and Community Construction Department of the Ministry of Civil Affairs.

This standard is under the jurisdiction of the National Technical Committee for Social Work Standardization (SAC/TC 534).

This standard was drafted. Department of Grassroots Power and Community Construction of the Ministry of Civil Affairs, Nanjing Civil Affairs Bureau, Qixia District Civil Affairs Bureau, Nanjing Yaohua Sub-district Office of Xiaqu People's Government.

## 1 Scope

This standard specifies the terms and definitions for street government affairs, government affairs, handling methods, personnel requirements, handling procedures, handling Requirements and quality monitoring and evaluation.

This standard applies to the handling of street government affairs.



Preview: page 2 of 5 shown, 11 in the full document. Complete English PDF, instant download:
https://chinastandards.org/standards/mz-t-089-2017

## 2 Normative references

The following documents are essential for the application of this document. For dated references, only the dated version applies to this document.

For undated references, the latest version (including all amendments) applies to this document.

Ministry of Personnel, Ministry of Civil Affairs (2006-07-20) Interim Provisions on Evaluation of the Professional Level of Social Workers Ministry of Civil Affairs (2012-12-28) Guidelines for Professional Ethics of Social Workers

## 3 Terms and definitions

The following defined terms and definitions apply to this document.

### 3.1 Street subdistrict

With the approval of the government at the next higher level, an agency established by the government of a municipal district or a municipality without a municipal district.

### 3.2 Government affairs matters

Administrative affairs services for residents, legal persons and other organizations.

### 3.3 Government affairs servicer

A staff member who directly handles administrative affairs and services for the client.

## 4 Government affairs

Government affairs include but are not limited to the following.

--Social security services

--Matters of housing security services

--Social assistance services-Services for the elderly

--Double support and care services

--Disabled Services Matters

--Matters of Family Planning and Health Services

--Matters of public culture and mass sports services

--Social organization record service matters



Preview: page 3 of 5 shown, 11 in the full document. Complete English PDF, instant download:
https://chinastandards.org/standards/mz-t-089-2017

### 5.1 Apply directly

For government affairs within the scope of street authority, the service object has complete application materials and meets the requirements for handling, and is handled by street staff on the spot and settle immediately.

### 5.2 Indirect

#### 5.2.1

For matters of government affairs that are not within the scope of street authority, the application materials of the service target are complete.

The subject applies to a higher level government or department for approval procedures.

#### 5.2.2

The following modes are advocated for indirect transactions.

#### 5.2.2.1 Handling

For matters of government affairs that are not within the scope of street authority, the application materials of the client are complete and an application for entrustment is submitted. After the street review and approval, the approval procedures shall be handled by the streets.

#### 5.2.2.2 Accompany

For government affairs that are not within the scope of street authority and require the service object to be present, the service object has complete application materials and submits an application.

The road inspection and approval agreed that the street shall be accompanied by someone to go through the approval process.

#### 5.2.2.3 Visit

For the special service objects with impaired mobility, such as the elderly and the disabled, upon the application of the service objects and the approval of the street review, the street will arrange staff and contact the relevant departments to cooperate with the on-site for approval procedures.

### 6.1 Tenure

The handling personnel shall meet but are not limited to the following requirements.

-Familiar with laws, regulations, policies, standards and norms related to the handling of government affairs;



Preview: page 4 of 5 shown, 11 in the full document. Complete English PDF, instant download:
https://chinastandards.org/standards/mz-t-089-2017

-Have good professional ethics, should have relevant knowledge in professional etiquette, social work, community management, etc .;

-Skilled in using computers and related office equipment and software;

-Familiar with the job responsibilities assumed;

--Good communication and coordination and ability to deal with emergencies.

### 6.2 Service

The handling personnel shall meet but are not limited to the following requirements.

-Uniform work clothes and work badges during work;

-Appropriate instrumentation;

-Active and enthusiastic, civilized and polite when facing clients;

-The status flag is placed when the service window temporarily leaves the post;

-Keep office communications equipment unblocked;

-Do not do anything unrelated to work during work.

### 7.1 Direct application

Refer to Appendix A for the direct flow chart, as follows.

-Accept the application materials submitted by the client and conduct a preliminary review;

--If the preliminary examination meets the requirements for acceptance, the information shall be reviewed and processed after the information is entered; if the preliminary examination does not meet the requirements for acceptance, one time Inform the lack of materials or reasons for non-compliance;

-After completing the application, hand over the application materials and card settlement certificates submitted by the service object to the service object;

-After the service is over, remind the client to evaluate the satisfaction.

### 7.2 Indirect

For indirect procedures, please refer to Appendix B. The specific procedures are as follows.

-Accept the application materials submitted by the client and conduct a preliminary review;

-If the preliminary examination meets the requirements for non-direct application acceptance, review and handle the information after entering the information; if the preliminary examination does not meet the acceptance requirements, once Sexually inform of missing materials or non-compliance reasons;



Preview: page 5 of 5 shown, 11 in the full document. Complete English PDF, instant download:
https://chinastandards.org/standards/mz-t-089-2017