

2016 Policy Plans of Department of Secretariat, Tainan City Government

Objective and Focus

The Department of Secretariat is a first-level city administration agency consisting of Secretary Section, Documentation Section, General Section, Property Management Section, Procurement and Planning Management Section, and Archive Section. In pursuit of active service attitude based on “integrity, excellence, efficiency, and innovation,” the Department aims to provide a sound, comfortable, and happy working environment to help administration team of Tainan City Government to enhance competitiveness and overall administrative efficacy.

With active service spirit, the Department assists administrative functions to provide comprehensive and convenient services, facilitates external communications to maintain good public relations and to improve public service quality and efficacy, establishes highly efficient and well-managed digitalized documentation system; improves software and hardware service facilities at dual civic centers to achieve the goal of energy conservation and carbon emission reduction by promoting “four conservation programs,” and strengthens procurement professionalism of employees of Tainan City Government to build the integrity image. Overall, the Department focuses on the improvement of service image of Tainan City Government, develops a new atmosphere of cultural capital, and carries out the Mayor’s governance concept of “integrity principle and priority on public wellbeing.”

I. Annual Policy Objective

A. Build Public Relation (achievements):

1. Through reception and souvenir presentation, the Department demonstrates cultural features to market Tainan City; 130 times of reception and souvenir presentation are expected to be conducted.
2. List of gifts presented to the Mayor and Deputy Mayors will be posted immediately on OpenData website of Tainan City Government.
3. To respond to ceremonial and actual needs, the Department presents plates and congratulation remarks; 100 times of plate and remark presentation are expected to be conducted.

B. Enhance public service quality and efficacy: (administrative efficiency)

1. With online real-time service system, the Department is able to monitor and control each service case with the expected conclusion rate reaching 100%.
2. With the quickest way, the Department handles items required for all sorts of ceremonies applied by the public. The Department expects to handle 10,000

applications.

3. Approvals for applications for venues and vehicles of Tainan City Government shall be improved with simplified procedures in order to reduce paper use.
 4. Online repairing report system of water and electricity equipment of Tainan City Government shall be managed and controlled to shorten repairing time.
- C. Improve document processing efficiency: (administrative efficiency)
1. Increase exchange ratio of electronic public documents expecting to reach 70%.
 2. Enhance promotion of use of online approval operations of each governmental agency and school in order to increase electronic operations of public documents.
- D. Improve service efficacy of e-documents: (administrative efficacy)
1. Hardcopy documents not approved online will be all scanned into electronic images to reach 100% document digitalization goal of scanned hardcopy documents.
 2. The Department will trace back electronic images of hardcopy documents of each agency before merging of Tainan City and Tainan County in order to provide richer online review services. It is expected to complete image scanning of files permanently preserved by some agencies of Tainan City Government between 2003 and 2010.
- E. Enhance software and hardware facilities to vitalize buildings and offices at civic centers: (achievements)
1. Increase venue utilization rate of each space at civic centers to improve utilization value; and organize ten art and cultural exhibitions to vitalize spatial utilization.
 2. Strengthen inspection, cleaning, investigation, and maintenance of buildings of Tainan City Government to improve utilization frequency and living quality.
- F. Promote safety protection and energy conservation and carbon emission reduction management system: (achievements)
1. Conduct safety protection training, disaster prevention and safety training to educate employees of Tainan City Government; two disaster safety trainings are expected to be conducted.
 2. Conduct counseling and evaluation of energy conservation and carbon emission reduction works done by each governmental agency as well as convene meetings of Energy Conservation and Carbon Emission Reduction Committee; three meetings are expected to be conducted.
- G. Assist utilization of temporary human resources at each agency to promote professionalism and quality: (achievements)
1. Conduct preliminary screening for the employment program of temporary human resources; one preliminary screening operation is expected to be conducted.
 2. Conduct work performance appraisal of temporary personnel; three appraisals are expected to be conducted.

- H. Improve overall quality of procurement personnel: (achievements)
1. Offer basic classes of Government Procurement Act and encourage procurement personnel to participate in trainings. Six classes of basic training for procurement personnel and five other classes of procurement practices are expected to be offered.
 2. Offer advanced classes of Government Procurement Act to enhance occupational competencies of procurement personnel; two advanced classes are expected to be offered.
- I. Enhance auditing and inspection efficacy: (achievements)
1. Audit and inspect all subordinate agencies and schools to conduct statistics of drawbacks and to counsel for improvement; 185 cases are expected to be audited and inspected.
 2. For cases with major drawbacks or reported by the public, focused auditing and inspection will be implemented.
- J. Improve procurement efficacy: (administrative efficiency)
1. Enhance transparent price inquiry functions of small-amount procurement system to promote a fair competition (pricing) environment among suppliers and to improve service quality. Accumulated registration number is expected to reach 98,000 entries.
 2. Reduce price inquiry time and cost to strengthen bargaining power to negotiate with suppliers.
- K. Improve quality of human resources and carry out life-long learning concepts: (organizational learning)
- Annual learning hours of employees of Tainan City Government should on average reach 40 hours and more while digital learning hours averagely reach five hours and more.
- L. Strengthen budget implementation power: (financial management)
- Effectively utilize annually distributed budget to strength utilization efficiency and make best use of each expense item. Utilization rates of current budget and capital budget are expected to reach 95% and 90% respectively.

II. Annual Important Policy Plans

Name of Work Plan	Important Policy Plan	Contents	Budget Amount (Unit: NT\$1,000) (Excluding HR expenses)
Administrati on— Administrati on	Building Public Relations	Via souvenir presentation to promote friendship and city marketing	Central Government (CG) : 0 Tainan City

Name of Work Plan	Important Policy Plan	Contents	Budget Amount (Unit: NT\$1,000) (Excluding HR expenses)
			Government (TCG) : 300 Subtotal : 300
	Overall improvement of public service quality and efficacy	1. Process, register, and manage all sorts of application. 2. Track, control, and manage service cases.	CG : 0 TCG : 4,440 Subtotal : 4,440
	Assist utilization of temporary HR at each agency and to improve professionalism	1. Conduct preliminary screening of temporary employees to effectively manage and control employee number. 2. Conduct preliminary performance appraisals of temporary employees.	CG : 0 TCG : 0 Subtotal : 0
	Building Safety and Disaster Prevention Plan	1. Conduct trainings for security guards of TCG. 2. Conduct seminars of disaster prevention and safety.	CG : 0 TCG : 4 Subtotal : 4
Administration— Document Administration	Strengthen inter-departmental policy suggestion and modification and communication mechanism	Assist negotiation meetings of City Council and inter-departmental agencies, compile instructions given by meeting chairpersons, and notify agencies to implement.	CG : 0 TCG : 150 Subtotal : 150
	Improve document processing efficiency	Process government document collection, sealing, and distribution and increase digitalization ratio.	CG : 0 TCG : 1,776 Subtotal : 1,776
Administration—Archive Management	Conduct Comprehensive Archive Management	Process archive inventory and collection, enrollment, catalogue, management, review, cleaning, scanning, and preparation operations and provide online review and inquiry services.	CG : 0 TCG : 295 Subtotal : 295
	Maintain Hardware Facilities at Archive Room	Improve and maintain archive room environment and hardware facilities to properly manage archives.	CG : 0 TCG : 400 Subtotal : 400
Administration— Property and Vehicle Management	Maintain Functions of Software and Hardware Facilities to Vitalize the Use of Buildings at Civic Centers to Improve Values	1. Improve utilization rate of venues at civic centers. 2. Improve utilization rate of meeting rooms at civic centers. 3. Improve utilization rate of public space at civic centers.	CG : 0 TCG : 14,311 Subtotal : 14,311
	Promote Performance	1. Conduct counselling and evaluation for	CG : 0

Name of Work Plan	Important Policy Plan	Contents	Budget Amount (Unit: NT\$1,000) (Excluding HR expenses)
	Management System of Energy Conservation and Carbon Emission Reduction	governmental agencies. 2. Convene meetings of Energy Conservation and Carbon Emission Committee.	TCG : 24 Subtotal : 24
	Strengthen Cleaning and Plantation of Buildings and Surrounding Environment at Civic Centers	Contract cleaning and plantation work and expand private participation in public services of TCG.	CG : 0 TCG : 8,078 Subtotal : 8,078
	Improve Utilization Rate of Dorms Provided for Different Job Position Holders	1. Plan use method of dorms rent by TCG employees. 2. Enhance inspection, cleaning, and repairing and maintenance.	CG : 0 TCG : 300 Subtotal : 300
Administration— Procurement Planning and Management	Offer Various Procurement and Practice Courses	Organize procurement personnel training, practice teaching, procurement and contracting process, contracting technology services training, and emergent procurement training.	CG : 0 TCG : 2,329 Subtotal : 2,329
	Handle Appeals and Disputes of Procurement between Suppliers, TCG Agencies and Schools	1. Process appeals to procurement items related to tender invitation, screening, and decision. 2. Handle appeals to problem suppliers used by TCG and TCG affiliated agencies and schools. 3. Process negotiation applications related to contract performance raised by suppliers.	CG : 0 TCG : 1,327 Subtotal : 1,327
	Conduct Document Inspection and Auditing and Professional Auditing	Conduct document inspection and auditing and professional auditing to proper amend drawbacks of procurement agencies, compile common drawbacks, propose interpretation made by laws or competency authority, and notify self-examination of agencies and schools with written notice.	CG : 0 TCG : 109 Subtotal : 109 CG : 0 TCG : 33,843 Subtotal : 33,843