

Secretariat of Tainan City Government 2017 Administrative Plan

Administration Objectives and Priorities

The Secretariat is a top-tier executive office in the Tainan City Government (hereafter referred to as “the Government”) comprising six divisions, specifically, the Special Affairs, Documentation, General Affairs, Office Management, Procurement Management, and Archives. The Secretariat maintains a positive service mentality centered on “honor, excellence, efficiency, and innovation” in providing a robust, comfortable, and pleasurable work environment and assisting the city government in enhancing competitiveness and overall administrative efficiency.

The Secretariat upholds a proactive service spirit to maximize its executive function, provide well-rounded and convenient services, maintain favorable public relations, establish an effective and stringent digital archiving system, and hone the software and hardware service facilities in both Government buildings. Moreover, the Secretariat also focuses on promoting the Four-Saving Project to achieve its energy conservation and carbon reduction goals and improving the professional competency of procurement staff to build a clean procurement reputation. In summary, the Secretariat endeavors to enhance the overall service image of the Government, shape Tainan into the cultural capital of Taiwan and fulfill the mayor’s commitment of maintaining administrative integrity and public welfare.

I. Annual Administration Objectives

1. Build and maintain public relations (administrative outcomes)
 - A. Arrange 100 official receptions and etiquette gift presentations to comprehensively improve Tainan’s public relations and gain publicity
 - B. Announce the etiquette gifts received by the major and deputy mayor on the Government’s Open Data website on a monthly basis
 - C. Present 80 plaques as a token of recognition to specific parties during celebratory events
2. Improve the quality and effectiveness of services provided to the public and government employees (administrative efficiency)
 - A. Maximize tracking and management of public service cases through the Tainan City Government Service Online website and achieve 100% settlement rate
 - B. Provide appropriate remuneration for etiquette gift, wedding, funeral, celebration, and birthday applications quickly and conveniently
 - C. Improve the review and approval processes for online applications to rent Government spaces and/or vehicles, reduce arrangement procedures, and ensure the implementation of paper reduction policies
 - D. Strengthen the management of the Government’s online water and electricity repair systems to shorten repair processes
3. Improve document processing efficiency (administrative efficiency)
 - A. Increase the exchange of e-documents by 70% and improve document processing

efficiency

- B. Improve the e-archiving of Government departments and encourage affiliated agencies and schools to use online document review and approval systems
- 4. Reinforce e-document service efficiency (administrative efficiency)
 - A. Achieve a scanning rate of 100% for paper documents that have not yet undergone online review and approval in 2017, thereby fulfilling the Government's e-documentation objectives
 - B. Trace and scan all paper documents issued before the merging and promotion of the Government and log the content of these documents into the Government's digital image database to provide users with online access
 - C. Promote project-based document organization to dispose outdated documents and effectively handle the accumulated documents from decommissioned agencies
- 5. Upgrade various software/hardware facilities and revitalize government office buildings (administrative outcomes)
 - A. Increase the utilization of various Government building spaces by organizing 18 art and culture exhibits/activities, thereby enhancing the usage ratings of both Government buildings and revitalizing Government spaces
 - B. Reinforce the inspection, cleaning, repair, and maintenance of Government dormitories to enhance usage rate and livability
 - C. Improve the hardware facilities of the Government archives to preserve documents appropriately
- 6. Promote safety and security, energy conservation, and carbon reduction performance management systems (administrative outcomes)
 - A. Arrange two safety maintenance training and fire safety seminars to advocate fair safety concepts to Government employees
 - B. Counsel and evaluate the energy conservation and carbon reduction performance of various Government departments and arrange three energy conservation and carbon reduction committee meetings
- 7. Assist affiliated agencies in employing and utilizing temporary staff and enhancing the professional competency of temporary staff (administrative outcomes)
 - A. Arrange a pre-evaluation for the employment of temporary staff to effectively control the number of employees employed
 - B. Complete three performance evaluations for temporary staff
- 8. Comprehensively enhance the professional competency of procurement staff (administrative outcomes)
 - A. Arrange six fundamental procurement courses and four other practical courses to enhance the learning of affiliated procurement staff
 - B. Arrange two advanced procurement courses to enhance the professional competency of procurement staff
- 9. Improve audit performance (administrative outcomes)

- A. Audit 185 cases of affiliated agencies and schools to determine the types of mistakes and assist them in correcting these mistakes
 - B. Reinforce the audits of affiliated agencies and schools with major flaws or the target of public complaints
10. Improve procurement efficiency (administrative efficiency)
- A. Strengthen the transparency of the quoting function of the Government's procurement system by collecting 122,000 sets of data to create a positive competitive environment for contractors and enhance service quality
 - B. Reduce quote time and cost and alleviate room for negotiation
11. Enhance human resource quality and encourage lifelong learning (organizational learning)
Ensure that employees' annual hours of learning is over 50 hours with five hours or more of e-learning
12. Enhance budget execution (financial management)
Effectively allocate budgets based on annual expenditure and achieve to enhance budget execution efficiency and save various expenses, whereby the implementation rate of the regular and capital budgets shall be maintained at 95% and 90%, respectively

II. Main Administrative Projects in 2017

Project Name	Important Administrative Action	Content	Budget (Unit: thousand NTD) (Excl., personnel cost)
Administration and Management Affairs – Administration Management	Build and maintain favorable public relations	Improving Tainan's public relations and gaining exposure by organizing official receptions and gift presentations and logging received etiquette gifts on the Open Data platform	Central: 0 Government: 300 Total: 300
	Comprehensively improve the quality and effectiveness of public services	1. Broadly handle applications and ensure proper registration and management 2. Maximize the tracking and management of public service cases	Central: 0 Government: 4,440 Total: 4,440
	Assist affiliated agencies in employing and utilizing temporary staff and enhancing the professional competency of temporary staff	1. Arrange a pre-evaluation for the employment of temporary staff to effectively control the number of employees employed 2. Evaluate the performance of temporary staff	Central: 0 Government: 0 Total: 0
	Introduce a plan to ensure the fire safety of government buildings	1. Provide safety and maintenance training to security staff stationed in the Government 2. Organize fire safety seminars	Central: 0 Government: 4 Total: 4
Administration and Management	Implement corrections to administration suggested by the various	Assist in the organization of Government and mediation meetings, collate the instructions of the meeting chairman, convey these	Central: 0 Government: 150

Project Name	Important Administrative Action	Content	Budget (Unit: thousand NTD) (Excl., personnel cost)
Affairs – Document Management	departments and reinforce communication mechanisms	instructions to various Government departments, and ensure compliance	Total: 150
	Reinforce document processing efficiency	Formulate document reception, printing, and issuance operations and increase the electronic conversion of documents	Central: 0 Government: 1,776 Total: 1,776
Administration and Management Affairs – Document Management	Enhance the robustness of document management operations	Formulate standard operating procedures for the checking, recording, coding, managing, reviewing, and organizing of Government documents, formulate standard operating procedures for the scanning and tidying of scanned Government documents, providing online access to e-archived documents	Central: 0 Government: 295 Total: 295
	Maintain the hardware facilities of Government archives	Improve the hardware facilities of the Government archives to preserve documents appropriately	Central: 0 Government: 400 Total: 400
Administration and Management Affairs – Office and Vehicle Management	Upgrade hardware/software facilities to revitalize the Government buildings and enhance their usage ratings	1. Increase the use of Government building spaces 2. Increase the use of conference rooms within the Government buildings 3. Increase the use of public spaces in the Government buildings	Central: 0 Government: 18,401 Total: 18,401
	Promote energy conservation and carbon reduction performance management systems	1. Counsel and evaluate the energy conservation and carbon reduction performance of various Government departments 2. Organize energy conservation and carbon reduction committee meetings	Central: 0 Government: 35 Total: 35
	Reinforce efforts in outsourcing the cleaning, greenification, and beautification of government office buildings and surrounding environments	Outsource cleaning, greenification, and beautification operations to increase the involvement of private professionals in government services and public affairs	Central: 0 Government: 8,430 Total: 8,430
	Increase dormitory use	1. Formulate a set of regulations for the use of employee dormitories 2. Strengthen dormitory inspections, cleaning, repair, and maintenance	Central: 0 Government: 300 Total: 300

Project Name	Important Administrative Action	Content	Budget (Unit: thousand NTD) (Excl., personnel cost)
Administration and Management Affairs – Procurement and Planning Management	Organize various professional and practical courses on procurement	Organize professional training courses, practical seminars, procurement and outsourcing seminars, commissioned technical service seminars, and emergency procurement seminars for procurement staff	Central: 0 Government: 2,329 Total: 2,329
	Moderate and review the procurement disputes between affiliated agencies and their contractors fairly	<ol style="list-style-type: none"> 1. Handle the contractors' tender, review, and finalization disputes 2. Handle contractors' disputes concerning blacklisted contractors released by the Government and its affiliated agencies and schools 3. Handle contractors' moderation application for compliance disputes 	Central: 0 Government: 1,327 Total: 1,327
	Perform written and project audits	Perform written and project audits and appropriately correct the procurement mistakes of audited agencies, collate common mistakes in the formulation of laws and regulations and provide relevant descriptions to competent authorities, and remind affiliated agencies and schools of self-evaluation	Central: 0 Government: 109 Total: 109 Overall Central: 0 Government: 38,296 Total: 38,296