為民服務白皮書

Citizen Service White Paper

臺南監理站

Tainan Station, Chiayi Motor Vehicles Office

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壹、前言

公路監理業務與民眾生活息息相關，而公路監理機關之服務人員對民眾服務品質之良窳，攸關政府整體形象至鉅。是以本站身為公路監理最基層單位，為落實並強化為民服務工作，積極規劃各項創新便民服務措施，並提供舒適的洽公環境，運用現代科技與網路各項功能，以提昇公路監理服務品質與內外部顧客之滿意度。

貳、服務目標與服務品質

一、服務目標

(一)以「親切、效能、服務、科技」施政目標為主。

(二)以 e 化創新、知識管理、組織學習、跨機關合作、舒解員工壓力、提升內外部顧客滿意度施政目標為輔。

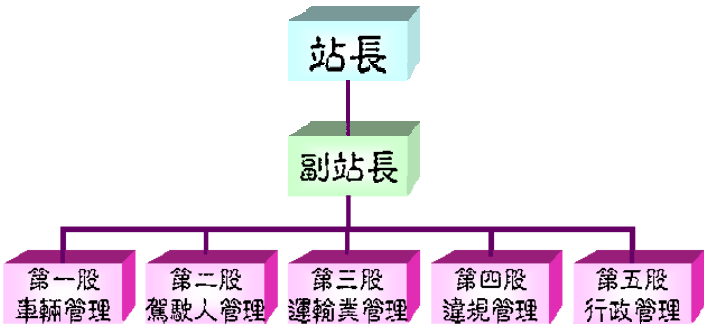
二、服務品質

(一)以熱忱地服務內外部顧客為導向，並親切關心與照顧內外部顧客之福址、權益為優先，以「簡便、親切、真實在，快樂、滿意、向前行」之服務理念去做每一件事。

(二)「主動發現需求，服務超越所求」之服務精神，以確實提升服務品質與行政效能。

參、組織架構、服務區域及交通路線圖

一、組織架購



二、服務區域

本站主要服務區域為台南市及台南縣永康市、仁德鄉、歸仁鄉、關廟鄉、龍崎鄉等五鄉市之居民；另依全國公路監理電腦異動連線作業要點，可進行越區辦理之民眾亦為本站之服務對象。

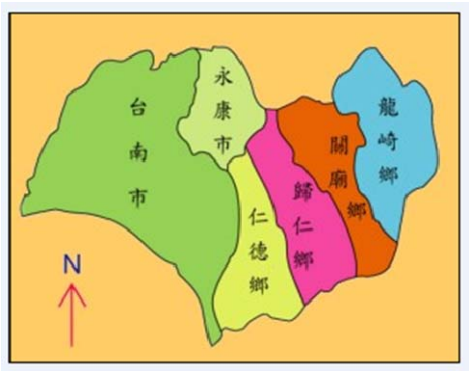


圖1:臺南監理站轄管區域圖

三、交通路線圖

本站位於台南市東區林森路與崇德路路口。

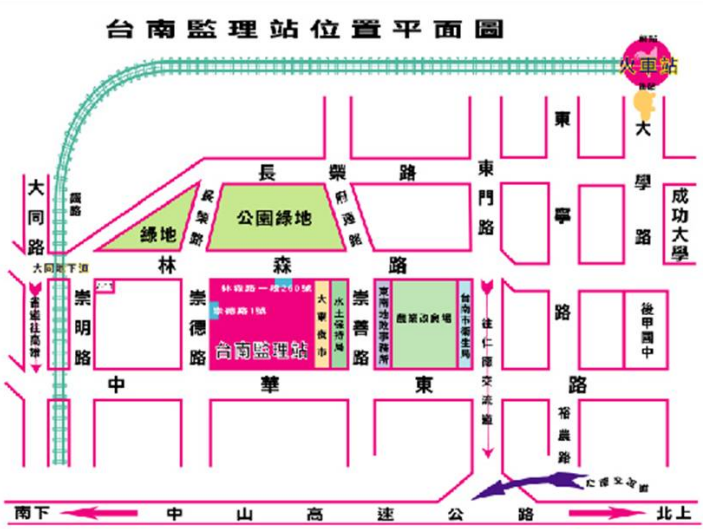
(一)自行開車

自國道一號仁德流道，接仁德中山路(往台南市區方向)--台南市東門路--至林森路口左轉，約 550 公尺後，左邊即可看到本站。

(二)搭乘大眾運輸工具

■搭乘 3 號市區公車至「林森路口」站或 6 號市區公車至「衛生局」站下車後，往林森路一段方向步行約 7 分鐘即可到達本站。

■搭乘高鐵者，可搭 7657(H32)路線免費接駁公車至本站門口下車。



肆、服務項目

- 車輛管理（第一股）：
  車輛檢驗、新領牌照、車籍異動、換補行照、動產擔保、代檢廠管理、牌照稅、燃料費之徵收及監警聯合路邊檢查。
  電話：2696678-101
- 駕駛人管理（第二股）：
  駕駛人考驗發照、審驗、異動、換補駕照、駕訓班管理、道安講習及國際駕照。
  電話：2696678-201
- 運輸業管理（第三股）：
  運輸業之籌設申請、立案、發照、異動、督導管理、監警聯合稽查及臨時通行證之核發。
  電話：2696678-301
- 違規處理（第四股）：
  違規案件之裁罰、申訴與異議、郵局及超商繳納罰款。
  電話：2696678-401

伍、服務時間與聯絡方式

一、服務時間

(一)星期一至星期五
上午 8:00 至下午 5:00

(二)中午不休息(車輛檢驗、新領牌照、動產擔保、稅費處理、考照除外)

二、聯絡方式

(一)總機電話：06-2696678

(二)傳真：06-2697627

(三)網址：http：//tan.cyi.gov.tw/

(四)E-mail：thbup301@msl.gsn.gov.tw

(五)通信劃撥帳號：03360922，戶名：臺南監理站，傳真：06-2678984

(六)營業大客車申訴電話：05-3628623、0800-231035

(七)乘客(計程車)申訴電話：06-2678850

陸、重要簡政便民服務措施

一、提供溫馨、便利的辦公場所與愛心優質之服務

為提供民眾親和的洽公環境，辦公大廳以人性化之人文關懷佈置美化環境、設置良好的服務設施（如提供舒適美觀沙發座椅、身心障礙專用設施與無障礙環境、育嬰哺乳室等)，並懸掛各項引導標誌，清楚告知各業務的動線處所，及輔以巡迴服務人員、志工現場溫馨的優質服務，另懸掛各項申辦業務流程、時程、費用與所需書表證件，並輔以 LED 電子宣導看板。

二、設置無障礙服務環境

(一)印製身心障礙者考照、車輛改裝、稅費減免法令宣導單，提供參考。

(二)購置自動排檔小型考驗車，成立殘障人士報考鑑定小組，服務身心障礙者報考駕照。

(三)設置殘障人士服務處、愛心服務鈴及輪椅，並有專人服務。

(四)設置身心障礙者一樓專用電腦考照座位，避免身障者上下奔波。

三、全國首創監理客製化服務

針對弱勢族群到府辦理駕照、行照換照服務，以彰顯本站對弱勢族群的關懷。

四、創新推出「夜市監理站」

本站緊鄰大型夜市，地理位置特殊。為擴大服務民眾，延長服務時間，方便上班族申辦業務，特推出「夜市監理站」，配合夜市營業時間在本站大門口，以行動監理車辦理換補照、異動及道安宣導業務服務，讓民眾在逛夜市之餘也可

順便辦理監理業務，上班族也不用再特地請假到站換補照。

五、與戶政事務所合作「一處收件、全程服務」

為提升服務效能，落實行政一體之單一窗口優質服務，與台南市轄區六戶政事務所合作辦理跨機關聯合服務，避免民眾奔波往返多處機關，也可減少本站窗口業務量，縮短作業時間。

六、監理業務ｅ化，節省人力及作業時間

(一)多媒體叫號ｅ化系統：可即時顯示各項業務待辦、經辦人數，主管可機動調度人力，並可縮短民眾等候時間。該系統亦可同時播放多媒體播放影片，讓民眾在等待之餘也可進行宣導並舒緩情緒。

(二)建立駕駛人影像儲存系統：將每日新考領之駕駛人登記書資料掃瞄存入電腦，並上傳至公路監理系統資料庫，節省站內、外人工調閱書表時間。

(三)駕駛人筆試電腦化：本站地處都會區，轄內駕訓班學員及考生眾多。為減少民眾候考時間、紓解應考人潮，將駕駛人筆試作業全面電腦化，一人一機，且隨到隨考。

(四)汽燃費及違規強制執行作業系統：由人工作業　改為全電腦化作業，大幅提升作業效率，提升移送件數。

(五)大客車車輛檢驗全程錄影：為確保大客車安全 品質，實施檢驗全程錄影，儲存資料庫，以利日後調閱查詢。

(六)汽車代檢廠遠端監控系統：檢驗業務委託民間代檢，延伸服務據點，惟為同時兼顧代檢廠檢驗品質，經由代檢廠遠端監控系統可上傳檢驗數據，同時可查看檢驗畫面。

七、積極推展各項業務ｅ化及線上服務

(一)提供表單下載服務：於本站網頁放置各類業務表單方便民眾下載使用，無需臨櫃索取，同時備有書寫範例供參考。

(二)建置「強制保險查詢」ｅ網通：創新研發ｅ化服務，將關貿網路公司提供之雲嘉南地區車輛強制險投保資料放置於網頁，方便車主上網查詢車輛投保狀態。

(三)e-mail 主動通知車主驗車服務：為避免民眾忽略或忘記車輛定檢日期，主動規劃開發利用 E-MAIL 通知車主驗車服務。只要至本站網站申請填入車號、證號及 E-MAIL 帳號即可享受創新貼心服務。另本站製作汽車檢驗便利貼，送交車主以提醒其下次驗車日期。

(四)住居所或就業處所地址線上申請：除臨櫃或郵寄辦理外，亦可至本站網站進行線上申請，可節省民眾時間及金錢。

(五)道安講習線上延訓：民眾可至本站網站查詢道安講習場次、時間，並於線上辦理延訓，除可節省民眾時間外，亦可減少人工作業，提高到訓率。

(六)自用小型車網路號牌瀏覽、競標系統：將自用小型車號牌領用資訊上網，民眾可於網站上瀏覽目前可選用號牌，亦可自網路號牌標售系統自行挑選喜歡的車號，以達作業公開化、透明化，並減少弊端及紛爭。

(七)駕駛人汽車路考網路報名：民眾可於網路上查詢考驗日期及場次，確認考照經歷無誤後，即可線上完成報名手續，毋需至監理站等候報名。應考當日隨到隨考，減少民眾等候時間。

(八)網路及電話語音轉帳服務：民眾在家中使用網路或電話即可完成交通違規罰鍰及汽車燃料費等費用之繳納，毋須往返奔波，節省時間，且 24 小時不打烊。

八、積極推動行動監理站下鄉服務

以行動監理車深入偏遠鄉鎮、社區辦理機車考照、換照服務及監理業務諮詢，讓民眾無需長途跋涉，節省時間及金錢。

九、辦理跨機關合作，延伸服務據點

為落實善用社會資源，政府施政一體的目標，本站與臺南縣永康市農會跨機關合作，辦理汽機車駕照、行照換補發及地址變更等業務。

十、運用志工人員參與服務

招募有服務熱忱的民眾擔任志工，由本站施以教育訓練，協助引導民眾辦理各項監理業務，除減少民眾等候時間外，亦可稍微紓解本站人力不足的問題，提升服務品質及效率。

十一、提供案件主動通知及確認

(一)新車 5 年第 1 次檢驗，為免車主遺忘，主動電話通知。

(二)汽燃費逾開徵期未繳納者，主動寄發明信片通知車主；重覆繳費納者主動通知退費。

(三)辦理通信換照者，若證件不齊全以寄明信片通知補正。

(四)車輛定檢日期到期前，主動以明信片通知車主驗車。

(五)運輸業者停車場租用到期，主動通知業者。

(六)駕照吊扣期滿者，主動寄還駕駛人。

十二、設置免下車換照窗口

便利民眾快速換發行、駕照，節省民眾等候時間，提供更迅速、便捷的服務。

十三、設置機車路考直線平衡駕駛練習場，並於中午時間開放機車考驗場供民眾練習

為加強服務民眾，提昇駕駛技能及考照及格率，開放機車練習場及考驗場供民眾練習。

十四、實施中午照常服務作業

各窗口中午休息時間指派人員留守服務，除車輛檢驗、駕照新考領、國際駕照、學習駕駛執照、新領牌照、動產擔保、稅費處理外，其餘業務皆有受理。

十五、與郵局窗口連線，繳納違規罰鍰立即銷案

公路監理系統與郵局連線，繳納交通違規罰鍰可即時銷案，提供民眾另一種便捷服務。

十六、委託超商代收違規罰款、汽燃費及換發駕、行照服務

民眾可就近至超商繳納或辦理汽機車駕照、行照之換發，每天 24 小時服務全年無休，擴大服務據點，達到便民、利民目標。

十七、代檢廠代換汽車行照、代收燃料 費及違規罰鍰

民眾至代檢廠驗車可同時換發汽車行照、繳納燃料費及違規罰鍰，借助民間團體資源，節省民眾時間。

十八、落實走動式巡迴服務與代客驗車服務

指派專人代客驗車或巡迴服務人員在辦公處所走動式為民服務，提供民眾即時的引導服務與諮詢。

十九、積極推動「微笑、點頭、問好、從心做起」禮運動

辦理全員服務禮貌訓練，並於每週加強同仁服務禮儀與電話用語訓練，讓點頭問好成為習慣，更能提升服務品質。

二十、辦理為民服務顧客滿意度問卷調查

為了解民眾對本站的期望及各項措施的滿意度，定期實施問卷調查，以民眾之需求為施政指標，瞭解民眾需求所在。另為更加客觀性，委託精湛民意調查顧問公司進行滿意度問卷調查，期能經由調查改善，提供更優質服務。

柒、本站願景

一、持續推動各項簡政便民措施

持續推動第 10 階段簡政便民措施，讓民眾申辦各項手續能更簡便迅速，以縮短作業流程、減少民眾等候時間，創造更有價值之為民服務措施。

二、加強員工在職及服務禮貌訓練，提升服務品質

定期辦理員工在職、服務禮貌、接聽電話技巧之教育訓練，以提升員工服務態度及工作知能，進而提高服務品質與行政效率，強化以客為尊之服務理念，讓員工發揮熱忱有禮貌的服務態度與敬業精神。

三、積極推展各項業務 e 化網路線上服務，以達無窗口作業

建置線上申辦及查詢系統，並研發多元化服務措施，加強宣導民眾利用電話語音、

超商、通信服務及使用網路申辦各項監理業務，以網路取代道路，免除民眾往返奔波之苦。

四、持續辦理跨機關合作，延伸服務據點

本站與永康市農會於 98 年 6 月 2 日辦理跨機關聯合服務揭牌儀式，提供民眾更便捷之服務處所，正式辦理階段性公路監理業務；99 年 4 月 15 日與台南市六戶政事務所簽定合作備忘錄，辦理跨機關聯合服務；並積極推動「一加一整合圈升值服務」，陸續與南縣市稅務局、臺南地方法院、臺南市社會局、臺南市機車商業同業公會完成整合服務，於本站即可完成申辦，如此可避免民眾奔波之苦，以節省社會成本，加強便民、利民為依歸。

五、持續推動 e 化研發與創新工作

為縮短作業流程，減少人工作業及民眾等候時間，持續研發各項 e 化系統，創造新技術而有價值的簡政便民工作。

六、加強在各媒體宣導公路監理業務簡政便民措施及交通安全宣導

持續與轄區公益電台、有線電視台、平面媒體加強相關法令、服務及交通安全宣導。另定期與廣播電台合作辦理空中監理站主動接近民眾。

捌、結語

對民眾的服務係永無止盡的，在此高度資訊化且瞬息萬變的時代，為了深耕服務的基本理念，公部門亦應隨環境變遷，掌握時代的脈動，隨時研發創新各項簡政便民服務措施，因此我們謹以這份為民服務白皮書，宣告我們的服務精神與服務品質，亦期待您的建言與鼓勵，並企盼在各位的關心與指導下，提供更優質的服務。

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Citizen Service White Paper
Of
Tainan Motor Vehicles Station

1.Introduction

Highway supervision affairs are closely linked with the public lives. Owing to being responsible for service quality, our officers play an important role and have been crucial in the shaping of government image. To carry out and reinforce citizen service task, we are keen to work out all possible measures to make service more convenient for the public, to provide comfortable working environment, and to make use of modern devices and networks to improve our service quality and to raise satisfaction for both external and internal customers.

2.Service Goal and Service Quality

(1) Service Goal

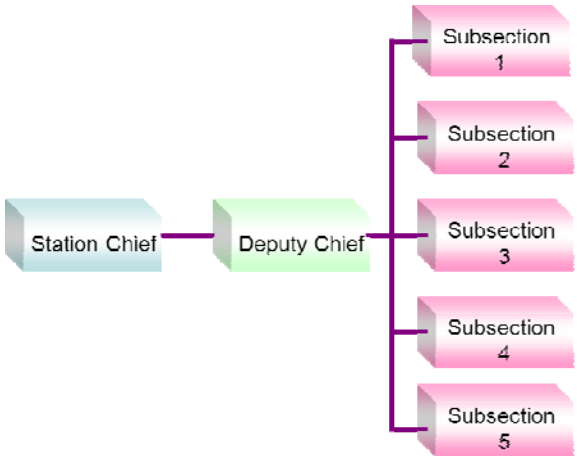
- We aim at factually implementing the policies of “Benign, Efficient, Service, Technology”.
- E-innovation, knowledge management, organizational learning, cooperation across institutions, releasing the pressure of employees, and raising customer satisfaction toward policy implementation are taken as our goal as well.

(2) Service Quality

- To be customer-oriented. We take it as our top priorities to serve our customers with enthusiasm and to be concerned and caring about customer welfare, rights and interests. By simply, friendly, certainly, pleasure, satisfied, to leads the way the service idea to do everything.
- To fine a requirement on the initiative, the service surmounts asks the service spirit, by promotes the service quality and the administrative potency truly.

3.Organization Structure、Jurisdiction and Location

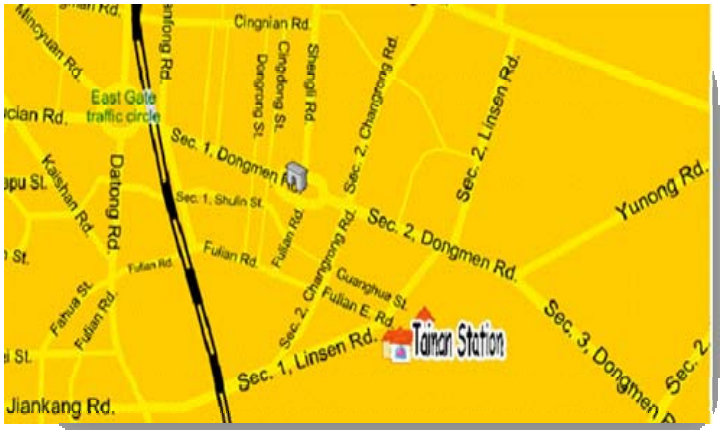
(1) Organization Structure



(2) Service area

The station main service area for Tainan and Tainan county Yongkang, Rende township, Guiren township, Guanmaio township, Longci township and residents of the five township and city.

(3)Traffic route map



Tainan Station is located on the intersection of Linsen Rd. and Chongde Rd..

- By car:

  Exit at Rende national highway No.1 interchange Rende Chunshan Rd(Toward Tainan downtown) –-- Dongmen Rd, Tainan city ---- to Linsen Rd turn left, after 550 meters, you'll see the our station on the left.

- Public transportation:
  - Take city bus No.3 to Linsen intersection stop or take city bus No.6 to public health bureau stop and get off, walk to Linsen Rd sec.1 about 7 minutes will arrive our station.
  - By high speed rail, take 7657(H32) route free bus and get off our station entrance.

4.Service Item

- **Motor Vehicle Management (Subsection 1)**

  In charge of vehicle inspection, new license plate pick-up, change of registration, renewal of registration, management of entrusted inspection agencies, license tax and fuel used tax, and to collaborate with the police on road inspection duties.

  Tel: 2696678 ext. 101

- **Driver Management (Subsection 2)**

  Driving test and issuance of driver's license, validation and registration of professional driver's license, alteration of driver's license registration, renewal of driver's license, management of driver training schools, traffic safety lectures, and conversion of overseas driver's license to R.O.C. driver's license.

  Tel: 2696678 ext. 201

- **Transportation Management (Subsection 3)**

  Governing the establishment, registration, supervision and management of transport business; collaborated with the police on road inspection duties; issuance of temporary pass permits.

  Tel: 2696678 ext. 301

- **Handling traffic violation fines (Subsection 4)**

  Penalties for traffic violation tickets, appeals and objections, and payments for fines at convenience stores and post offices.

  Tel: 2696678 ext. 401

5.Service Hours and Service Line

(1) Service Hours

- Monday through Friday from 08:00 am to 05:00 pm
- No lunch break except for vehicle inspection, new license plate pick-up, setting up chattel mortgage, handling of motor fuel tax written and road tests.

(2) Service Line

- Operator: 06-2696678
- Fax: 06-2697627
- Website: http://tan.cyi.gov.tw/
- E-mail: thbup301@ms1.gsn.gov.tw
- Post transferring account (for renewal of license by mail): 03360922; Account name: Tainan Motor Vehicle Station;
  Fax: 06-2678984
- Business Bus Service Complain Call: 05-3628623; 0800-231035
- Passenger (taxi) Appeal Phone No.: 06-2678850

6. Main Policies for Simplier procedures and More Convenient Service

(1) Provides warm, the convenient work place and the compassion high quality service

We provide certain Humanized facilities sweetly designed for the public. For instance, we have nice-looking and cosy sofas and chairs in the lobby, facilities for the disabled, barrier-free environment, nursing rooms for babies and so forth. There are distinct and humanized guidance signage and movement directional reticles on the ground, and furthermore, our roving staff and those recruited volunteers are ready to offer assistance to those in need of help. Posters are hung in the lobby, and we also make use of LED electronic billboards to get people informed of the procedures, how long and how much it will take for an application and required documents.

(2) Setting up facilities for a barrier-free environment

i. Printing D.M.s for reference about driving test for the disabled, vehicle re-equipment, and regulations of deduction or free of tax and fees.

ii. Purchasing auto-gear small cars for driving tests and setting up an authentication group to meet the special need of the handicapped people when they apply for driving license.

iii. Putting up service counter, special service bells and wheelchairs for the disabled, we also arrange our designated staff to offer the above service.

iv. Setting up a priority seat for the disabled to take written tests with the computer on the first floor with a view to relieving those handicapped people from walking up and down stairs.

(3) The initiate in the whole nation vehicle in offering a diversity of services

Targeting social vulnerable groups to offer at-home service for the renewal of license registration and driver's license so as to enforce government's policy of taking care of them.

(4) Promoting "mobile motor vehicle station" service in night market

The station is close to a large night market, the position is special. To serve the people, to extend servicing time, and to make the service convenient for the office workers, so we promote " the night market station ", in front door to match the night market business hour. At the motor vehicle service bus, we manage the license renewal or revise and lead the peaceful guidance. People can manage the driver or the motor license renewal or revise when they stroll the night market, the office worker doesn't have to ask for leave and go to station to handle it.

(5) Cooperation of a place receives and whole service with household registration office

For provide the service, carries out the administrative one body the sole one window high quality-service, handles the cross institutions service with Tainan municipal district six household registration offices to cooperation. This way can avoid people to go there and back many organizations.

(6) Vehicle service electronic multimedia, saves manpower and operation time

i. Introducing electronic multimedia number calling system:

This system can immediately show each service treats manages, and manage the population. The manager may dispatch the manpower mobile, reduces the populace waiting time. The system may broadcast the multimedia movies, may carry on the guidance and make them release when they are waiting.

ii. To establish the drivers' image storage system:

The registration of driver's license will be scanned and stored in the computer every day, and upload to highway vehicle system information bank, to save time from artificial to examine and read form.

iii. The driver's examine computerized :

Many training class's students and examinee come the station in the city. To reduce the populace to wait for the test time, to relieve examinee stream of people, driver's test comprehensive computerization, one person one computer, arrives and tests on the moment.

iv. **Surplus vehicle fuel fee and compulsion contrary to carry out work system:**
To change computerization work by artificial work, raise the work efficiency, raise number of article transferring.

v. **The entire video recording of the bus examination:**
In order to ensure the bus's security quality, to carry out and examine the entire video recording, storage the information, to help certiorari the inquiry in the future.

vi. **The monitoring system of the civic vehicle reparation companies :**
To examine request service people substitute for examines, to increase service sites, to give consideration to the factory examine quality and upload the examination date, to look and examine the frame.

(7) To promote online service of all application items actively in order to reach the goal of zero counter service

i. **To Provide service for download form:**
People can download and use service form in the station homepage. Don't need to get it from desk. It has written model to refer at the same time.

ii. **To develop e-innovative measures – to inquire compulsory insurance:**
Creative research electronization service, keep compulsory insurance material to offer Yunjiana area's vehicle from Guan Mao network company, car's owner can inquire about insure condition online.

iii. **Sending an e-mail automatically to inform car owners of the approaching inspection date:**
To remind car owners not to miss the inspection date by sending a notice automatically to them through e-mail. Those who would take time to visit our website and leave their license plate number and ID No. may apply for this service. In addition, we also offer stickers serving as a reminder of the approaching inspection date for car owners.

iv. **To apply Housing or employment place address online:**
To apply online in the station website expect from desk or mail, may save people waiting time and money.

v. **Asks about somebody's well being lectures and studies to extend teach online:**
People can inquire the session of lectures and studies and time on the station website, and to handle online, expect save people's time and reduce artificial work, raise the frequencies.

vi. **Setting up electronic number selection system for new license plate numbers and internet competitive bidding system:**
The number selection system to choose new license plates has been computerized so the general public can

inquire about license plate numbers available and choose their favorite one on the internet through competitive bidding system. Procedures are open and transparent to prevent from disputes and frauds.

vii. **Applying for motor vehicle road test online:**
The public can check date and time for road test online, make confirmation about their testing experiences, and then accomplish the process of application. They don't have to wait for the test in line. Come and take the test right away. No need to waste time waiting.

viii. **Utilizing the automatic voice-operated bank transfer system and internet transfer service:**
The public can make use of voice- operated account transfer system by using ATM cards, credit cards or internet to pay ticket violation fines and fuel fees to alleviate the general public's hardships in making trips back and forth. What is more, that can provide service around the clock.

(8) Promoting "mobile motor vehicle station" service actively to extend service sites into the rural areas:
The implementation of mobile motor vehicle station makes it possible to expand our service into rural areas and makes it convenient for people to apply for renewal of driver's license and vehicle license, to pay for traffic violation fines and to inquire about motor vehicle affairs.

(9) Promoting cooperation across institutions to increase service sites:
With a view to make good use of social resources, we cooperate with the Yong Kong Agricultural Bank to set up a counter to handle the application of renewal of license and change of license address for private vehicles.

(10) Recruiting volunteers to participate in the citizen service task:
To recruit people with enthusiasm to be our volunteers who will be educated and trained to be capable of assisting people with motor vehicle affairs so as to shorten waiting time and upgrade service quality and efficiency.

(11) Informing vehicle owners or drivers automatically of certain news concerning motor vehicle affairs and making confirmation:

i. A new car first examination in five years, notifying on the phone to avoid the car's owner forget it.
ii. Sending letters of notification to vehicle owners to remind them of overdue payment of vehicle fuel fees or to inform them of the duplicate payments of vehicle fuel fees automatically.
iii. Sending notices by postcards to those who renew licenses by mail but in lack of required documents.
iv. To initiative when vehicles regular inspection expired date. To notify car's owner

by postcard.

v. The date is expired in conveyance parking, to initiative notify the conveyance.

vi. Notifying applicants of the follow-up of traffic violation appeals.

(12) Setting up a "drive-through" license renewal counter:

It is a time-saving, speedy, and convenient way for people to apply for renewal of driver's license and vehicle license.

(13) Providing a practice field free of charge for motorcycle driving test applicants to practice straight-line stability

In order to strengthen our service, to enhance riding skills and to assist driving test applicants to pass tests successfully, our motorcycle practicing field and road test site are open for the public to practice for free.

(14) Providing service during lunch break

Our staff members take turns accepting applications during lunch break except for certain service items which are vehicle inspection, written and road tests, driver's license, new license plate pick-up, setting up and cancelling of chattel mortgage, learner's permit, and conversion of overseas driver's license to R.O.C. driver's license.

(15) Through real-time online connection with post office, cases can be closed immediately if payment of violation ticket fines to be collected in the post office

Because of the online connection system with post office, cases can be closed immediately. The public can benefit a lot from this function.

(16) The out-sourcing of five nationwide chains of convenience stores to accept payment of fines and vehicle fuel tax, and to renew motor vehicle licenses

People can go to the nearby convenience stores that provide service around the clock to pay ticket violation fines and have their license renewed. We can not only extend our service sites but also reach our goal of bringing convenience to the public.

(17) Entrusting inspection agencies to handle matters concerning the renewal of vehicle registration, payment of ticket violation fines and fuel tax:

People can renewed driver's license in the generation examines the factory, payment of ticket violation fines and fuel tax, with the help of civil team resources, save the time.

(18) Providing mobile service by our designated staff to rove around the lobby and offer assistance automatically, and to complete inspection process for vehicle owners:

Our staff members can substitute for vehicle owners to go through the whole inspection process and designated staff makes the rounds in the lobby for inquiries

and providing immediate guidance.

(19) Actively promoting service courtesy with the performance of smiling, nodding, saying hello and doing so all from the heart:

Service courtesy training is held for our staff. Through phone speech politeness test and training every week to strengthen employee politeness and to make a habit of it. By so doing service quality might be upgraded.

(20) Promoting service the customer degree of satisfaction questionnaire survey for the people:

In order to understand the people to the station expectation and each measure degree of satisfaction. Carry out questionnaire survey on a regular time. Demand of take the people as administration target. To understand that the people demand is. In addition is the objectivity. To entrust the exquisite poll Consultant firm to carry on the degree of satisfaction questionnaire survey, can by the investigation improvement, provides a higher quality service.

7. Future prospects

(1) Continuing to promote policies about simplification of procedures and to conduct measures that can bring convenience to the public

To keep on enforcing the 10th phase of the service policy for the pursuit of "more simplified procedures and more convenient service for the public". To innovate more valuable measures to make it quicker and easier for every application item and to shorten the time spent while waiting for the service.

(2) To reinforce service courtesy of our staff members in order to promote service quality

Training courses as to service politeness and techniques about answering phone calls are held regularly to improve service attitudes of our staff and to enhance their working abilities.

(3) To promote online service of all application items actively in order to reach the goal of zero counter service

Through the establishment of network, people can make use of the online service system to acquire news releases and declarations about motor vehicle affairs. We also take efforts to inform the public of the multiple service channels to apply for motor vehicle service for example by utilizing phone voice-operated transfer system, application by mail or via convenience stores, and through internet in the hope of preventing people from walking back and forth.

(4) To keep on the cooperation across institutions to extend service sites

A joint charge service window in the Yong Kang City Farmer's Association was set up on the date of July, 2, 2009. And we are still working on another cooperation with the Administrative Enforcement Agency. We are engaged to make our service more convenient and beneficial for the public. And positive impetus adds a conformity circle revaluation service, with Tainan county and city tax department, the Tainan local court, the Tainan society department and the Tainan locomotive hanse completes the conformity service one after another, then completes the application in the station.

(5) Continue to work on e-innovations

To shorten working process and decrease waiting time, we continue to work on designs based on computerized technology to create new and valuable measures for simplified procedures and convenient service.

(6) Cooperating with mass media to propagandize our policy implementation for simplified procedures and more convenient service and to strengthen the guidance of traffic safety as well

We keep on the cooperation with radio stations to produce the program of Motor Vehicles on the Air. We try to get near to the public to strengthen the guidance of regulations, laws and traffic safety by releasing news for cable TV and print media to report, by utilization of LED display at the information desk, and through the interaction with the public at our service counters.

8. Conclusion

Our service to the public could never come to an end. In this ever-changing era, we deeply keep in mind our responsibility of providing service and raising service quality, and are eager to think of every possible means to simplify administrative procedures so as to bring about more convenient service measures to meet the needs of the public. We want to declare our will revealed through this citizen service white paper which demonstrates our service spirit and our accomplishments as well. We are looking forward to your suggestions and encouragement. Your concern and directions would motivate us to enhance and upgrade our performance.

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Benign Service

效 能 科 技

Efficient Technologyt

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