

捌、社會責任 Community Roles



一、推展公益或與社區結合活動

- (一) 以「郵局好厝邊，大家來作伙」為名，舉辦關愛社區活動，推展郵儲壽各項業務，發展整合行銷。
- (二) 為推廣國內青少年美學素養及美育發展，分別由廿三責任中心局在全省台北、台中、高雄三處舉辦「郵政小太陽兒童創意寫生繪畫比賽」，獲得熱烈迴響，參賽畫作多達二萬餘件。

二、舉辦社教活動

- (一) 辦理「小小集郵研習營」活動：為推展集郵往下紮根，配合社區活動，自民國八十四年起在暑假期間與中國青年服務社於全區各大郵局舉辦研習活動，開辦以來頗受家長及學童喜愛，本年仍循例於暑假期間辦理此項活動，全省計有二十二所郵局舉行，參加人數一千八百餘人。
- (二) 郵政博物館為配合政府推行文化建設，提倡集郵風氣，九十一年度配合新郵發行、國家重要節慶計辦理不同主題之特展22次、專題演講16場、郵友譚郵12次及相關益智及才藝活動22場次。全年參觀人數共40,831人次。

三、便民服務措施

- (一) 九十一年七月一日郵政總局與外交部領事事務局合作，開辦由郵局代領護

1. Promoting Public and Community Activities

- (1) Several activities were held to strengthen the communication between post offices and local communities in order to promote postal services.
- (2) Children's painting contests were held at many northern, central, and southern post offices to promote interest in the arts by the nation's youth.

2. Sponsoring Social Education Activities

- (1) From 1995, summer philatelic camps for school children have been held at regional post offices to develop a philatelic climate. In 2002, the activity was held at 22 post offices island wide and attracted 1,800 participants.
- (2) In coordination with the government's promotion of culture, 22 stamp exhibitions were held, 16 philatelic lectures were given, 12 philatelic discussion were convened, and 22 other activities were hosted at the Postal Museum. Over 40,000 people took part in those events.

3. Initiating Improved Services

- (1) In cooperation with the Ministry of Foreign Affairs as from July 1, 2002 service was provided to pick up and deliver passports on applicants' behalf via domestic EMS.
- (2) As from October 1, 2002 the postal life insurance image system and the combined policy-printing program were put into effect.
- (3) The "stage-interest rate" and "adjustable-rate mortgage" for real estate loans were introduced to give a transparent loan interest to customers as from

- 照、代投護照報值快捷郵件服務，因可免除申請人往返取件奔波費時之苦，頗受民眾好評且樂於利用。
- (二) 九十一年十月一日起啟用新版保險單及保險單封套，將保戶須知與契約條款合併列印，方便保戶收存查閱。
- (三) 九十一年七月一日、十一月七日起分別推出「分段式利率」、「指數型房貸利率」，以合理透明化之借款利率服務客戶。
- (四) 普通掛號函件實施收件人申請晚間限時投遞、投遞前掛號函件申請改投上班地點及招領中掛號函件改投上班地點。
- (五) 建置網際網路，九十一年三月起開放國內快捷追蹤查詢系統提供用郵人士查詢。
- (六) 國內、國際包裹自九十一年四月起，增加晚間投遞及週六白天加投一次，收件人不在時，以電話聯絡再投，不送支局招領。
- (七) 限時掛號函件自九十一年八月起，實施收件人不在家但信封上留有電話號碼可聯絡者，郵局主動打電話給收件人聯絡再投日期、時間，繼續投遞，不送窗口招領。
- (八) 自九十一年三月十九日起託收票據存入存簿儲金帳戶者免填存款單，並自九月九日起可憑郵政金融卡辦理受理客戶託收票據。
- (九) 九十一年五月一日起至同月三十一日止，提供存簿儲金及劃撥儲金帳戶二維條碼網路報稅電子掛號服務。
- (十) 為提供多元化及便民服務，自九十一年七月十日起全區六十九個辦理國際匯兌業務之郵局，代售美國運通美金旅行支票業務，並免收手續費。
- (十一) 為配合政府「營造英語生活環境」政

July 1 and November 7, 2002, respectively.

- (4) For registered or claimed mail, the addressee can apply for delivery to the working place or in the evening.
- (5) The domestic EMS tracking and tracing system was available as from March 2002.
- (6) An additional delivery service for domestic and international parcels is offered in the evening and on Saturday. If the addressee is inaccessible, a delivery attempt will be made after telephone communication, in other words, no pick up service is offered at any post office.
- (7) The domestic registered express mail must be delivered to the addressee, no pick up service implemented as from August 2002.
- (8) As from March 19, 2002, no deposit slip is required



策，於郵政總局使用PC版之各型自動櫃員機（ATM）（布爾及ROM BASE除外）操作作業流程中，增加英文操作畫面及英語語音說明選項。

四、增設郵政機構

九十一年度設立郵局情形如下：

- （一）九十一年七月一日成立台南育平郵局及鳳山鎮北郵局。
- （二）九十一年七月十六日成立楠梓翠屏郵局。
- （三）九十一年八月八日成立高雄君毅郵局。

五、進用殘障人員

郵政配合政府政策，照顧社會弱勢者，依法應進用身心障礙者583人，截至九十一年底已進用814人，已逾應進用底限231人。

六、落實環境保護及汙染防治

汽機車修護廠定期實施自動檢查，以積極改善廠房內環境。廠內並設有廢油池1座以回收油污及強力吸塵器1台、大型抽風機10台以淨化空氣品質。此外各責任中心局及郵件處理中心設有汽、機車養護站29處，依廢氣排放法規定，各站設有車輛廢氣分析儀器，定期實施檢測汽、機車排放廢氣濃度。

七、擔負政策性任務及社會責任

- （一）為防範人頭戶詐騙，於存簿儲金及劃撥儲金（含金融卡、語音轉帳、網路轉帳）約定書中增訂禁止詐騙條款。
- （二）請三商電腦公司修改自動櫃員機程式，於客戶選按提款交易金額後，增加開蓋測試；並通函各局應隨時清查所屬自動櫃員機機體內外側是否遭裝置不明機件，以防範遭人裝置側錄設備，致帳戶儲金遭盜領。
- （三）自九十一年三月十九日起實施存簿儲金及劃撥儲金新立戶交易增加檢核身分證領補換功能，以防範利用偽造身分證開戶詐騙存款。

for passbook account holders. Simply hand the checks to counter clerks to complete the procedures.

- (9) An e-government convenient service was initiated to provide a tax-return procedure by means of the Internet in May 2002.
- (10) To promote service diversification, the international remittance service and the sale of American Express traveler's checks were available at 69 post offices island wide without handling charges as from July 10, 2002.
- (11) A bilingual service was added to the ATMs in line with government's policy in 2002.

4. Incrementing Postal Establishments

In 2002, following post offices were set up:

- (1) July 1, Tainan Yuping, and Fengshan Chenbei post offices;
- (2) July 16, Nantze Tsuing post office;
- (3) August 8, Kaohsiung Chunyi post office.

5. Employing the Disabled

To help the handicapped, the post office employed 814 handicapped workers at the end of 2002, 231 more than the mandatory minimum.

6. Environmental Protection Policies

The postal equipment maintenance plant checks the environment quality of the entire plant site on a regular basis. The vehicle maintenance plant possesses a waste oil pool to recycle waste oil and an industrial-grade vacuum cleaner and ten large exhaust fans to maintain air quality. It has also set up 29 vehicle-maintenance centers at responsibility center offices and mail processing centers. Every center has exhaust analysis capability in order to monitor the emissions of fossil fuel-powered vehicles so as to adhere to the environment protection and anti-pollution policies.

7. Fulfilling Political Missions and Social Responsibilities

- (1) The post office has added anti-fraud rules to the passbook savings and giro savings contracts to protect the safety of the accounts.
- (2) To avoid fraud at postal ATMs, the post office has commissioned its contracted computer companies to amend the programs and requires all post offices to routinely check the ATMs for irregularities.
- (3) Double-checking of identity for new passbook savings and giro accounts to prevent fraudulent cases.

