

目錄 CONTENTS

壹、董事長的話	2	I. Chairperson's Statement
貳、總經理的話	5	II. President's Prologue
參、組織概況	8	III. Organization
一、董事、監察人與主要經理人		1. Directors, Supervisors and Top Managers
二、組織簡介		2. Organization
三、機構設置與調整		3. Installment and Adjustment of Organization
四、人力資源與員工培訓		4. Manpower Sources and Staff Training
肆、經營概況	16	IV. Back View of Operation
一、經營業務		1. Operation Business
二、業務營運		2. Operation Volumes
(一) 國民通信率與函件		(1) Per Capita Correspondence Rate and Letter-post Items
(二) 包裹郵件		(2) Parcel
(三) 電腦列印封裝與電子郵件		(3) Hybrid and Electronic Mails
(四) 快捷郵件		(4) EMS (Speedpost)
(五) 郵票發行		(5) Issuance of Postage Stamps
(六) 集郵		(6) Philately
(七) 郵政儲金		(7) Postal Savings
(八) 郵政匯兌		(8) Postal Remittances
(九) 郵政劃撥		(9) Postal Giro Service
(十) 郵政簡易人壽保險		(10) Simple Life Insurance
(十一) 代理業務		(11) Agent Services
三、資金運用		3. Utilization of Postal Capital
四、近五年中華郵政業務概況		4. Business Highlights of Chunghwa Post over the Past Five Years
五、內部控制制度聲明書		5. Internal Control Statements
伍、財務概況	40	V. Financial Status
陸、郵政建設	50	VI. Postal Reconstruction
一、郵政局屋及設備更新		1. Renovation and Acquisition of Postal Business Office Buildings
二、購建儲匯局所		2. Acquisition of Banking Business Office Buildings
三、郵運車輛汰換更新		3. Procurement of Modern Postal Vehicles
四、郵政資訊作業發展		4. Development of Postal Information Facilities
五、資訊設備汰換更新		5. Renovation of Postal Information Facilities
柒、興革措施	52	VII. Major Innovations
一、建置電子化便利郵局		1. Installing E-Post Convenience Post Offices
二、創辦新種業務		2. Introducing New Services
三、推展郵務自動化作業		3. Promoting Automation in Mail Flow
四、推廣儲匯電腦化作業		4. Extending Computerized Banking Operation
五、推行管理革新		5. Initiating Management Reform
捌、社會責任	56	VIII. Community Roles
一、推展公益舉辦社區活動		1. Promoting Community Activities
二、便民服務措施		2. Initiating Convenience Measures
三、增設郵政機構		3. Expanding Postal Establishments
四、進用身心障礙人員及原住民		4. Recruiting the Disabled and Original Inhabitants
五、落實環境保護及汙染防治		5. Practicing Environmental Protection Policies
六、擔負政策性任務及社會責任		6. Fulfilling Political Missions and Social Responsibilities
玖、附錄	60	IX. Appendix
自助郵局分布地點		Locations of the Self-Service Offices