

參、公司簡介

III. Company Profile

一、沿革

臺灣地區郵政業務源於劉銘傳任臺灣巡撫時，在1888年2月21日發布告示「臺灣郵政條款十六條」，並設立臺灣郵政總局，於3月22日正式開辦郵政業務。

1895年甲午戰後，日本統治臺灣，施行郵便條例、郵便法，郵政業務由野戰郵便局逐步轉移至交通局辦理。

現代郵政創辦於1896年3月20日，初期係海關兼辦。1911年郵政脫離海關，成立郵政總局。1930年郵政儲金匯業總局成立。1935年郵政法公布，郵政儲金匯業總局隸屬於郵政總局，同時開辦簡易人壽保險業務。1946年台灣郵電管理局成立。1949年郵政總局自大陸遷臺，成立台灣郵政管理局。1980年臺灣郵政管理局因業務發展需要，改制為臺灣北、中、南三區郵政管理局。

由於受社會快速變遷，資訊科技日新月異，以及經濟自由化、國際化等因素的影響，郵政總局為因應民營遞送業搶奪都會區郵件，以及金融、壽險業者激烈的市場競爭，並突破郵政經營限制，爰配合政府確定國營及郵儲壽三業合營等政策原則下，於2002年7月完成郵政法修正，並於2003年1月1日改制成立由交通部持有100%股權之國營「中華郵政股份有限公司」。改制前郵政總局之資產、負債由本公司概括承受，其所營業務亦由本公司延續經營。

2007年2月9日本公司再配合政府政策，改名為「臺灣郵政股份有限公司」，其各項權利、義務及業務經營均不受任何影響。

I. History

On February 21, 1888, Taiwan Governor Liu Mingchuan announced the Taiwan Postal Act, which contained sixteen articles and established the Taiwan Directorate General of Posts on March 22 of the same year.

In 1895, after the Sino-Japanese War, the Japanese government, which had taken over rule of Taiwan, enforced the Postal Regulations and Postal Act. The postal services were slowly transferred from the field post offices to the Department of Transportation.

Modern postal service in China was formally established on March 20, 1896 by the Customs House. In 1911, the postal service severed its relationship with the Customs House and became the Directorate General of Posts. In 1930, the Directorate General of Postal Remittances and Savings Banks was established. In 1935, when the Postal Act was proclaimed, banks came under the jurisdiction of the Directorate General of Posts. Simple life insurance plans were offered the same year. In 1949 the directorate moved from the Mainland to Taiwan, and the Taiwan Postal Administration (TPA) was established. In 1980, responding to the needs of its business development, the TPA was split into the northern, central and southern regional head offices.

With rapid social change and development of information technology and in light of the trends toward economic liberalization and globalization, the loss of urban market share to private delivery service operators, and the fierce competition faced in its banking and life insurance businesses, the Directorate General of Posts—so as to overcome its operational limitations, and to conform with government policies that it remain state-run corporations and that its postal, banking and life insurance operations remain together—revised the Postal Act in July 2002. On January 1, 2003, the Directorate General of Posts was corporatized to become Chunghwa Post, which was 100% owned by the MOTC. The assets and liabilities as well as the businesses of the Directorate General of Posts were transferred to the new entity.

On February 9, 2007, in accordance with government policy, Chunghwa Post changed its name to Taiwan Post Co., Ltd. All prior rights, obligations and business operations were not affected by this name change.

二、願景

「卓越郵政，全民信賴；胸懷國際，永續經營。」

三、與原有顧客的法律關係

為保障顧客權益，郵政總局及其所屬機構原辦理之各項業務，於郵政公司完成公司登記後，改由郵政公司概括承受辦理。換言之，目前各地郵局辦理之各項業務所衍生之權利、義務，均由改制後之郵政公司一體承受，顧客不必另行辦理變更手續，所保管之各式收據、儲金簿、存單及保險單等憑證均繼續有效。

四、制度

(一) 採「董事長」責任制：

董事長須全權負起公司之經營責任，總經理兼任董事，其人選由董事長提請董事會派任。

(二) 人事制度採「雙軌制」：

郵政改制公司後，設置條例明定現有員工仍然受現有人事法令規章規範，但新進人員適用新的人事制度，不再具有公務員身分，在靈活、有彈性、有激勵效果的薪給及獎工制度下，公司可針對業務需求，依照一般就業市場行情，及時進用適當人才，對於員工升遷、派職、待遇、福利、績效考核等，也將依員工實際工作表現為量度，員工任事心態必將會有所改善，郵政的經營也將會有一番新的景象。

(三) 實施「責任中心制度」：

郵政公司轄下各等郵局（責任中心局）係行政、管理（督導）單位，負責執行總公司政策，為具有獨立性、完整性之業務經營團隊。為能確實反映各責任中心局之經營績效，將檢討修訂績效衡量辦法，以期評分方式多元，考核標準更臻合理，並研議提高責任績效獎金部分占績效獎金之成數，使責任中心制度與績效獎金結合，產生激勵作用。

II. Vision

“Providing excellent postal services, earning the trust of the people, embracing globalization, operating sustainably”

III. Its Legal Relationship with its Current Customers

To protect customers' rights, all business and obligations of the Directorate General of Posts and its subordinate organizations will be assumed by the new company after it completes its company registration. In other words, the corporatization will not affect current customers, and all the receipts, saving passbooks, deposit slips, insurance policies, etc. will continue to be valid.

IV. System

(I) Board Chairperson Responsibility System:

The chairperson of the board shall take full responsibility for company operations. The president of the company shall be nominated by the chairperson and then appointed by the board. The president shall serve as one of the directors.

(II) Dual Personnel System:

The act establishing the company stipulates that, after corporatization, the directorate's personnel regulations still apply to its incumbent employees, but new employees shall be covered by the new personnel system and will not enjoy civil servant status. With a flexible salary and bonus system to reward good performance, the company will be able to hire personnel according to its business needs. Employees' promotions, positions, salaries, benefits, and performance evaluations shall all be based on their actual working performance. In this way, employees' attitude toward their work should improve and the postal service will be transformed.

(III) Responsibility Center System:

A number of larger branches have been designated as administrative and supervisory post offices. The staff of these branches are independent and complete management teams, responsible for executing the company's policies. Taiwan Post shall review and revise its performance evaluation measures in order to accurately reflect the performance of each branch office by employing a diverse array of evaluation methods and reasonable standards. The company is also considering giving more weight to responsibility performance in allotting performance bonuses, thereby linking its responsibility center system with its performance bonuses and thus maximizing incentives.