

銘傳大學公文收發處理作業要點

Ming Chuan University Guidelines for Receiving and Issuing Official Documents

中華民國 97年 12月 8日法規審查會議通過

中華民國 97年 12月 22日行政會議審議通過

Passed at the Regulation Committee Meeting on December 8, 2008

Passed at the Administrative Council Meeting on December 22, 2008

為有效處理本校公文，管制公文流程，提高公文品質，建立文書作業制度，俾各單位知所遵循，進而提升行政效率，依據行政院秘書處公布之「公文處理手冊」及本校公文處理辦法制定之，特制定本作業要點。

These guidelines were established in accordance with the "Official Document Handbook" promulgated by the Executive Yuan and MCU Procedures for Processing Official Documents to efficiently process official documents, control work flow, promote quality and to establish relevant mechanisms for all units to follow, thus to promote administrative efficiency.

一、說明

I. Description

(一) 一般原則

(I) General principles

1. 公文之機密等級區分為：

- (1) 絕對機密
- (2) 極機密。
- (3) 機密。
- (4) 密。

1. The classification ranks of official documents are:

- (1) Absolutely confidential
- (2) Highly classified
- (3) Classified
- (4) Moderately confidential

公文之時間等級區分為：

- (1) 最速件（1 天內辦文）。
- (2) 速件（3 天內辦文）。
- (3) 普通件（6 天內辦文）。
- (4) 限期公文：依來文或其相關期限規定辦理。

The time rankings for official documents are:

- (1) High priority (process within one day)
- (2) Priority (process within 3 days)
- (3) Standard (Process within 6 days)
- (4) Time limited official document: Process within the time limit stated on the document or relevant regulations.

以上由各單位依業務性質及實際需要，自行區分辦理，若來文有時間性者(即特別件)，即須於規定時限內辦妥。

Abovementioned ranks should be categorized by the handling unit based on the nature of duty and actual needs. When an incoming document has a time limit

- (categorized as special case), it must be processed within the regulated time limit.
2. 文書處理，應以隨到隨辦、隨辦隨送為原則，不得無故積壓。
In principle, official document processing should be handled upon receipt, and sent on once handled. Do not backlog for no particular reason.
 3. 各種報表、簿冊及附件、譯文均採由左而右之橫行格式。
All forms, booklets, attachments and translations should be shown in horizontal format from left to right.
 4. 任何文書均須記載年、月、日、時，文書中記載之年份，一律以中華民國紀元為準；惟外文或譯件，得採用西元紀元。
All documents must state year, month, date and time. The year should be stated according to the ROC Era; A.D. year may be used for documents in a foreign language or translated documents.
 5. 文書處理過程中之有關人員，均應於文件適當位置加蓋職章或簽名，並註明時間(例如 97年 3月 11日 10時 15分，須縮記為 $97 \frac{0311}{1015}$ 或 97, 0311/1015)以明責任。簽名必須清晰，易於辨識。
All personnel involved in the process of handling the official document should stamp or sign in the proper place on the document and state the time and date of signing (e.g.: 10:15, March 11, 2008, must be written as $97 \frac{0311}{1015}$, or 97, 0311/1015). All signatures must be clear and easy to identify.
 6. 承辦單位因故遺失業經收文編號之公文，經原發文機關補發後要求補辦收文手續時，仍應沿用原收文日期及原收文號。
If a handling unit loses any official document that has been numbered with a receipt number due to any reason, and has reclaimed the document from the issuing organization but was required to complete relevant procedures, the unit should use the original date and number of receiving the official document.
 7. 會辦之文件，受會單位應視同速件辦理，會畢後「傳遞分文」至下一會辦單位，如無下一會辦單位，則須呈上級單位核判；如有延誤，則由受會單位負責。
Countersigned documents should be handled as priority documents by the countersigning unit. The document should be passed on to the next countersigning unit once signed. The document must be sent to the superior unit for review when there is no countersigning unit left to sign; Countersigning units are responsible for any delay.
 8. 各單位承辦經總收發掛號之文件，於結案後均應歸檔，妥善保管。
All documents that have been numbered by the staff responsible for receiving and issuing documents and processed by the responsible person of the relevant unit should be archived for safekeeping.
 9. 機密文件由首長指定專人處理時，總收發應以機密件(案由欄內註明密不錄由)登記後送交該專人簽辦。該案經首長核定後暫存，俟機密等級註銷或復文時再交由文書組歸檔。如該機密文件屬極機密而由單位承辦時，俟結案後再由首長指定之專人保存。
The head of the organization assigns specific personnel to handle classified documents. The staff responsible for receiving and issuing documents should register these documents as classified files (mark as 'summary not required due to the nature of the case' in case summary) and send to the assigned personnel for signature and further processing. After being approved by the head of the organization, the document is temporarily kept until the document is decrypted or when the reply is sent to the issuing organization, then the document is sent to

Documents Section for archiving. When the document is classified as Absolutely Confidential and is handled by unit, the head of the organization assigns specific personnel for document safekeeping after the case is closed.

10. 來文之核定承辦權責應由各單位主管依分層負責權責劃分之精神，以提高行政效率。

The handling duty of incoming official documents should be assigned by the administrator of each unit with the spirit of decentralization of responsibility and separation of power and responsibility to promote administrative efficiency.

11. 各單位如有大批公文及信件須寄發時，須先洽請文書組會同辦理，儘量以零用金付現大宗交寄，再索取收據核銷。

Units are required to consult with Documents Section when a great volume of official documents or letters are to be posted, first pay postage from petty cash allowance, post by batch and then request reimbursement with the receipt.

12. 各單位寄發之信件，須在信封面左下角註明寄發單位(以免因對方退回無交還)，另於左上角註明交寄種類，以憑辦理用郵登記。

All units are required to mark the sending unit in the bottom left corner of the envelope (to avoid not being able to return the posted item to the sending unit), and postage type in the upper left corner for post registry.

13. 收文、分文、退文、改分文、發文

Receiving documents, dispatching documents, rejecting document, re-dispatching documents, issuing documents

- (1) 收文：

Receiving documents:

1. 總收發與單位收發

Staff responsible for receiving and issuing documents in the university and in individual units

總收發：秘書處文書組就所收到公文作來文登錄並分文各承辦單位是為總收發。

University: Documents Section of General Secretary's Division records all incoming official documents and dispatches them to responsible units.

單位收發：由各處室中心、一、二級單位指定專人負收發責任是為單位收發。單位收發再交由單位承辦人或其代理人簽辦，並登錄於公文處理簿，以備收件人及主管查詢，並作為調借檔案之依據。

Unit: A specific staff member is assigned to receive and dispatch official documents in all divisions, offices, centers, each 1st and 2nd level unit, then the document is dispatched to the responsible staff or his/her duty agent to sign, process and record in the official document log for query by recipient and administrators and as reference for retrieval.

2. 紙本公文收文：

Receiving official documents in paper form:

依公文主旨及說明分辨承辦單位，於紙本文註明承辦單位，登錄本校總收發文號。

Distinguish responsible unit based on the topic and content, state responsible unit on the document and record the university's official document serial number.

通知承辦單位至秘書處文書組領取紙本公文。

Inform responsible unit to collect the written official document from

Documents Section of General Secretary's Division.

承辦人員於收發登記表上簽名(含年度、日期及時間)領文。

Responsible staff sign (including year, date and time) on the receiving and dispatching record to collect the document.

交由各單位「登記桌」收發簽收後，而後交業務承辦人員做後續之必要處理，承辦單位領取紙本公文應先請登記桌人員，將公文分送給該承辦人員，辦理公文。

The documents are sent to the "registration desk" of each unit for logging the record and dispatching to the staff responsible for the duty for further necessary actions. In the responsible unit, the staff in charge of the registration desk should collect the official document in paper form, then dispatch the document to the staff responsible for the duty to process the document.

3. 電子公文收文：

Receiving electronic official documents

選擇「電子文交換」接受電子文。

Select "Exchange electronic official document" to accept electronic official document.

列印來文說明分辨承辦單位，於紙本文註明承辦單位，登錄本校總收發文號。

Print out the incoming document to distinguish responsible unit, mark responsible unit on the printed document and log the university record of receiving and issuing documents.

文書組將外來電子公文檔案匯入本校公文系統，且依分文原則將公文分文至承辦單位「登記桌」公文系統帳號下，以便其單位依人員職掌，將電子文分文至承辦人帳號下，以利辦理公文。

Documents Section imports the incoming electronic official document into MCU electronic official document system and assigns the document to the electronic official document system account of the "registration desk" of the responsible unit based on the official document dispatch principle for the unit to dispatch the electronic document to the staff in charge of relevant duty for further processing.

(2) 分文：

Dispatching documents:

1. 分文人員應視公文之時間性、重要性，依據本校各單位之組織與職掌，認定承辦單位，依序迅速確實分辨。

The document dispatching staff should check the timeliness and importance of the document and efficiently determine which unit is responsible based on the organization and duty / responsibility of all units.

2. 來文事由、性質明確，其字號與本校某單位有關者，依字號分該單位承辦。

When the content and nature of the incoming document is clear, and the word and number is relevant to a unit in the university, dispatch to the unit for processing based on the word and number.

3. 來文事由、性質明確，係某單位主辦業務範圍者，雖其字號與該單位無關，仍分該單位承辦。

When the content and nature of the incoming document are clear, and it

is relevant to the duty of a unit, even if the word and number are irrelevant to the unit in the university, still dispatch to the unit for processing.

4. 來文事由涉及 2 個以上單位，但其中與某一單位有關之業務顯較其他單位為多；或為主要部分；或屬主要業務者時，分該單位主辦，其餘有關單位則請會同辦理或協助辦理。

When the content of the incoming document is relevant to two units or more, but the relation to one unit is clearly more than other unit(s); or when one unit handles the main part; or when the content is the main duty of one unit, the document is dispatched to that unit for processing; other relevant units are requested to countersign or asked to provide assistance.

5. 來文事由內容廣泛，涉及 2 個以上單位時，依該文內容所設單位之先後次序分第 1 個涉及單位主辦，其餘有關單位則請會同辦理或協助辦理。

When the content of the incoming document is general and two or more units are involved, the document is dispatched to the first unit listed in the content, other units are asked to countersign or to provide assistance.

6. 來文事由與各單位均無明顯關係時，依其字號分有關單位主辦，字號與本校各單位均無關係時，由秘書處主任決定後分文。

When the content of the incoming document does not have any clear relationship with any unit, the document is dispatched based on the word and number. When the word and number does not have any relationship to any unit, the document is dispatched based on the decision made by the Executive Secretary of the General Secretary's Division.

(3) 退文：

Rejecting documents:

各單位收發如發現公文分文有誤或有疑問時，立即通知總收發單位，另行協商決定適當之承辦單位，經核判確定之承辦單位應即簽收承辦，不得拒絕。

When the unit receiving and dispatching staff member discovers that a document is incorrectly dispatched or when there are doubts, the university receiving and dispatching unit should be immediately informed to negotiate and determine a suitable processing unit. After review and approval, the responsible unit should sign and receive to process the document and cannot decline this responsibility.

(4) 改分文：

Re-dispatching documents:

1. 為免延宕，承辦單位主管如認為該文非所屬業務相關承辦之公文，應於公文收到 4 小時內送回文書組。文書組收到需改分之公文，應請主任秘書判定承辦單位後改分文。

To avoid any delay, if the director of the responsible unit determines that the official document is not relevant to the duties and responsibilities of the unit, the official document should be returned to the Documents Section within 4 hours after receiving the document. Upon receiving the rejected document, Documents Section should consult the Secretary General to determine the responsible unit and re-dispatch the document.

2. 收文逾時 1 日以上之公文欲請改分，應先自行協調改分單位，如逾規定限制時間之公文，應由原收文單位申請展期(公文展期申請單請至本校祕書處文書組網頁下載)，再由文書組處理改分文作業。

When a unit wishes to re-dispatch a document that has been dispatched for more than 1 day, the unit is to negotiate with the unit receiving the re-dispatch unit on their own. If the document has exceeded the regulated time limit, the original receiving unit should apply to extend the processing time (Please download the official document processing time extension application form from the website of Documents Section of General Secretary's Division.), and the Documents Section will then process the re-dispatching.

(5) 發文：

Issuing documents:

1. 紙本發文：承辦單位將核判後之文稿送文書組編文號、列印，送祕書處用印後，由承辦單位至文書組登記寄發。

Issuing an official document in written form: Units send the approved document to Documents Section to be numbered, print the document and send to General Secretary's Division for affixing the seal; then the responsible unit sends the document to Documents Section to be registered and posted.

2. 電子發文：承辦單位將核判後之電子公文函稿，於公文系統中發文至文書組編文號後直接發文。

Issuing an electronic official document: Responsible unit sends the approved electronic official document in the official document system to Documents Section to be numbered and then directly issued.

14. 文書之傳遞、稽催、檔案管理：

Passing on, Following up on, and Archiving documents:

- (1) 文書傳遞：本校公文之傳遞作業，以隨到隨傳為原則，儘速送交承辦單位簽收。文稿擬辦後交由傳遞人員遞送，如係速件且具時效性而須會稿者，於陳核時，應由承辦人員自行送核。

Passing on official documents: The principle of passing on documents at MCU is to pass on documents to the responsible unit for signature in the order in which they are received, without delay. The document is passed on by the staff member responsible for official documents after the processing measure is drafted. When the document is a priority document that is time-sensitive and needs to be countersigned, the responsible staff should send the document for approval on their own.

- (2) 文書稽催：請參照本校文書稽催管理作業要點(定訂中)。

Following up on official documents: Please refer to MCU Guidelines for Following Up On Official Documents (Currently being drafted).

- (3) 文書檔案管理：請參照本校檔案管理作業要點(定訂中)。

Archiving official documents: Please refer to MCU Guidelines for Archiving Official Documents (Currently being drafted).

15. 文書保密：各單位處理機密文書，應依行政院頒布國家機密保護辦法之規定參考。

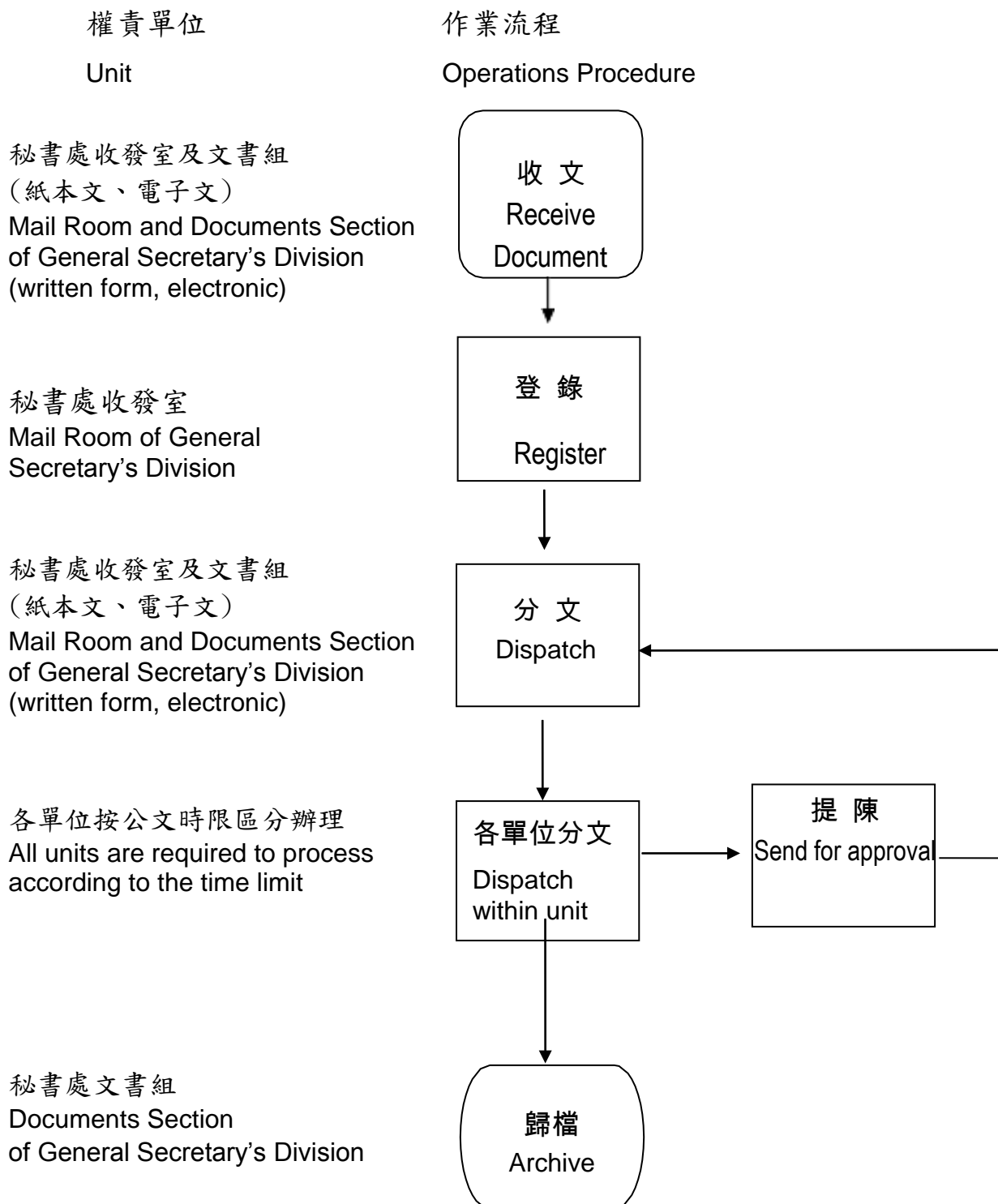
Document protection: All units should refer to relevant regulations listed under State Secrets Protection Act promulgated by Executive Yuan when dealing with classified documents.

四、作業流程說明/作業流程圖：公文處理作業流程分為收文(來文)及發文二部份：

Operations procedure/flow chart: Official document handling operations procedure is divided into two parts, receiving (incoming) documents and issuing documents:

(一) 收文(來文)流程 收文→分文→登錄→各單位分文(提陳)→歸檔。

Procedure for receiving (incoming) documents Receive document→ Dispatch document→ Register→ Unit dispatches document within unit (sends for approval)→Archive



(二)發文流程 Procedure for issuing document

擬稿(會稿)→呈核→核判→登錄(編文號)→繕印→校對→用印→發文→歸檔。

Draft document→ Send for approval→ Approve→ Register (number)→ Print out→
Proofread→ Affix official seal→ Issue document→ Archive

權責單位

作業流程

Responsible Unit

Operations Procedure

各單位承辦人員
Responsible person of each unit

校長
President

秘書處收發室及文書組
Mail Room and Documents Section
of General Secretary's Division

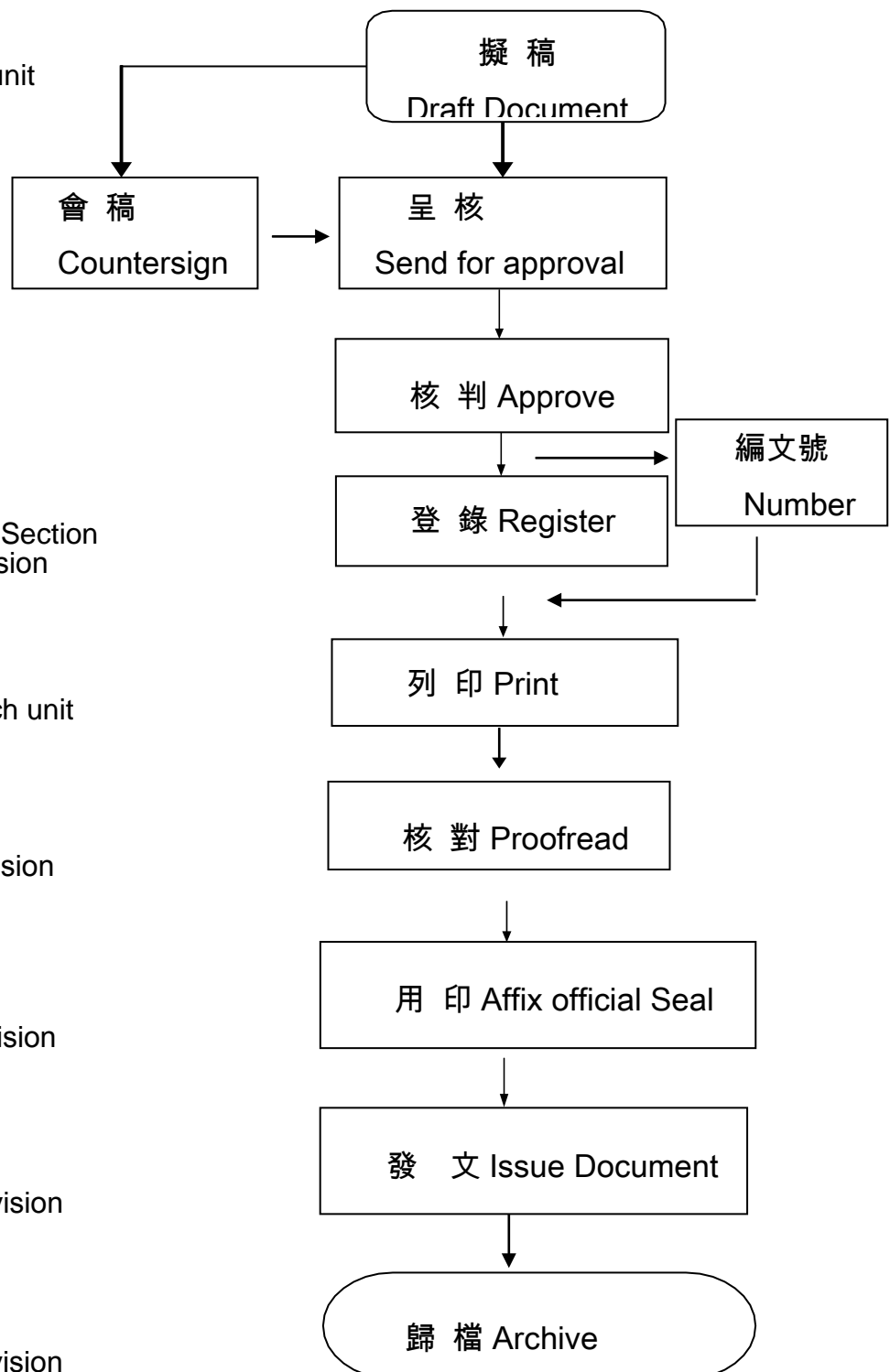
各單位承辦人
Responsible person of each unit

秘書處文書組
Documents Section
of General Secretary's Division

秘書處文書組
Documents Section
of General Secretary's Division

秘書處文書組
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of General Secretary's Division

秘書處文書組
Documents Section
of General Secretary's Division



五、遇寒暑假或例假日有緊急性公文，應由值班人員收文，依值班相關規定辦理。

On-duty staff are required to receive emergency official documents during winter and summer recess or holidays based on relevant regulations for staff members on duty.

六、本要點經行政會議通過，陳請校長核定後公布實施，修正時亦同。

Upon being passed at the Administrative Council Meeting and approved by the president, these guidelines were implemented. Any revision must follow the same procedure.

****In the event of any inconsistency or discrepancy between the Chinese and other language versions of this document, the Chinese version shall prevail.****