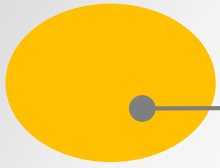# Government Service Transformation Program

National Development Council

Objectives

Sharing and Fairness

Deliver government services fairly

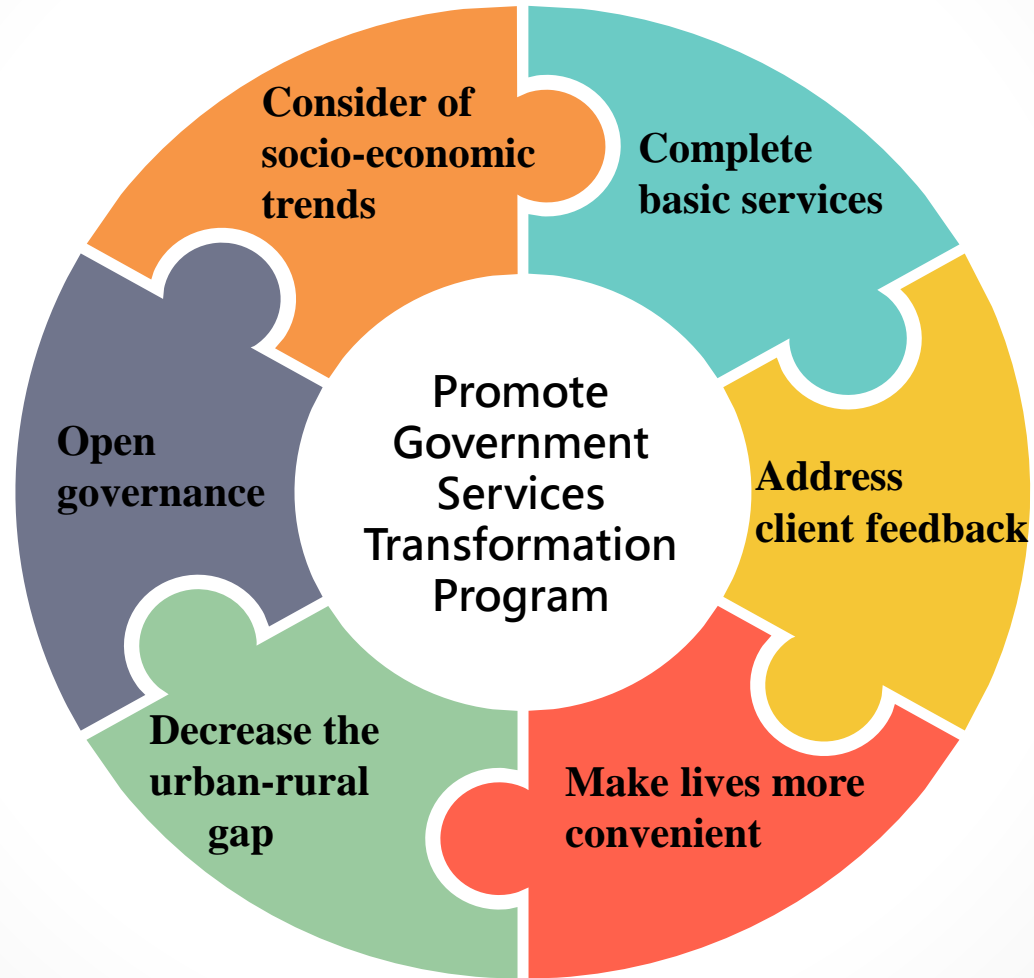Expand social participation

Promote open governance

Participation and Cooperation

Openness and Transparency

Measures

Promote Government Services Transformation Program

- Consider of socio-economic trends
- Complete basic services
- Address client feedback
- Make lives more convenient
- Decrease the urban-rural gap
- Open governance

Measures

1 Complete basic services

|		
Consistency	Service Standard	
Friendly	Facilities, service/processes and people	Basic Services
Accuracy	Correct information and service	
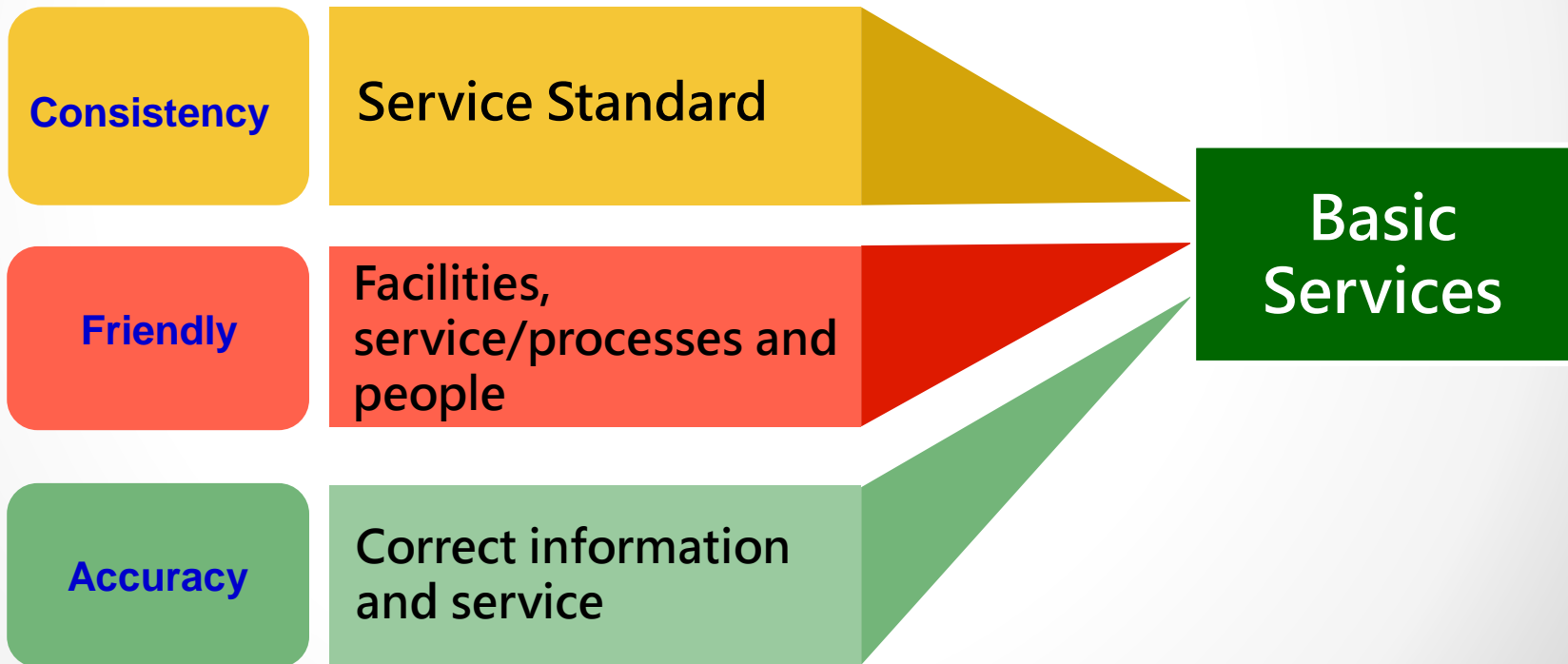
Complete basic services

◆ Maintain consistency in service delivery

◆ Provide accurate information, respond to questions and handle cases

◆ Make the service simple to use

◆ Convenient service facilities, staff are well-mannered

◆ Improve the service quality in response to the difference of business

Address client feedback

Service Evaluate

Service Design

Service Delivery
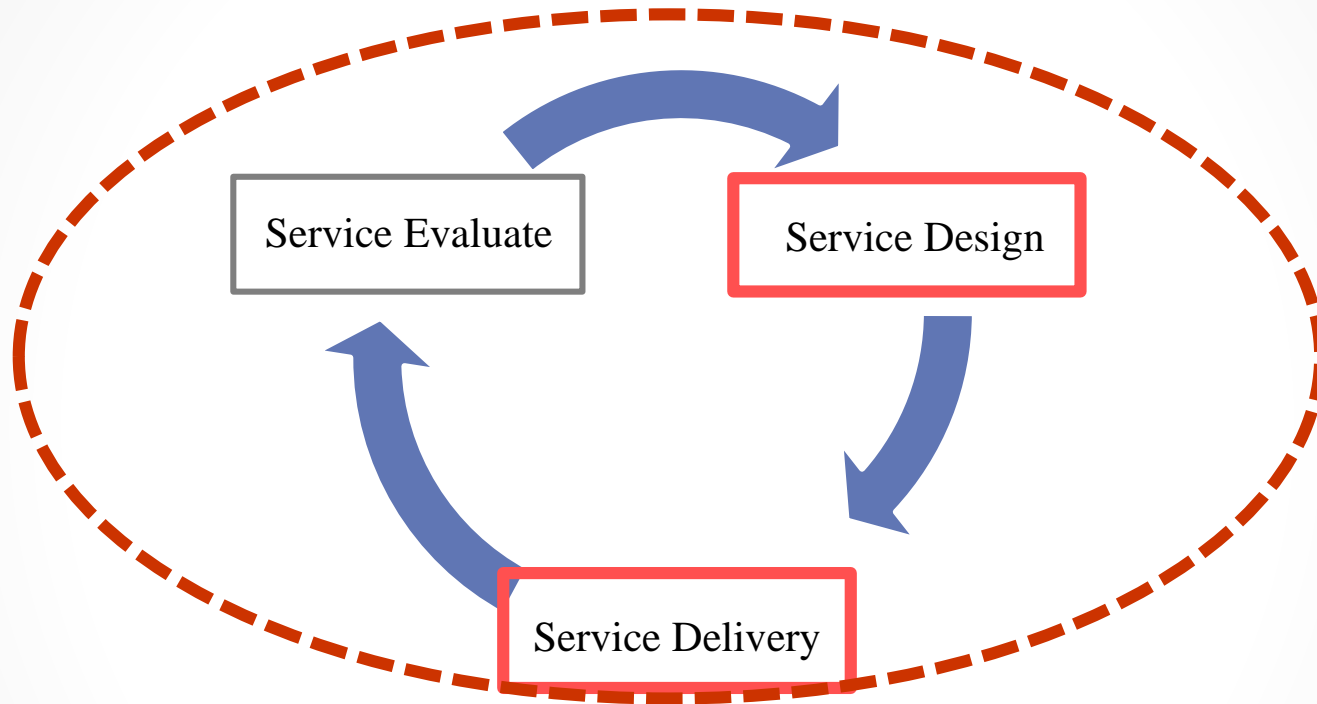
Attach importance to clients' feedback and participation throughout the process

Address client feedback

◆Client's participate in design or collaborate with the agency

◆Make good use of survey tools and mechanisms

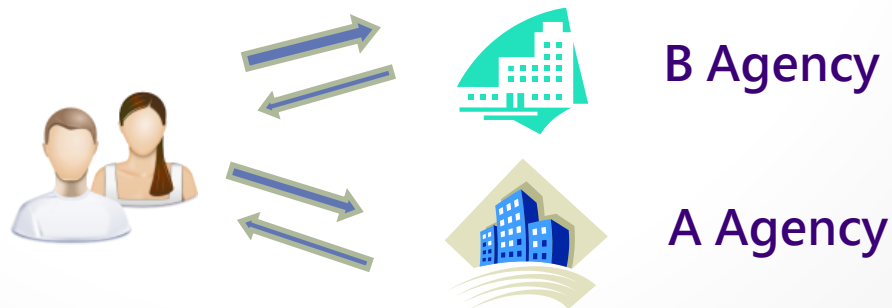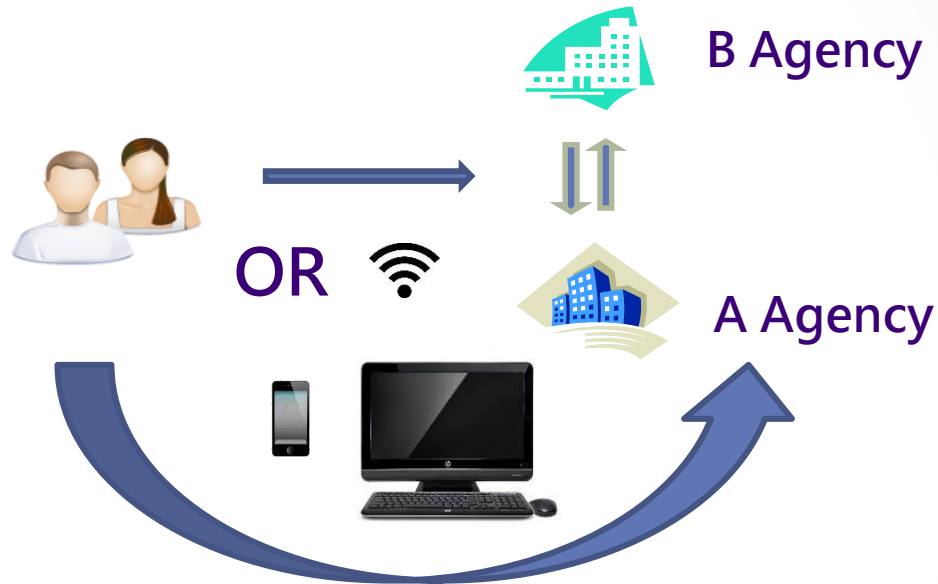◆Improve service according to satisfaction surveys

◆Respond to client opinions

Make lives more convenient

Rapid and convenient service delivery, whole-process integrated services for clients at counter or online

B Agency

OR

A Agency
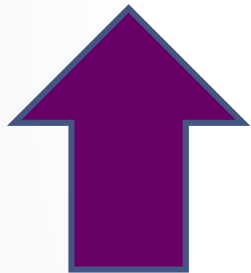
Improving

Clients need to go to various agencies in person

B Agency

A Agency

3 Make lives more convenient

◆ Expand the scope of business of the single window
◆ Eliminate paper document submission
◆ Apply cross-platform online services
◆ Integrate service processes across departments and agencies
◆ Promote government information- and resource-sharing
◆ Pay attention to socio-economic development trends, using innovative strategies to increase service effectiveness.

4 **Decrease the urban-rural gap**

◆ Learning the differences among various client groups, tailor-making services to those with special needs and disadvantaged groups

◆ Using appropriate strategies to extend their service network so people living in remote areas or in areas with poor transportation can have access to services.

◆ Paying attention to the digital gap among various client groups, develop online services or provide service through other proper channels
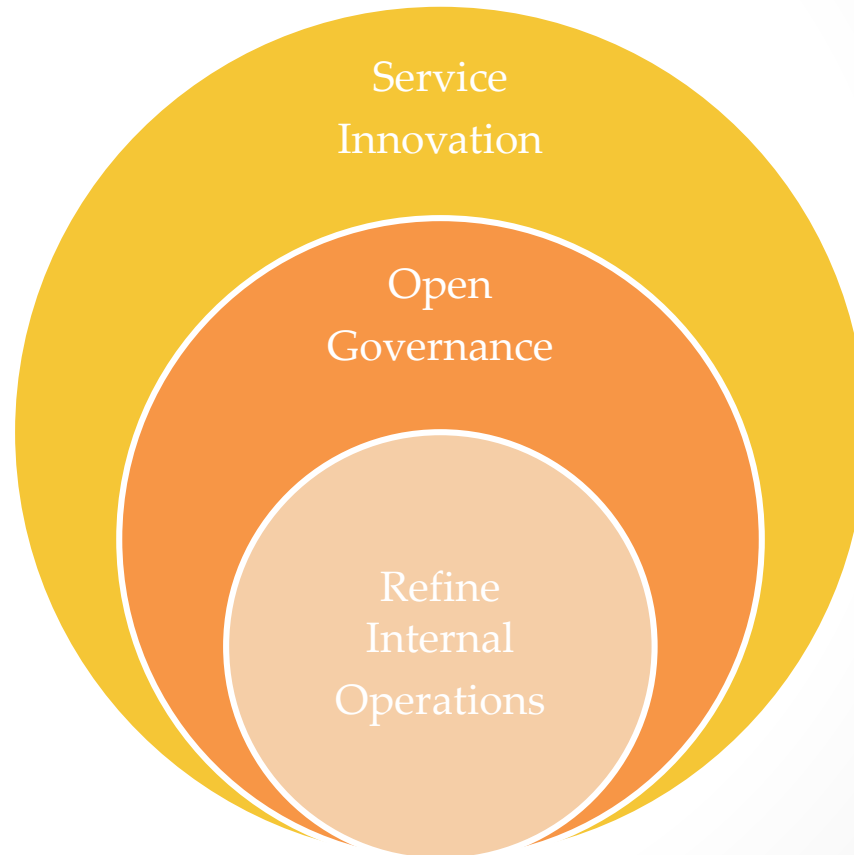
Internal

External

Service Innovation

Open Governance

Refine Internal Operations

5   **Open governance**

◆ Build a user-friendly, open and secure environment, where data transparency, convenient sharing and innovation are facilitated.

◆ Encourage clients to participate in decision making through both physical and virtual channels, and strengthen their policy making by communicating with their clients in effective ways

◆ Simplify internal operating procedures and reduce unneeded ones, and focus on promoting service innovation

Consider of socio-economic trends

Forward Looking
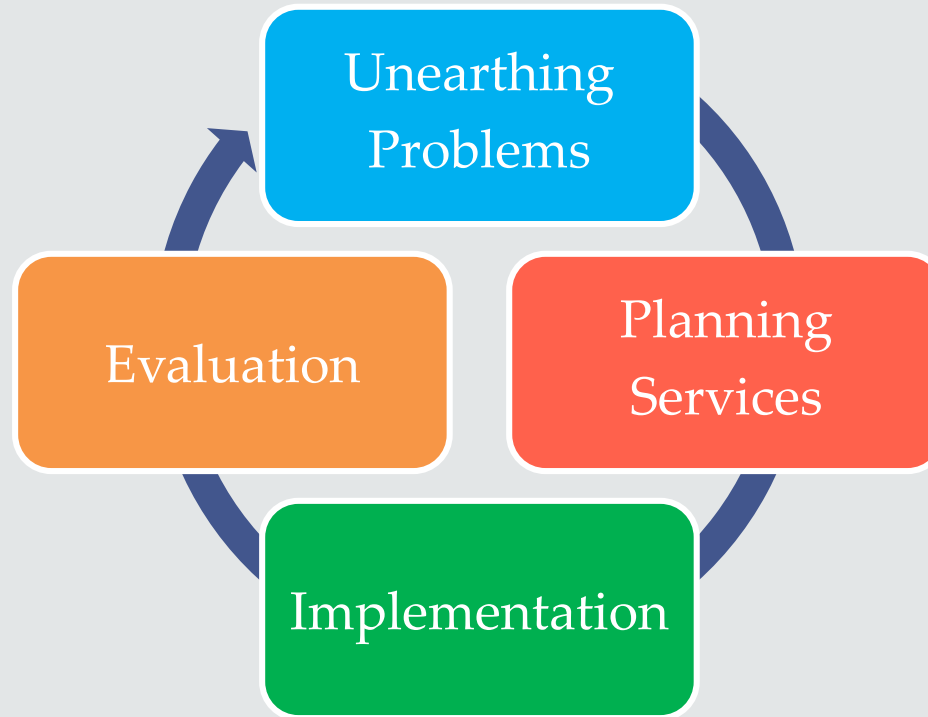
6 Consider of socio-economic trends

◆ Explore critical issues and anticipate future service project strategies and act beforehand.

◆ Adjust regulations, apply information and communications technology (ICT), simplify service procedures, and keep agency flexibility in carrying out service measures

◆ Solve problems practically, such as by integrating resources across boundaries, using proper resources from the civil sector, innovative strategies from society, and open community cooperation

◆ Consider the necessity and cost-effectiveness of various service measures, and institutionalization of service and continuity
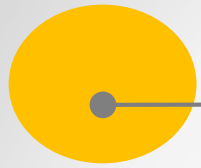
Implementation and Work Division

NDC- coordination and integration
- Proactive coordination of inter-agency resources integration and regulations adjustment
- Exception Management of service gaps

政府服務獎
Government Service Award

Competent agency- promote autonomously
- Draw up related execution plan
- Enhance supervision and guidance according to the plan

Competitive Motivation
- guiding agency to implement services

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