

# National Central University

## Guidelines for Dealing with Affected Person's Petitions

Approved at the 553<sup>rd</sup> Administrative Meeting on Mar. 19, 2012

Article 1 National Central University (hereafter referred to as “the University”) has established the Guidelines for Dealing with Affected Person’s Petitions (hereafter referred to as “the Guidelines”) to deal with petitions in accordance with Paragraph 1, Article 170 of the Administrative Procedure Act, Regulations for the Handling of Public Petitions by Subordinate Agencies of the Executive Yuan, and Operational Directions for the Handling of Public Petitions by the Ministry of Education.

Article 2 The petitions regulated in the Guidelines include proposals on administrative innovations and reforms, inquiries into administrative laws and regulations, reports on acts in breach of law or neglect of administrative duties, protection of the [people's] rights and interest in administration, and other petitions with concrete facts filed to the organizational units of the University by students, parents, the public, and other affected person via written documents, electronic mails, telephone calls, statement delivered in person, or the messages on the Internet platform “Student Survey and Feedback” of the University.  
The units regulated in the Guidelines include the organizational units at the University that deal with affected person’s petitions.

Article 3 The operating procedure of dealing with petitions at the University is as follows:

### 3.1 Ways of petitioning

If petitions are electronic emails, the units shall reply initially the mails no later than the next day. Petitions via phone calls or filed in person shall be recorded in the “Report on Affected Person’s Petitions” (Attachment I) and be dealt with accordingly. Petitions from the Internet platform “Student Survey and Feedback” will be forwarded automatically via the system to each relevant organizational unit. Petitions in written

documents shall be dealt with in accordance with the Guidelines.

### 3.2 Case transfer

If the receiving unit at the University does not have authority over the petition, the receiving unit shall transfer the case to the relevant units and inform their unit chiefs.

### 3.3 Processing time

The units shall respond to the petitions in the period of the following processing time:

#### 3.3.1 General petitions shall be responded in three work days.

If there is difficulty in replying petitions in the stipulated time, staff members shall reply to the petitioners in seven work days after specifying the reasons for extension and getting approval from their unit chiefs.

#### 3.3.2 Petitions with requirement of meeting, amendment to relevant regulations or complicated situations may be replied initially to the affected person on the intended processing measures within seven work days upon approval of the unit chiefs. The time taken for the reply of the follow-up measures shall not be more than 30 work days in principle.

### 3.4 Seasonal report

Each unit shall submit “Inventory List of Dealing with Affected Person’s Petitions” (Attachment II) based on the petitions’ status and results to the Office of Secretariat for organizing seasonal reports within 15 days after the end of each season (dates for seasonal reports are Jan 15, Apr. 15, Jul. 15, and Oct. 15 every year).

The Office of Secretariat shall report to the president of the University, collect and announce the follow-up improvement of the petitions without revealing affected person’s personal information in principle.

Article 4 The units shall undertake proper measures if they consider affected person’s petitions justifiable, and the units shall specify the reasons if they consider the petitions to be unjustifiable.

When responding to petitions, the units shall elaborate in detail the

measures taken regarding the cases, and notify the affected person of the content. If there is any relevant regulation, units shall cite proper articles in the regulations and explain them in brief to the affected person.

If the crucial parts in petitions are considered imprecise or ambiguous, the units may ask the affected person to provide explanations or relevant supplementary documents in order to further deal with the petitions.

Article 5 In any of the following circumstances, after documented, the petition may be left unattended to:

5.1 Where the petition gives no concrete substance or does not give petitioner's true personal identification (student ID number or identity number is necessary) or address;

5.2 Where the name, addresses, or contact information of petitioner are verified counterfeit, false, or deceptive;

5.3 Where the petition is a repeat or further repeat of the same matter which has been appropriately dealt with and clearly answered; or

5.4 Where the authority receiving the petition is not competent to deal with the subject matter of the petition and the petitioner is found to have filed similar petitions to different authorities regarding the same matter.

Article 6 Petitions shall be kept confidential by the units and receiving units. This requirement does not apply to the situations stipulated in other guidelines and regulations.

Article 7 The units at the University shall assign staff members to deal with, keep records of, and follow up the petitions. If the affected person file petitions to several units at the University, each unit shall keep records of and follow up the petitions separately.

Article 8 Other unspecified conditions shall be applied in accordance with relevant regulations.

Article 9 The Guidelines are implemented upon approval of the Administrative Meeting. All amendments are made following this same procedure.

<b>Report on Affected Person's Petitions</b>				
Unit:		Note-taker:		
Basic Information of Petitioner	Name		Student ID No.	
	Phone number			
Date	(Y) (M) (D) ____:____			
Type of Petition	<input type="checkbox"/> Proposals on administrative innovations and reforms <input type="checkbox"/> Inquiries into administrative laws and regulations <input type="checkbox"/> Reports on acts in breach of law or neglect of administrative duties <input type="checkbox"/> Protection of the [people's] rights and interest in administration <input type="checkbox"/> Others			
Descriptions of Petition				
Notes				

