

2. 辦理全民督工

「全民監督公共工程實施方案」於91年7月17日奉行政院核定，工程會依本方案督促各部會及縣市政府完成建置全民監督公共工程通報系統，成效良好。

97年度民眾通報案件計2,836件，其中2,764件已獲致解決，所餘72件持續辦理中。本方案透過網際網路，將有形的23個縣市政府、台北市、高雄市及30餘個中央部會虛擬為單一組織的民眾抱怨處理中心，諸如道路不平、危害環境安寧等，可以快速解決簡單的缺失通報；而較困難的案件也均透過定期追蹤，達到一定的處理成效。通報系統圖如下：



依「全民督工方案考核作業規定」，對於績效優良的機關相關人員，最高有記大功的獎勵；對於通報人通報之熱忱，也有表揚及頒發獎勵金一至五萬元的規定，96年度優良通報人及執行績效機關，本會已於97年6月4日公開表揚，受獎名單如表2：

(2) Conducting Public Oversight of Public Works Projects

"The Public Oversight Program in Public Works Projects" was approved by the Executive Yuan on July 17, 2002. Under this program, the PCC oversees the ministries, commissions, and city and county governments in the establishment of a reporting system for the public oversight of public works projects, to good effect.

The public reported 2,836 cases in 2008, of which 2,764 cases were resolved and 72 cases were still awaiting resolution. Through the internet, the program integrates the 23 city and county governments, the city governments of Taipei and Kaohsiung, and more than 30 central government ministries and commissions into a single public complaint center to handle complaints about road problems, noise pollution, etc. Reports of simple deficiencies can be resolved quickly; for more difficult cases, deadlines are set and follow-up is carried out until a suitable result is achieved. The reporting system is illustrated in the left diagram:

The Public Oversight Program in Public Works Projects provides that a maximum incentive can be awarded to agency personnel with outstanding performance, and that citations and incentives of up to NT\$50,000 can be awarded to people who report cases. On June 4, 2008, the PCC publicly recognized individuals who demonstrated outstanding reporting and agencies who demonstrated superior performance in 2007. Recipients are listed in table 2:



圖11：全民監督公共工程頒獎
Fig. 11: Presentation of the Public Oversight of Public Construction Award

表2：「全民監督公共工程實施方案」96年度執行績效優良獎勵名單
Table 2: 2007 Recipients of Awards for Superior Performance under the Public Oversight Program in Public Construction

獎勵對象 Award	等第 Level	機關名稱 Agency / Name
優良主管機關 Excellence in Leadership	優等 Excellent	經濟部、交通部、台北市政府、台北縣政府 MOEA, MOTC, Taipei City Government, Taipei County Government
	甲等 Superior	內政部、農委會、高雄縣政府 MOI, Council of Agriculture, Kaohsiung County Government
優良主辦機關 Excellence in Implementation	優等 Excellent	經濟部水利署、交通部公路總局、臺北縣土城市公所 Water Resources Agency (MOEA), Directorate General of Highways (MOTC), Tucheng City Office (Taipei County)
	甲等 Superior	內政部營建署(2件)、交通部公路總局、臺北縣政府工務局、臺南市政府公共工程處 Construction and Planning Agency (MOI) (two cases), Directorate General of Highways (MOTC), Taipei County Public Works Bureau, Tainan City Public Works Bureau
優良通報人 Excellence in Reporting	特優 Outstanding	謝先生等2人 Mr. Sie & associates (two people)
	優等 Excellent	廖先生等5人 Mr. Liao & associates (five people)

3. 推動路平專案

民眾對於公共建設品質的良窳，最直接的感受就反應在每天行走的道路平不平整、有沒有坑洞。工程會在96年12月至97年2月間加強對全國各縣市管溝及道路路面工程進行查核，發現路面平整度不合格率高達87%，顯示提升道路的平整度，應屬當務之急。新政府在97年5月20日上任後，即積極推動「道路平整方案」。

(3) Smooth Roads Project

In judging the quality of public works, the general public's most direct impression comes from the roads they travel every day, as they observe whether or not the roads are smooth or potholed. From December 2007 to February 2008, the PCC undertook a sampling inspection of each and every of Taiwan's city and county road surfaces and culverts. The results indicated that 87% of roads were not up to standard, demonstrating the urgent need to undertake road surface improvements. Since assumed office on May 20, 2008, the new government has been actively promoted the Smooth Roads Projects.



圖12：推動道路平整方案內容
Fig. 12: Details of the Smooth Roads Project



圖13：推動道路平整方案運作方式
Fig. 13: Operational Methods of the Smooth Roads Project



台中縣烏日焚化廠



圖14：台19線64k+520推動道路平整方案前中後
Fig. 14: Provincial Highway 19 64k+520 before, during and after road leveling work