

# Policies Supporting MPT's Administrative Activities

## I. Other Policy Measures to Support Postal Administration

### 1. IT introduction into Administration

#### 1) Promotion of IT in Government Administration

To vigorously introduce information and communications technology (IT) into administrative work in line with developments in the information communications technology, the Japanese government formulated a "Basic Plan for Promoting Administrative Informatization," a five-year plan that started from FY 1995.

However, dramatic changes in the environment surrounding administrative IT drove the government to reconsider its basic plan to better respond to such changes and to promote further administrative IT. Accordingly, the Cabinet adopted the "Revision to the Basic Plan for Promoting Administrative Informatization" on December 20, 1997, a new five-year plan starting in FY 1998.

#### 2) IT Introduction into Postal Administration

MPT, for its part, has vigorously developed an information infrastructure in all MPT-related facilities in-

cluding post offices in accordance with the "Five-Year Plan for Introducing IT in Postal Administration and Services," which was formulated in March 1995. In line with the December 1997 revision of the basic plan by the government, MPT also renewed this five-year plan and implemented it from FY 1998. The new "Five-Year Information Plan for Postal Administration and Services" aimed at further accelerating improvements in services through use of IT.

The Five-Year Plan carries three principles: "promotion of the introductory measures for realizing administrative IT," "reform of postal administration utilizing information communications" and "creation of advanced information communications infrastructures." Based on these basic principles, measures are being promoted with following project goals:

- i) Leading measures for realizing administrative IT
- ii) Conducting measures for promoting administrative IT in information communications administration
- iii) Reforms of postal administration utilizing information communications

Table I-1 Penetration of IT at MPT

Personal computers (PCs)	1 unit per person
Achieved	March 1996
LAN	* Installation completed in April 1994
Internet connection	* Realized in April 1994
Web site ( <a href="http://www.mpt.go.jp">http://www.mpt.go.jp</a> )	* Opened and started operating since September 19, 1994
CD-ROM Whitepaper	* Published annually since the FY 1994 edition
Trial of Telework	Since October 1997
Application for qualification to tender via the Internet	Since April 1998

\* MPT was the first to achieve these goals among 25 ministries and agencies.

iv) Promotion of creating advanced info-communications infrastructure

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## II. Japanese Post Offices

### 1. "One-Stop Services" at the Post Office

#### 1) Definition

Providing various public services at post offices, which are familiar to the Japanese people.

#### 2) Meaning of providing the services at post offices

- i) Improving convenience of the Japanese people
- ii) Realizing simple and efficient administration
- iii) Improving functions of post offices

#### 3) Promotion situation

In order to realize the "one-stop services at the post office," in collaboration with concerning ministries and agencies and local public bodies, the following measures are being promoted:

- i) Verification experiments were started in FY 1997 for providing various services of public organizations at post offices
- ii) Cooperating with the Ministry of Home Affairs, trial services to install local governments'

terminals issuing copies of resident card, etc. in post offices (two years).

#### 4) Further plans

In FY 2000, the budget request was made for such issues as i) trials of prefectural services for residents, ii) adjustment to citizen card, etc., issued by local governments, etc.

### 2. For barrier-free post office buildings

In Japan, since the enforcement of the "Law on Buildings Accessible and Usable for the Elderly and People with Disabilities" (The "Heartfull-Buildings Law") in 1994, when buildings used by the general public are newly constructed, it is required that the buildings be designed to be usable for the elderly

and people with disabilities.

Before the enforcement of the law, when constructing new post office buildings, MPT ascertained that such buildings be usable for the elderly and people with disabilities. However, many timeworn post offices remained, from today's perspective, lacking such care.

In June 1997, the Postal Services Council, the advisory body to the Minister of Posts and Telecommunications, issued a report titled "Vision for Post Office 2010." In the report, post offices were characterized as "bases of information," "bases of confidence," and "bases of communication." Based on the report, etc., MPT formulated a five-year plan

Fig. II-1 "One-Stop Services" at the Post Office

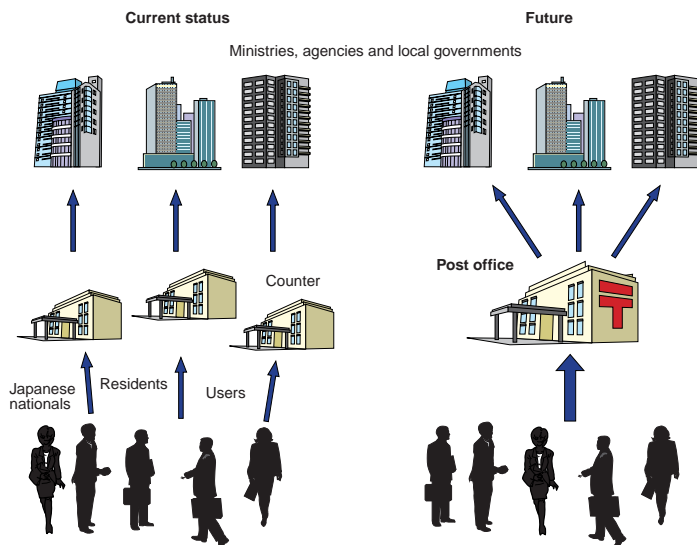
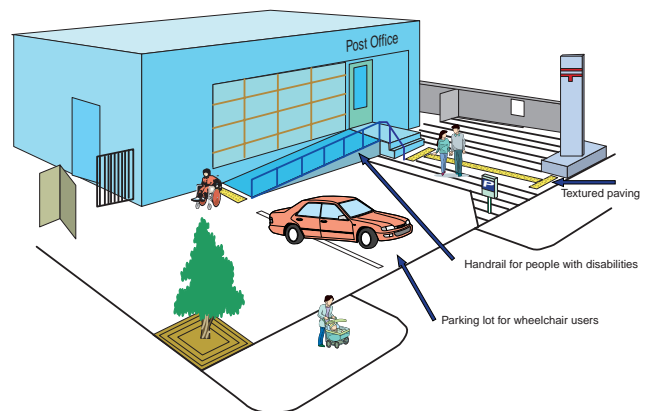


Fig. II-2 Barrier-free post office building



starting from FY 1997 with the aim at reforming all post office buildings as barrier-free, and embarked on the improvement of post offices in need of the reform work. In addition, with regard to post offices owned by the state, the improvement was completed in FY 1999 by moving up the original five-year plan.

The post office improvements include: installing support handrails at slopes and stairs at the entrance and exit of post offices; laying textured paving for people with visual disabilities; creating parking facilities for wheelchair users; and, installing sound announcement apparatuses in elevators for visitors.