



**Taipei Branch, Administrative Enforcement Agency,
Ministry of Justice**

White Paper of Service for People

January, 2018

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Due to the enforcement of the claims of our nation, which is close related to the robust of the notional financial income that has great impact on the development of infrastructure and social welfare, moreover, it's about the guarantee to citizen's rights, aiming public welfare. The practical of the administrative enforcement can not only strengthen the nation's finance but realizing justice and the laws.

We uphold the spirit of enterprise operation management, following the rule from "Goal Management" and "Performance Evaluation", also, we involve the concept of enterprise management. We are obtaining lower cost, higher efficiency and higher performance through a series of management methods. All of our staffs have put honest, efficiency and amiability into practice, and served with their profession, passion and responsibility. We scrupulously abide by the law on the enforcement on one hand; and we follow the principle of fairness to obtaining the concept of administration that balancing between execution and care of disadvantaged social groups on the other hand. To realize the enforcement of the claims of our nation and to protect people's rights, will still be a crucial issue to Taipei Branch in the future.

I. What We Have Done for You

In the past one year, we have upheld the core concept of "Honesty, Efficiency and Amiability", imitating the enterprise management philosophy, we spare no efforts on constructing a culture of motivated working in the organization. Enforcing the public power, and keeping the best respect to the people meanwhile. We offer quick and convenient services, so that the people could experience the action of the government, and we enforce the public laws with fairness.

II. We Do Our Best to Serve the People

To empower the public authority and to realize the social justice is our duty with no avoidance. But the existence of a nation should focus more on serving and taking care of its people. Our core value has always been "Honest, Profession, Efficiency and Care", we stick to the concept – Serve for the people. To pursue convenience among all of our public service, we emphasize on "Innovation" and "Evolution" in every dimension, so that we can fix the people's problems correctly and efficiently. With outstanding motivations and execution, we are capable of being trusted and anticipated by the people. We hope to introduce more

user-friendly information services and integrate the innovation services on such firm base of service enhancement system. The quality of the public service of the government therefore upgrades and being experienced and witnessed again. In order to solidify the work for public service, a Public service Center is established within the organization with a Chief Enforcement Officer to serve as the convener. With each one represent of the directors from Administrative office, Enforcement Clerks and Junior Enforcement Clerks as the members to discuss about the items for public service within an irregularly frequency.

1. Environment of Public Affairs

- (1) To make the environment beautiful and green with for example, artificial and plants, constructing a comfortable space for handling public affairs.
- (2) Be considerate to the people by providing a waiting spot and facilities for the handicapped, etc.

2. Measures for Services

- (1) Establish a Single-window Processing Procedure
- (2) Quick and convenient checking and application processes.
 - i. Complete the implementation of computerized processing and quick information check by use of computer connections.
 - ii. Establishment of internet to provide people for downloading all sorts of applications in order to increase the efficiency.
 - iii. Humanized Measures
Provide welcoming measures such as reading eyeglasses, wheelchairs, telephones, books and magazines, fountain water, etc.
 - iv. Paying Highly Regard to People's Opinions
Establish mailboxes to the administrative chiefs and for corruption reports to accept all kinds of suggestions and opinions by taking the initiative.
 - v. Care about the people's opinions by taking the initiative.
- (3) Walk into the Crowd
 - i. Conduct an APPOINTMENT WITH PEOPLE for the chiefs and directors to establish a channel of communication with the people.
 - ii. Establish a bulletin board for the public to reinforce the promotions about the laws and orders.

3. Attitude

- (1) Conduct a test of Phone Etiquettes and an examination of the work for public service.
- (2) Instill the staff with the idea of people-oriented service.
- (3) Serve people with an active, positive and kind manner.

III. Serve the People Directly:

1. Provide consulting service for the people to understand the process and procedures of administrative execution.
2. Guide for the people to check in.
3. Guide for the people to pay out.
4. Assistance for the people to write the examples and petitions.
5. Offering charity services.
6. Help the disadvantage social group via transferring to related authorities that offers necessary help, application for disability subsidy, low income family subsidy, social welfare institute consulting, charity donation and care visit...etc.

IV. Our Promises:

1. Cautiousness: No matter the scale of the cases, we treat it as equal and with cautiousness always. We try our best to think in the shoes of the party concerned to solve their difficulties smoothly with a positive attitude.
2. Profession: We require every each one who undertake the case to know the related laws well, and to exercise them familiarly. So that they can answer the question asked of the party concerned immediately. With our quick service, the people could get a correct and satisfactory answer within the shortest period.
3. Dedication to our work: Not just a strict standard towards profession, we require all of our staffs to serve with passion and no avoidance.
4. Inter-Communication: We provide public service in a kind and sincere manner. Obeying the legal regulations scrupulously, the reasonable request from the party concerned should be deal with to our utmost; as for the unreasonable ones, explain and denied with patience.
5. Empathy: Try to understand the feelings of the parties concerned and be patient about the answers and explanations to the questions and statements made by them. Try to listen as carefully as possible to what the party concerned want to say from the bottom of their hearts. If there's anyone who misunderstands the laws or the orders, try to clarify that patiently and carefully to them.

V. Our Service Directions

1. Reinforce the communication with the referred authorities, integrate and share resources together to avoid infringement on people's rights.
2. Strengthen the R&D and renovation of the quality service.
3. Instill accurate concept for service with all of the staff to share the work for public service together.
4. Provide rapid and convenient procedures of application and deal with the cases quickly.
5. Emphasize the feelings of the people and the public, and rapidly deal with the petitions and requests of the people, etc.
6. Recruit the volunteers to guide and assist people to deal with many things.

VI. Conclusion

Serve for the people is a never ending mission, with the expectation toward the government effectiveness, we are willing to learn humbly, and dedicate to serve within innovative spirit. We welcome any advices, from every group, in anytime.



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