

**Press release from the Administrative Enforcement Agency
(AEA), Ministry of Justice**



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**The Administrative Enforcement Agency organizes the on-the-job training for
enforcement officers.**

**Improve professional knowledge and implement technology-based creative
thinking**

In order to improve the legal literacy and professional knowledge of enforcement officers of the Administrative Enforcement Agency and its branches, improve the response to public opinions and the skills in releasing of news and expand the enforcement officers' technology-based creative thinking to enhance the case handling quality and performance of enforcement, the Administrative Enforcement Agency organized the "2nd On-the-Job Training for Enforcement Officers in 2023" yesterday (20th day). Minister Tsai of Ministry of Justice was present in person to encourage all trainees. Meanwhile, Secretary-General of Ministry of Justice, Cho-Jan Mou, senior journalist, Director of the New Taipei City Branch, Li-Wei Huang, Director of the Hsinchu Branch, Chun-Cheng Ting, and Senior Enforcement Officer of AEA, Chu-Ying Fan, were invited to serve as the lecturer. The topics covered three major parts, namely Congress and response to public opinions and skills in releasing of news, application of the technology-based methods to administrative enforcement and administrative enforcement practices, representing rich and practical contents. A total of more than 60 trainees attended the Training.

First of all, the Training invited Minister Ching-Hsiang Tsai to present the "Outstanding Special Performance Award of the Administrative Enforcement Agency and its Branches" to a total of 8 enforcement officers who have resolved the cases about major delinquency accounts by collecting the accounts for all of the cases. Among the

cases, the highest collected amount even attained NT\$242.64 million.

Minister Tsai gave the speech indicating that “It has been 24 years since the Administrative Enforcement Agency was established, and AEA has also achieved the impressive enforcement performance for collection of NT\$642.6 billion; therefore, AEA deserves recognition. Notwithstanding, the enforcement performance shall be determined not simply based on the collected amount but also the law enforcement to communicate to the public the importance of law-abiding. After all, only legal compliance is the ultimate goal to be pursued by the administrative enforcement.” Minister Tsai also recognized and encouraged AEA and its branches to implement the following practices:

- I. Organize various projects, in response to the government policies, such as "epidemic prevention," "African swine fever," "drunk driving and traffic violations" and "fine for not yielding to pedestrians," concerned by the society. Once the front-end administrative unit completes the imposition of penalty, the AEA branches will activate and accelerate the enforcement immediately after the case is transferred, in order to achieve the deterrent effect.
- II. Identify the malicious major delinquency cases as the first priority to be enforced; although the subsequent enforcement might become more and more critical, all of the colleagues shall make every endeavor to resolve the difficulties, break through the bottlenecks and apply the means conferred by laws to enforce laws thoroughly to make the public feel impressive.
- III. While pursuing justice, we shall also care for the disadvantaged group, help the disadvantaged group solve their difficulties with empathy and in a heartwarming manner, verify the people's difficulties, work with social welfare units and utilize related resources to make the disadvantaged group feel the care extended by the public sector.
- IV. In addition to the horizontal communications with the other agencies

(institutions), e.g. cooperating with the Highway Bureau, MOTC and Customs Administration, MOF to investigate the property of obligors, working with the Real Estate Appraisers Association of R.O.C. to organize the Enterprise Integrity Forum for “A Win-Win Approach for Integrity and Competency by Compliance Assessment” and also strengthen the horizontal communications with social welfare units, in order to create the opportunities for cross-domain cooperation between the public and private sectors.

- V. Verify how to apply the AI technology to process routine business, e.g. using the "virtual reality" (VR) to make the foreclosure property information more transparent; Further, implement the convenient measures, such as payment via "virtual account," as the application of modern new technologies may help streamline the business processing procedures and improve the enforcement performance.

Finally, Minister Tsai emphasized that the issue about "concept" is to pursue not only performance and number but also legal compliance, to make the public obey the law. A proactive "attitude" shall be upheld. Never deal with any crisis only when it occurs. Instead, we shall do the risk control well to stop any problems from occurring. Even if any problem occurs, we shall have the decisive "determination" to face it, solve it immediately and clarify it to the public to avoid misunderstanding from outsiders. Meanwhile, legal and adequate "practices" must be in place to help us get away from the traditional thinking of civil servants when responding to outsiders' opinions and requests.

The Training was completed successfully. The trainees shall have gained a more complete and sound knowledge of the response to public opinions, skills in releasing of news, and application of technology-based methods to the administrative enforcement and benefited a lot. Director-General Huang specially appreciated the five lecturers for their valuable opinions and, therefore, presented them with the Certificate of Appreciation and souvenirs to express his gratitude.