AEA Director-General Chang

Wins 2014 Civil Service Award

The Civil Service Outstanding Contribution Award used to be the highest honor for a public servants in the Republic of China. In 2014, 77 government employees and 40 outstanding government agencies were nominated to compete for this award. The Executive Yuan invited specialists and scholars to form a review committee for the selection of awardees. The review was divided into four stages: written review, briefing ability review, field interview, and final review. These stages took six months to complete. On November 3, eight individual nominees and two outstanding organizations were selected to receive the award. Mr. Chang Ching-yun, director-general of the Administrative Enforcement (AEA), was among them

After winning the award, Director-General Chang said, when his colleagues advised him to join in the competition, he had hesitated at first because he thought the outstanding contribution which was based on in the review belonged to all his colleagues, not himself alone and it was a result of the concerted effort of the whole staff. He was convinced in the end by the belief that he should come out as the representative of the AEA staff and his participation provided him with an opportunity to present the less known AEA to the public so that the public could pay attention to the contributions of his organization. He received the award on behalf of his staff as a whole and the award was a massive validation of the achievement of their hard work. All the honor belonged to the whole staff, he said. The AEA staff have the highest morale and enforcement ability. He believes they will made more eye-catching achievements in the future.

Director-General Chang's contributions included the following:

1. The accumulated amount of obligated monetary payments collected under his leadership has written a historical record. The number of pending cases is decreasing continuously. By October 2014, 13 years after the inauguration of enforcement agencies, they had collected NT$412.6 billion in obligatory payment, enough to build 14,7 Taipei Domes or 86.6 Taipei Arenas. In his four-year tenure, AEA collected NT$198.8 billion, accounting for 48.18% of the total collected by the agency, effectively enriching the government treasury.

2. Under his leadership, AEA has carried out the administrative ideal of "Justice with Compassion." The strengthening of collection from big obligator is the strengthening of justice. The lengthening of installment payments represents compassion for the disadvantaged. When a natural disaster occurred, the AEA would suspend or slow down the collection to help the obligators tide over their period of difficulties. This approach has helped AEA build up the image of "pushing administration with love and pursuing justice without limit."

3. The AEA puts emphasis on horizontal connections and pushes the idea of "joint commitment." It has gradually expanded the number of property referral agencies in order to create a multiple win situation.

4. The AEA introduced the ideal of "customer-oriented service by considering traditional tax obligators as customers. It puts emphasis on the attitude of enforcement, and devises multiple ways of payment for the convenience of payers. Besides increasing people's willingness to pay, it presses the referral organizations, including police organizations, financial institutions and low courts to streamline their payment procedures. Still, the AEA enters into cooperation with colleges and universities to provide students with internship in order to enhance the jurisprudential standard and it also pushes government organizations to build their own offices in order to conserve government resources.