

2011 **Financial Data Center, Ministry of Finance**

Annual Report 2011



Preface

In order to provide a superior quality of service and to raise the level of the satisfaction of the public, the Financial Data Center has drawn up ‘The Taxation Information System Reform Project.’ It is divided into three parts including ‘The Implementation of the National Taxation Information System,’ ‘The Implementation of the Local Taxation Information System,’ and ‘The Independent Verification and Validation Project’ with the aim to enhance the information services already provided by the Ministry and to develop innovative and new services to make life more convenient for the public. In addition, a taxpayer risk management system has been adopted to achieve the effective co-ordination of tax collection resources and to promote efficiency. Through the implementation of these new measures, Taiwan is keeping pace with the best global practice.

In related work, the outsourcing contract for ‘The Implementation of the Local Taxation Information System’ was signed on 20th April, 2011 and will be implemented over the period from 2011 to the end of 2013. The requirement interviews and system analysis were finished on 30th September, 2011. In addition, the financial revenue impact function related to house tax and land value increment tax went online in the five revenue services on 21st October, 2011 and will be spread out to all of the revenue services in 2012. The major tasks for 2012 involve system design, program development and system testing. The infrastructure system will be launched in August, 2012 and the official document system with online authorization will be launched by the end of 2012.

In addition, based on the present achievement in the implementation of e-invoices, followed-up by the impetus of the reinforcement of the platform, the expectations and goals of this project are shown as fellows:

- A. Invoices will go paperless in physical channels and enhance e-invoices applications will be enhanced for Business to Consumers (B2C), in order to facilitate services for people and to increase overall benefits.
- B. Encouragement of enterprises in different industries to implement Business to Business (B2B) e-Invoice

- applications, and to promote development of software related to e-invoices.
- C. Improvement of the efficiency of the e-Invoice Integrated Services Platform, and provision of multiple services.
 - D. Integration of the procedures for e-invoice services in virtual and physical channels.
 - E. Augmentation of related modules and services of e-invoice applications, such as the VAN (value added network) with connection to accounting agency, the financial management system of the Ministry of Economic Affairs for small and medium enterprises, and invoice financing.

Su Chun-Jung

Director-General

Financial Data Center, Ministry of Finance



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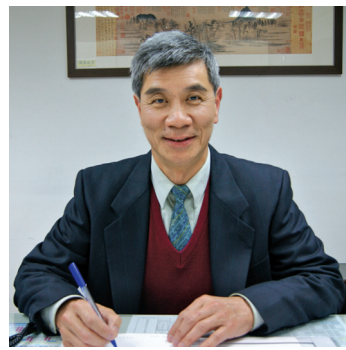
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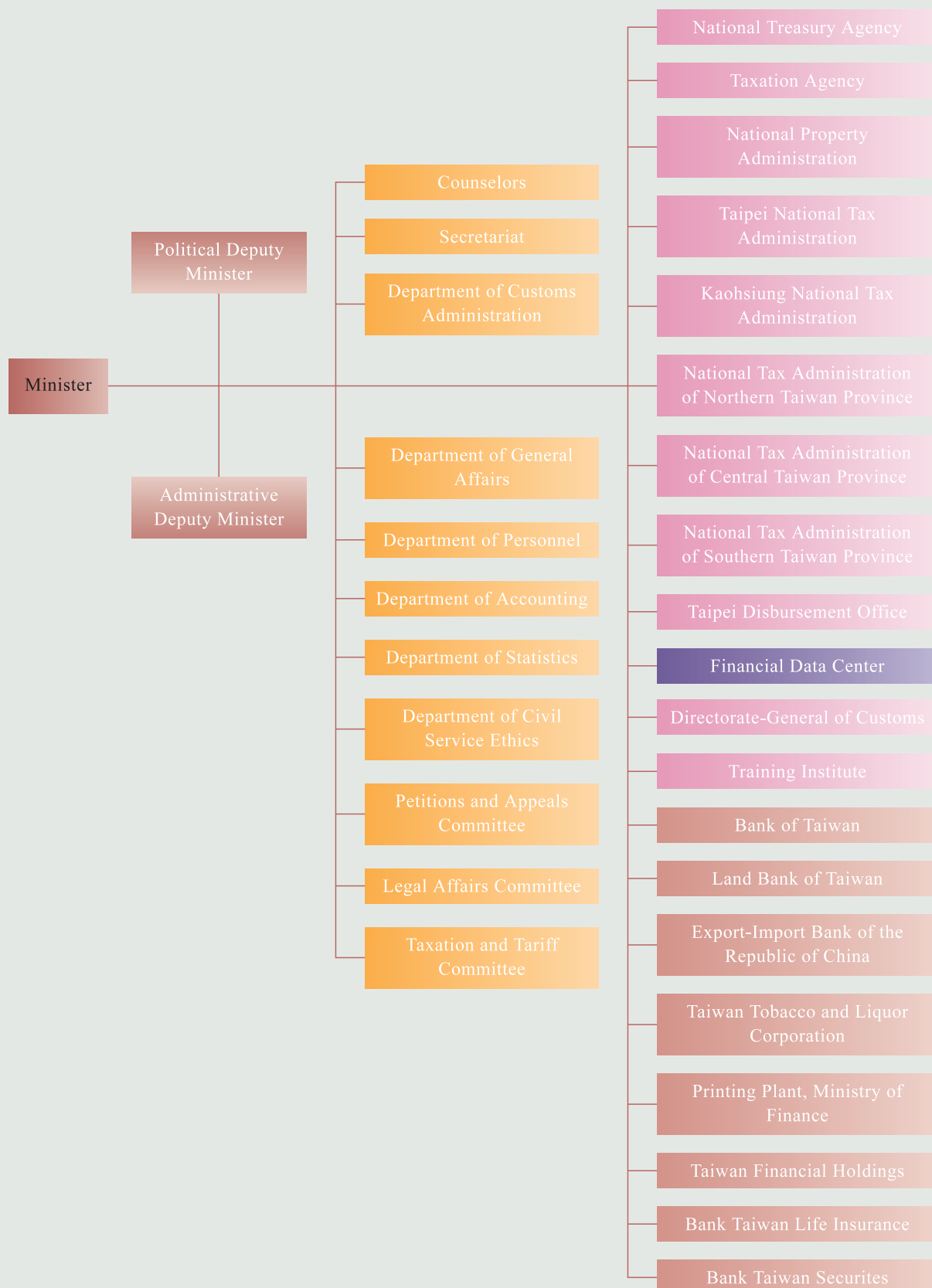
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Organizations (Agencies) under the Ministry of Finance

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Organization of the FDC

1. Organizations (Agencies) under the Ministry of Finance



2. Organization of the FDC

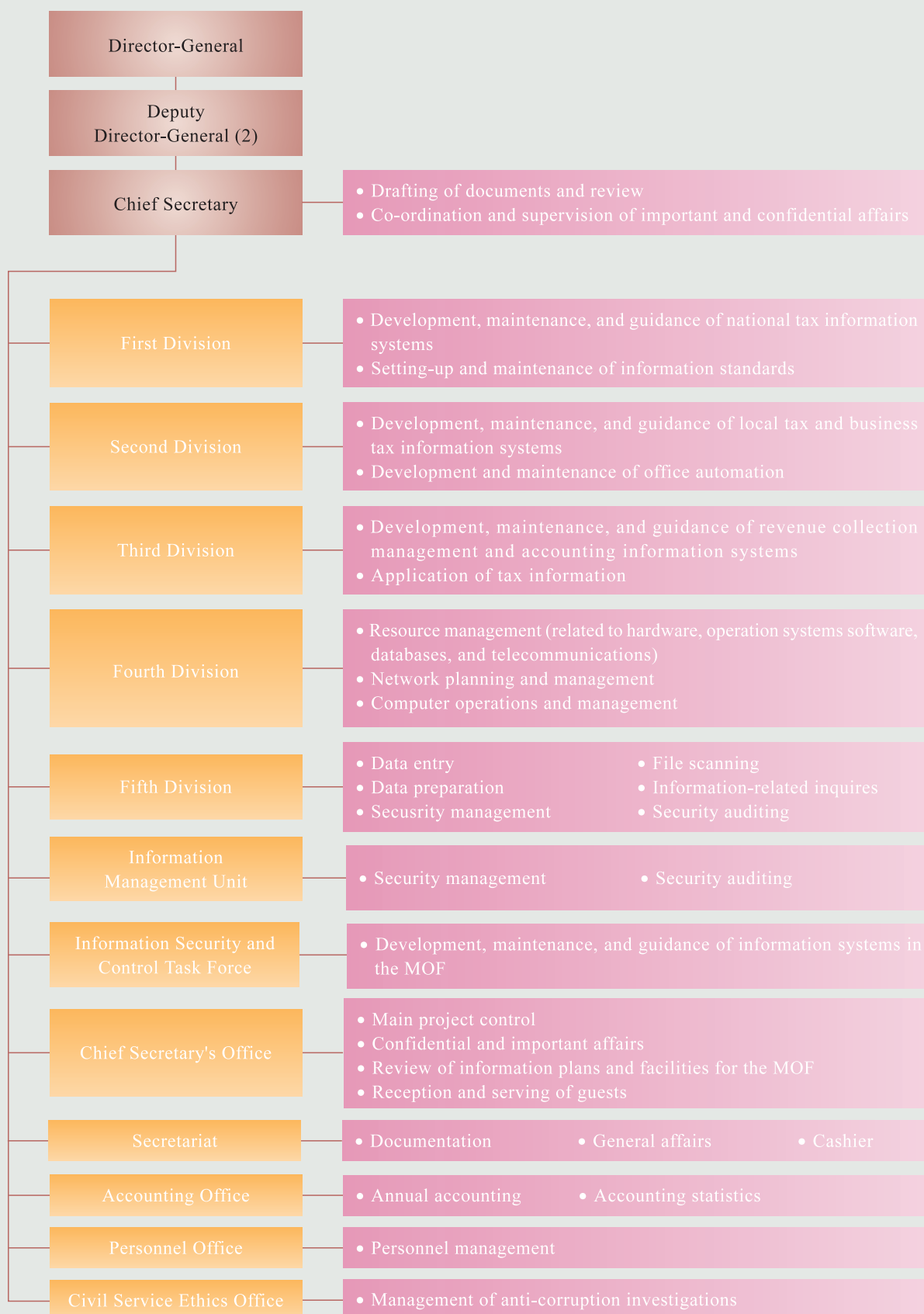
The FDC is constituted according to ‘The Statute Governing the Organization of the FDC’ as follows: there are a Director-General, two Deputy Director-Generals, and a Chief Secretary, five Divisions, and separate Offices for Secretariat, Accounting, Personnel, and Civil Service Ethics.

The Financial Data Center is responsible for the following functions:

- A** The overall planning of the information system of the Ministry of Finance.
- B** The planning of the information system, examination of facilities, investigation of operations, and evaluation of the performance of all departments and organizations under the Ministry of Finance.
- C** The overall planning of financial data management, system design, production of procedural handbooks, review of regulations and training in them, and assistance, supervision, and control of operations.
- D** The general management of financial data.
- E** The handling of other financial data-related issues.



Organization of the Financial Data Center



II



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Human Resources

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Budget

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Information System Facilities

1. Human Resources

The workforce of the FDC totaled 403 persons as of the end of 2011; wherein, 291 (72%) were directly employed and 112 were employed on contract. By nature of job, 158 (39.20%, the highest percentage) were assigned to data compilation and entry and 152 (37.72%) to system design and planning. By age, the largest group, of 209 people (52% of the total), was of those aged above 50. The smallest group, of nine people (3% of the total), was of those aged under 29. By academic background, college graduates, a group of 132 people (33% of the total) comprised the largest group.

General Allocation of Personnel at the FDC

No. of Persons Function		Job Area	Design and Planning	Computer OP and Control	Data Compilation and Entry	Adminis- tration	Total	%
Management			38	1	5	7	51	12.66
Field OP	By Commission		103	37	76	24	240	59.55
	By Contract		17	10	71	14	112	27.79
Total			158	48	152	45	403	100.00
%			39.20	11.91	37.72	11.17	100.00	

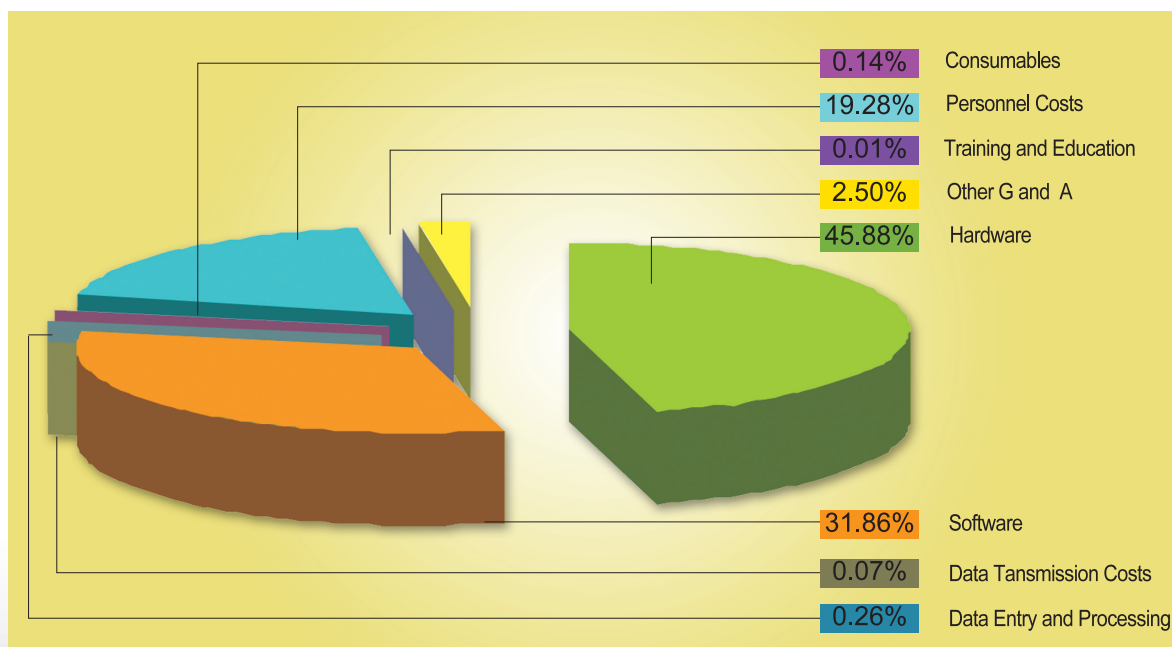
2004-2010 Workforce Profile

No. of Persons Job Area		Year						
		2005	2006	2007	2008	2009	2010	2011
Design and Planning		149	148	150	157	146	147	158
Operation and Control		36	34	33	32	29	28	48
Data Compilation and Entry		186	198	169	160	160	162	152
Administration		40	43	53	53	69	63	45
Total		411	423	405	402	404	400	403

2. Budget

The total amount of the budget for information operations for 2011 was NT\$2,204.577M and NT\$1,011.548M or 45.88% was used to pay for hardware (including mainframe and peripherals) and NT\$702.374M or 31.86% for software (including lease, purchase, and contracted programming). Other payments, including those of data transmission, data entry and processing, consumables, personnel costs, training and education, and other G and A accounts came to NT\$490.655M or 22.26%.

2010 Budget for Information Operations





Financial Information Services



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Management of Information Systems for the MOF

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Information and Communication Security Management

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Information Audit Tasks

1. Management of the Information System for the MOF

A The MOF Executive Information System

Execution of the drill of the dual host backup mechanism in order to enhance the quality of service and to be in accord with the information security policy of the MOF.

B The MOF Web System

Increase in the use of social network services to improve communication and interactivity with citizens, and government agencies will use a variety of social media to provide information to more closely meet the needs of citizens.

C The MOF Documentation and Archive Management System (on-line approval version)

Completion of system requirements, systems analysis, programming and system testing, system training, and system counseling.

D The MOF electronic document exchange center

The system went into service officially in the MOF and subordinate agencies on 27th September, 2011.

E The MOF Office Automation Integration System

In order to promote the quality of customer-oriented service to colleagues, completion of the function of inquiring the recent 35 days of attendance records for the staff who work in the MOF building.

F The MOF Enterprise Information Portal Website

Cooperation in the construction of the integration of mechanisms for the MOF hosts, five application servers are established in virtual machines and all of the servers use the Win2008 Hyper-V platform.

G MOF Host Computer Management

Completion of the construction of the management mechanism for the air conditioning and cooling systems to enhance safety of the MOF computer room.

H The MOF Network Resource Establishment and Management

Construction of the VPN connection between the Ministry of Finance and the Public Construction Commission (PCC) to meet the needs of the transformation of the Organization of the Executive Yuan.

I The External Gateway of the MOF Management

Establishment of the web filtering system to prevent staff of the MOF from visiting unwholesome websites and to reduce the influence of computer viruses.

J Construction of domain isolation

Construction of domain isolation for the rooms of the Minister, Undersecretary and Chief Secretary to ensure the security of confidential information in domain isolation.

K Personal Computer Management of the MOF

In accordance with the demands of the MOF Documentation and Archive Management System (on-line approval version), implementation of the driver for card reads and the driver of the certificate of a natural person to the personal computers of MOF.



information

2. Information and Communication Security Management

- A** Based on ‘The Gist of Information Security Management for the Executive Yuan and Its Subordinate Agencies,’ ‘The Information Security Management Guidelines for the MOF and Its Subordinate Agencies,’ ‘The Plan for the Establishment of National Infrastructure for Information and Communication Security,’ and related regulations, the FDC supervised the subordinate agencies of the MOF in the implementation of information and communication security measures.
- B** Engagement in the formulation of the information security management mechanism of the MOF with requests to the subordinate agencies of the MOF to make annual information security plans, with evaluation reports after execution of the plans.
- C** Supervision of the subordinate agencies and institutions of the MOF in the establishment of a reporting mechanism for information security incidents in order to intensify the information security defense ability of each agency of the MOF. Various drills were also held on incident reporting, hacker attacks and social engineering on a regular basis.
- D** Based on the framework of the Information Security Management System (ISMS) and its Plan-Do-Check-Action (PDCA) Execution Model for continuous improvement in relation to the major businesses and working processes related to information security and also based on the business continuity plan, we held a drill on system recovery by the end of the year so that the FDC could successfully fulfill the requirements of ISO27001 and pass reassessments by the British Standards Institute(BSI) in May and December, respectively.

3. Information Audit Tasks

- A** In order to fulfill the policy enacted by the Executive Yuan demanding that its subordinate agencies and institutions set up and effectively implement information auditing systems, the FDC requested the subordinate agencies and institutions of the MOF to form information auditing taskforces and formulate annual information auditing action plans based on ‘The Gist of Information Security Management for the Executive Yuan and Its Subordinate Agencies’ and ‘The Manual for Taxation Information Processing-Audit Management.’
- B** Auditing of the management of ‘On Site Operations in the Monitor Room’ and the ‘Library Management System Program’ in the FDC for 2011, in order to ensure the safe handling of data and source programs.
- C** External specific information audit
- Collaboration with the auditing service team of the National Information and Communication Security Taskforce (NICST), Executive Yuan, to conduct an annual audit of information and communication security business in the National Treasury Agency, National Property Administration and Financial Data Center. The execution of information security auditing in these agencies was completed and the assessment results were ranked as ‘Complete’ and ‘Very Complete.’
 - In order to enforce the Information and Communication Security Policy formulated by the National Information and Communication Security Taskforce (NICST), on-site double-checks were carried out at the Directorate-General of Customs and at the Taiwan Tobacco and Liquor Corporation in 2011.
 - Formulation of the routine and annual on-site evaluation of taxation automation business in all local revenue services in 2011.



- D** Completion of the review of the MOF and its 18 subordinate agencies and institutions based on ‘The Evaluation of the Efficiency of the Computer Operations of Government Agencies’ and provision of assistance to the survey team of the Executive Yuan in executing field auditing in the Directorate-General of Customs and Kaohsiung National Tax Administration.
- E** According to the requirements of the Information Security Management System (ISMS) in regard to out-sourced maintenance and operation of the taxation application systems, we carried out an external audit on the on-site out-sourced contractors and undertook follow-up control on the contractors on the requests for improvement that were proposed in the audit report.



IV

Taxation Information Services

- National Taxes
- Local Taxes
- Taxation and Collection
- Financial Networking
- Data Inquiry and Retrieval

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1. National Taxes

A 'The Independent Verification and Validation Project' of 'The Taxation Information System Reform Project'

- a. The FDC accomplished the document review of 1,826 operational guidelines and accomplished 130 hours of training and 33 hours of demonstrations.
- b. The operational staff team of the FDC held 24 meetings with the project team during 2011 to monitor and control the progress of the project to ensure that the project goals can be achieved on time, according to scope and budget.
- c. The operation staff team of the FDC held 19 meetings with the project team, during February to December, 2010, to monitor and control the progress of the project to ensure that the project goals can be achieved on time, according to scope and budget.

B e-Filing

- a. Filing of Individual Income Tax Returns via the Internet

Filing of Individual Income Tax Returns Via the Internet, Manually, and by 2D Barcode Returns (2007 to 2011)

Filing of Individual Income Tax Returns (2007 to 2011)

Taxation Year \ Type	e-Filing		Manually		2D Barcode Returns		Total
	No. of Cases	Rate %	No. of Cases	Rate %	No. of Cases	Rate %	No. of Cases
2007	2,456,424	46.77	1,914,760	36.46	881,082	16.78	5,252,266
2008	2,689,042	50.06	1,835,168	34.16	847,844	15.78	5,372,054
2009	3,128,515	57.24	1,678,054	30.72	658,418	12.04	5,465,987
2010	3,334,120	62.27	1,485,469	27.74	534,555	9.98	5,354,144
2011	2,693,622	69.28	872,881	22.45	321,452	8.27	3,887,995

Source: Outputs from the Individual Income Tax Declaration System

* : Excluding the number utilizing the service of the pre-calculation of consolidated income tax returns

b. Individual Income Tax Data Electronic Declaration Operation

Number of Cases Declared of With-Holding/Exemption and Dividend (2007 to 2011)

Taxation Year \ Type	e-Filing		Manually		2D Barcode Returns		Total
	No. of Cases	Rate %	No. of Cases	Rate %	No. of Cases	Rate %	No. of Cases
2007	763,309	92.81	52,467	6.38	6,660	0.81	822,436
2008	773,638	92.73	46,114	5.53	14,574	1.75	834,326
2009	776,357	92.01	45,538	5.40	21,899	2.59	843,794
2010	786,649	91.99	43,912	5.13	24,605	2.88	855,166
2011	805,098	91.45	43,118	4.90	32,160	3.65	880,376

Source: Individual Income Tax Data Electronic Declaration Operation System

c. Business Income Tax Return Tasks

Business Income Tax Returns Collected in the Last Five Years (2007 to 2011)

Taxation Year	Type	e-Filing		Manually		Total
		No. of Cases	Rate %	No. of Cases	Rate %	No. of Cases
2007		707,026	97.12	20,960	2.88	727,986
2008		716,219	97.24	20,333	2.76	736,552
2009		715,877	97.16	20,944	2.84	736,821
2010		721,032	97.00	22,302	3.00	743,334
2011		747,021	98.10	14,460	1.90	761,481

Source: Files provided by each NTA

d. Provisional Income Tax Return Tasks

Provisional Income Tax Returns Collected in the Last Five Years (2007 to 2011)

Taxation Year	Type	e-Filing		Manually		Total
		No. of Cases	Rate %	No. of Cases	Rate %	No. of Cases
2007		366,932	100.00	4	0.00	366,936
2008		371,724	100.00	1	0.00	371,725
2009		38,414	100.00	3	0.00	38,417
2010		30,835	100.00	0	0.00	30,835
2011		32,457	100.00	0	0.00	32,457

Source: Files provided by each NTA

e. Business Tax via e-Filing

e-Filing provides for the handling of the filing of business tax via e-filing services via the internet.

Statistics of Business Tax in the Last Five Years (2006 to 2011)

Taxation Year	Type	e-Filing		Manually		Media		Total
		No. of Cases	Rate %	No. of Cases	Rate %	No. of Cases	Rate %	No. of Cases
2007		613,558	83.34	109,632	14.89	13,028	1.77	736,218
2008		670,377	91.07	63,590	8.64	2,185	0.30	736,152
2009		674,992	92.06	56,485	7.70	1,760	0.24	733,237
2010		704,805	93.54	47,516	6.31	1,176	0.16	753,497
2011		730,410	94.33	43,076	5.56	1,853	0.11	774,339

Source: Output from the Business Return Management Task

f. Individual Income Tax Returns Filing via the Internet for Aliens

e-Filing provides for the handling of the filing of business tax via e-filing services via the internet.

Statistics of Individual Income Tax for Aliens in the Last Two Years (2010 to 2011)

Taxation Year	Type	e-Filing		Manually		2D Barcode Returns		Total
		No. of Cases	Rate %	No. of Cases	Rate %	No. of Cases	Rate %	No. of Cases
2010		11,682	10.63	95,154	86.59	3,051	2.78	109,887
2011		28,065	22.45	89,515	71.6	7,438	5.95	125,018

Source: Files provided by each NTA

g. Service of the Pre-Calculation of Consolidated Income Tax Returns Individual taxpayers who meet certain requirements received pre-calculation income tax notices. There were 355,666 cases confirmed via the internet, representing 21.92% of the total number of cases adopting the service.

h. Individual Income Tax e-Filing for Professional Practitioners There were 19,515 cases of use of the internet to finish filing in 2011, representing 48% of the total number of filing cases. The growth rate was 76% compared to figure for 2010.

i. Commodity Tax and Tobacco and Alcohol Tax via e-Filing

Commodity Tax and Tobacco and Alcohol Tax e-filing via the internet was started in September, 2011 and accomplished 494 items for Commodity Tax and 264 items for Tobacco and Alcohol Tax, respectively.

j. Estate Tax and Gift Tax via e-Filing

Estate Tax and Gift Tax e-filing via the internet was started in September, 2011 and accomplished seventy-six items for Estate Tax and forty-five items for Gift Tax in total.

k. Securities Transactions Tax and Futures Transactions Tax via e-Filing

Securities Transactions Tax and Futures Transactions Tax e-filing via the internet was started in September, 2011 and we have accomplished 6,640 items for Securities Transactions Tax and 2,006 items for Futures Transactions Tax, respectively.

C Individual Income Tax e-Deduction Statement Project

To allow for the auditing of automated deductions by the NTAs and to provide e-deduction statement downloads for the taxpayer to reduce the cost of individual income tax filing.

D Service of the Pre-Calculation of Consolidated Income Tax Returns

Individual taxpayers who meet certain requirements received pre-calculation income tax notices and tax bills. If taxpayers confirm the calculation or pay tax as stated on the tax bills, they are deemed to have finished their income tax return filing. The number of taxpayers utilizing the aforesaid service was 1.62 million, which was 29.4% of the total number of taxpayers.

F Smart Tax Case Selection System

- a. Over than 2,982 hours of training courses (including the introduction to the fundamentals of basic data-mining, practice in the use of data-mining tools, etc.) were held in 2011.
- b. Business tax case selection models were built and were used in at least 24 branch offices of the national tax administrations (the original goal was for use in 12 branch offices).

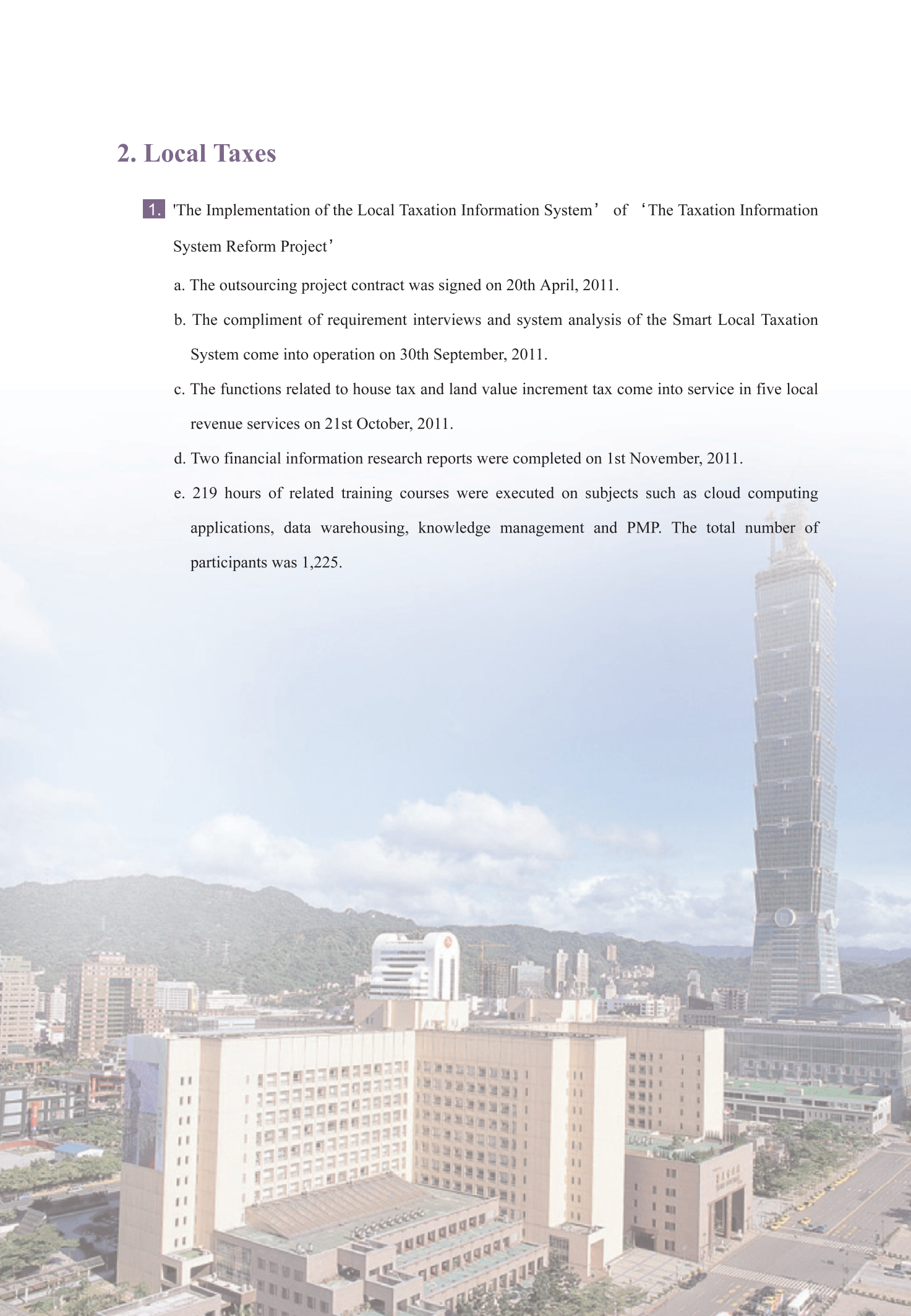
G Smart Tax Case Selection System

- a. A presentation of the achievement in the performance of the work on ‘The Comprehensive Promotion of the Use of e-Invoice Applications Project in 2011’ was held at the Sun Yat-sen Memorial Hall on 17th December, 2011. VIP participants included the Minister of Finance, law-makers etc. One hundred and four booths were set-up, more than 10,000 came and more than 130,000 invoices were raised and donated, also demonstration and declaration of policy of new e-Invoice carrier and donation device.
- b. Trial operations of the issue of e-invoices in physical stores were enlarged to more than 7,000 stores and the number of e-invoices issued surpassed 100 million.
- c. Work to fulfill the annual execution target. The fulfilled KPIs are as following:

Key Performance Indicator	Original Target	Fulfilled Target
No. of companies using B2B e-invoices (2006-2010)	33,052	33,052
No. of B2B e-invoices	8,113,903	8,113,903
No. of B2C e-invoices	60,000,000	186,278,170

2. Local Taxes

1. 'The Implementation of the Local Taxation Information System' of 'The Taxation Information System Reform Project'
 - a. The outsourcing project contract was signed on 20th April, 2011.
 - b. The compliment of requirement interviews and system analysis of the Smart Local Taxation System come into operation on 30th September, 2011.
 - c. The functions related to house tax and land value increment tax come into service in five local revenue services on 21st October, 2011.
 - d. Two financial information research reports were completed on 1st November, 2011.
 - e. 219 hours of related training courses were executed on subjects such as cloud computing applications, data warehousing, knowledge management and PMP. The total number of participants was 1,225.



2. Land Value Increment Tax

A. Local Application System Planning, Designation, and Maintenance

All revenue services were supported by the FDC in updating land tax files based on the media files available from the local land administration agencies. Local revenue services were also supported by the FDC in developing applications for the imposition of land value increment tax, the auditing of a landowner's taxation data, ascribing the tax rate and deductions or exemption from tax.

B. Centralized Auditing and Statistics

a. Centralized Auditing

The FDC performed the auditing of cases applying for the self-use land rate of the land value increment tax by cross-checking with already collected tax data to find abnormal cases to be listed for further verification.

b. Statistics

All local revenue services island-wide submitted data to the FDC via media for compilation by category of area, grade, public or private land, and exemption depending on the type of the taxable land in order to output statements of statistics for the regulating authorities to make reference to in their decision-making process.



3. Land Value Increment Tax

- A. The FDC designed and maintained the Land Value Tax System for the local revenues service and held the Land Value Tax Levying Operation Training and Guidelines Seminar.
- B. Residential land data and land property data are submitted by the tax collection offices via the network to the FDC for compilation by the week to update the information kept at the FDC so as to provide data to meet inquiries by tax collection offices, financial institutions and judicial courts.

4. Vehicle License Tax

Files provided by each city and county government were used in order to generate vehicle license plate numbers through cross-checking. These lists are of cases that violate the law. The use of this system allows for savings in manpower and thoroughness in checking with a resulting increase in tax revenue.





5. Local Tax e-Filing Tasks

Over 1,340,000 cases (about 50% of the annual counts) were handled via the new network system during 2011, thus reducing the time needed for the work and saving NT \$1.301 billion

6. Outsourcing for the GIS Mobile Software System Integration for House Tax and Land Tax Live Review

Integration of GIS and GPS systems into e-local tax systems. The purpose is to help tax collectors to simplify their work while implementing the annual checking program of the house tax and land tax. This new system will show tax officials the position of a relevant property and give them a map of the location immediately. Manpower costs will be lowered through the use of this value-added computer system.

3. Taxation and Collection

(1) ‘The Implementation of the National Taxation Information System’ of ‘The Taxation Information System Reform Project’

A Major achievements in 2011:

- a. System design, coding and unit testing of the Smart Taxation System.
- b. Establishment of the data mining mechanism and smart case selection model of the business tax examination assistant system.
- c. Implementation of geographic redundancy and host computer room engineering at the five national tax administrations.
- d. System analysis, design, coding, testing and online operation of the business income tax and individual income tax examination assistant systems.
- e. Related training and education were held on subjects such as cloud computing, PMP, information security guidance, data warehouse, knowledge management, and etc.

B In order to monitor and control the project, 48 major meetings were held in 2011, including: 23 progress review meetings and 22 project coordination meetings every two weeks to review progress and discuss issues; two meetings of the advisory committees of domain experts and researchers were convened to provide suggestions; one decision-making meeting was hosted by the Deputy Minister to report major achievements and resolve inter-agency disputes. In addition, small group meetings were held to ensure products with an acceptable quality and conformance to requirements.



(2) Promotion of tax bills with barcodes

- A** In order to comply with the Personal Information Protection Act and protect the safety of personal information, ID numbers within tax bills are encrypted.
- B** Signing of the outsourcing project of 3rd phase of the e-filing, with the e-filing systems of the Securities Transactions Tax, Futures Transactions Tax, Commodity Tax, and Tobacco and Alcohol Tax to provide functions with tax bill printing to simplify tax payment procedures for taxpayers.
- C** Tax bill forms with bar-codes of the Specifically Selected Goods and Services Tax and the Community Development Fees were provided to comply with the government policy.
- D** Convenience stores received a total of 9,704,482 cases of tax payment and NTD\$41.1 billion in taxes and financial institutions received a total amount of 18,212,533 tax bill cases and NTD\$924.5 billion in taxes in 2011.

(2) Promotion of tax bills with barcodes

- A** Coordination with the Administrative Enforcement Agency to handle e-certificates of obligatory claims, and start of the trial for the local revenue service of Changhua County and the Chuanghua branch of the Administrative Enforcement Agency, a total of 1,080 official documents and a total of 22,493 certificates had been exchanged via the internet as of December 2011.



4. Financial Networking

- A** On-line inquiry and file exchange between national tax administrations

The productivity of the National Taxation Information System is enhanced by the timely exchange of files between the national tax administrations. All files are exchanged through a high speed and highly secure network with a rigid control procedure.

- B** On-line inquiry and file exchange between local tax revenue services

The productivity of the local tax information system is enhanced by the timely exchange of files between the local tax revenue services. All files are exchanged through a high speed and highly secure network with a rigid control procedure.

- C** Information sharing of national tax and local tax applications
- Improvements were made in the sharing of information resources in regard to the imposition of national taxes and local taxes and to upgrade the quality of service for the general public in the performance of tax assessment and collection.

- D** Household Administration Network Online Task

Further work was done to achieve the integrated application of household administration information and the selection of cases for audit to prevent tax evasion and to increase tax revenue.

- E** Tax Declaration Network Connection

Connection of the FDC and of the operations center of the Tax Declaration Network to collect the files of tax returns.





F Electronic Gate Connection Task (Information Provider of Tax Information)

Handling of the program of developing an electronic networking government by providing the facility for non-taxation agencies to make inquiries regarding common taxation data via the government service network so as to facilitate government agencies in the application of taxation resources, and thus to improve administrative efficiency and upgrade the quality of service for the general public.

G Other network online operations

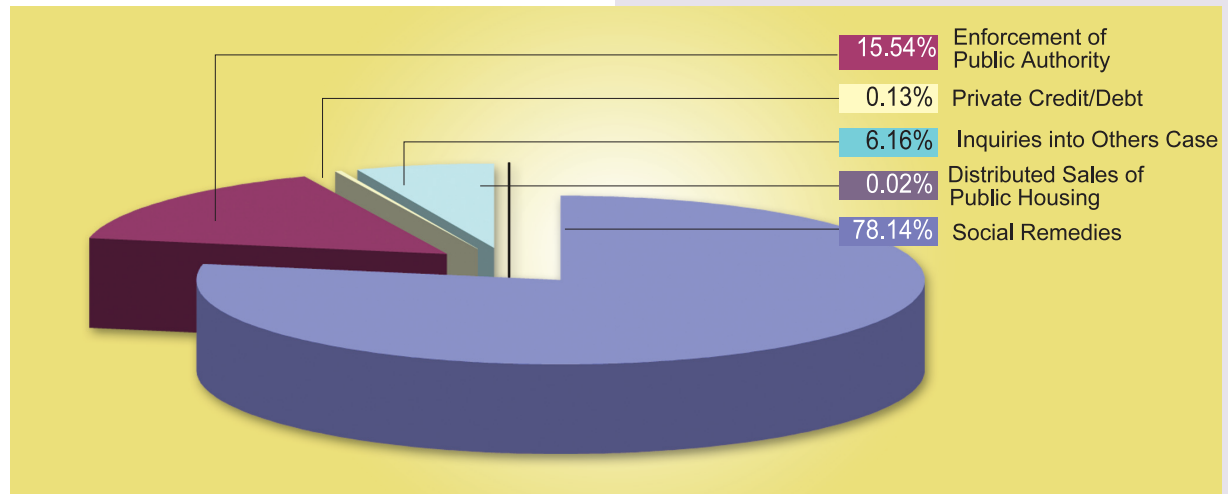
Improvement in the integrity of the tax information system by the establishment of online network operation between the tax authorities and other sections of the government. For example, links to the Council of Labor Affairs and to the National Immigration Agency, with the transfer of the up-to-date status of alien and foreign workers to the tax offices via the FDC. Other links are to the Department of Commerce in the Ministry of Economic Affairs, to the Household Administration Department and the Department of Land Administration under the Ministry of Interior, and to the Directorate-General of Customs under the Ministry of Finance. Also provision of channels to maintain the registration information of taxpayers and business.

H Integration of the VoIP system of the five national tax administrations

In order to reduce the telephone fees for long distance calls between the five national tax administrations and the FDC, the VoIP systems of the five agents were integrated. This service will be gradually extended to the other governmental units under the Ministry of Finance. The more calls we make via the integrated VoIP system, the more money we save. more money we save.

5. Data Inquiry and Retrieval

A Inquiry and Investigation of Income, Property and Tax Registration



a. Social Remedies

To be in co-ordination with the social welfare policies of the government, the FDC furnishes the data of properties and incomes as requested in response to inquiries. Details of inquiries made in 2010 are given below:

Unit: Cases

Type of Inquiry and Institution Making the Inquiry	No. of Cases Investigated
1. Early retirement	4,766
2. Allowance for the aged (Overall survey)	11,249,261
3. Various welfare policies	30,722,399
Construction and Planning Agency, Ministry of the Interior-Grant for Residence and Marriage Welfare for the Young	1,924,571
Department of Social Affairs, Ministry of the Interior - Verification for National Pension Insurers	398,596
Children's Bureau, Ministry of the Interior-Family daycare for Child under Two Years child under 2 years	329,225
Bureau of National Health Insurance Department of Health, Executive Yuan-Health Surcharge on Tobaccodisadvantaged child of 5 years	20,060,991
Bureau of Labor, Executive Yuan-Basic Guarantee for National Pensions	3,129,939
Veterans Affairs Commission, Executive Yuan Placements for Veterans on Retirement	502,437
Council of Indigenous Peoples, Executive Yuan-Construction of Housing for Aboriginal	1,432
Taipei City Government- Health Insurance Allowance for the Aged	766,571
New Taipei City Government- Health Insurance Allowance for the Aged	3,509,363
Taipei City Government- Health Insurance Allowance for Baby Nurturance	97,910
Committee of Indigenous People, Taipei City Government - Allowance for Aboriginal Students	1,364
4. Tuition Loans and Scholarships	23,693,372
Ministry of Education-Tuition Loans	2,064,220
Ministry of Education-Educational Funds for Disadvantaged Children of Five Years	10,781,322
Ministry of Education-Student Aid for Disadvantaged Minorities (Grants for the Disabled)	10,107,171
Council of Agriculture, Executive Yuan, Council of Labor Affairs, Executive Yuan-Scholarships for Children from Agricultural or Fishing Families	472,857
Council of Labor Affairs, Executive Yuan- Scholarships for the Children of Unemployed Laborers	11,610
Veterans Affairs Commission, Executive Yuan-Scholarships for the Children of Veterans	17,988
Council of Indigenous Peoples, Executive Yuan-Scholarships for Indigenous Peoples	238,204
Total (1+2+3+4)	65,669,798

b. Enforcement of Public Authority

To help the government regulate the handling of offenses against administrative laws (e.g., irrigation law, fair trade law) or debt owed for labor insurance premiums or tuition loans, the FDC provides information for use in the inquiry and investigation of property or income tax.

Details of inquiries made in 2011 are given below:

Unit: Cases

Type of Case	No. of Cases Investigated
Act on the Declaration of Property by Civil Servants	41,718
Contravention of administrative law (Approved by the MOF)	13,008,743
General cases (Approved by the MOF)	12,852
Total	13,063,313

c. Private Credit/Debt

On the enactment of Article 33.8 of the Taxes and Levies Assessment Act on 21st May, 1997 to permit inquiry about the information of property held by a debtor by a creditor, the FDC started to accept inquiries regarding information on the property and income of debtors. Details of inquiries made in 2011 are given below:

Unit: Cases

Main Points of Cases	No. of Cases Investigated
Private credit/debt Institutions Property by Civil Servants	113,060

d. Inquiries into Other Cases

Details of inquiries made in 2011 are given below:

Unit: Cases

Institution Making the Inquiry	No. of Cases
Nation Audit Office - Selective Investigation	3,501,725
National Tax Administrations - Assistance in Inquiry	7
Council of Agriculture, Executive Yuan, Council of Labor Affairs, Executive Yuan — Allowance for Old-Age Farmers	1,370,708
Council for Labor Affairs, Executive Yuan - Auditing of Institutions Which Employ Foreigners	24
Small and Medium Business Credit Guarantee Fund - SME Credit Guarantee Loans	236,980
Institute of Occupational Safety and Health, Council of Labor Affairs, Executive Yuan	22,814
National Police Agency, Ministry of the Interior	48,704
Total	5,180,962



e. e.tributed Sales of Public Housing

To take care of the needs of those who do not own a house and desire to purchase or apply for public housing, the government provides loans at lower interest rates. Details of inquiries made in 2011 are given below:

Unit: Cases

Category of Inquiry	No. of Cases Investigated
Application for military servicemen,civil servant and teacher housing	1,668
Application for bank loan at lower interest rates	15,603
Total	17,271

B Delinquency in the Payment of Income Tax

Taxpayer requests for an extension to pay taxes for comprehensive income tax returns:

Unit: Cases

Institution Making the Uploading	No. of Cases Investigated
Bureau of Labor Insurance, Council of Labor Affairs, Executive Yuan-Grant for Unemployment Benefit and Vocational Training Living Allowance	233,430

C Inquiries into Information about Close Relatives

To support the operations of the government in clearing up over-due tax payment, details of inquiries made in 2011 are given below:

Unit: Cases

Institution Making the Uploading	No. of Cases Investigated
Clearing up of overdue taxes and handling of estate tax	9,941

D Value-Added Tax Case Inquiries

In line with the need for the implementation of public authority by the government, such as via the Investigation Bureau, Ministry of Justice; the Courts; the National Police Agency, Ministry of the Interior, and Directorate-General of Customs, Ministry of Finance. Details of inquiries made in 2011 are given below:

Unit: Cases

Category of Inquiry	No. of Cases Investigated
Business input and sales information	577
Value-added tax uniform invoice serial number	61
Customs import declaration list	7
Customs export declaration list	7
Value-added tax return information	2,208
Value-added tax registration information	78,625
Unlisted securities	12
Total	81,497

E Provision of Files for Other Government Organizations

Provision Files for investigative demands from other units:

Unit: Cases

Institution Making the Inquiry	Interest Income	Salary Income	No. of Cases Investigated
Clearing up of overdue taxes and handling of estate tax	11,972,931	9,646,414	9,941





Major Events

January 2011

- January 17 A farewell party was held in the 11th floor meeting hall to say good-bye to Mr. Ho Jui-Fang, Director-General of the FDC, on his transfer to the Kaohsiung National Tax Administration and to welcome Mr. Su Chun-Jung, the new Director-General of the FDC, and Mr. Lee Chuen-Sheng, the new Deputy Director-General of the FDC on their assumption of their posts.
- January 24 Eighteen officers from Burkina Faso visited the FDC for observation and study.
- January 26 Mr. Hsieh Dong Liang, the Director of the 1st Division assumed his post.

February 2011

- February 9 Ms. Shih Tien, the Director of the Secretariat, assumed her post,
- February 17 A kickoff ceremony for ‘The Promotion of e-Invoice in Hualien and Taitung County’ was held in Hualien County and hosted by Mr. Chang Sheng-Ho, the Deputy Minister of the MOF on behalf of the Minister of the MOF.
- February 21 A press conference for the ‘Service of the Pre-Calculation of Consolidated Income Tax Returns’ was held at the MOF to illustrate how taxpayers may adopt the service and their rights and was hosted by the Minister Mr. Lee Sush-Der.
- February 22 A speech on ‘Enhancing the efficiency of public servants’ was given by Mr. Liu How-Chou, a committee member of the Civil Service Protection and Training Committee.

March 2011

- March 24 The forth meeting of ‘The Guidance of Strategies for Use in the Promotion of e-Invoice’ was held and hosted by Mr. Chang Sheng-Ho, the Deputy Minister of the MOF, with representatives of the FDC, Taxation Agency, the five national tax administrations and the Printing Plant of the MOF in attendance.
- March 29 A speech on ‘Personal Health Management’ was given by Dr. Liu Shian-Pin, a member of the Taiwan Natural Medicine Education Organization.





April 2011

- April 7,14 'The Information and Communication Security Propaganda Seminar of the MOF' was held.'
- April 15 Forty participants in 'The 27th International Taxation Academy' visited the FDC for observation and study of e-filing, e-invoices, etc.
- April 19 The kickoff meeting of 'The Reform Project of Local Tax Information System Implementation' was held at the FDC with the representatives of the Taxation Agency and local revenue services in attendance to reach an agreement on how to carry out the project.
- April 22 The assessment team of 'The 3rd Government Service Quality Award' from the Executive Yuan inspected the site of the FDC for field verification.

May 2011

- May 17 The celebration of the 43rd Anniversary of the FDC was held in the 11th floor meeting hall.
- May 20 A press conference on 'Paying Taxes via the Internet and Lucky drawing' was held at the MOF and hosted by the Minister Mr. Lee Sush-Der.
- periodically sponsored by the International Center for Land Policy Studies and Training, visited the FDC.

June 2011

- June 9,16,23 'The Information and Communication Security Propaganda Seminar of the MOF' was held by the FDC. June 14A speech on 'How to Deal with Depression' was given by the FDC.
- June 14 The '2011 Information Security Seminar of the MOF' was held at the Training Institute of the MOF and hosted by Mr. Chang Sheng-Ho, the Deputy Minister of the MOF, the Minister Mr. Lee Sush-Der came in person to gave some comments, and representatives of subordinate agencies were in attendance.
- July 16 A speech on 'Gender Mainstreaming in Promotion and Training' was given by Ms. Chuang Shu-Chin, a member of the Taiwan Gender Equity Education Association.
- June 17 The Information Security Management System (2nd) ISMS of

	the FDC passed the 3rd reassessment of ISO 27001.
June 17	Based on the completion of the two projects, ‘Second Generation e-Invoice Promotion, Verification, and Validation’ and the ‘Implement and Maintenance of the e-Invoice Platform’, a joint launch press conference was held in the 11th floor meeting hall, and the Minister Mr. Lee Sush-Der and Mr. Chang Shen-Ho, the Deputy Minister of the MOF came in person and gave some comments of encouragement.
June 20	An activity on ‘Paying Taxes via the Internet and Luck Drawing’ was held and hosted by Mr. Su Chun-Jung, the Director-General of the FDC with Mr. Lin Mon-Ching, the president of the Financial Information Service Company and the representatives of five national tax administrations in attendance.
June 22	Mr. Su Chun-Jung, the Director-General of the FDC was presented with the 3rd Government Service Quality Award from the Research, Development and Evaluation Commission, Executive Yuan at the award ceremony.
June 27	A kickoff meeting of ‘The 3rd Session of The Trial Issuing of B2C e-Invoice via Physical Channels’ was held at the CPC Corporate Building in Taipei and hosted by the Minister Mr. Li Sush-Der.
June 28	Seven officers from the Department of Taxation of Vietnam visited the FDC for observation and study of e-filing.
June 30	Thirty-eight members of the Taiwan Chapter of the Information Systems Audit and Control Association visited the FDC for observation and study of information security.

July 2011

July 5	TMr. Su Chun-Jung, the Director-General of the FDC was presented on award for promoting the cash flow of the tax collection of financial institutions from the Bank Guild of R.O.C and the Financial Information Service Company at the award ceremony for ‘Electrical Cash Flow with Retrospection and Prospect in 2011’
July 13	A speech on ‘Internal Control and Audit’ was given by Mr. Huang Yung-Chuan, the Chief Accountant of the Coast Guard Administration, Executive Yuan.
July 26	Carrying out of yearly external audit of the Taipei Customs Office of the MOF.

July 28 Carrying out of yearly external audit of the Keelung Customs Office of the MOF.

August 2011

August 19-26 Mr. Su Chun-Jung, the Director-General of the FDC led forty officers to visit ‘The Promotion of e-Invoice in Hualien’ on the first tour.

September 2011

September 6 The representatives of 20 subordinate agencies of the MOF visited the FDC to share experiences in winning the Government Service Quality Award.

September 7 The Information and Communication Security Auditing Service Team from the Executive Yuan visited the FDC for on-site auditing.

September 7 A speech on ‘The Ethics of Public Service’ was given by Mr. Liu How-Chou, a committee member of the Civil Service Protection and Training Committee.

September 14 A speech on ‘Training in the writing of Documents’ was given by Mr. Yen Chiu-Lai, the Deputy Minister of the Central Personnel Administration, Executive Yuan.

September 11-13 A three-day championship tournament of Chinese chess for the Financial Goblet was held at the FDC.

September 16 The FDC assisted the National Treasury Agency to prepare for the annual external auditing on information security by the Executive Yuan.

September 24 ‘The Performance of e-Invoice Achievements’ was held in Nantou and hosted by the Minister Mr. Li Sush-Der and more than 1,000 attend learned how to use e-invoices.

September 27 The officers of the National Property Agency visited the FDC to share the experience of the Executive Yuan’s annual external audit on information security.

September 30
October 2 Mr. Su Chun-Jung, the Director-General of the FDC led forty officers to visit ‘The Promotion of e-Invoice in Hualien’ for the second tour.

October 2011

October 12 A speech on ‘The Skills for Logical Memorizing’ was given by Mr. Chen Kuang, the founder of the Chen-Kuang Consultancy Institute.

October 14 Mr. Su Chun-Jung, the Director-General of the FDC led thirty officers to visit the Taipei International Flora Exposition on a study tour.

October 14 Mr. Su Chun Jung, the Director-General of the FDC was awarded 'The FutureGov 2011 Reward - Public Sector Organization of the Year-North Asia' for promoting the e-invoice project, while attending the FutureGov Summit 2011 in Putrajaya, Malaysia.

November 2011

November 2 Mr. Su Chun-Jung, the Director-General of the FDC participated in the 9th Annual Global Views Business Forum held at the Far Eastern Plaza Hotel on behalf of the Minister of the MOF.

November 4 Mr. Su Chun Jung, the Director-General of the FDC was awarded the 3rd place in the 'e-Commerce Government' category of the 2011 eASIA Award for excellent practice in the promotion of e-invoice project.

November 17 Thirty-five officers from the Department for the Declaration of Assets by Public Functionaries, Control Yuan visited the FDC to share the experiences in winning the Government Service Quality Award.

December 2011

December 3 The MOF won the 'The Outstanding People Award' for practicing excellence in the promotion of IT. Mr. Su Chun Jung, the Director-General of the FDC was presented the award on behalf of the MOF at the grand opening ceremony of the 'IT Month Exhibition in Taipei, 2011.'

December7 Thirty-five officers from the Department for the Declaration of Assets by Public Functionaries, Control Yuan visited the FDC to share the experiences in winning the Government Service Quality Award.

December10 Annual outing for seventy-seven employees and their families to Tianmu Hiking Trail.

December17 The first anniversary of 'e-Invoices system' was held at the Dr. Sun Yat-Sen Memorial Hall with the Minister Mr. Lee Sush-Der and almost 10,000 guests in attendance.

December19 The Information Security Management System (2nd) ISMS of the FDC passed the 4th reassessment of ISO 27001.

