

2019

Annual Report

Fiscal Information Agency, Ministry of Finance



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Preface



The Fiscal Information Agency was established over 50 years, as the Finance and Taxation Data Processing and the Assessment Center, by economist Dr. Liu Da-zhong in May 1968. Dr. Liu was the first elected director, and the Agency was responsible for processing individual income tax, profit-seeking enterprise income tax, household registration, land tax, and so on. The Ministry of Finance was the first institution to take the lead to utilize massive computer processing at that time.

The FIA used large-scale exclusive servers CDC, IBM, VAX, and DP. The technological incompatibility between the server and the technical personnel made work difficult. With the development of information technology, the FIA carried out the first system upgrade in 1998, swapping out the four kinds of exclusive servers to an open style server (UNIX-based). In accordance with the policy to establish a ministerial-level information center by the Executive Yuan, the second upgrade was carried out to transform the national and local tax system from the distributed client-server model to a centralized structure. The server rooms of five Internal Revenue Services and twenty-two Local Tax Collection Authorities were all moved to this Center for unified and centralized management in 2012.

To coordinate the policy of official organization transformation of the Executive Yuan in 2012, the new organization law was announced by the President on February 3, 2012, and its name was changed to the Fiscal Information Agency. The FIA has become the only central third-level information agency in Taiwan, whose duties increased from primarily handling the tax affairs information service to the comprehensive planning, execution, and control assessment of various information

service systems in the MOF. The responsibility and challenges of the FIA have become even heavier.

In order to strengthen the ability of information security protection, the Information Security Diagnostic and Digital Forensics Team was set up in September 2016. The team had completed penetration tests of the websites of the twenty-five subordinate agencies of the MOF and had completed information security diagnostics of six subordinate agencies of the MOF in the joint Information Security Audit of the MOF in 2019. The team was awarded the Outstanding Contribution to Digital Forensics Development in December 2019.

To create an intelligent government, the FIA proposed the “Taxation Service Continuation Plan”. Through e-ledger construction service, e-tax documents verification service, real-estate transfer online-to-offline service, and custom duty and internal tax bilateral notification service, the FIA expects to improve the quality of business e-tax service, promote individual integrated service, meet the need of citizens who require cross-organizations and cross-professions service, and share the data between customs and national tax bureaus. In 2019, the FIA achieved the annual goal by having 7,054 companies used e-tax document service and providing twenty-three e-tax documents for citizen to download. The online check/payment ratio of land value tax, house tax and vehicle license tax reached 20%, and the satisfaction rate reached 70%. The two-way notification ratio between the tariff and the internal tax system reached 100%.

In promoting the implementation of governance, the FIA has cooperated with the

Executive Yuan to promote the government's open data policy by setting up working groups to handle related businesses and acting as the staff of the MOF to carry out the work related to open data. The FIA has released financial data in grading, classification, and inventories. By the end of 2019, the MOF had released 2,185 data sets on the government open data platform. The FIA won the first place in the "Gold Award for Data Opening" in 2019. In addition, the FIA has combined electronic invoice data with various applications from the government and the private sector to create innovative application services that are convenient for the public. In the same year, the FIA won 3rd place in the "Data Open Application Award" with "Consumer Channel Invoice Application Services".

The government has promoted the overall outsourcing policy of information services since 1998. The development and maintenance of the central system has changed from the original self-development to full-scale outsourcing. Technological self-reliance has gradually disappeared, and security risks have increased. In response to the multiple threats to information security, the increasing demand for convenient tax services and quality e-invoicing services, we would like to list the key issues that we need to push forward in the coming years:

A. Reconstructing the FIA's Self-developed Technology

Continue training personnel in system design and gradually undertake the work of system designing and maintaining in order to cut down the cost of outsourcing and the dependence on manufacturers. The Quality Control Division is responsible for checking and processing.

B. Strengthen the information security of the MOF

In order to strengthen the information security protection of the MOF's subordinate agencies, the FIA set up the Information Security Diagnostic and Digital Forensics Team. In addition to carrying out the testing operations of the website of the MOF, it also

cooperates with the Executive Yuan or the MOF for the safety audit work, and actively carries out the security inspection of the tested institutions. Besides, the FIA also hired relevant experts to serve as lecturers to conduct security inspection training in order to strengthen the advanced skills of the team's security inspection.

C. Promote the combination of electronic payment and electronic invoices to improve the quality of electronic invoices

Faced with the low prevalence of invoice carrier usage, the FIA adopted and combined policies of the Executive Yuan to promote mobile payment and integrate electronic invoices with mobile payments. The FIA re-planned the electronic invoice integration service home page and simplified the procedures for storing electronic invoices during consumption in order to expand the use of invoices in the cloud and reduce paper usage and carbon emissions.

D. Streamlining the process of filing tax with information technology

The FIA uses mobile devices and information technology to streamline the process of filing tax, creating a new government innovative service model which allows Windows users to use the online tax reporting system during the period of individual income tax declaration and introduces a new certification service by using smart phones. Taxpayers can use the interactive multimedia machine (kiosk) of convenience stores, located in more than 10,000 stores in Taiwan, to print out the inquiry code and the pre-calculation tax bill anytime. Moreover, the FIA also implements intelligent customer services through AI services.

Chang Wen-Hsi

Director-General
Fiscal Information Agency, Ministry of
Finance

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Organization and Functions



Hsieh Dong-Liang
Deputy Director

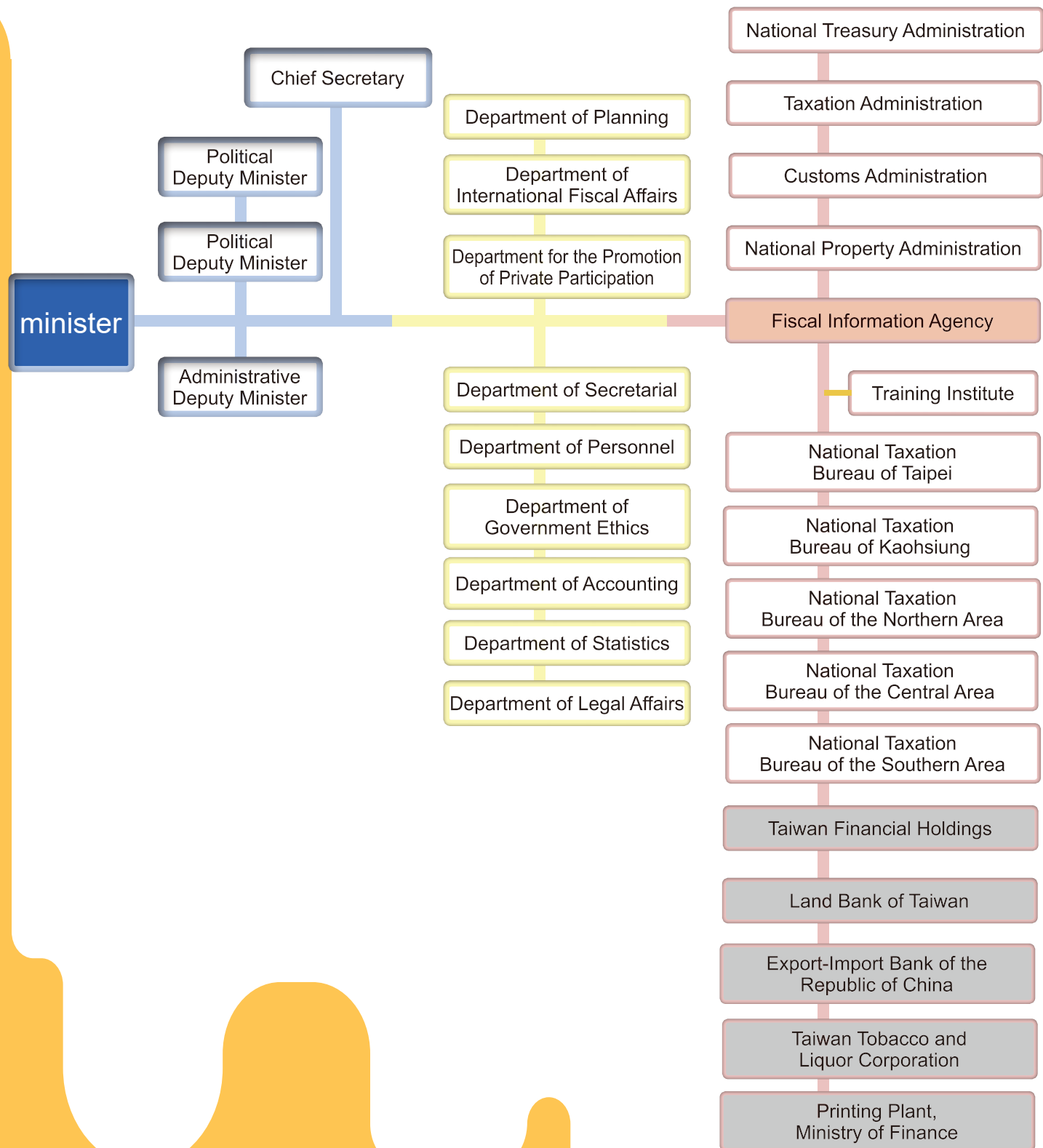


Hsu Ning-Yung
Deputy Director



Tzeng, Shih-Hong
Chief Secretary

1. Organization of the MOF



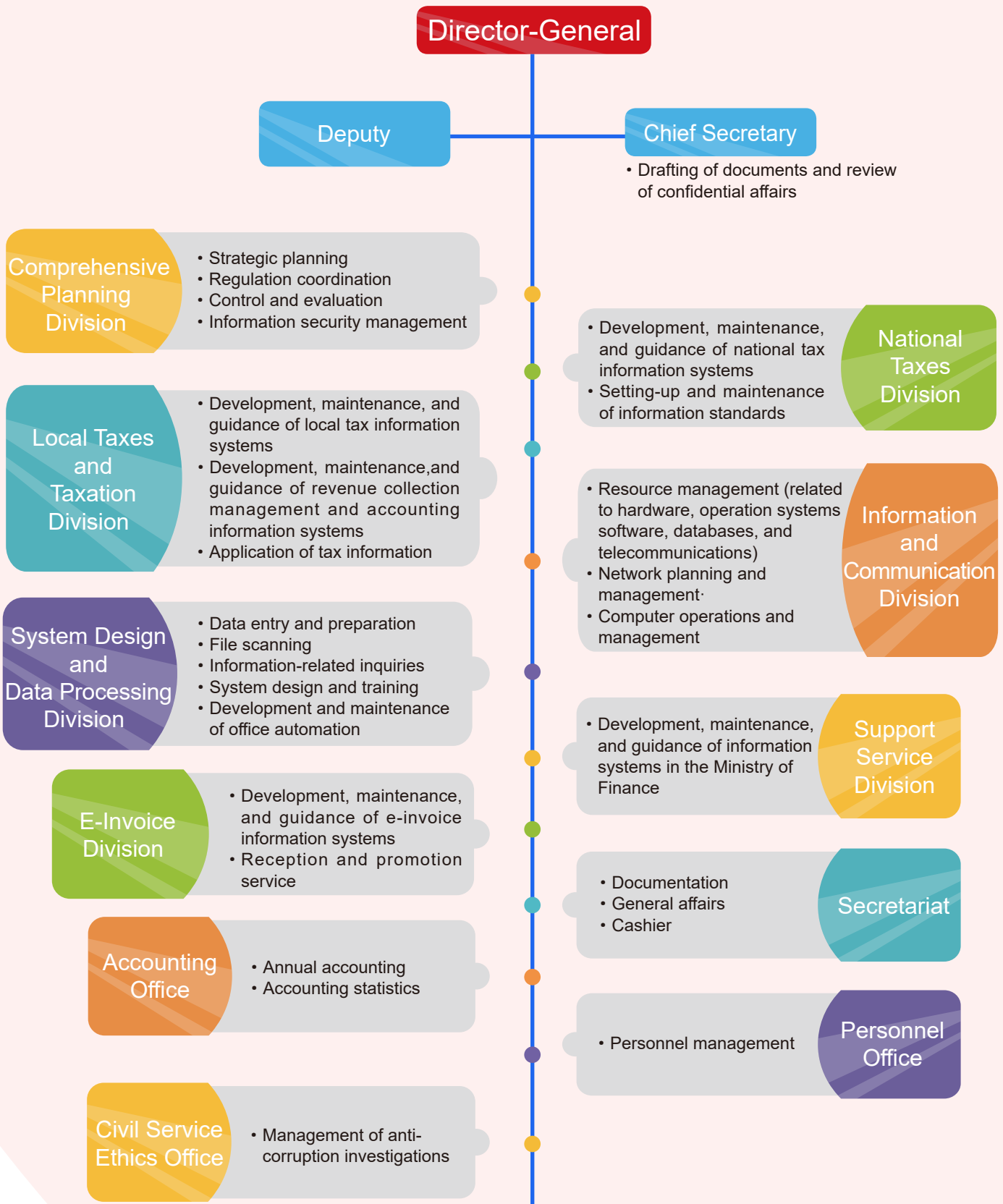
2. Organization of the FIA

The FIA was established by the MOF for the purpose of overseeing the information operations of the MOF and subordinate agencies. The FIA is constituted according to The Act of Organization of the FIA, Ministry of Finance with a Director-General, two Deputy Director-Generals, and a Chief Secretary.

The Agency is responsible for the following affairs:



The Comprehensive Planning Division, National Taxes Division, Information and Communication Division, Support Service Division, Secretariat, Personnel Office, Civil Service Ethics Office, and Accounting Office were established for the above affairs.





Information System Resources of the FIA

- Human Resources
- Expenditure
- Information System Facilities



1. Human Resources

The workforce of the FIA totaled a staff of 397 members as of the end of 2019, wherein 275 (73.53%) were directly employed and 85 (22.73%) were employed on contract. By job, 212 (58.89%, the highest percentage) were assigned to system design and planning. By age, 127 members, the largest group (35.27%), was of those aged from 50 to 59. By educational attainment, those with a bachelor's degree were the largest group with 131 (36.39%).

Table 2-1 Statistics of Staff, by Job Area

No. of Staff Function		Job Area				Total	%
		Design and Planning	Computer Operation and Control	Data Compilation and Entry	Adminis- tration		
Management		47	2	3	4	56	15.56
Field of Operation	By Appointment	151	27	8	33	219	60.83
	By Contract	14	8	43	27	85	25.18
Total		212	37	47	64	360	100.00
Rate %		58.89	10.28	13.06	17.77	100.0	

Table 2-2 Age Statistics

No. of Staff Operational Level		Age Group				
		Age Statistics	30-39	40-49	50-59	60-65
Senior Grade		0	0	7	16	9
Assistant Grade		21	46	60	34	11
Junior Grade		10	12	10	20	19
Contract Employee		1	1	23	57	3
Total		32	59	100	127	42
Rate %		8.89	16.39	27.78	35.27	11.67

Table 2-3 Educational Statistics

No. of Staff Education Attainment	Operational Level				
	Doctorate	Graduate Institute	University	Junior College	Senior High School
Senior Grade	5	19	6	2	0
Assistant Grade	2	90	74	6	0
Junior Grade	0	7	31	25	8
Contract Employee	0	4	20	34	27
Total	7	120	131	67	35
Rate %	1.94	33.34	36.39	18.61	9.72

Table 2-4 2013-2019 Workforce Profile

No. of Staff Job Area	Year						
	2013	2014	2015	2016	2017	2018	2019
Design and Planning	203	192	204	204	199	204	212
Operation and Control	28	33	28	32	35	34	37
Data Compilation and Entry	73	90	75	66	63	54	47
Administration	90	69	76	69	66	65	64
Total	394	384	383	371	363	357	360

2. Expenditure

A. Unit budget

The total amount of the budget in 2019 was NT\$1,111.938 million. The final accounts was NT\$1,095.774 million, including hardware, software, data transmission, entry and processing, personnel costs and other payments.



Table 2-5 The annual unit budgets of FIA executive expenditure in 2019 Unit: NT\$ m

Item	Budget Number	Final Accounts	
		Amount	Percentage(%)
The Fiscal Information Agency	1,111,938	1,095,774	100.00
Hardware	319,114	341,042	31.12
Software	271,371	246,180	22.47
Data transmission, entry and processing	23,736	24,205	2.21
Personnel costs	398,980	383,359	34.98
Other payments	98,737	100,988	9.22

Note: 1. Hardware: mainframes and peripherals included

2. Software: lease, purchase, maintenance, and contracted programming included

3. Other payments: consumables, training and education, and other G&A expenses included

B. The special budget for the first and second phase of the central government's forward-looking infrastructure plan (Grants-in-aid is not included)

The total amount of the budget in 2019 was NT\$368.130 million (including budget reservation of the first phase NT\$21.88 million). The total amount of the expenditure was NT\$367.117 million, including hardware, software, data transmission, entry and processing.

Table 2-6 The annual special budgets of FIA executive expenditure in 2019 Unit: NT\$ m

Item	Budget Number	Expenditure	
		Amount	Percentage(%)
The Fiscal Information Agency	368,130	367,117	100.00
Hardware	299,243	265,155	72.23
Software	60,217	93,292	25.41
Data transmission, entry and processing	8,670	8,670	2.36

Note: 1. Hardware: mainframes and peripherals included

2. Software: lease, purchase, maintenance, and contracted programming included

3. Grants-in-aid is not included



Financial Information Services



1. Management of Information Systems for the MOF

A. MOF Executive Information System

Two system versions have been upgraded in order to enhance the quality of service and to be in accordance with the information security policy of the MOF.

B. MOF World Wide Web System

In order to provide more stable service, the new version of the MOF World Wide Web System was launched in October 2019.

C. MOF Documentation and Archive Management System

Drills for mainframe disaster recovery and vulnerability scanning are held regularly. In addition, the Government Configuration Baseline (GCB) has been adopted to enhance information security.

D. MOF Electronic Document Exchange Center

Document exchange service is provided at 524 institutions at the MOF, its subordinate agencies, and local taxation units, with an average of 13,600 documents exchanged daily.

E. MOF office automation integration and inspection system of the MOF and privatized institutions

In response to operation requirements, the FIA continually modifies system functions. Due to the introduction Expense Application System, the FIA produces the required xml files and sends them to the FTP Server of the DGBAS.

F. MOF Portal System

In order to maintain the steady and secure operation of the portal system, the account numbers and the authorization of access to the functions of the Inner Portal System of the MOF have been checked. Two drills for system disaster recovery and the adapted Government Configuration Baseline (GCB) have been held to enhance the overall service quality of the system.

G. MOF computer server management

The stable operation of application server host, database, storage, backup system, and other hardware and software devices is maintained. A highly-accessible information operating environment is provided through planning, adjustments, updates, expansions, monitoring, and drills in accordance with application system requirements.

H. Management of MOF external gateway

In order to ensure network security, the MOF modified its firewall policies, updated software systems, and performed disaster recovery testing.

I. MOF network resource management

In order to ensure the stable operation of the internal and external network, bandwidth, and other equipment of the MOF, the FIA conducts overall planning, construction, procurement, maintenance, and management based on the lead plane and application systems, strengthens the availability of the optical fiber architecture of the network without interrupting internal and external network services, and monitors the security mechanisms and application system load balancing, etc.

J. Management of MOF personal computers

Computers, notebooks, and printers are replaced when necessary to strengthen the information security of the MOF's personal devices mechanism, providing a more efficient operating environment.

K. Promotion of MOF Private Participation System

To assist with the additional functions of the Department for the Promotion of Private Participation, the systems are continually modified to meet the actual needs.

L. MOF Fiscal News Management System

The MOF Fiscal News Management System collects automated data from authorized news sources. The maintenance system operates effectively and continuously, which can provide safer, more diverse, and more convenient services.

2. Information and Communication Security Management

- A. Based on the Cyber Security Management Act, the Information Security Management Directions for the Executive Yuan and its subordinate agencies, the Information and Communication Security Maintenance and Audit Management Regulations for the MOF and its subordinate agencies, the plan for the establishment of national infrastructure for information and communication security and related regulations, the FIA supervised the subordinate agencies of the MOF in the implementation of information and communication security measures.
- B. The FIA engages in the formulation of the information security management mechanism of the MOF with requests to the subordinate agencies of the MOF and makes annual information security plans with evaluation reports after the execution of the plans.



- C. The FIA supervised the MOF and its subordinate agencies to establish an information reporting mechanism for information security incidents, and actively processed reports of information security incidents, held drills on social engineering and information security attacks and defense, and continually enhanced the information security defense ability for the MOF and its subordinate agencies. The FIA carried out social engineering drills for the MOF and its subordinate agencies in the period March to April 2019 and August to September 2019. In July 2019, the MOF and its subordinate agencies completed the drills within two hours.
- D. By enhancing the information security and personal data management strategies and operations, and following its “Planning, Execution, Inspection, and Action” model, the FIA has promoted business continuity management, continued to successfully fulfill the requirements of the ISO27001:2013, and kept the validity of ISO27001:2013 certification.
- E. External specific information and communication security audit
- a. In order to implement the Cyber Security Management Law and its sub-laws, and check the procedures of the agencies affiliated to the MOF and the specific non-government agencies under its management, on-site audits were carried out at the Taiwan Tobacco & Liquor Corporation, the National Property Administration of the Southern Region, the Land Bank of Taiwan, the Customs Administration of Taichung, the National Taxation Bureau of the Central Area and the Kinmen Kaoliang Liquor Inc. in September 2019.
 - b. Formulation of the routine and annual on-site evaluation of taxation automation business in all local revenue services in 2019.
- F. According to the requirements of the Personal Information Management System (PIMS) and the ISMS in regard to out-sourced maintenance and operation of the taxation application systems, the FIA carried out an external audit of the “Enhance traceability of product supply chain and cross-agency inspection” in August 2019.

- G. On August 2, 8, and 22, 2019, three information security events were held for the heads of local tax collection agencies of the MOF and its affiliates and counties and municipalities, information security chiefs, and a senior official of the FIA, using real cases to illustrate responsive measures and control operations for information security, in order to avoid recurring problems and losses.
- H. The Information Security Diagnostic and Digital Forensics Team was set up in September 2016. The team completed penetration tests of the websites of the twenty-five subordinate agencies of the MOF and completed information security diagnostics of subordinate agencies of the MOF in the joint Information Security Audit of the MOF in 2019. The team was awarded the Outstanding Contribution to Digital Forensics Development in December 2019.



3. Comprehensive Planning

A. Promote smart government operations

- a. To support the Executive Yuan to carry out the “Strategic Plan for Smart Government Promotion” and “Smart Government Action Plan”, the FIA worked with other subordinate agencies of the MOF to coordinate policy on it and organized the “Smart Government Task Force of the MOF and its subordinate agencies” on March 28, 2019.
- b. To support the Executive Yuan to carry out the “Smart Government Action Plan”, the FIA held three meetings on February 26, July 17 and October 21, 2019.

B. Promote government open data

- a. In line with the open data policy of the National Development Council (NDC), the FIA set up a working group to handle related business and undertakes the government open data of the MOF. The FIA established a three-tiered mechanism from top to bottom to promote open data of the MOF, and set up the MOF Advisory Group to hold meetings and to formulate the “Open Data Action Plan of the MOF”, which will make public the financial information in terms of classification and staging. At the end of 2019, the MOF opened 2,185 datasets on the Government Open Data Platform.
- b. To enhance the data quality, data integrity and ease of use, the FIA followed the NDC’s data inventory and quality evaluation mechanism and requested the MOF and its subordinate agencies to aim to open datasets to comply with the gold seal.

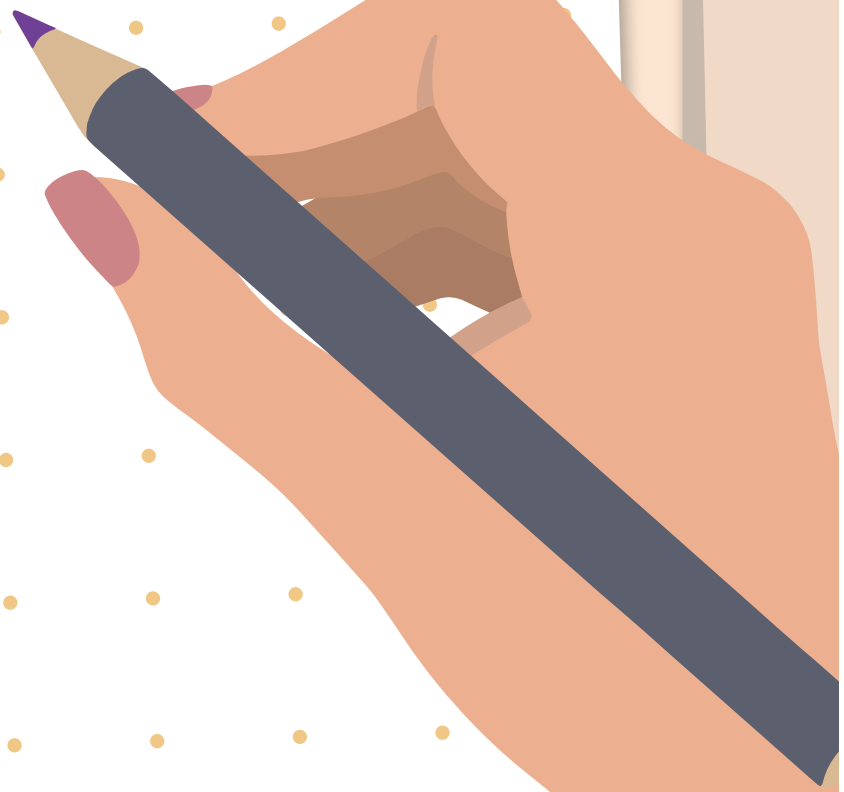
C. In line with the NDC’s 2030 Bilingual National Policy Development Blueprint and the MOF’s Promotion of Bilingual National Plans, the FIA has enriched English information on the official website platforms and promoted the bilingualization of financial information.

- D. Examination of the information projects of 2019 and the budget estimation of 2019 of all the departments and organizations under the MOF on the basis of “The Rule of the Information Projects and Budget Estimation of All Departments and Organizations under the MOF” with the principle of zero-bias budget and information-related-only requirements.
- E. The FIA, in line with the plan of “Cross-Institutional Active Service Working Group” implemented by the NDC, has actively promoted the integration of a number of services and the transformation of processing among agencies of the Executive Yuan. In addition, the FIA cooperated with the New Taipei City Government to deal with the “Cross-Institutional Active Service Working Group” and the “New Taipei Citizen Convenience Circle” businesses. The New Taipei City Government completed the system conversion, allowing them to use the e-government platform to query the taxation data of the MOF and to achieve the goal of convenience services.
- F. The FIA established open data standards in taxation in accordance with the open data policy of the NDC. Using the master files of house tax registrations and statements as pilot exercises, the FIA improved information accuracy and accessibility in line with the NDC’s standards, improving inter-agency efficiency.
- G. To fulfill the NDC’s regulation of the mobile application services performance detection and information security detection, testing of mobile application service security is held regularly. Furthermore, information security of the MOF and its subordinate agencies is enhanced to protect citizens’ personal information and avoid breaches of personal data.
- H. In conjunction with the MOF’s policy plan, the FIA handles year-end evaluation, controls progress of case plans and the implementation of national development plan indicators and prepares annual performance reports.





Taxation Information Services



1. National Taxes

A. e-Filing

a. Operation of the Electronic Declaration of Individual Income Tax Data

In 2019, 866,970 individual income tax cases were declared via e-Filing, representing 91.79% of the total.

Table 4-1 Statistics of Declared Individual Income Tax Data by Type of Filing Cases in the Last 5 Years

Type Taxation Year	Via e-Filing		Manually		Via Media		Total
	Cases	Rate %	Cases	Rate %	Cases	Rate %	Cases
2015	784,060	89.77	62,322	7.14	27,005	3.09	873,387
2016	804,516	89.69	63,809	7.11	28,640	3.19	896,965
2017	823,258	90.10	58,022	6.35	32,391	3.55	913,671
2018	845,791	90.73	55,452	5.95	30,872	3.31	932,115
2019	866,970	91.79	47,079	4.98	30,494	3.23	944,543

Source: Individual Income Tax Data Electronic Declaration Operations System.

b. Filing of Individual Income Tax Returns via e-Filing

In 2019, 3,957,688 cases of individual income tax returns were filed via e-Filing or electronic media, representing 96.07% of the total of 4,119,761 declarations of individual income tax for the year.

Table 4-2 Statistics of Individual Income Tax Returns Filed via e-Filing, Manually, and by 2D Barcode Returns by Type of Filing in the Last 5 Years

Type Taxation Year	Via e-Filing		Manually		2D Barcode Returns		Total
	Cases	Rate %	Cases	Rate %	Cases	Rate %	Cases
2015*	3,505,608	88.89	343,267	8.70	95,174	2.41	3,944,049
2016*	3,558,834	91.30	271,610	6.97	67,544	1.73	3,897,988
2017*	3,748,173	93.13	226,335	5.62	50,181	1.25	4,024,689
2018*	3,868,587	94.38	190,944	4.66	39,362	0.96	4,098,893
2019*	3,957,688	96.07	134,461	3.26	27,612	0.67	4,119,761

Source: Outputs from the Individual Income Tax Declaration System.

*Excluding the number utilizing the service of the pre-calculation of individual income tax returns.

c. Service of the Pre-Calculation of Individual Income Tax

Service of the pre-calculation of individual income tax via e-Filing commenced in 2011. By mailing pre-calculation notices of individual income tax for simple cases, the FIA enables taxpayers to confirm the pre-calculation results and to complete their tax obligations via e-Filing and other diverse declaration approaches. In 2019, 640,449 cases were declared by this method, representing 29.41% of the total number of declarations of individual income tax for the year.

Table 4-3 Statistics of Cases Declared Using the Pre-Calculation of Individual Income Tax by Type of Payment Cases in the Last 5 Years

Type Taxation Year	Via e-Filing		Letter / Telephone		Straight Payment of Tax in Person		Total
	Cases	Rate %	Cases	Rate %	Cases	Rate %	Cases
2015	405,481	18.97	907,852	42.47	824,424	38.56	2,137,757
2016	451,751	20.18	976,636	43.63	810,033	36.19	2,238,420
2017	416,351	18.97	944,538	43.04	833,457	37.98	2,194,346
2018	508,189	23.03	857,447	38.86	840,951	38.11	2,206,587
2019	640,449	29.41	1,028,146	47.22	508,505	23.35	2,177,100

Source: Files provided by National Taxation Bureaus.

d. Individual Income Tax e-Filing for Foreigners

In 2019, 271,783 cases were filed via e-Filing or other electronic media, representing 77.15% of the total of 352,289 of such returns filed.

Table 4-4 Statistics of Declared Individual Income for Foreigners' Cases in the Last 5 Years

Type Taxation Year	Via e-Filing		Manually		Via Media		Total
	Cases	Rate %	Cases	Rate %	Cases	Rate %	Cases
2015	150,402	65.37	57,965	25.19	21,726	9.44	230,093
2016	178,300	70.21	51,720	20.36	23,948	9.43	253,968
2017	199,336	71.47	46,703	17.74	22,872	11.79	278,911
2018	243,199	74.15	51,393	15.67	33,370	10.18	327,962
2019	271,783	77.15	48,207	9.17	32,299	13.68	352,289

Source: Files provided by National Taxation Bureaus.

e. Individual Income Tax e-Filing for Professional Practitioners

In 2019, 32,033 cases were declared via e-Filing, representing 67.62% of the total number of cases of such returns filed.

Table 4-5 Statistics of Declared Individual Income Tax Returns via e-Filing of Professional Practitioners Cases in the Last 5 Years

Type Taxation Year	Via e-Filing		Total
	Cases	Rate %	Cases
2015	27,682	63.28	43,745
2016	28,749	64.79	44,367
2017	30,040	65.44	45,904
2018	30,938	66.85	46,277
2019	32,033	67.62	47,372*

Source: Files provided by Five National Taxation Bureaus.

*Estimated cases

f. Filing of Profit-seeking Enterprise Income Tax Return

In 2019, 938,097 cases were filed via e-Filing or other electronic media, representing 99.95% of the total of 938,523 cases filed.

Table 4-6 Statistics of Profit-Seeking Enterprise Income Tax Returns in the Last 5 Years

Taxation Year	Via e-Filing		Manually		Total
	Cases	Rate %	Cases	Rate %	Cases
2015	844,390	99.91	771	0.09	845,171
2016	867,812	99.94	531	0.06	868,343
2017	892,476	99.95	477	0.05	892,953
2018	916,492	99.94	517	0.06	917,009
2019	938,097	99.95	426	0.05	938,523

Source: Files provided by National Taxation Bureaus.

g. Filing of Provisional Income Tax Return

The percentage of provisional income tax returns declared via e-Filing has been close to 100% every year since 2008.

Table 4-7 Statistics of Provisional Income Tax Returns in the Last 5 Years

Taxation Year	Via e-Filing		Manually		Total
	Cases	Rate %	Cases	Rate %	Cases
2015	23,492	99.99	2	0.01	23,494
2016	21,444	100.00	1	0.00	21,445
2017	20,853	100.00	1	0.00	20,854
2018	20,189	99.99	2	0.01	20,191
2019	18,062	100.00	0	0	18,062

Source: Files provided by National Taxation Bureaus.

h. Business Tax via e-Filing

Provision of the service of business tax declaration via e-Filing saves time to declare business tax for business entities. This also saves labor for the handling of mail for 922,820 cases declared via e-Filing in 2019, representing 97.16% of a total of 949,755 cases declared.

Table 4-8 Statistics of Business Tax Declared Cases in the Last 5 Year

Type Taxation Year	Via e-Filing		Manually		Total		Total
	Cases	Rate %	Cases	Rate %	Cases	Rate %	Cases
2015	830,654	96.24	32,119	3.72	353	0.04	863,126
2016	855,503	96.57	30,144	3.40	272	0.03	885,919
2017	879,556	96.84	28,502	3.14	215	0.02	908,273
2018	901,545	96.98	27,877	3.00	224	0.02	929,646
2019	922,820	97.16	26,724	2.81	211	0.02	949,755

Source: Outputs from the Business Returns Management Task system.

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

The number of cases of securities transactions tax filed via e-Filing in 2019 was 928, representing 99.57% of a total of 932 filed. The number of futures transaction tax returns filed via e-Filing in 2019 was 163, representing 98.19% of a total of 166.

Table 4-9 Statistics of Securities Transactions Tax Data Declared Cases in the Last 5 Years

Type Taxation Year	Via e-Filing		Manually		Total
	Cases	Rate %	Cases	Rate %	Cases
2015	986	94.17	61	5.83	1,047
2016	1,027	98.47	16	1.53	1,043
2017	981	99.09	9	0.91	990
2018	942	99.58	4	0.42	946
2019	928	99.57	4	0.43	932

Source: Outputs from the Securities Transactions Tax Declaration System.

Table 4-10 Statistics of Futures Transactions Tax Data Declared Cases in the Last 5 Years

Type Taxation Year	Via e-Filing		Manually		Total
	Cases	Rate %	Cases	Rate %	Cases
2015	192	98.46	3	1.54	195
2016	201	96.17	8	3.83	209
2017	205	98.09	4	1.91	209
2018	175	98.31	3	1.69	178
2019	163	98.19	3	1.81	166

Source: Outputs from the Futures Transactions Tax Declaration System.

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

The number of cases of commodity tax declared via e-Filing in 2019 was 1,074, representing 98.53% of the total cases; the number of cases of tobacco and alcohol tax declared via e-Filing in 2019 was 377, representing 99.47% of the total.

Table 4-11 Statistics of Commodity Tax Data Declared Cases in the Last 5 Years

Type Taxation Year	Via e-Filing		Manually		Total
	Cases	Rate %	Cases	Rate %	Cases
2015	1,103	99.46	6	0.54	1,109
2016	1,099	99.19	9	0.81	1,108
2017	1,087	98.46	17	1.54	1,104
2018	1,097	99.10	10	0.90	1,107
2019	1,074	98.53	16	1.47	1,090

Source: Files provided by National Taxation Bureaus.

Table 4-12 Statistics of Tobacco and Alcohol Tax Data Declared Cases in the Last 5 Years

Type Taxation Year	Via e-Filing		Manually		Total
	Cases	Rate %	Cases	Rate %	Cases
2015	388	99.23	3	0.77	391
2016	378	99.74	1	0.26	379
2017	378	99.21	3	0.79	381
2018	378	99.21	3	0.79	381
2019	377	99.47	2	0.53	379

Source: Files provided by National Taxation Bureaus.

k. Estate Tax and Gift Tax via e-Filing

Estate tax and gift tax via e-Filing commenced in September 2011. The number of estate tax cases declared via e-Filing was 21,786 and the number of gift tax cases declared via e-Filing was 34,317 in 2019.

Table 4-13 Statistics of Cases Estate Tax Data Declared Cases in the Last 5 Years

Type Taxation Year	Via e-Filing		Manually		Total
	Cases	Rate %	Cases	Rate %	Cases
2015	1,242	15.13	6,966	84.87	8,208
2016	2,020	19.74	8,215	80.26	10,235
2017	13,538	60.95	8,673	39.05	22,221
2018	37,093	80.10	9,253	19.90	46,306
2019	21,786	69.45	9,585	30.55	31,371

Source: Files provided by National Taxation Bureaus.



Table 4-14 Statistics of Gift Tax Data Declared Cases in the Last 5 Years

Type Taxation Year	Via e-Filing		Manually		Total
	Cases	Rate %	Cases	Rate %	Cases
2015	1,266	6.93	17,013	93.07	18,279
2016	2,294	15.16	12,839	84.84	15,133
2017	29,114	67.82	13,815	32.18	42,929
2018	59,615	79.31	15,548	20.69	75,163
2019	34,317	71.78	13,494	28.22	47,811

Source: Files provided by Five National Taxation Bureaus.

B. Individual Income Tax e-Deduction Statement Project

This project allows for the auditing of automated deductions and provides e-deduction statement downloads for the taxpayer, reducing the cost of individual income tax filing.

C. Pre-calculation service for Individual Income Tax Returns

Individual taxpayers who meet certain requirements can receive pre-calculated income tax notices and tax bills. If the taxpayers confirm the calculation or pay the tax as stated on their tax bills, they are deemed to have completed the filing of their income tax return. The number of taxpayers utilizing this service was 2.17 million in 2019, 34.57% of the total number of taxpayers.

D. The paperless issuance of various withholding and non-withholding tax statements for income tax

In order to enhance administrative efficiency and reduce the consumption of paper, the paperless issuance of various withholding and non-withholding tax statements for income tax has been put into practice. The MOF provides several convenient ways for individual taxpayers to inquire about paying their taxes.

E. The second phase of outsourced service maintenance project of the continued national taxation reform system

- a. With the signing of the contract with Chung-hwa Telecom on March 30, 2017, the project commenced on April 1, 2017 and will end on March 31, 2020.
- b. The main scope of maintenance: Software and hardware equipment, applications, information security services and website services, including a total of 270-hour education training over three years.
- c. In order to monitor project status effectively, the FIA will periodically conduct project progress review meetings; system quality and operation needs are ensured through ITIL Service Desk, online control mechanism of problem reporting and new/change requirement (CQ).
- d. Completed the 5th and 6th phase of user acceptance/verification test process before the end of 2019.

F. The enhancement of information system integration for taxes and customs duties

- a. Improvements were made in the sharing of information resources in regard to the imposition of taxes and customs duties. Further work was done to improve the efficiency and selection of cases for auditing to prevent tax evasion.
- b. To enhance the assessment of tax evasion via the Internet purchases, a project team continued to hold meetings to detect tax evasion on the Internet early by auditing taxation information collected from payment channels, import declarations, and the Internet.
- c. Enhance and integrate the information system of taxes and customs duties to improve checking efficiency.

G. VAT refund on purchases by foreign visitors

The Foreign Tourists VAT Refund was implemented in October 2003. To enhance the efficiency of VAT refunding procedures and provide varied and convenient VAT refund methods, the MOF established the Foreign Tourists VAT Refund Project Team in September 2014. In line with the international practice of outsourcing VAT with reference to the worldwide tax refund services to private business entities, Chung-hwa Telecom Co., Ltd. was commissioned to handle

this tax refund service starting on May 1, 2016. The total number of VAT refund cases increased to 1.71 million cases in 2019. Compared to 2018, the total VAT refund cases increased by 8.56%, the VAT refund cases at Customs increased by 2.56%, and the other VAT refund cases including the in-store small-amount VAT refund and the authorized downtown VAT refund increased by 11.26%. It effectively enhances tax refund services for foreign tourists.

Table 4-15 Statistics of VAT Refund Cases in the Last 5 Years

Type Taxation Year	VAT Refund at Customs	In-Store Small-Amount VAT Refund	Authorized Downtown VAT Refund	Total
2015	901,076	738,770	N/A	1,639,846
2016	644,073	845,684	5,267	1,495,024
2017	458,818	985,221	8,601	1,452,640
2018	490,254	1,083,722	7,133	1,581,109
2019	502,780	1,212,202	1,525	1,716,507

Source: VAT Refund Website.

Note: In-store authorized downtown VAT service refund started in May 2016

2.E-invoice Services

A. Increasing the adoption rate of e-invoice carrier

a. Promotion of Credit Card Carriers

To increase the adoption rate of e-invoice carriers, the FIA actively promoted credit cards e-invoice carriers. As of the end of 2019, there are twenty-five credit card issuing banks engaged in the program, and sixty-six business entities with a total of 15,092 branches in Taiwan that accept credit cards as e-invoice carriers.

b. Related Tasks for Promoting E-invoice Carriers

(a) The FIA and five national taxation bureaus visited large-scale business

entities together to provide relevant assistance and continue to track the opening of e-invoice of various business entities.

- (b) The FIA streamlined the application procedures of mobile barcode and optimized the account registration process to activate auto-transfer of prize money to the user's bank account.
- (c) Holding the Competition of E-invoice on campus: From March 16, 2019 to October 31, 2019, the FIA held the "Competitive Activity of E-invoice on Campus" for colleges, universities, senior high schools and their students. More than 80% of schools took part in this activity and almost 40,000 students signed up.

B. Enhancing traceability of product supply chain and cross-agency inspection

- a. To promote the cross-domain integration and application of e-invoices, the FIA cooperated with the MOEA Toxic and Chemical Substances Bureau, EPA in 2019 and provided e-invoice data query services to strengthen traceability of chemical substances.
- b. To assist in the tracking and auditing of food, the FIA promoted commodity bar-codes uploaded with e-invoices and enhanced commodity databases, supply chain transaction model, and API query functions.
- c. Continue to accelerate the promotion of key industries using e-invoicing and increase the proportion of food industries using e-invoicing in accordance with relevant laws and regulations. In 2019 a total of 3,227 food industries were introduced to e-invoicing, 74.3% of the total 4,343 food industries nationwide in the list of food manufacturers provided by the Ministry of Health and Welfare.
- d. Integrate e-invoicing, customs, and taxation statistics to complete big data analytics and applications in two areas of taxation in 2019. The visual presentation of said data assists the five NTBs in their selection of IRS tax cases for audit.



3. Local Taxes

A. Vehicle license tax self-levy operations

In response to the use of vehicle license tax self-levy operations in twenty-two counties and cities across the country, the vehicle license tax self-levy system was launched on June 19, 2018, and the vehicle information and services were integrated to enable the agencies to levy the operation methods consistently. The establishment of a national vehicle taxation query system using the license tax provides nationwide inspection and adjustment services to improve the quality of service for the people, saving about NT\$380 million per year.

B. Local tax e-filing tasks

- a. Over 2.57 million cases were handled via the new network system as of November 2019, thus saving time needed for related work.
- b. In order to enhance administrative efficiency and reduce the cost of local tax filing, the FIA provided an online method to inquire about and pay tax bills.

C. Manual for duplication management of tax databases of tax collection offices in each county and city

In response to the implementation of the Cyber Security Management Act of 2019 and the frequent spread of information security incidents, tax collection agencies in counties and cities should copy the taxation database data due to business needs. Appropriate control measures should be in place. The three stages of data copying are application in advance, work in progress and post-mortem destruction audits. The “Operations Manual for Copying Tax Databases for Tax Collection Agencies in Each County and City” was established and included in the 2019 audit business project to ensure strict adherence and enhance information security.

D. Phase 3 of local tax system reform – continued maintenance outsourcing service

Reform of local tax systems was completed in 2013. The warranty period expired in 2014. According to the contract, there can be two subsequent extensions after the warranty period expires, with each extension period being no longer than three years. As the second extension period will expire on December 27, 2020, in order to continue the maintenance of the local tax platform, a kickoff meeting was held on September 5, 2019 to set up a working group to review demand specifications, check the written draft of demand specifications, and convene future meetings to facilitate subsequent bidding matters.

E. Liaison meeting of local tax information directors

In order to strengthen the awareness of information security protection among local tax inspection and collection agencies and establish a channel for exchanging experience among supervisors of local tax inspection and collection agencies, on August 22, 2019, a conference of information supervisors of local tax inspection and collection agencies was held at the local tax bureau of Taichung City Government. During the meeting, the FIA reported the key points of information security management and publicized important governance projects of the MOF; during the same event, experts and scholars shared international information security issues.



F. Geographic map cooperative research case

In order to demonstrate the feasibility of using geographic maps for tax information operations, the National High-speed Network, the Computing Center, and the Tax Collection Office of the New Taipei City Government were invited to participate in and promote the trial operations. After eight months of demand studies, interviews, comparisons and analysis, and clarification of feedback, the Tax Collection Office of the New Taipei City Government confirmed that the use of geographic maps to select cases would be feasible. On July 4, 2019, the 28th National Business Meeting of Local Taxation Agencies shared the trial of target selection and selection cases to be included in the inventory plan. Using scientific and technological tools to conduct inventory, it is estimated that inventory of land value tax will be completed within three years, and house tax within five years.

4. Taxation and Collection

A. The e-Tax Document Service Portal

- a. E-tax documents based on the Electronic Signatures Act are of equal authenticity with papers issued by tax authorities. Applicants with citizen/corporate digital certificates or health ID cards can apply for e-tax documents or inquire about processing status via the portal.
- b. In 2019, nine new service items were added. Since November 1, 2017, there were a total of thirty service items provided. By November 30, 2019, there were a total of 129,185 cases and public satisfaction reached 96.27%.
- c. In 2019, Individual Income Data, Application for Issuance of House Tax Payment Certificate and Records of Payment, Arrears and Refund of Individual Income Tax were provided in the My Data Platform of the NDC, through which the public can verify their identities and connect to the portal to apply and download e-tax documents.

B. The e-Tax Portal of the MOF

- a. In 2019, the e-Tax Portal set up the service of the pre-calculation of individual income tax returns area to provide first-time declarants with functions such as applying for the service and applying for a change of mailing address. The service could be used by taxpayers throughout the year.
- b. In accordance with the amendment of Article 11-1 of the Commodity Tax, the e-Tax Portal set up a special page regarding the reduction or refund of commodity tax for purchase of energy-saving appliances, and allow consumers to apply for tax refunds and upload attachments online.

C. Integration of tax payment information system

- a. Continuously promote the payment of tax payment services, using the eight major public banks, two mobile payment companies and CTBC's APP to pay six types of taxes: individual income tax, including tax bill for filing individual income tax (self-payment) and notice for assessment of tax, house tax, vehicle license tax, and land value tax.
- b. The use of credit cards, chip debit cards, and demand/savings deposits to pay taxes is available throughout the year. The tax items provided are as follows:
 - (a) Assessment: Violation of regulations, individual income tax, individual house and land transactions income tax, profit-seeking enterprise income tax, business tax, the specifically selected goods and services tax, tobacco and alcohol tax, commodity tax, estate tax, gift tax, land value increment tax, house tax, vehicle license tax, land value tax, deed tax, stamp tax, tax avoidance (in accordance with Articles 26 and 27 of the Tax Collection Act), provisional taxes, exceptional tax and amusement tax.

(b) Self-payment: Individual house and land transactions income tax, the specifically selected goods and services tax, tobacco and alcohol tax, commodity tax and amusement tax.

(c) Convenience stores received a total of 14,494,127 cases of tax payment to the amount of NT\$61.7 billion, and financial institutions received a total number of 19,806,656 cases to the amount of NT\$2,196 billion and electronic payment channels received a total of 6,502,820 cases to the amount of NT\$221.7 billion in 2019.

Table 4-16 2019 Statistics of Received by Tax Payment Channels cases

Taxation Year	Type	Cases	Case Percentage(%)	Amount	Amount Percentage(%)
	Automatic Teller Machine	279,155	0.68	3,665,123,248	0.15
	Credit Card via the Internet	3,040,362	7.45	112,826,225,105	4.90
	Convenience Stores	14,494,127	35.52	61,739,387,881	2.68
	Designated Accounts Transfer	2,390,460	5.86	77,555,168,579	3.37
	Current Savings Accounts via Interactive Voice Response System	8,430	0.02	84,269,319	0.01
	Current Savings Accounts via the Internet	243,670	0.60	8,194,550,359	0.35
	Financial Chip Card via the Internet	540,743	1.33	19,464,109,807	0.85
	Financial Institutions	19,806,656	48.54	2,019,646,632,384	87.69
	Total	40,803,603	100.00	2,303,175,466,682	100.00

5. Financial Networking

A. National taxation and local taxation network integration

The integration of the national taxation and local taxation networks with high availability, high performance, and high security network configuration helps strengthen the sharing of national taxation and local taxation information resources to accomplish various data queries and file exchanges, and enhances the overall efficiency of the national taxation and local taxation information systems.

B. Household administration network online operations

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

C. Tax declaration network connection

Connection of the FIA, the operations center, and the Tax Declaration Network to collect tax return files was carried out.

D. Electronic gate connection task (tax information provider)

As part of the development of the e-government/online government system, the FIA provides the infrastructure for non-taxation agencies to make inquiries regarding common taxation data via the government service network. This facilitates government agencies in the application of taxation resources, thus improving administrative efficiency and upgrading the quality of service for the general public.



E. Other network online operations

To improve the integrity of the tax information system, the FIA established online network operations between the tax authorities and other sections of the government, such as the Ministry of Labor and the National Immigration Agency, transferring up-to-date status of foreigners and foreign laborers to the tax offices via the FIA. Links have also been established with the Ministry of Health and Welfare, the Taiwan Depository & Clearing Corporation, the Construction and Planning Agency of the Ministry of the Interior, and the Customs Administration of the Ministry of Finance. In addition, the FIA provided channels to maintain the registration information of taxpayers and businesses.

F. Integration of the VoIP system of the five National Tax Bureaus

In order to reduce the telephone fees for long distance calls among the five NTBs, the FIA integrated the Voice over Internet Protocol (VoIP) systems of the five bureaus. This service will be gradually extended to the other government agencies under the MOF to reduce calling costs.

G. Continued promotion of Open Document Format (ODF)

In line with the Executive Yuan's policy of "Promoting ODF-CNS15251 to continue the implementation of the standard format for government documents", the FIA promotes the implementation of the ODF-CNS15251 standard format for government documents, and will continue to help the MOF promote the CNS-15251 as the standard format for government document related operations. The ratio of adoption of ODF file format for electronic official documents is 71.92% and 95.56% of information systems support ODF file format in 2019. The MOF and the subordinate agencies (institutions) users have fully installed ODF tools.

H. Fiscal big data research center project

The establishment of the fiscal big data research center and big data analysis operation platform allows users to conduct data analytics research by accessing the back end's operation platform through the center's front end virtual desktop.

6. System Design and Data Processing

A. Continued training for system developers

- a. In order to strengthen the self-development and self-maintenance of systems, establish technological self-reliance and reduce excessive dependence on outsourcing vendors, the FIA actively trains system designers in recent years to achieve the following goals:
 - (a) To effectively supervise the quality and security of outsourcing systems and programs to improve information system security and reduce the risk of individual data leakage.
 - (b) When the outsourcing manufacturer is unwilling to undertake the project, the FIA can continue maintenance of systems to avoid excessive reliance on outsourcing vendors.
 - (c) To strengthen system developers' capabilities including the abilities of project management and estimate development costs to avoid outsourcing vendors raising excessive price of projects.
- b. Since the year 2017, the FIA has trained forty-nine new employees and developed twenty-seven new systems. Today, the forty-nine new employees are engaged in system design and maintenance tasks. In 2019, the FIA is conducting the 4th System Design Talent Training Course.



Table 4-17 Self-developed Systems and Number of Functions

Item	System	Number of Functions	Item	System	Number of Functions
1	Cloud Invoices Competition System	90	16	Funding Projects Schedule Management System	9
2	GCB Management System	8	17	Authentication and Authorization System	44
3	Library Management System	37	18	Information Software Management System	10
4	Conference Room Reservation Management System	17	19	Information Equipment and Vulnerability Management System	12
5	OpenAPI System	2	20	Birthday Gift Certificate System	7
6	Batch Processing Management System	7	21	Cooperative Shareholder Management System	8
7	Cabinet Management System	10	22	Opinion Poll System	8
8	Call for Cleaning System	13	23	Cloud Invoice Statistic Searching System	18
9	Equipment Management System	12	24	Individual Income Tax-Online Declaration Data Connection Tax System	105
10	Electrical Forms Integration System	30	25	Diversified Communication Channels	35
11	Group Buying System	6	26	Profit-Seeking Enterprise Income tax	68
12	Programs Deploying System	9	27	Business Tax Taiwan Receipt Lottery Audit System	33
13	Shared Administrative Information System Supporting Function Modules	3			
14	Business Tracing System	22			
15	Information Projects and Budget Review System	9			

B. Revision and reviews for Template of Request for Proposal (RFP)

- a. The FIA prepares and maintains the Template of Request for Proposal (RFP), providing employees with a reference when they deal with the RFPs of outsourced projects. Four revisions had been completed in 2019.
 - b. The FIA reviews the appropriateness of the RFP contents of the information procurement case proposed by each agency and compares the differences with the RFP template. That can help the FIA review the applicability of the Template and make rolling revisions to the Template quarterly for optimization.
- C. Promoting the integration of the global information network of the MOF and its subordinate institutions

In order to effectively integrate information resources, release software and hardware resources of the core tax systems to increase its performance, and simplify the maintenance tasks of the MOF websites, reduce the cost of system maintenance and improve the service capacity, the FIA integrates twelve official websites of the MOF and its subordinate institutions into a single system in the cloud platform to achieve the goal of resources sharing and systems flexible expansion. These websites of the MOF and its six affiliated institutions have been integrated at the end of 2019. The FIA will continue to integrate other websites of the MOF's affiliated institutions in the future.

Table 4-18 Schedule of the Global Information Network Integration

Year	Schedule
2018	To create an inventory of the contents of the official website of each agency and plan transfer technology issues.
2019	To set up systems and finish the 7 official website transferring tasks.
2020	To complete the remaining 5 official website transferring tasks.

D. Office automation

- a. With the integration of office automation systems, the FIA provides five NTBs and twenty-two local taxation authorities with day-to-day automatic services and on-line sign-and-approve functions that drastically reduces their paper consumption and steps up their processing efficiency in daily administrative works.
- b. In order to enhance the qualities of ten websites belonging to the MOF and its subordinates, the FIA implemented the preliminary examination and follows up to make improvements regularly. According to the report by the NDC in April 2019, twelve of our websites received a grade of 100, significantly higher than overall average grade (93.16) of other administrative authorities under the Executive Yuan. Furthermore, this administrative authority is the only one to achieve full marks among all other central governing authorities.

E. Individual Income Tax Data Filing

In 2018, a total of 143,015 manually declared cases of Individual Income Tax and 755,514 cases of withholding individual income tax invoices were filed in time for cross-checking and tax assessment by computer.

Statistic of manually declared cases of Individual Income Tax filing

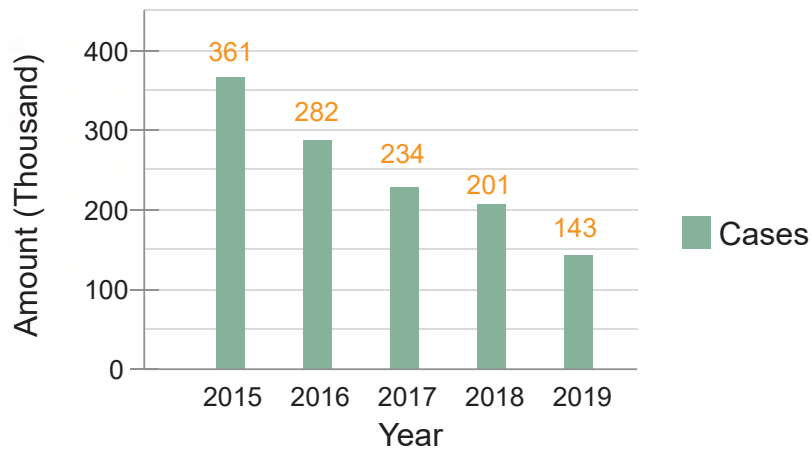


Figure 4-1 Statistic of manually declared cases of Individual Income Tax filing

Statistic of manually declared cases of Withholding Individual Income Tax filing

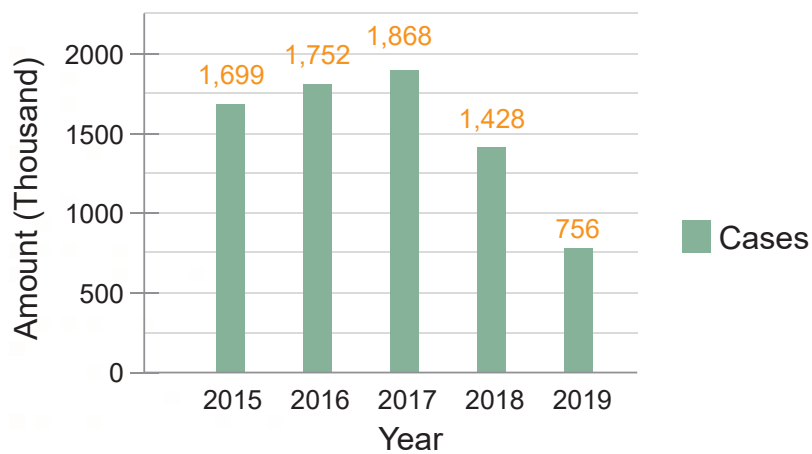


Figure 4-2 Statistic of manually declared cases of Withholding Individual Income Tax filing

F. Simplification of the process of scanning Rental Housing Approval Forms

To simplify operational procedures, the FIA asked the five taxation bureaus to send housing rental approval forms for scanning and processing. Since 2016, the amount of forms sent to the FIA for scanning is decreasing year by year. The number of cases scanned in 2019 decreased about 12,000 compared with 2018, greatly reducing the personnel costs of the FIA and the taxation bureaus in book binding, packing, shipping, data compilation and scanning.

Statistic of scanned cases of Rental Housing Approval Forms

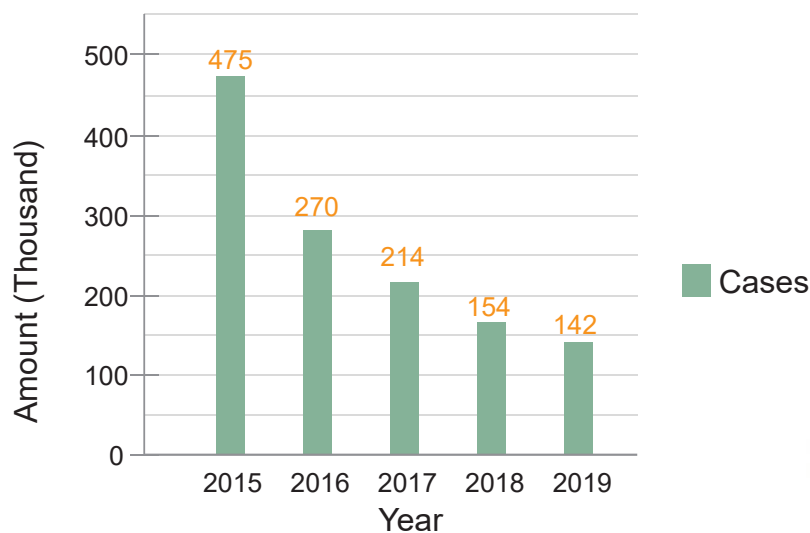
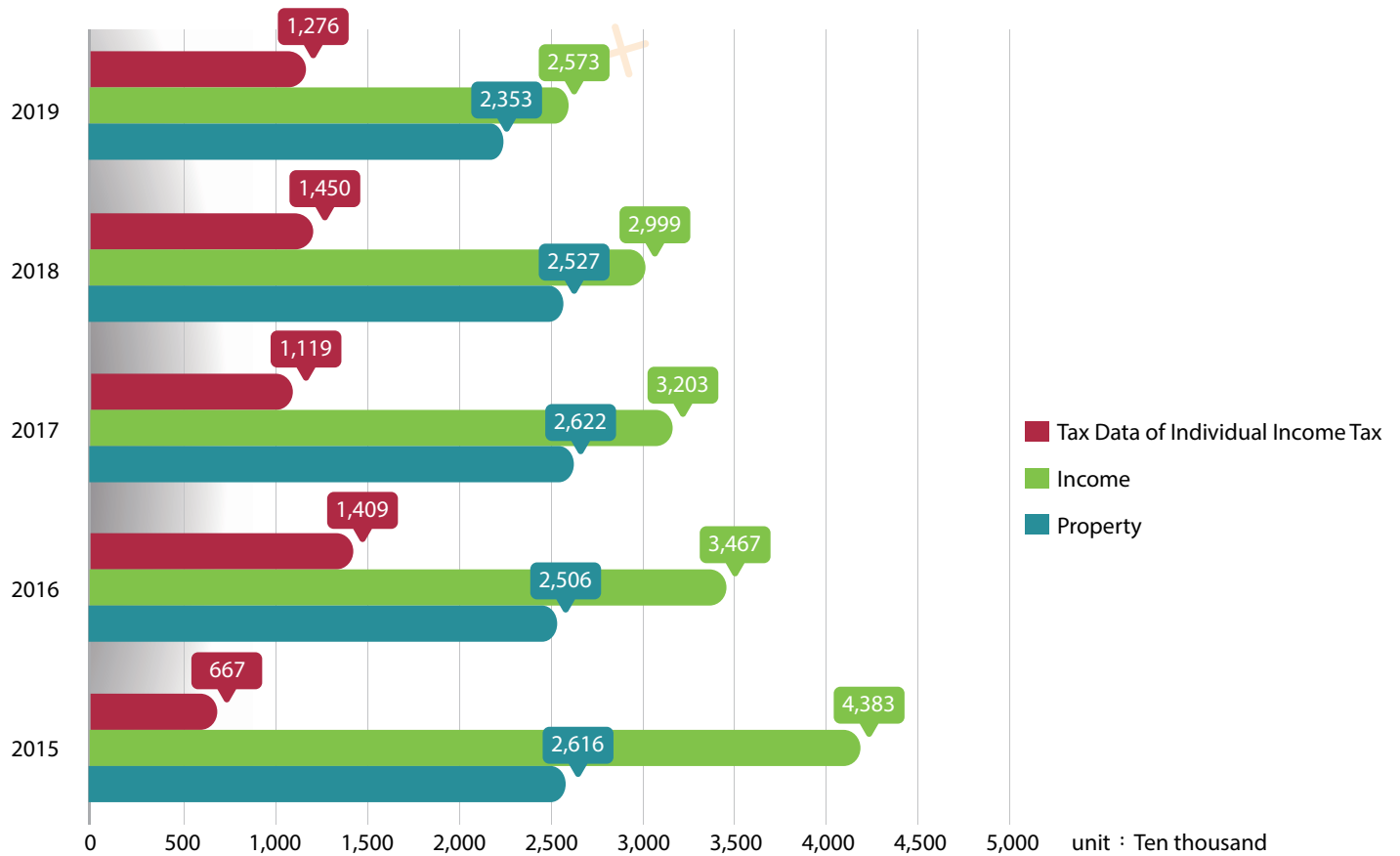


Figure 4-3 Statistic of scanned cases of Rental Housing Approval Forms

G. Inquiry and investigation of property tax, income tax, and tax data of individual income tax registration

In accordance with Article 33 of the Tax Collection Act, the number of cases providing property tax data, income data, and individual income tax registration data from 2015 to 2019 are as follows:



Source: Outputs from the Individual Income Tax Inquiry System.

Figure 4-4. Investigated Cases of Property Tax, Income Tax, and Tax Data of Individual Income Tax Registration from 2015-2019.

H. Selection and auditing of individual income tax cases

The annual selection and auditing operations of the five National Taxation Bureaus in 2018 is as follows :

- a. In 2017, 450 cases of performance statistics reports were printed, reviewed, and mailed to the Taxation Administration, Ministry of Finance.
- b. In 2018, 450 cases of monthly reports were compiled and archived.
- c. In 2019, 450 optional cases, cases with a huge number of assets, or selected cases of wealth, were archived.

I. Providing CD files to other agencies

Other agencies were provided with a total of 1,170 CD files, including 2,745 encrypted, non-encrypted, and certificate-based encrypted data files.

J. File transfer

The FIA completed 1,858 file transfers with other agencies.





This Year's Focus and the Future Direction of Development

1. This Year's Focus

A. Next-generation tax reconstruction plan

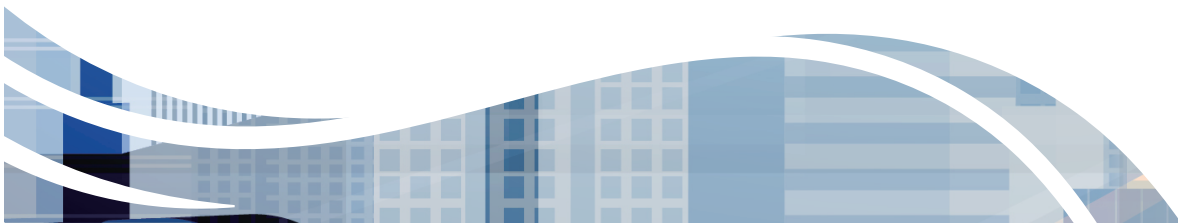
To incorporate the infrastructure of fiscal common cloud computing into the Office Automation System and e-Tax System, the FIA gathered the requirements of the two systems, and proposed the “Tax Public Service and Resources Integration” plan (from 2020 to 2023) to the Executive Yuan. The Executive Yuan approved it on September 20, 2019. To incorporate the infrastructure of data analysis platform into the Data Ware House System and “Enhancing Traceability of Product Supply Chain and Cross-agency Inspection” system, the FIA gathered the requirements of the two systems, and proposed “Intelligent Tax Payment Service” Plan to Ministry of Science and Technology for review. The Executive Yuan approved it on August 22, 2019.

B. Provide the online individual income tax filing system for Windows

In order to enhance the service of the online individual income tax filing system, the system will be further expanded for Windows, so that the taxpayers can easily and conveniently file tax returns without downloading software. According to statistics, the number of online filings reached 3.597 million, of which the number of households using the online version of the tax filing system reached 859,746, an increase of 9.9 times compared to 2017, which was affirmed by most people.

C. Vehicle license tax exemption for disabled people officially launched

In order to make the most use of government information and provide better services, starting from August 2019, the FIA has used the “National Disability Data” from the Ministry of Health and Welfare to examine the “National Vehicle Registration Address Data” for reviewing data and identifying cars whose disabled owners are eligible for vehicle license tax exemption. Moreover, the



Revenue Service Office will notify the car owner, saving the disabled from going through the process of applying for tax exemption. Even if the vehicle registration address will be changed in the future, the exemption will still be effective by which the government can fulfill the goal of providing more convenient public services. From August 2019 to the end of 2019, 16,797 cases were counted, the tax exemption amount was NT\$85,455,945.

D. Implementation of Fast Identity Online (FIDO) service on online inquiry and payment services for vehicle license tax, house tax, and land tax

During the collection periods of land tax (November 2019), besides using Citizen Digital Certificates, financial certificates and health insurance IC cards, the Fast Identity Online service was added, allowing taxpayers to log in to the website to inquire and pay taxes without tax statements. Taxpayers could use their Citizen Digital Certificate to bind their mobile phone and use the phone to identify and log in to the website. This not only reduces the time for applying for the reissuance of tax statements, but also reduces government costs in personnel deployment, tax service counter manpower, printing of tax statements, and other related costs for processing applications for reissuance of the tax statement.

E. One-stop service for real estate transfer

The FIA has launched a trial run of one-stop service for real estate transfer in seven counties since 2019. Through cross-agency data transfer, local tax e-filing system provides online overdue tax checking services and inquiry of applicants' cadaster and building information for free and shows the status of real estate transfers progress to improve the quality of services.

F. Promoting the combination of mobile payment tools and e-invoicing

a. Promoting combination of the mobile wave-and-pay tools and e-invoicing.

The MOF started the service of the credit card e-invoice carrier in January

2016. When consumers pay with credit cards in retail stores that support credit card e-invoice carriers, the credit card number is transformed into an e-invoice carrier number and is used in the uploaded e-invoice, allowing people to obtain non-physical e-invoices more easily.

The tokenization technology used in mobile payment uses a token to replace the physical card number to enhance the transaction security of NFC or e-commerce. In response to the adoption of tokens in transactions, as with ApplePay or other mobile payment tools, the FIA planned to exchange a mapping table for physical and virtual card numbers, confirmed the method at a meeting with banks in December 2017, and secured the agreement of fourteen issuers of the e-invoice carrier credit cards. Twenty issuer banks including E. Sun Commercial Bank, Taishin International Bank, CTBC Bank, and Chang-hwa Commercial Bank are participants of the program as of December 2019.

b. Promoting combination of barcode-scanning mobile payment tools and e-invoicing

(a) Provision of E-Invoice Mobile Payment API

The e-invoice platform has provided dedicated e-invoice barcode API for mobile application developers since 2015, with APIs including “E-invoice Barcode Registration” and “E-Invoice Barcode Query”. The platform has provided “E-invoicing Mobile Payment API” since June 2017, with APIs such as “Forgetting Verification Code”, “Reset Verification Code”, and “Binding Financial Account of Electronic Payment Account”, so that mobile payment companies can use the API for developing versatile applications and provide better user experience to their customers. There have been twenty-five mobile application payment companies combining e-invoicing barcode and mobile payment, including O’Pay and other major companies.

(b) Promoting combination of “Common QR Code Mobile Payment of Government Banks” (formerly named “Taiwan Pay Common Payment”) and e-invoicing.

Hua Nan Bank and eight other banks, and Taiwan Mobile Payment CO., LTD. will support e-invoicing in their mobile payment applications, which have all come online by the end of June 2018. Importing “Common QR Code Mobile Payment of Government Banks” into the four major convenience stores; at present, Hi-Life, Family Mart, 7-ELEVEN and OK are all online. The FIA provides “Cloud-invoice Business entity Application API” and “Cloud-invoice Mobile Payment Application API” to mobile application payment companies to reduce errors. In order to promote the combination of mobile payment tools and enhance the quantity of cloud-invoicing, the FIA designs some posters of cloud-invoice additional prize.

G. Promotion of e-invoice services

- a. In order to simplify the procedures for getting a license plate, the FIA completed inter-agency data exchange services to provide highway supervision agencies for inquiry invoice by online and batch.
- b. Optimizing the public experience of those using cell phone barcodes for the first time and providing a friendly interface for new users. Users can, in one step, set up their registration and automatically receive rewards, thereby increasing their willingness to use cell phone barcode.
- c. Together with the Taipei National Taxation Bureau, the FIA continued to actively guide cross-border e-commerce companies to issue cloud invoices through official documents, email, telephone and technical seminars. As of December 31, 2019, a total of 31 cross-border e-commerce companies have been imported. The FIA continuously counsels and provides assistance to cross-border e-commerce companies on technical aspects, and checks the correctness of cloud invoices issued by cross-border e-commerce companies and uploaded to the platform.
- d. Simplify the procedures for registered member carriers to use cellphone barcode, integrate the e-invoice platform to provide a centralized portal site for registration, reduce the loading process for consumers of various

shopping merchant platforms, increase the willingness to register, and facilitate invoice inquiry, redemption and account setup.

- e. Plan the “cross-border e-commerce e-mail carrier” for cross-border e-commerce to issue cloud invoices, revise functions for cross-border e-commerce businesses and consumers that integrate into the service platform, and promote paperless redemption through APP usage to improve the utilization of cloud invoices.
- f. Based on Taiwanese consumption habits, the FIA and the regional National Taxation Bureaus actively promoted carrier-stored cloud invoices. By the end of 2019, the number of cloud invoices was 17.3 billion, an increase of 36.67% more than 2018.
- g. In order to prevent cases of illegal arbitrage or fraud, the e-invoice platform shall produce an inventory of abnormal cloud invoice issuance on a regular basis for national taxation bureaus for inspection. In addition, the platform also defers rewards which are suspected illegal cases by taxation officers.
- h. The winning inventory database was launched on January 1, 2019. It provides the redemption APP of the MOF and more than 13,000 physical channels to store for inventory. As of December 31, 2019, the physical channels received 30.33 million winning invoices, and the internet channel redeemed 830,000 winning invoices.

H. Enhancing traceability of product supply chain and cross-agency inspection

This program focuses on the inclusion of electronic invoices in the food and related product traceback systems. The program continues to help support food safety applications, actively promotes cross-domain integration, and encourages all sectors of the food industry to use electronic invoicing.



In order to assist the Ministry of Health and Welfare in tracing food safety incidents, the program compiles an integrated database of product names, which screens food related data from e-invoice items and can avoid the issue of food items labeled under different product names. GS1 is used as a standard for food classification to facilitate food flow query. In 2019, the integration of food product names process increased the number of domain name categories. Based on e-invoice data, there was a total of 59,128 commodity products, including new additions such as edible oil.

To promote cross-domain integration and expand the effectiveness of system development and application, the FIA established cooperation with the Toxic and Chemical Substances Bureau, EPA in 2019 to provide e-invoice statistical data query services to strengthen traceability of chemical substances. The big data analytics of two tax applications, “Analysis of customs declaration cases in different places” and “Analysis of inconsistency between e-invoice and business tax filing” through integration of e-invoicing, customs, and taxation statistics are visually presented to assist the five NTBs in tax case selections.

- I. To promote the use of e-invoicing in the food industry, the FIA held three seminars, two media events, and consultations for the implementing of e-invoice system for 147 retailers in 2019.

- J. Implementation of new integration platform for exchanging official documents

The FIA established new integration platform for exchanging official documents on November 2018 for 194 administrative authorities, approximately 86% of the MOF and its affiliates. The new integration platform provides digital exchange services, substantially reducing the consumption of paper and improving processing time for daily administrative works. From November 2018 to November 2019, the cumulative number of exchanging official documents through new integration platform was about 2.5 million.



K. Integrate global information network of the MOF and its subordinate institutions

The FIA had worked out an integrative framework of global information websites. A total of twelve websites for the MOF were scheduled to operate on new integration platform, of which seven websites were successfully launched in 2019 and five websites will be completed in 2020.

L. Self-developed application systems and training education for new staff

In order to strengthen the core capability of the FIA, reduce the dependency on outsourcing contractors, maintain competitiveness, and create value, information training courses have been held to educate our staff on cloud computing techniques and to improve capabilities in system design, computer language programming and digital identification skills. The training of new IT staff of 2018 has been completed and the training of new IT staff of 2019 will commence.

M. Forward-Looking Infrastructure Plan

a. The MOF Data Center Platform Construction Project

(a) Budgeting: The second stage (2019~2020): NT\$223,580,000.

(b) Work contents:

- ① Strengthen the data center sharing platform.
- ② Strengthen local tax information platform.
- ③ Strengthen the e-invoice integration service platform.
- ④ Integrate and concentrate the financial training information resources.

(c) Implementation situation:

As of December 31, 2019, the budget allocated is NT\$110,000,000, execution number is NT\$109,000,000, and the execution rate is 99.09%.

b. Strengthen basic security protection and improve the national security information operating environment

(a) Budgeting: The second stage (2018~2019): NT \$513,894,000.

(b) Work contents:

- ① Central and local financial institutions: replace old software and hardware equipment, import government configuration benchmarks (GCB), and strengthen security protection.
- ② The competent authority of the financial information system: strengthen the software and hardware platform of the financial information system and provide a safe working environment.
- ③ The above-mentioned agencies include twelve central authorities and twenty-two local authorities.

c. Implementation situation:

As of December 31, 2019, the allocated budget is NT\$284,125,000, execution number is NT\$284,096,103, and the execution rate is 99.99%.

N. Expansion of shared expense reimbursement system

- a. Coordinating with the pilot run of shared expense reimbursement system of the DGBAS and in response to the physical-isolation network, the FIA had established the system in its intranet. At the end of 2019, the FIA has implemented eight items of expense reimbursement including expenses for business trips, fare, utility fees, salary, overtime pay, leave subsidy, year-end and performance evaluation bonus, children education subsidy etc.
- b. Coordinating with the schedule of the DGBAS, the FIA had already assisted five NTBs in introducing two expense reimbursement items of shared expense reimbursement system. With the DGBAS plan schedule, five NTBs will introduce other expense reimbursement item in the follow-up.

O. Rolling revision the Template of RFP Contents

In response to the changes in the IT environment, the FIA conducts quarterly reviews of the differences between RFPs and the template to make it more suitable and applicable for a variety of projects.

P. Introduction of shared salary management system

To fulfill government resource sharing policies and take advantage of system sharing integration, the FIA introduced the shared salary management system and integrated the current operating shared expense reimbursement system in July 2019.

2. Future Direction of Development

A. The Online Individual Income Tax Filing system provides Taiwan FidO service. The service uses the Citizen Certificate to bind the user's mobile device and makes the mobile device become an identification tool. This service creates a more fluid taxpayer experience of the individual income tax filing process.

B. Improve staff's system development skills and strengthen their forward-looking computing techniques

The FIA improves the staff's capabilities of system development, data analysis, project valuation and teamwork by way of a series of training courses in project management, information security and computer language programming. The FIA will also hold advanced computing/information courses like software quality control, big-data analysis and machine learning courses to enhance senior staff's IT research capabilities.

C. Continuing to promote services of tax payment through mobile device

In November 2019, online tax payment service added mobile identification function for land value tax. In the future, it will continue to expand the identification mechanism for license tax and house tax online tax payment services in order to increase the popularity of mobile certification and improve the quality of services.

D. Optimization of the e-Tax portal and enhancement of service value

To advance the development of mobile devices, the project of the e-Tax platform was proposed in 2019 as a medium-term plan of four years. The project will integrate resources and promote full online services. It aims to optimize e-Tax application, enhance website application, satisfy mobile browsing requirements and create a paradigm for future portals.

E. Optimization of e-invoice platform to upgrade service and add value

- a. Optimize e-invoice platform to comprehensively upgrade service.
- b. Combine new technology to provide innovative service.
- c. Expand cross-domain application and value-added e-invoicing.
- d. Optimize services for registered member carriers and provide a responsive webpage design to facilitate registration of their member carrier by mobile devices.
- e. Continue to cooperate with the National Taxation Bureau to assist cross-border e-commerce suppliers to implement cloud invoices.
- f. Upgrade businesses to use electronic invoice transmission software to provide a free and stable version.
- g. Provide online application for electronic invoice platform service for businesses to save postal operation time.



F. Promote the combination of e-invoicing and electronic payment tools

The FIA promotes the combination of e-invoicing and electronic payment tools and credit cards as a type of e-invoicing carrier, which reduces the cost of compliance for business entities in printing out invoices and simplifies invoice information management. The FIA will continue to promote the combination of mobile payment tools and the quality of cloud-invoicing.

G. Enhance traceability of product supply chain and cross-agency inspection

- a. Enhance traceability of product supply chain and increase product names in the commodity database.
- b. Promote cross-domain integration and application of e-invoices.
- c. Continue to promote use and adoption rate of e-invoicing by business entities in accordance with relevant laws and regulations.

H. Completing the Project of Global Information Website Integration of the MOF and its affiliated institutions

Based on the plan in 2018, all websites of the MOF and its affiliated institutions will be integrated into a new single platform that could simplify system maintenance, reduce the cost of operation, reduce the loading of organizations, and improve the service quality for users and finally achieve resource sharing and expansion goals.





I. Introduction of shared attendance management system

To take advantage of the sharing system integration, the FIA is scheduled to introduce the attendance management system for 2020 and interface with the current operating shared salary management system and shared expense reimbursement system.

J. Implementation of new office automation system

To achieve the goal of sharing government information resources and improving administrative efficiency, the FIA plans to construct the tax-assisted administrative system and resource management system through cloud architecture and virtualization techniques for use by the five NTBs and twenty-two local taxation authorities.





Major Events
in 2019

January 2019

- January 9** Issued Explanatory Decree by the MOF, and the amendments of articles and attachments of the “Operation Directions on Electronic Invoice” became effective on January 1, 2019.
- January 31** Mr. Chen, Lung-Chin, the new Director of the Personnel Office of the FIA, assumed his post.

February 2019

- February 21** The MOF Portal system education and training was held with the MOF, NTA, DOT MOFTI, and PPMOF in attendance.
- February 26** The kickoff meeting of “Smart Government Task Force of the MOF and Its Subordinate Agencies” was held.

March 2019

- March 13** The press conference on campus cloud invoice competition was held.
- March 26** “Regulations of Cyber Security Management for Special Non-official Agencies Supervised by the MOF” was promulgated.
- March 26** A meeting was held to present the prototype of the integration of global information network of the MOF and its affiliated institutions.

April 2019

- April 30** Implemented the preliminary examination of twelve websites belonging to the MOF and its affiliates. According to the outcome by National Development Council in April 2019, twelve of the MOF websites with no exception got 100 marks, obviously higher than overall average grade (93.16 marks) of other administrative authorities under the Executive Yuan.

May 2019

- May 1** The online individual income tax filing system for Windows users was launched.
- May 3** In order to promote the operation of the new version of the Promotion of Private Participation System, education and trainings were held in the northern host agencies and authorized (trusted) agencies. The number of participants was 37 and 43 respectively.

May 8 For the new version of the Promotion of Private Participation System, authorized/commissioned institutions in central Taiwan conducted education and training, with 34 participants.

May 10 For the new version of the Promotion of Private Participation System, authorized/commissioned institutions in southern Taiwan conducted education and training, with 34 participants.

May 28 The first meeting for “The Government Open Data Promotion Team of the MOF” was held.

June 2019

June 3, 5 The MOF documentary system education and training was held with the MOF, NTA, DOT MOFTI, and PPMOF in attendance.

June 18 The first meeting for “The Government Open Data Consultation Group of the MOF” was held.

June 21 In order to enforce the Information and Communication Security Policy formulated by the National Information and Communication Security Taskforce (NICST), on-site audits were carried out.

June 25 The first meeting for the MOF’s Information Decision and Security was held.

July 2019

July 1 Introduction of DGBAS’s Shared Salary Management System was finished.

July 17 The second meeting for “Smart Government Task Force of the MOF and Its Subordinate Agencies” was held.

August 2019

August 5 Miss Lee Shu-Fang, the Director of the Civil Service Ethics Office of the FIA, was promoted to the National Property Administration, MOF. Executive officer of the FIA, Yang Shu-Ching was temporarily acting for that post.

August 12 The thirteen kinds of Directions of Cyber Security Management for the MOF and its Subordinate Agencies were promulgated.

August 13 Ms. Chen, Hsiu-Hui, the new Director of the Civil Service Ethics Office of the FIA, assumed her post.

August 16 Vehicle license tax exemption system for disabled people was officially launched.

August 22 Reviewing meeting of “Manpower service outsourcing project of the Individual Income Tax data filing, data sorting out and data porter in 2020” was held.

August 2, 8 and 22 Three information security events were held for the heads of local tax collection agencies of the MOF, its subordinates, counties and municipalities, information security chiefs, and a senior official of the FIA.

September 2019

September 1 Introduction of five items of the DGBAS’s Shared Expense Reimbursement System, including salary, overtime pay, year-end and performance evaluation bonus, children education subsidy and leave subsidy.

September 12, 19 In order to strengthen the information security awareness of the MOF, two education training courses were held. There were 293 colleagues from the MOF and the Ministry of Taxation in attendance.

September 23 Coordinating with the Taxation Administration, MOF for the requirement of the Legislative Yuan’s meeting, the archiving of the manually declared cases of Individual Income Tax was completed in advance (originally scheduled to be completed on September 27).

October 2019

October 1 The new version of the Promotion of Private Participation Information System was launched.

October 8 Awarded First Prize in 2019 “Open Data Gold Label Award” by the National Development Council.

October 21 The third meeting for “Smart Government Task Force of the MOF and Its Subordinate Agencies” was held.

October 24, 25 The Conference on “The Chief Information Officers of the MOF and Its Subordinate Agencies of 2019” was held.

October 30 Completed the system transition and processing of the integration of global information network of the MOF and its affiliated institutions, including five NTBs and Training Institute of the MOF.

October 31 The new version of the MOF’s official website was launched.

November 2019

- November 4** The 4th term of System Designers Training Courses was conducted.
- November 7** Award of bid of “Manpower service outsourcing project of the Individual Income Tax data filing, data sorting out and data porter in 2020” .
- November 18** The E-Invoice Division participated in the 2019 National Data Open Application Award with the theme of “Consumer Channel Invoice Application Service” and won the third place.
- November 19** The second meeting for “The Government Open Data Promotion Team of the MOF” was held.
- November 20, 22** The MOF documentary system education and training was held with the MOF, NTA, DOT MOFTI, and PPMOF in attendance.
- November 29** The awards ceremony for the competitive activity of e-invoice on campus was held.

December 2019

- December 12** The second meeting for the MOF’s Information Decision and Security was held.
- December 15** The task of pushing the five NTBs by the introduction of DGBAS’s Shared Expense Reimbursement System was done.
- December 27** The Information Security Diagnostic and Digital Forensics team won the “Digital Forensics Development Outstanding Contribution Award” from the Association of Cyber Forensics Development in Taiwan.
- December 27** The second meeting for “The Government Open Data Consultation Group of the MOF” was held.
- December 30** The RFP review task force kickoff meeting of “Outsourcing project of tax-assisted administrative system integration and reconstruction” was held.
- December 31** The press conference on one-stop service for real estate transfer was held.