



# Press Release From Administrative Enforcement Agency, Taichung Branch, Ministry of Justice

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## Observation Activity for Taichung Branch, Administrative Enforcement Agency, Trainee Judges, and Trainee Administrative Enforcement Officers

### ~Visiting the Taichung City Local Tax Bureau to Experience the "AI Customer Service Portal"

To understand how a government department—recently honored with the "2026 Smart City Innovative Application Award" by Vice President Hsiao—utilizes limited resources to integrate AI technology into tax services, Director Wu Tso-yen of the Taichung Branch, Administrative Enforcement Agency (Ministry of Justice), led a delegation on the afternoon of March 23. The group included four trainee judges from the 66th class of the Academy for Judiciary Officers and one trainee administrative enforcement officer from the 19th class, all currently undergoing practical training at the Taichung Branch. Through the warm reception and detailed briefing by Director-General Shen Cheng-an, these

new recruits to the public service discovered that the bureau's achievements were by no means accidental.

During the visit, Director-General Shen opened with a story from his pre-service training about the Biblical notion that "tax collectors cannot enter heaven." He spoke candidly about his 40-year career, explaining how he challenges himself and encourages colleagues to adopt innovative thinking and reach out to the public. He emphasized that in the public sector, much like the scriptures suggest, "one can only move forward by breaking existing impressions and frameworks." Director Wu also shared anecdotes from his tenure as a prosecutor and branch director on how to overturn stereotypes regarding judicial personnel, encouraging everyone to realize their own value.

The trainees received a detailed briefing on how the bureau overcame budget constraints and resource integration challenges to launch the nation's first "Local Tax AI Customer Service Portal - One-Stop Tax Service." This initiative includes a 24-hour digital AI customer service billboard providing real-time, accurate tax consultations, integrated tax estimations, and online application services. Additionally, the bureau developed the "UTax (Your Tax) ATM," deployed at service counters to provide digital assistance and alleviate pressure on front-line staff. Guided by bureau staff, the trainees personally operated the UTax machines, gaining firsthand insight into the bureau's successful AI integration. Interestingly, the trainees suggested future innovations such as "AI technology with Taiwanese Hokkien support," providing the development team with fresh ideas for the next phase of innovation.

To conclude the event, Director-General Shen introduced the large-scale installation art "Three Pigs" (by master artist Hung Yi)

displayed in the bureau's front courtyard, symbolizing "Perfection, Overflowing Success, and Abundant Happiness." He explained that inviting the artist to exhibit for free last year was intended to add a touch of playfulness and fun to the typically cold tax office, creating a "check-in" spot to bridge the gap with the public. He encouraged the trainee judges and enforcement officers to not only serve as adjudicators or law enforcers but also to think from the public's perspective to build a fulfilling career. He jokingly reminded them to prioritize exercise and health to avoid their figures becoming too... (much like the sculptures), ending the visit on a high note filled with laughter.