

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



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**AEA on Livestream: From Caring and Convenience for the General Public to New
Administrative Enforcement Concepts as “Digital Transformation” and
“Environment Protection and Carbon Reduction”**

On the afternoon of the February 27, Huang Yu-Yuan, Director-General of the Administrative Enforcement Agency of the Ministry of Justice (AEA), together with Lee Hui-Ru, Director of the Taoyuan Branch and Huang Li-Wei, Director of the New Taipei Branch, appeared on the Facebook live broadcast “YOYO Live Show” of Cheng Sheng Broadcasting Corp. to talk about issues related to enforcement measures that took into account of to charity and convenience for the general public. Director-General Huang and the two Branch Directors shared with the host and online viewers during the livestream the efforts of the AEA and its branches in caring for the disadvantaged and serving the general public, which extended to the new administrative enforcement concepts as “digital transformation” and “environment protection and carbon reduction” from the perspectives of care and convenience for the people. Through the online livestream, the AEA has greatly changed the general public’s impression of the AEA as a stone-cold law enforcement agency and successfully brought the AEA closer to the people.

Director-General Huang began the program by citing the Taoyuan Branch’s “Mother from South Africa” case to illustrate that the AEA, in its pursuit of fairness and justice, not only vigorously combats malicious debtors but also assists those who are socially disadvantaged and unable to repay their debts during the enforcement process. The AEA

will help them overcome their hardships and repay their debts depending on the individual circumstances of each case. The AEA will continue to strengthen cooperation with local governments and professional social welfare groups and combine with the social safety net to demonstrate the spirit of “Enforcement with Love.” The Taoyuan Branch has also been selected as the institute with excellent service quality by the Ministry of Justice. In recent years, from the perspectives of care and convenience for the people, the AEA has actively integrated various innovative technologies to improve the efficiency of serving the general public, and continued to expand the diversified payment measures, such as promoting the “virtual account” payment services, allowing people to make digital payments from home. In addition, as more and more government works are processed electronically, it has a substantial paper reduction effect. Hence, the AEA also responds to the government’s energy conservation and carbon reduction policies and the United Nations’ Sustainable Development Goals, which extends the administrative enforcement with concepts of “digital transformation” and “environment protection and carbon reduction.”

Director Lee Hui-Ru of the Taoyuan Branch and Director Huang Li-Wei of the New Taipei Branch then shared with online viewers their respective specific measures to care for the disadvantaged and convenience of the general public. Director Lee said that modern society’s demand for the government’s role has transformed into a service-oriented government. The purpose of the government is to take care of and solve the general public’s problems. The Branch has added some caring elements and measures into its enforcement process, and through the resource sharing and coordination cooperation mechanism directly among the institutes, it immediately provides the information and assistance that disadvantaged obligors require. Specific actions include flexible utilization of various leniency enforcement measures, improvement of referral notification mechanisms, establishment of caring groups, provision of legal services, and good use of media resources to deliver positive mindsets and reach the diffusion effect.

The New Taipei Branch also spares no effort in caring for the disadvantaged. Director

Huang said that the Branch has in 2014 set up a FREE-OF-CHARGE legal consultation center made up of volunteer lawyers to provide answers to legal questions for the general public, which is widely praised by the people and has more than 1,500 users. The New Taipei Branch has also assisted several obligors who own businesses to sell their goods to facilitate their repayment of debts, including successful cases such as assisting the bakery business owner to sell cakes, and assisting gem factories to sell jade products. Furthermore, the New Taipei Branch is also committed to using technology to improve the efficiency of serving the general public, taking a big step toward promoting the technological advancement of administrative enforcement.

The AEA stated that anyone who fails to pay their monetary payment under public law will be referred to the corresponding branch of the AEA for enforcement. Anyone receiving official documents from the AEA branch shall not take it lightly or ignore it. Anyone unable to pay off the debt at once due to financial difficulties or unexpected changes shall actively contact the AEA branch to inquire about payment in installments. Each AEA branch will also combine the social safety net in a timely manner depending on the individual case to refer to relevant agencies (institutes) to help disadvantaged obligors to overcome hardships.

Link to the livestream of “YOYO Live Show” on February 27, 2024:

https://m.facebook.com/story.php?story_fbid=1097430151379398&id=100064188781521

Scan the QR Code to watch it:



Group Photo of the Show (from left to right in the front are Huang Li-Wei, Director of the New Taipei Branch, Lee Hui-Ru, Director of the Taoyuan Branch, Huang Yu-Yuan, Director-General of the Administrative Enforcement Agency of the Ministry of Justice, and the program host YOYO)

