

Report of taxpayer rights protection cases accepted by taxation bureaus  
of the Ministry of Finance and local tax collection agencies  
(Quarter 1, 2019)

1. Number of cases accepted

Unit: case; %

Case type Agency	Tax disputes	Complaints or petitions	Consultation and assistance for administrative remedies	Total
National Taxation Burea of Taipei	26	2	9	37
National Taxation Burea of Kaohsiung	19	2	3	24
National Taxation Burea of the Northern Area	17	2	4	23
National Taxation Burea of the Central Area	11	0	1	12
National Taxation Burea of the Southern Area	7	1	2	10
<b>National Taxation Bureaus, Ministry of Finance</b>	<b>80 (75%)</b>	<b>7 (7%)</b>	<b>19 (18%)</b>	<b>106</b>
<b>Local tax collection agencies</b>	<b>20 (69%)</b>	<b>5 (17%)</b>	<b>4 (14%)</b>	<b>29</b>
<b>Total</b>	<b>100 (74%)</b>	<b>12 (9%)</b>	<b>23 (17%)</b>	<b>135</b>

2. Case processing effectiveness, rate of tax dispute cases settled and do not file

Unit: %

Item Agency	Case processing effectiveness			Rate of dispute cases settled and do not file for administrative remedy
	Tax disputes	Complaints or petitions	Consultation and assistance for administrative remedies	
National Taxation Bureau of Taipei	100%	100%	100%	100%
National Taxation Bureau of Kaohsiung	100%	100%	100%	100%
National Taxation Bureau of the Northern Area	100%	100%	100%	100%
National Taxation Bureau of the Central Area	100%	No case	100%	100%
National Taxation Bureau of the Southern Area	100%	100%	No case	100%
<b>National Taxation Bureaus, Ministry of Finance</b>	100%	100%	100%	100%
<b>Local tax collection agencies</b>	100%	100%	100%	100%
<b>Total</b>	100%	100%	100%	100%

### 3. Satisfaction

#### (1) Questionnaire recovery rate

Unit: case; %

Item	Number of settled taxpayer rights protection cases	Number of recycled questionnaires	Questionnaire recovery rate
National Taxation Bureaus, Ministry of Finance	60	53	88%
Local tax collection agencies	25	13	52%
<b>Total</b>	<b>85</b>	<b>66</b>	<b>78%</b>

#### (2) Satisfaction

