

嘉義縣財政稅務局為為民服務白皮書

【目 錄】

| | |
|--------------|----|
| 前言 | 1 |
| 一、我們的業務職掌 | 2 |
| 二、我們的業務轄區 | 3 |
| 三、便利與貼心的服務 | 4 |
| 四、繳稅好方便 | 5 |
| 五、我們傾聽您寶貴的意見 | 6 |
| 六、服務願景 | 7 |
| 七、我們的位置 | 8 |
| 附錄一 | 9 |
| 附錄二 | 12 |

【Index】

| | |
|------------------------------|-----|
| Foreword | 1 4 |
| 1. Our duties | 1 5 |
| 2. Our service districts | 1 6 |
| 3. Convenient services | 1 7 |
| 4. Tax payment made easy | 1 9 |
| 5. We value your suggestions | 2 0 |
| 6. Our vision | 2 2 |
| 7. Where we are located | 2 3 |
| Appendix 1 | 2 6 |
| Appendix 2 | 2 9 |



前 言

這份「為民服務白皮書」是我們對本縣縣民服務之說明，也是我們提升服務品質的具體報告，以「微笑、和藹、禮貌」走動式服務營造親切溫馨的洽公環境，期以最誠摯的心為您提供最適切的服務。

感謝您的誠實納稅，造就嘉義縣的美好未來，共同創造公平、合理的租稅環境，加速縣政建設，一同追求高品質的生活，營造政府與民眾雙贏之優質租稅環境。





一、我們的業務職掌

土 地 增 值 稅
地 價 稅
房 屋 稅
印 花 稅
娛 樂 稅
使 用 牌 照 稅
田 賦
契 稅





二、我們的業務轄區





三、便利與貼心的服務

1. 設置全功能服務櫃台，快速服務（服務項目如附錄一）
2. 全功能服務櫃台、使用牌照稅櫃台中午不打烊
3. 全功能服務櫃台免填申請書
4. 設置使用牌照稅免、退稅櫃台
5. 運用網際網路提供多元化服務--本處網址
(www.cyhtax.gov.tw)
6. 主動通知補辦使用牌照稅免稅手續
7. 主動退稅
8. 主動輔導節稅
9. 主動輔導辦理災害損失
10. 土地增值稅申辦案件電話語音查詢 05-3621036
11. 建置無障礙及雙語網頁
12. 設置投幣式影印機
13. 設置愛心鈴、提供愛心輪椅、愛心傘
14. 舒適的休息等候區，並擺設書報雜誌供民眾閱讀
15. 提供文具用品及老花眼鏡





四、繳稅好方便

誰說繳稅一定要到銀行！

我們有下列方式讓您選擇：

1. 與本局約定轉帳帳戶
2. 自動櫃員機 (ATM)
3. 晶片金融卡轉帳
4. 電話語音轉帳
5. 便利商店
6. 網際網路
7. 信用卡





五、我們傾聽您寶貴的意見

1. 多種表達意見及陳情之管道：(溝通管道如附錄二)

- ◎ 每月由科室主管輪流訪問基層民眾，瞭解您的稅務疑難。
- ◎ 在本局大門口設有民眾意見箱，局內並設置有協談室。
- ◎ 於本局網站設置意見交流、各科室電話/傳真/e-mail 及民意信箱（包括局長信箱、政風信箱、行政革新信箱、為民服務信箱、免費檢舉專線）
- ◎ 免費服務電話 0800076969、0800086969
- ◎ 於本局網站設置線上陳情。

2. 我們的處理流程：

我們收到您的陳情案件時，即先予登錄列管，並於最短的時間內答覆您，您更可於網站查詢處理情形。陳情案件若非本局之權責，將主動移請主管單位處理。





六、服務願景

- (一)、簡化作業流程
- (二)、強化知識管理，積極創新
- (三)、改進稽徵程序
- (四)、建構網路 e 化的政府
- (五)、落實租稅教育及宣導
- (六)、擴大運用志願服務人力資源





七、我們的位置

1. 總局位置：嘉義縣太保市祥和二路東段5號



2. 分局位置：嘉義縣民雄鄉建國路2段263號





附錄一

◎全功能服務櫃台服務項目

提供查詢、補單等 37 項隨到隨辦服務，其中 4 項擴及全國跨區服務：

- 一、房屋稅當期課稅資料或稅籍查詢
- 二、退稅查詢
- 三、全國地價稅自住用地查詢(全國跨區服務)
- 四、身心障礙者免繳使用牌照稅查詢
- 五、轉帳納稅約定查詢
- 六、轉帳納稅非約定查詢
- 七、土地增值稅簡易試算作業
- 八、預估重購土地退還土地增值稅
- 九、契稅估算
- 十、滯納金、滯納利息線上核算作業
- 十一、人民申請案件處理情形查詢
- 十二、土地增值稅處理情形查詢
- 十三、契稅申報案件處理情形查詢





- 十四、土地公告現值查詢
- 十五、土地增值稅物價指數查詢
- 十六、印製各類申請書
- 十七、房屋稅課稅明細表
- 十八、房屋稅當期稅籍證明
- 十九、房屋稅當期轉帳納稅繳納證明
- 二十、房屋稅補發當期繳款書
- 二一、地價稅課稅明細表
- 二二、地價稅當期轉帳納稅繳納證明
- 二三、地價稅補發當期繳款書
- 二四、使用牌照稅當期轉帳納稅繳納證明
- 二五、使用牌照稅補發當期繳款書
- 二六、地價稅繳納證明
- 二七、房屋稅繳納證明
- 二八、娛樂稅繳納證明
- 二九、牌照稅繳納證明
- 三十、工程受益費繳納證明





- 三一、娛樂稅補發當期繳款書
- 三二、土地增值稅享用自住用地稅率查詢(全國跨區服務)
- 三三、各地方稅欠稅查詢及補發繳款書
- 三四、地價稅歷史資料查詢
- 三五、全國財產總歸戶清單線上查詢(全國跨區服務)
- 三六、綜合所得資料線上查詢(全國跨區服務)
- 三七、限本人查詢資料建檔查詢






附錄二

◎各科室電話/傳真/e-mail

| 單位名稱 | 分 機 / 電子信箱 | 專 線 | 傳真機 |
|------------------------|---|---------|-------------------|
| 總 處 (總機：3 6 2 0 9 0 9) | | | |
| 局長 | 200 cyht001@mail.cyhtax.gov.tw | 3620880 | 3620881 |
| 副局長 | 202 cyht002@mail.cyhtax.gov.tw | 3620882 | |
| 秘書 | 203 cyht003@mail.cyhtax.gov.tw | 3620883 | |
| 行政科科長 | 205 cyht101@mail.cyhtax.gov.tw | 3622009 | 3622028 |
| 人事科科長 | 230 cyht901@mail.cyhtax.gov.tw | 3622006 | 3622023 |
| 會計科科長 | 250 cyht801@mail.cyhtax.gov.tw | 3622007 | 3622024 |
| 政風科科長 | 360 cyhta01@mail.cyhtax.gov.tw | 3622008 | 3622025 |
| 法務科科長 | 120 cyht701@mail.cyhtax.gov.tw | 3622011 | 3622019 |
| 消費稅科科長 | 130 cyht501@mail.cyhtax.gov.tw | 3622014 | 3622021 / 3622022 |
| 財產稅科科長 | 160 cyht401@mail.cyhtax.gov.tw | 3622012 | 3622020 |



| | | | |
|----------------------------|-----|--|---------|
| 電子作業科科长 | 300 | 3622016 | 3622407 |
| 民 雄 分 局 （總機：2 2 6 0 5 0 5） | | | |
| 民雄分局主任 | 100 |  cyhtb01@mail.cyhtax.gov.tw | 2067477 |



Foreword

This “White Paper on Public Service” is a description of the services we provide to the residents in our county. It is also a report on the improvements of our service quality. We practice walk around services with our motto - smile, friendliness, and politeness – in mind to create a warm office environment. We sincerely hope to provide satisfactory services to you.

Thank you for your honest payment. Together we are working towards a better Chiayi County. We will create a just and reasonable taxation environment, and increase the county’s infrastructure. As one, we strive for a higher standard of living, creating a win-win taxation environment between the government and the general public.





1. Our Duties

Land Value Increment Tax

Land Value Tax

House Tax

Stamp Tax

Entertainment Tax

Vehicle License Tax

Agricultural Land Tax

Contracts





2. Our Service Districts



| | | | |
|-----|---------------------|------|-------------------|
| 大林鎮 | Dalin Township | 竹崎鄉 | Jhuci Township |
| 大埔鄉 | Dapu Township | 東石鄉 | Dongshih Township |
| 中埔鄉 | Jhongpu Township | 阿里山鄉 | Alishan Township |
| 六腳鄉 | Lioujiao Township | 梅山鄉 | Meishan Township |
| 太保市 | Taibao City | 鹿草鄉 | Lucao Township |
| 水上鄉 | Shueishang Township | 番路鄉 | Fanlu Township |
| 布袋鎮 | Budai Township | 新港鄉 | Singang Township |
| 民雄鄉 | Minsyong Township | 溪口鄉 | Sikou Township |
| 朴子市 | Puzih City | 義竹鄉 | Yijhu Township |

Main Office: 05-3620909

Minsyong Office: 05-2260505





3. Convenient Services

- 1. Set up multi-function service counters to provide fast services
(Please refer to Appendix 1 for services provided)**
- 2. The multi-function service counters and the license tax counters are open during lunch.**
- 3. Application forms do not need to be filled out at the multi-function service counters.**
- 4. Set up a tax-free, tax refund counter for vehicle license tax.**
- 5. Use the internet to provide various services - Website
(www.cyhtax.gov.tw)**
- 6. Actively notify of re-applications of tax-free procedures for vehicle license tax**
- 7. Active tax refunds**
- 8. Actively provide guidance on tax-saving**
- 9. Actively provide guidance on applying for disaster loss**
- 10. 05-3621036 For telephonic inquiries on land value increment tax applications, please dial 05-3621036**
- 11. Set up zero-barrier and bilingual website**
- 12. Availability of coin copying machines**
- 13. Availability of bells, wheelchairs, and umbrellas for the convenience of the public.**
- 14. Comfortable waiting area with magazines and newspapers for the reading pleasure of the**





public

15. Provision of stationery and glasses for the elderly





4. Tax Payment Made Easy

Who says taxes can only be paid at the bank?

We have the following payment methods
for your convenience:

1. Setting up a contract transfer with our office
2. Automatic Teller Machine (ATM)
- 3. IC ATM card transfers**
4. Telephone transfers
5. Convenient stores
6. Internet
7. Credit cards





5. We Value Your Suggestions

1. Various channels to express your suggestions and complaints : (Please refer to Appendix 2)

- ◎ Chiefs from various sections take turns to visit the public at base levels to understand your taxation questions.
- ◎ A suggestion box is place at the front door of the office. A consultation room can be found inside the office.
- ◎ On our website, we have a suggestion exchange area, telephone/fax numbers of all sections, e-mail, and suggestion boxes (including the suggestion boxes of the Director, Civil Service Ethics Office, Administration Revolution, Public Service and toll-free complaint hotline)
- ◎ Toll-free Service hotline 0800076969 、
0800086969
- ◎ An online complaints section can be found on





our website.

2. Our Procedures

When we receive a case of complaint, we register the case and attempt to reply as soon as possible. You may also check the status of the complaint on our website. If the complaint is beyond the authority of our office, please request assistance from the managing units.





6. Our Vision

1. Simplify the business procedures.
2. Enhance knowledge management and actively innovate.
3. Improve the revenue collection procedures
4. Construct an internet-assisted government.
5. Implement taxation education and publicity
6. Expand the use of volunteers to increase human resources





7. Where We Are Located

1. Main office: No.5, E. Sec., Sianghe 2nd Rd., Taibao
City, Chiayi County



- | | |
|---|--------------------------------|
| 縣立游泳池: County Swimming Pool | 創新學院: School of Innovation |
| 縣立棒球場: County Baseball Stadium | 郵局: Post Office |
| 縣立田徑場: County Athletics Field | 調查局: Bureau of Investigation |
| 消防局: Fire Bureau | 勞保局: Bureau of Labor Insurance |
| 婦聯會: Women's Association | 衛生局: Public Health Bureau |
| 社會局: Department of Social Welfare | |
| 嘉義縣稅捐處: Revenue Service Office, Chiayi County | |
| 家畜疾病防治所: Animal Disease Control Center | |





國民黨嘉義縣黨部: KMT, Chiayi Office

縣議會: County Council

嘉義縣政府: Chiayi County Government

臺灣銀行: Bank of Taiwan

警察局: Police Bureau

太保一路: Taibao 1st Road

祥和二路: Sianghe 2nd Road

朴子一路: Puzih 1st Road

地下停車場: Underground Parking

台糖加油站: Taiwan Sugar Gas Station

祥和一路東段: East Section, Sianghe 1st Road

祥和一路西段: West Section, Sianghe 1st Road

嘉朴公路: Chiayi-Puzih Highway

長庚護專 長庚醫療院區: Chang Gung Institute of Nursing, Chang Gung

Medical Hospital

往水上交流道: To Shueishang Interchange

往東西向快速道路 台 82 號: To The Express Highway (East/West) Tai No. 82





2.Minsyong Branch: No.263, Sec. 2, Jianguo Rd., Minsyong Township, Chiayi County



嘉義市火車站: Chiayi Train Station

民雄消防分隊: Minsyong Fire Brigade

嘉義基督教醫院: Chiayi Christian Hospital

民雄分處: Minsyong Branch

國志加油站: Guozhijih Gas Station

表演藝術中心: Center for Performing Arts

豐田工業區: Fengtien Industrial Park

民雄市區: Minsyong Downtown District

垂揚路: Chueiyang Road

中山路: Zhongshan Road

林森西路: Linsen W. Road

中正路: **Jhongjheng Road**

林森東路: Linsen E. Road

忠孝路: Zhongxiao Road

博愛路: Bo-Ai Road

北港路: Beigang Road

嘉義交流道: Chiayi Interchange

高速公路: Highway

大林交流道: Dalin Interchange

建國路: Jianguo Road

省公路台一線: Provincial Route No. 1

南二高: South 2nd Expressway

竹崎交通道: Zhuzhi Interchange





Appendix 1

©Services Provided by the multi-function service counters

Providing 37 first come first serve services, including inquiries and re-applications

1. Inquiries on the latest house tax due or tax statements
2. Tax refund inquiries
3. Nationwide land value tax and primary residential land inquiries (nationwide service)
4. Enquiry for Vehicle Registration Tax Exemption for the Disabled
5. Inquiries for contract transfers
6. Inquiries for non-contract transfers
7. Land value increment tax calculations
8. Calculations for land value increment tax due to reacquisition
9. Deed tax calculations





10. Online calculations of delinquency charges and interests
11. Inquiries on application status
12. Inquiries on land value increment tax status
13. Inquiries on deed tax status
14. Current assessed land value inquiries.
15. Land Value Increment Price Index Inquiries
16. Printing of various application forms
17. House tax details
18. Latest house tax statement certificate
19. Proof of transfer for house tax payment
20. Re-issuance of latest house tax statement
21. Land value tax details
22. Proof of transfer for land value tax payment
23. Re-issuance of latest land value tax statement
24. Proof of transfer for vehicle license tax payment
25. Re-issuance of latest vehicle license tax statement





26. Proof of land value tax payment
27. Proof of house tax payment
28. Proof of amusement tax payment
29. Proof of vehicle license tax payment
30. Proof of construction benefit fee payment
31. Re-issuance of latest amusement tax statement
32. Inquiry on land increment tax making use of the primary residential land interest rates (nationwide service)
33. Overdue tax inquiries and re-issuance of tax statements
34. Inquiry on land value tax history
35. Nationwide personal property inquiries (nationwide service)
36. Individual income tax online inquiries (nationwide service)
37. Database inquiries limited to one's self only.







Appendix 2

◎Telephone/fax/e-mail of all sections

| Unit | Extension/ E-mail | Direct line | Fax |
|--|---|-------------|-------------------|
| Main Office (Operator : 3 6 2 0 9 0 9) | | | |
| Director | 200 cyht001@mail.cyhtax.gov.tw | 3620880 | 3620881 |
| Deputy Director | 202 cyht002@mail.cyhtax.gov.tw | 3620882 | |
| Secretary | 203 cyht003@mail.cyhtax.gov.tw | 3620883 | |
| Chief of General Affairs Office | 205 cyht101@mail.cyhtax.gov.tw | 3622009 | 3622028 |
| Chief of Personnel Office | 230 cyht901@mail.cyhtax.gov.tw | 3622006 | 3622023 |
| Chief of Accounting Office | 250 cyht801@mail.cyhtax.gov.tw | 3622007 | 3622024 |
| Chief of Civil Service Ethics Office | 360 cyhta01@mail.cyhtax.gov.tw | 3622008 | 3622025 |
| Chief of Legal Affairs Section | 120 cyht701@mail.cyhtax.gov.tw | 3622011 | 3622019 |
| Chief of Consumption Tax Section | 130 cyht501@mail.cyhtax.gov.tw | 3622014 | 3622021 / 3622022 |
| Chief of Property | 160 | 3622012 | 3622020 |



| | | | |
|--|---|---------|---------|
| Tax Section |  cyht401@mail.cyhtax.gov.tw | | |
| Chief of Data Processing Section | 300 | 3622016 | 3622407 |
| Minsyong Branch (Operator : 2 2 6 0 5 0 5) | | | |
| Director of Minsyong Branch | 100  cyhtb01@mail.cyhtax.gov.tw | 2067477 | |