

► 海巡弟兄細心的協助漁民辦理申請補助手續，讓他們倍感溫馨！

The CGA staffs helped fishing workers to apply for the grant with attentive care. The workers were deeply touched.

來，讓我們幫您！

Let Us Give You a Hand !

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早晨陽光還未破曉，一個蹣跚的阿伯牽著腳踏車徐徐走來，開口道：「阿兵哥，我要申請補助！」；「阿伯，讓我們來幫您！」我站在安檢桌前臉上堆滿笑容說著，親切的為他解說協助。

今年度休漁補助申請開放以來，已有數十位漁民向安檢所提出進出港安檢紀錄調閱申請，有趣的是，大多數漁民只因口耳相傳得知可領取補助，卻對申請內容一無所知。起先安檢所內弟兄聽到消息時也是一頭霧水，好不容易了解其目的後，處理卻也手忙腳亂。但人說一回生二回熟，有了經驗之後也慢慢建立起良好的程序。例如：提出申請時須註記承辦人員，且將資料交至漁民手上時，也須要求領取人簽收，以減少過程中資料遺失錯誤的機會。

The sun has not yet risen at dawn. Taking his bike, a staggering uncle coming slowly and says, "Soldier, I want to apply for the subsidy." I stand at the duty desk and reply with a smile, "Uncle, let us give you a hand!" I explain the procedure and help him friendly.

Since the subsidiary application for fishing off season begins, there are tens of fishermen requesting the port inspection offices for their port entrance/exit records. Interestingly, most fishermen inform one another the application for subsidy but they know nothing about the contents. Initially, the guardian has no ideas at all and then handles on in messy procedures after knowing the reasons. However, as the saying goes, "awkward at first but skillful later on," we set up complete procedure gradually and we have more and more experiences. For example, the name of the undertaker must be written on the application form. The fishermen must sign their name for acknowledging their receipt of these documents in order to reduce the possibility of losing the documents in the procedure.

漁民朋友提出申請時最常碰到的問題，不外乎是證件不齊全或是不知如何填寫申請書、不識字…等，對於上述種種問題，所內弟兄皆能熟練的幫助漁民們順利完成申請，當申請資料通過審核後，我們便以電話通知或利用漁民報關時轉交到他們手中。還記得有位阿婆每天早上都會來問：「阿兵哥，補助下來了嗎？」；「還沒唷，阿婆請您先回去休息，下來了我們會馬上通知您！」阿婆靦腆的拉拉帽子又說：「謝謝啦！你們阿兵哥真的很貼心，比阮阿孫仔還乖。」我不禁會心一笑，其實處理漁民事務時，多一份關懷多一份用心，讓整個工作氣氛都舒服起來，雖然我們並不是負責撥發補助款的單位，但看到漁民朋友們在我們詳盡的解說下了解何謂休漁補助，並協助他們順利完成申請，也有些莫名的成就感，大家在不知不覺之中似乎體會到了何謂「服務為樂」。

或許休漁的初衷為永續經營海洋資源，但對漁民來說卻有些遙遠與不可知，但當漁民因我們的熱忱服務而得到滿足，向我們說一聲「謝謝」，已是給予我們在「為民服務」方面最大的肯定，而我們將以此熱忱繼續為社會大眾服務。

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The common problems we met were that some gave incomplete identifications, some were confused about forms filling, some were illiteracy and etc. To serve the fishermen, we become more familiar to help them complete the application. After their applications are verified, we call them come to take or give when they apply for clearance. I remember an aunt comes here every morning and asks, "Soldier, what is the status of my application?" We warmly reply, "Not yet. Please go home and take a rest. We will inform you as soon as your application is ratified." She adjusts her hat bashfully and says, "Thank you! You are so considerate that my grandson should learn from you." I can't help smiling at her. Actually, as dealing with fishermen's business, we can make our job easy with more concern and consideration. Though we are not the competent office to verify this subsidy application, we still feel the pleasure of achievements when we see they understand the contents after our detailed explanation and complete their application. We unconsciously realize the "pleasure coming from service."

Maybe the purpose of fishing off season is the sustainable management of maritime resources, but this conception is far from their understanding. However when they satisfied with our enthusiastic service and say "thank you" to us, we feel their utmost recognition for our "serving the people." We will keep serving for the society with our passion.

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