



# 內政部移民署 104年年報

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National Immigration Agency

# 軟硬實力兼備 守護人權與國際尊嚴

內政部移民署自草創至設署，期間不論是核心業務或是組織編制，都經歷數次變革：從過去強調執法硬實力、專責管理入出境事宜，到設署之後，統一各項人流管理、人才延攬、新住民照顧等相關事權，展現多元及軟硬實力兼備的新樣貌，反映了全球大環境的改變，以及臺灣社會需求的變遷。

內政部業務不外乎「人親、土親、公民參與」，在永續臺灣的前提之下，以宏觀、前瞻的角度，建立活絡的「公民參與」環境，積極守護「人民安全」、建構「韌性國土」。不過，任何業務都不是在真空的環境下做成，而是在社會的脈動中，透過公、私部門，甚至跨國（境）的合作，一步步達成。因此，我們必需要具備國際視野、了解社會動態；同時，也需要抱持對人權的關懷，避免在業務推行過程中，傷害人民權益。

本部移民署的業務內容，不但高度國際化，也與人權保障緊密連結。在全球化與資訊科技快速發展的趨勢下，因為時空壓縮，不論貨品、資訊或是人口、人力資本的移動與流通，都更加迅速、頻繁且多元。儘管我國歡迎各種正向的國際交流，卻也不能不正視日趨綿密的國際互動所帶來的風險與威脅。因此，在「國境人流管理」與「防制人口販運」的層面上，移民署扮演相當重要的角色。

其中，「國境人流管理」方面，移民署善用高科技，首先建置自動查驗通關系統以增進旅客通關效能，截至 104 年年底，申請註冊人數已達 285 萬 3 千餘人，通關人次更接近 3 千萬，有效紓解人力查驗壓力；而「外來人口個人生物特徵識別系統」、「航前旅客審查系統」、「航前旅客資訊系統」等系

統之相繼運作，更大幅提升出入國境旅客之安全。

至於「人口販運」，則是嚴重侵犯人權、國際社會也予以強烈譴責的不法犯行。為此，我國不只透過國內公私部門協力、跨域協助，更強化跨國合作，從 4P 面向推動防制作為，包括查緝起訴 (Prosecution)、保護 (Protection)、預防 (Prevention) 以及夥伴關係 (Partnership)。移民署也透過辦理各縣市防制人口販運工作績效評核，及其他教育訓練及宣導活動，全面在國內建構防制人口販運網絡，更藉由辦理防制人口販運國際工作坊「簽署 MOU」以及積極參加國際研討會，與世界各國建立緊密夥伴關係，共同防制人口販運。值得一提的是，在美國國務院「2016 年人口販運問題報告」中，我國已連續七年獲評為第一級國家，顯見防制成效獲國際社會肯定，未來也將持續努力打擊人口販運。

除了上述移民署為守護我國國境尊嚴與人權價值，而施展的執法硬實力之外，隨著越來越多新住民加入，政府對他們的照顧與輔導更顯重要。是故，移民署辦理各種計劃與方案，協助新住民在臺生活適應、建構其

家庭生活輔導機制，並且培力新住民子女，包含「新住民照顧輔導措施」、「全國新住民火炬計畫」以及「培育新住民子女人才方案」等，期望營造友善的生活空間、減少新住民適應環境的阻礙，並且培育多元文化人才，以創造繽紛且國際化的社會。

除此之外，內政部刻正計畫與推動的「留才、攬才」以及未來的「難民政策」等，也都是因應當前社會動態，移民署在軟實力培植上的重要業務。

隨著時代的變遷，在服務軟實力與執法硬實力光譜的兩端中，妥善地調控與拿捏，成為移民署現在重要的課題。我們期待，在移民署的努力下，臺灣能夠在全球化社會中，保有國際尊嚴，守護人權價值、營造多元與友善的社會。

內政部 部長

葉俊榮

105 年 10 月



## 尊重多元 欣賞差異 共創興旺與榮景

內政部移民署 署長  
**何榮村**



全球化時代來臨，國際機場服務品質攸關國家形象至鉅，在英國航空研究機構 SKYTRAX 公布 2015 年「世界機場大獎」獎項中，本署國境事務大隊證照服務項目在全球 550 座機場參與評比中，獲得第 2 名成績，其中自動通關查驗系統將查驗通關時間縮短到 12 秒，最為出入國境旅客所津津樂道。

優質便捷服務之外，安全毋寧是另一更為重要的層面。「外來人口個人生物特徵辨識系統」在國內各機場港口擴大增設，104 年 8 月 1 日正式全面營運上線，以加強外國人來臺管理機制，有效查核身分及防止冒用或偽造、變造護照之情事，輔助識別外來人口真實身分，使我國國境查驗安全與便利性大幅提升。

新住民一入境我國，其居、停留時間無論長短，接續而來的就是靠完善的移民照顧輔導工作，來確保其權益。行政院於 104 年 6 月 16 日核定成立新住民事務協調會報，將相關新住民事務提升至行政院層級，本署移民照顧輔導工作也因此邁入嶄新境界；推動「新住民發展基金」；「婚姻移民出入境訪談服務及家庭教育宣導」；暢通諮詢服務管道；便民行動服務「宅急便」；推動跨界合作策略聯盟等措施，均獲致極大效果。

柔性的新住民照顧輔導之外，外來人口管理乃至人口販運防制等剛性作為，本署在 104 年也繳出亮眼成績。首先廣續推動「加強查處行蹤不明外勞在臺非法活動專案工作」，各國安單位合計查獲行蹤不明外勞達

1 萬 6851 人，有效發揮整體查緝能量。人口販運防制方面，透過有效的國際連結，本署定期與印尼、越南、日本等國舉辦雙邊工作會談更透過舉辦防制人口販運國際工作坊，以及建立雙邊聯絡窗口等方式，俾能持續提升人口販運防制成效。本 (105) 年已是連續第七年獲得美國國務院評選防制成效第一級國家，成就殊為難得。

本署未來將在既有基礎上，以增進「國際連結」；積極「吸引人才」；做好「人權保障」；「營造友善生活環境」；確保「國境安全」；貼切執行「移民輔導」；「落實總統政見」以及「推動新南向政策」等八個面向做為繼續努力的主要目標。

榮村於民國 71 年進入本署前身入出境管理局，服務至今已達 34 年，可說見證本署數十年來的成長茁壯，如今欣見 104 年本署各項工作執行的優越績效，呈現在本年報當中，是本署過去輝煌歷史奠下的基礎；更是全體同仁辛勤努力的成果。唐朝聖主唐太宗有云：「以銅為鏡，可以整衣冠；以史為鏡，可以知興替。」榮村至盼全體同仁秉持過去本署光榮歷史的傳承，尊重多元，欣賞差異；精熟法律，融通實務；克盡職責，全力以赴，創造下一階段的興旺與榮景，是為序。

# 何榮村

105 年 10 月





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# 第一章 國境人流管理

近年來，在政府大力推展觀光政策及兩岸直航便利下，我國入出境旅客量持續成長，104年總入出國人數達 4,714 萬 3,218 人次，較 103 年增加 382 萬 902 人次，成長達 9%，本署秉持優質服務理念，兼顧國境安全管理，推動建置「自動查驗通關系統」(e-Gate)、「航前旅客資訊系統」(Advanced Passenger Information System，簡稱 APIS)、「航前旅客審查系統」(Advanced Passenger Processing，簡稱 APP) 及「外來人口個人生物特徵識別系統」等設備。依據英國航空研究機構 SKYTRAX 公布 2015 年「世界機場大獎」(World Airport Awards)，桃園國際機場獲全球最佳機場排名第 17 名(去年第 18 名)，其中最佳機場服務人員獎項榮獲世界第一。此獎係就 112 國共 1,302 萬名旅客，於 103 年 5 月至 104 年 1 月，就 39 項評比對全球 550 座機場的票選結果，其中本署國境事務大隊證照查驗服務獲得第 2 名成績(去年第 3 名)，僅次於香港赤鱗角國際機場。顯示本署在國境安全管理與服務中外旅客等面向上之努力深獲外界肯定。

## 一、提升通關速率，優化便民服務

### (一) 擴大推廣自動查驗通關

為全面提升入出境證照查驗通關效能，100 年 3 月 29 日本署於金門水頭商港辦理「自動查驗通關系統」(e-Gate) 試營運，正式宣告我國入出國查驗通關邁入自動化階段，嗣後並陸續於

松山機場、桃園機場、臺中機場及高雄機場等處，建置自動查驗通關設備，全國迄今總計已達 53 座自動查驗通關閘門，截至 104 年底止，申請註冊人數 285 萬 3,518 人，通關人次 2,795 萬 6,863 人。



目前提供自動查驗通關註冊服務的地點，包括松山機場、桃園國際機場、臺中機場、高雄機場、金門水頭商港入、出境查驗櫃檯、臺北市服務站、臺中市第一服務站、嘉義市服務站及高雄市第一服務站等地；並自 103 年 7 月起，於中央聯合辦公大樓北棟 1 樓增設自動查驗通關註冊櫃檯，提供至外交部領事事務局領取護照之民眾就近申辦，增加申請註冊便利性。另為提供更即時與便利的註冊服務，本署持續推動「行動申請註冊服務」，至各大機關、公司及團體活動場地辦理自動查驗通關申請註冊服務，並藉由電子媒體、廣播及各項活動持續辦理推廣與宣導。

### (二) 國境便捷通關服務

為方便經常來臺之外來人士查驗通關，本

署設有專屬快速查驗通關櫃檯，提供由經濟部推薦或 1 年來臺 3 次以上之外籍商務人士、持亞太商務旅行卡、學術及商務旅行卡旅客，得經由此專櫃快速、便捷通關；另為配合行政院照顧弱勢民眾之政策方針，針對嬰幼兒、年長或行動不便者，設有「行動不便與攜帶嬰幼兒」專櫃，讓旅客享受便捷通關之餘，亦同時感受政府溫馨、便民之貼心服務。



### (三) 推行網路填寫入國登記表

104 年 7 月 1 日起開辦外籍旅客於入境通關前自行上網填寫入國登記表(Arrival card，簡稱電子 A 卡)，經估算在簡化措施實施之後，每位須填寫入國登記表旅客查驗通關時間約可縮短 2-3 秒，旅客等待時間將可發生遞減性之縮短效果，可提升服務滿意度。



## 二、運用資訊科技，強化境管防線

### (一) 推動「外來人口個人生物特徵識別系統」

行政院於 101 年 3 月 20 日核定「個人生物

特徵識別資料蒐集管理及運用建置計畫」，針對外來人口於入境時錄存及辨識個人生物特徵識別資料。為強化入出境安全管理，加強外國人來臺管理機制，防杜外來人口假借名義非法停留或從事與許可目的不符活動情事，本署 102 年建置「外來人口個人生物特徵識別資料蒐集管理及運用系統」，102 年 12 月 18 日於高雄機場試營運，103 年度建置「外來人口個人生物特徵識別系統」，於國內各機場、港口擴大增設，並於 104 年 8 月 1 日正式全面營運上線。截至 104 年 12 月底止，累計建檔 871 萬 9,320 筆、比對 899 萬 9,692 筆。



該系統的實施對象包含所有外來人口，並配合外交部領事事務局及駐外館處簽證核發作業，提供外籍勞工指紋比對功能，可有效查核身分及防止冒用或偽造、變造護照之情事，輔助識別外來人口真實身分，進一步強化安全機制，使我國國境查驗安全與便利性，再向上提升。

### (二) 建置「航前旅客審查系統」、「航前旅客資訊系統」

本署 102 年建置「航前旅客審查系統」(Advanced Passenger Processing System, APP)，104 年計與本國籍、外國籍 69 家航空公司介接，透過即時資訊交換傳送，拒絕管制對象取得登機證。截至 104 年底止，該系統篩濾涉嫌對象(含護照遺失及限制出境)計 1,077 人次，有效防杜犯罪於未然；另持續透過「航前旅

客資訊系統」(Advanced Passenger Information System, APIS), 本系統係過濾入國及過境旅客, 於航班降落前, 預先執行高風險旅客篩選作業, 並結合國際警示名單, 將安全審核機制延伸至國外, 俾利本署國境事務大隊預作防範與處理, 建構國際間安全機制聯繫網絡及境管防線, 該系統亦列為美國審查免簽證 (VWP) 候選國之要件之一。

### 三、精進查驗職能

#### (一) 舉辦「國境管理國際研討會」

為與國際接軌, 汲取他國境管經驗及最新科技, 本署定期辦理「國境管理國際研討會」, 建立國際合作交流平臺。「2015 年國境管理國際研討會」於 9 月 17 日假臺北諾富特華航桃園機場飯店舉行, 由莫署長天虎親自主持開幕儀式, 本次與會人數多達 220 人為歷屆之最, 參與國家從去年的 18 國增加到今年 27 國, 計有



美國、加拿大、日本、韓國、澳洲、比利時、英國、法國、德國、義大利等 27 個國家之駐臺辦事處及移民執法機關參加; 另國內代表如行政院國土安全辦公室、外交部領事事務局、國家安全局、法務部調查局、航空警察局、航空公司與本署單位亦派代表參加。本次國境管理國際研討會除首次邀請到新加坡移民及關卡局機場服務處潘副處長來臺發表演說外, 並邀請美國在臺協會、澳洲駐香港總領事館、日本入國管理局及

海岸巡防署、中央警察大學的專家學者, 以國境安全管理及科技應用為主題分享國境管理之最新科技及生物特徵辨識技術, 並向各國展示我國目前國境管理之最新科技成果。

#### (二) 建置「偽變造護照辨識比對系統」



為精進證照辨識能力, 本署於 104 年 11 月底完成建置「偽變造護照辨識比對系統」, 國境查驗辨識水準全面升級, 該系統最大優點有四:

- 1、強化新進人員辨識偽變造護照能力。
- 2、建立各國護照樣本庫。
- 3、協助比對護照細部防偽特徵。
- 4、將驗照藏於無形, 提升服務品質。

透過建置該系統查察問題證照, 可有效防堵不法於國境線上, 使企圖持用假照闖關之不法分子無所遁形, 提升我國國際形象, 維護飛航安全與我國防制人口販運優良評等, 俾利爭取與維持各國給予我國免簽證待遇優惠。

#### (三) 辦理「證照辨識達人競賽」

為促進各界對證照查驗工作之認識與重視, 本署舉辦「國境證照辨識達人競賽」, 除本署國境事務大隊證照查驗人員外, 104 年度特別邀請中華、長榮、國泰及復興等 4 家航空公司及昇恆昌股份有限公司、采盟股份有限公司等代表組隊參加, 親身體驗本署第一線證照查

驗人員, 執勤時所面臨的壓力與挑戰, 除獲機場各參賽單位好評外, 亦可提升移民官工作士氣及榮譽感, 更能創造機場各單位間互動合作平臺, 延伸國境查緝防禦能力。



### 四、國境線上執法績效

本署國境事務大隊 104 年於國境線上查緝非法入出國、逾期停(居)留、未經許可入國者之取締及航空(運)公司等違規載客之處罰等項目, 主要執行成效如下:

- (一) 查獲通緝犯: 1,294 人。
- (二) 查獲列管禁止出國: 716 人。
- (三) 查獲列管禁止入國: 267 人。
- (四) 查緝過境人蛇: 17 人。
- (五) 查獲冒領(用)及偽變造證件: 41 件。
- (六) 國境線上面談: 7,563 件; 不予通過(拒入): 159 件; 需二度面談: 785 件。
- (七) 依法舉發航空(運)公司違規載客: 1,163 件。
- (八) 查獲並裁罰在臺逾期停(居)留: 2,576 人。
- (九) 截至 104 年 12 月底止, 本署依據入出國及移民法等相關法令規定辦理(現有)管制人數共計 19 萬 9,471 人次; 內含國人禁止出國 10 萬 8,647 人次, 外國人禁止入出國計 9 萬 532 人次, 其他(大陸、港澳及無戶籍國民) 292 人次。

(十) 104 年 6 月 28 日、7 月 3 日破獲跨越臺灣、香港、泰國及加拿大等 4 國人蛇偷渡集團案, 於桃園國際機場成功攔阻 2 名西班牙籍企圖協助 2 名斯里蘭卡籍人蛇來臺轉機偷渡至加拿大, 全案移送桃園地方法院檢察署偵辦。



(十一) 104 年 10 月 24 日查獲大陸地區人民一家三口, 由母親攜年幼之 5 歲女兒與 7 歲兒子持貼有偽造加拿大簽證之大陸護照。

(十二) 104 年 11 月 22 日查獲 2 名男子持用變造愛沙尼亞護照自緬甸仰光來臺轉機至加拿大, 由於兩人皆為歐洲臉孔, 難辨識渠等真實國籍, 經突破心防才坦承係持用於土耳其所購得之愛沙尼亞護照, 移民官並於渠等隨身背包特別縫製的暗袋夾層內, 起出真實國籍的喬治亞共和國護照。



## 第二章 移民照顧輔導

### 一、移民照顧輔導

#### (一) 成立新住民事務協調會報

為保障新住民相關權益，行政院於 104 年 6 月 16 日核定成立新住民事務協調會報，將相關新住民事務提升至行政院層級，以跨部會模式加強為新住民服務，由行政院政務委員兼任召集人，內政部副首長兼任副召集人，移民署署長兼任執行秘書，現任委員人數 29 人，其中相關部會副首長（含行政院顧問）15 人、直轄市及縣（市）副首長 6 人、學者專家或社會團體代表 8 人。104 年已召開 2 次會議，重要決議包括：外籍配偶照顧輔導基金轉型為「新住民發展基金」並維持基金規模每年 10 億元、「新住民照顧服務措施辦理情形檢討會議」接軌至行政院新住民事務協調會報專案小組以提升管考層級、設置新住民培力發展資訊網以整合各部會資源及提供新住民及其子女善用政府網路資源、成立「展新計畫」專案小組以跨部會提供全方位的新住民服務、放寬新住民國民中小學歷採認等。

#### (二) 辦理「全國新住民火炬計畫」

為建構新住民家庭生活輔導機制，培育新住民子女，增進國人多元文化理解與國際素養，自 101 至 103 學年度共同推動「全國新住民火炬計畫」3 年中程計畫，共補助新住民重點學校 1,060 校次，統計 101 年 8 月至 104 年 7 月止，策略聯盟校數 958 所，辦

理 2 萬 7,913 場次相關活動，家庭關懷訪視 5 萬 6,738 戶，共計 160 萬 3,663 人次參與，本計畫至 104 年 7 月已完成階段性任務。



#### (三) 推動「培育新住民子女人才方案」

為培育擁有多元文化背景及母語專長優勢之新住民二代青年，成為新興市場不可或缺的人才，104 年與民間團體於 104 年 7 月 21 至 24 日舉辦 4 天「新住民二代青年培育研習營」，參與新住民二代青年計 27 人。另 104 年首次辦理新住民二代（海外）培力試辦計畫，計 99 人獲選，利用暑假回到（外）祖父母家進行家庭生活、語言學習與文化交流體驗，並於返臺後分享相關成果，培育多元文化人才種子。



#### (四) 推動「新住民照顧輔導措施」

為提升新住民在臺生活適應，使其能及早順利適應我國生活環境，共創多元文化社會，與國人組成美滿幸福家庭，本署辦理「外籍配偶生活適應輔導實施計畫」，104 年計補助全國 22 直轄市、縣（市）政府新臺幣 458 萬 3,000 元，辦理生活適應輔導班 115 班、種籽研習營 1 班、推廣多元文化活動 9 場、生活適應宣導 37 場次、其他專案 3 班次，參與或受益者計 1 萬 8,777 人。

#### (五) 提升「外籍配偶照顧輔導基金」效益

自 94 年起，設置「外籍配偶照顧輔導基金」，分 10 年每年籌措新臺幣 3 億元，補助中央、直轄市、縣（市）政府及立案之財團法人或非以營利為目的之民間團體，推動「辦理醫療補助、社會救助及法律服務計畫」、「辦理外籍配偶學習課程、宣導、鼓勵並提供其子女托育及多元文化推廣計畫」、「辦理家庭服務中心及籌組社團計畫」及「辦理輔導、服務或人才培訓及活化社區服務計畫」等 4 大方案，104 年共核准補助 268 案、補助金額為新臺幣 2 億 4,724 萬 7,223 元。為持續落實照顧新住民，並加強培力新住民及其子女發展成為國家新力量，該基金依行政院新住民事務協調會報 104 年 8 月 4 日第

1 次會議決議仍延續，並自 105 年更名為「新住民發展基金」，基金規模維持每年 10 億元。

#### (六) 推動「婚姻移民初入境訪談服務及家庭教育宣導」

為強化移民輔導，於外籍與大陸配偶入境後至本署各服務站申請居留證件時，由移民輔導人員與外籍（大陸）配偶及家屬進行關懷訪談，宣導在臺居留法令及相關生活資訊，104 年訪談服務計 3 萬 8,889 次。另為提升婚姻移民家庭生活適應，倡導跨國婚姻、尊重多元文化及性別平等觀念，增進家庭互動關係，落實尊重多元家庭社會，辦理家庭教育宣導活動，104 年計 7,009 人次參與。

#### (七) 建置「新住民關懷服務網絡」

於全國 22 直轄市、縣（市）建置新住民關懷網絡，每半年定期邀集中央部會及轄內民政、社政、教育、勞工、衛政、民間團體、外籍配偶家庭服務中心及外籍配偶社區服務據點召開網絡會議，期能串連中央與地方移民輔導網絡，探討新移民關注議題，透過專題報告與個案討論等，發揮資源運用功能。104 年召開網絡會議計 22 場次，805 人次參與。

#### (八) 暢通諮詢服務管道

為提供新住民因語言隔閡，無法使用求助系統與便利外來人士在臺生活需求及生活適應方面之諮詢，本署設立設置「外來人士在臺生活諮詢服務熱線（0800-024-111）」，以國語、英語、日語、越南語、印尼語、泰語及柬埔寨語等 7 種語言提供簽證、居留、入出境、工作、稅務、健保、交通、醫療衛生、人身安全、子女教養、交通資訊、社會福利、法律資訊、家庭關係及其他生活訊息之電話諮詢服務，104 年計提供 5 萬 1,154 通服務。

### (九)辦理「新住民母語教學人才培訓計畫」

為引發社會各界對新住民母語學習興趣，本署結合策略聯盟之大學院校夥伴，合作辦理「新住民母語教學人才培訓計畫」，提供實務導向之教學互動平臺，匯聚創新教學方式，提升新住民母語教學專業知能，並鼓勵新住民投入母語教學，深耕培育潛在多元文化及國際人才，104年於全國22直轄市、縣（市）政府辦理培訓，報名667人，取得結業證書計448人。

### (十)辦理新住民及其子女築夢計畫

為協助新住民及其子女完成夢想，本署於104年辦理「新住民及其子女築夢計畫」甄選活動，藉由築夢過程的成長與感動，展現他們對於生命的熱情與活力，以及對家庭的用心付出與貢獻，透過甄選委員選出個人組14組、家庭組9組，共計23組，並於104年5月16日辦理築夢祝賀茶會。



### (十一)建置新住民培力發展資訊網

為整合各部會資源及提供更完善權益保障及條件，本署規劃以單一入口網站方式建置7國語言版(中文、英文、越南、泰國、印尼、緬甸、柬埔寨)之「新住民培力發展資訊網」(網址：<http://ifi.immigration.gov.tw>)，並設立Line的官方帳號(ID為@ ifitw)，提供新住民家庭及國人知悉政府重要宣導資訊。



### (十二)建置通譯人才資料庫

為保障外籍配偶權益，適時提供通譯服務，鼓勵其參與公共事務，本署於98年建置「通譯人才資料庫」，截至104年止，計有1,722名通譯人員，提供越南語、英語、印尼語、泰國語、緬甸語、菲律賓語、日語、柬埔寨語等18種語言服務；並提供移民輔導、關懷訪視、綜合社會福利、衛生醫療、就業輔導、家庭暴力防治、陪同出庭、陪同偵訊、警政服務及性侵害防治等10種服務領域。

### (十三)跨國境婚姻媒合管理

賡續推動跨國境婚姻媒合非營利化服務，避免跨國境婚姻媒合商品化，截至104年12月底，已許可40家社團法人從事跨國境婚姻媒合服務。另104年度計召開「內政部移民署跨國境婚姻媒合管理審查小組」會議4次，針對違法跨國境婚姻媒合案件進行審查並予裁罰，共計裁罰30件、裁罰金額為新臺幣323萬元。

### (十四)強化移民業務機構管理

鑒於有意移居國外之國人多委託移民公司代辦，以協助蒐集移民資訊及辦理申請程序，為確保移民公司具備一定專業能力，本年度持續強化移民業務機構管理及查處違法

案件，以保障移民消費者權益。截至104年12月止經移民署許可之移民業務機構者計107家；為提升移民業務機構從業人員及移民署相關人員對國人主要移居國之最新移民政策取向及執行業務時涉及相關移民法規之專業知能，104年辦理2場移民專業人員知能工作坊，計198人參加。另為落實客觀審認及裁罰違法案件，於104年召開「內政部移民署管理經營移民業務審查小組」會議1次，審理並決議裁罰處分1案、裁罰金額計新臺幣20萬元。

## 二、創新加值服務

### (一)便民行動服務「宅急便」——行動服務列車

為傾聽新住民心聲，依個案需求轉介社會福利資源，使服務據點更加靈活化、服務彈性化，推動便民行動服務宅急便，以縮短城鄉差距平衡區域發展。104年行動服務列車出勤次數計431次，服務總量1萬7,991件；另針對偏遠地區特殊個案進行高關懷訪視，共訪視472戶新住民家庭。



### (二)推動跨界合作策略聯盟

以政府、學校及民間團體合作方式拓展移民服務面向，藉由資源共享、人才培訓、專題講座、案件申辦、交流合作、法律服務



及轉介，提升為民服務成效，截至104年止計與國內、外82所大學校院及臺灣南投地方法院、財團法人法律扶助基金會、國立科學工藝博物館及國立自然科學博物館等簽署策略聯盟合作協議書。



### (三)辦理校園行動列車宣導活動

為使外界瞭解本署相關政策作為，本署104年度辦理16場次校園行動列車宣導，旨在建立校園師生對移民議題之認識與關注，期提升本署之施政滿意度。



### (四)建置「入出國及移民管理系統」

本署「入出國及移民管理系統」於104年1月完成建置及驗收，並於同年5月在全



國 25 個服務站全面上線。系統提供大陸地區人民、港澳居民、無戶籍國民及外籍人士申請案之臨櫃收件並提供港澳居民網路申請與各類申請案之進度查詢功能，藉由簡化收件流程、透明化流程控管、便利外來人士查詢相關申請案之辦理進度，持續提升行政效能與服務品質。



### (五) 辦理「新移民輔導就業專區網站」

本署與人力銀行無償合作，創立「新移民輔導就業專區網站」提供新移民就業職缺與企業主求才管道。截至 104 年止，網站瀏覽 65 萬 7,748 人次，新移民加入會員計 1 萬 33 人，媒合職缺計 9,912 個。



### (六) 製播「臺灣是我家」

為推廣行銷多元文化，本署與 TVBS 無線衛視電視台共同合作「臺灣是我家」新移民電視節目。自 103 年 4 月 28 日起至 104 年 5 月 20 日，於 TVBS 各頻道播出，以 6 種語言（國語、英語、印尼語、越南語、泰語及

柬埔寨語）及中印、中越雙語字幕播出，提供新移民在臺生活資訊，增進國人瞭解新移民文化。短版節目高達 7,825 萬 3,000 人次觀看，長版節目高達 496 萬 9,000 人次觀看。104 年廣續辦理，自 104 年 9 月 7 日播出，截至 104 年止，短版節目高達 2,987 萬人次觀看，長版節目高達 765 萬人次觀看。



### (七) 製作「新移民全球新聞網」

為加強在臺新移民之照顧輔導服務，本署與義美聯合電子商務股份有限公司合作製作「新移民全球新聞網」，於 103 年 7 月 28 日上線運作，以落實政府照顧輔導新移民並提供新移民資訊管道，讓新移民在第一時間獲得資訊，增進其生活品質與在臺生活能力。104 年產出文字新聞 1 萬 620 則，影音新聞 7,412 則，語音新聞 7,334 則，造訪人數 88 萬 3,000 人，會員 5,206 人。



### (八)「推動新住民資訊素養教育計畫」

為消弭數位落差情形，落實新住民數位關懷，創造公平數位機會，本署辦理「推動

新住民資訊素養教育訓練計畫第 2 階段」，提供 20 門免費電腦課程供新住民參與。課程設計由淺入深，包括認識電腦、學習上網及使用 E-mail、Blog、Facebook、Office 文書應用系列，以及中文輸入、求職系列等 16 門基礎課程，以及「資訊 e 網服務通」、「雲端生活好便利」、「行動應用 APP 夯」、「求職工作簡易通」4 門精進課程。



本計畫自 104 年 5 月 12 日起於全國 22 縣市同步開課至 104 年 11 月底課程結束，累計開課 940 班、報名達 1 萬 2,091 人次、1 萬 122 人次結訓。其中，固定教室開班 431 班次、結訓 4,812 人次，行動教室開班 509 班次、結訓 5,310 人次。本計畫為提高偏鄉數位學習機會，深入偏鄉辦理資訊教育課程，截至課程結束，偏鄉上課人次 5,875 人、都會上課人次 4,252 人，偏鄉與都會上課比例約為 1.4:1，落實偏鄉地區數位關懷之目標。



專為新住民所建置之入口網站「新住民數位資訊 e 網」(nit.immigration.gov.tw) 於 103 年 2 月 10 日上線營運，提供繁體中文、簡體中文、英語、越南語、泰語、柬埔寨語、印尼語等 7 種語文之電腦應用線上學習課程及雲端電子書數位閱讀服務；104 年更新增「分眾導覽」服務，依身分別點選「一般民眾」及「新住民朋友」，並建置「行動版」網頁，讓熱愛學習的新住民朋友們可以隨時隨地查詢本計畫課程資訊，掌握最新資訊。於課後進行關懷外撥 502 通，以了解新住民學習狀況以及提升課後協助。

本署於 104 年 10 月 26 日舉辦「103 學年全國新住民火炬計畫暨資訊素養教育計畫成果展」成果發表會，邀請內政部、科技會報辦公室、教育部、各縣市 NGO 團體代表及各地學員參與，展現計畫執行之豐碩成果



## 第三章 外來人口管理

面對日益增多之外來人口並因應國家政策趨勢，本署秉持「保障合法、打擊非法」的原則，持續調查非法移民犯罪及婚姻移民，且與各國安單位積極合作，強化偵緝能量及兩岸共同打擊犯罪機制，並運用各項跨境共同打擊犯罪平臺與資源，積極落實安全管理並遏阻跨境犯罪。

### 一、強化外來人口管理與違法(規)查緝

目前我國外來人口主要為婚姻移民與工作移民，為加強查緝虛偽結婚、非法工作、逾期停留及違反人口販運防制法等非法行為，本署各專勤隊不定期實施訪查(察)勤務，以全面清查各轄內外來人口生活狀況。藉實施訪查(察)

勤務，發現急需幫助之個案轉介至相關單位協助外，並可杜絕不肖業者或人蛇集團非法仲介外籍女子假借結婚名義來臺打工、從事賣淫等非法行為。

本署各專勤隊為保障合法婚姻，杜絕虛偽結婚與非法工作，針對大陸配偶申請團聚入境前，先就其臺灣配偶實施面(訪)談，並嚴格審核大陸配偶申請來臺團聚案件，防止以虛偽



結婚方式入境來臺從事不法工作或活動。該面(訪)談機制於 92 年 9 月 1 日建置，對於企圖以虛偽結婚方式來臺之大陸地區人民及非法仲介集團已產生明顯嚇阻作用。

本署為強化面(訪)談機制之公正性與客觀性，函頒「內政部移民署受理大陸地區人民申請團聚面(訪)談工作稽核作業流程」等作業規定。104 年本署辦理大陸地區配偶面(訪)談統計 1 萬 1,844 件，其中訪談不予通過 1,160 件，國境線上拒入 159 件，二度面談不予通過 54 件，已有效防堵大陸地區人民以虛偽結婚方式來臺。

104 年度本署查獲逾期停(居)留外來人口(不包括行蹤不明外勞)共 6,761 人，其中大陸人士 1,645 人，外國人 5,116 人，較 103 年 6,531 人(其中大陸人士 1,492 人，外國人 5,039 人)增加 230 人(詳如表 1)，顯見本署查處之成效。

因應國內產業及長期照護需要，外籍勞工引進人數不斷成長。截至 104 年底，外籍勞工人數累計已逾 58 萬人，而行蹤不明外勞人數亦隨之不斷增加。為持續降低行蹤不明外勞在臺

人數，並遏止非法聘僱、媒介及防制人口販運，強化外籍勞工之安全管理並進而維護社會安定與國家安全，本署結合行政院海岸巡防署、國防部憲兵指揮部、法務部調查局、內政部警政署等各國安單位之查察能量，實施「加強查處行蹤不明外勞在臺非法活動專案工作」(祥安專案)，定期實施聯合擴大查察工作，並管控各機關執行成效。104 年度各國安單位合計查獲行蹤不明外勞達 1 萬 6,851 人(詳如表 2)，有效發揮整體查緝能量。



### 二、兩岸共同打擊犯罪

為防制兩岸不法分子從事人口販運、人蛇偷渡及毒品等重大犯罪，破壞國內治安及影響我國國際形象，並防堵不法分子赴陸藏匿，本署依據財團法人海峽交流基金會與海峽兩岸關係

表 1 本署查處外來人口在臺逾期居(停)留人數統計表

年度	大陸人士	外國人	合計
98 年	178	1,102	1,280
99 年	252	1,282	1,534
100 年	310	1,664	1,974
101 年	668	6,890	7,558
102 年	975	6,032	7,007
103 年	1,492	5,039	6,531
104 年	1,645	5,116	6,761
總計	5,520	27,125	32,645

備註：

一、外來人口逾期停(居)人數不包括行蹤不明外勞人數。

二、本署因統計方式修改，有關表內在臺逾期停(居)留人數，以更新後數據為準。

表 2 96 年至 104 年各國安單位查獲行蹤不明外勞人數統計表

年別	內政部 移民署	內政部 警政署	行政院 海岸巡防署	法務部 調查局	國防部 憲兵指揮部	合計
96 年	2,717	10,543				13,260
97 年	2,926	5,636				8,562
98 年	2,770	7,211	17			9,998
99 年	3,240	6,763	42			10,045
100 年	3,308	5,155	11			8,474
101 年	4,795	7,643	394	464	298	13,594
102 年	6,759	7,441	644	1,182	244	16,270
103 年	7,851	5,348	160	601	160	14,120
104 年	9,401	6,083	223	822	322	16,851
總計	43,767	61,823	1,491	3,069	1,024	111,174



協會共同簽署之「海峽兩岸共同打擊犯罪及司法互助協議」第 2 條「業務交流」內容，在「全面合作，重點打擊」原則下，積極推動兩岸執法機關年度常態互訪與交流，俾強化兩岸共同打擊犯罪機制，為人民爭取最大福祉。104 年本署與陸方進行互訪交流活動及執行遣返成效：

**(一) 104 年 9 月 9 日本署莫署長天虎率團赴陸與大陸公安部副部長陳智敏、出入境管理局鄭局長百崗及港澳臺辦公室主任李江舟等人進行工作會談及業務交流，達成主要共識如下：**



**1、兩岸共同打擊犯罪部分：**「海峽兩岸共同打擊犯罪及司法互助協議」為近年來雙方簽署之協議中成效最好也是民眾感受最深刻的，陸我雙方將在打擊人口販運、人蛇偷渡及偽(變)造證件集團等犯罪案件上，就情資交



換及查緝方面廣續合作。目前已在偵查中個案，強化窗口聯繫，密切溝通協調，加速完成打擊犯罪工作。

**2、協處兩岸人民往返相關作業程序部分：**兩岸機場港口事務性工作聯繫窗口，自 104 年 6 月起陸方擴增為 9 處(北京、上海、深圳、廈門、天津、廣州、海口、福州及泉州)，對於兩岸居民往來遇有緊急情況之協處具相當之助益，惟地點均位於沿岸城市，雙方同意未來近一步完善並強化相關口岸職能，持續研商擴增聯繫機場及港口之範圍至內陸直航都市。

**(二) 相關業務交流：**

- 1、邀請陸方公安部出入境管理局局長鄭百崗率團一行 8 人，於 104 年 11 月 9 日至 13 日來臺與本署工作會談及業務交流。
- 2、邀請陸方公安部刑事偵查局副巡視員陳士渠率團一行 9 人，於 104 年 11 月 30 日至 12 月 4 日來臺與本署業務交流及工作會談。

**(三) 執行金門協議：**

由本署與我國紅十字會總會、大陸紅十字會及福建省公安邊防總隊等單位共同執行，104 年度於 5 月 20 日假馬祖地區辦理，完成遣返大陸偷渡犯任務。



**(四) 執行兩岸直航機場港口聯絡人機制：**

本署國境事務大隊松山、桃園、臺中、高雄、

金門國境隊與陸方北京、上海、深圳、廈門、天津、廣州、海口、福州及泉州等邊檢總站，就兩岸民眾往來遺失證件進行即時核對身分及返回聯繫協處，104 年全年共計協處 29 人。



**(五) 執行「海峽兩岸共同打擊犯罪及司法互助協議」工作績效：**

104 年度執行「大陸地區人民在臺人身自由限制通報通知」機制，計通報法務部 258 人；執行「海峽兩岸共同打擊犯罪及司法互助協議」遣返通緝犯及刑事犯 3 人。



**(六) 破獲兩岸共同打擊犯罪指標性案件：**

104 年 12 月 16 日由臺北地檢署指揮本署會同臺北市政府警察局刑事大隊、臺北市警察局萬華、大同分局及新北市警察局永和分局等警察機關同步執行收網行動，我方查獲該集團成員及大陸籍賣淫女子共 18 人到案；另陸方緝獲主嫌王○文等 2 人，全案依人口販運防制法、刑法及兩岸人民關係條例移送臺北地檢署偵辦。

未來，強化兩岸跨境情資交換與執法合作，有效遏阻跨境犯罪，本署將整合所屬偵查犯罪之能量，運用各項跨境共同打擊犯罪平臺與資

源，廣續推動以下策進作為：

1. 續依「海峽兩岸共同打擊犯罪及司法互助協議」與陸方公安部及所轄下一級機關、各省(市)公安廳(局)進行互訪交流，並將持續拓展重要省市公安首長兩岸共同打擊犯罪合作關係，俾維護臺灣人民權益及福祉。
2. 持續推動兩岸執法機關互訪及工作會談，深化雙方工作互信，擴增協助兩岸人民遺失證件返回之機場港口，以利雙方聯繫協處兩岸人流與出入境各項事宜，進而擴大共同打擊犯罪能量。
3. 雙方廣續就兩岸跨境人口販運集團與人蛇偷渡等重大案件進行犯罪情資交換及同步掃蕩合作，俾有效維護兩岸人流正常往來，強化我入出境治安，鞏固我國境安全。

**三、開發「晶片居留證查詢 APP」**

為便利在我國居留的外國人士在臺求職、申辦各項業務(如到銀行開戶)或遇突發事件需出示居留證等情況，提升外國人在我國辦理各種業務的行政效率，移民署提供網站及行動裝置「晶片居留證查詢 APP」等多重查詢管道，只要輸入相關資料後，即能快速查詢晶片居留證的有效性。

同時也開放擁有 NFC 功能的 Android 平台行動裝置查詢移民署 102 年以後核發的晶片居留證，透過照相功能掃描卡片背面下方證件號碼，即可輕鬆驗證並顯示相片，完成雙重查核，便利企業、民眾及旅居我國的外國人士利用「晶片居留證查詢 APP」自 104 年 8 月開放後，統計 104 年下載量，Android 平台計 1,001 人次、iOS 平台計 1,012 人次。

民眾可在全球資訊網頁業務專區點選「晶片居留證資料查詢」[https://icinfo.immigration.gov.tw/NIL\\_WEB/NFCDData.aspx](https://icinfo.immigration.gov.tw/NIL_WEB/NFCDData.aspx)

## 第四章 防制人口販運



人口販運嚴重侵犯人權，已被視為當代奴役制度，國際社會對此不法犯行皆予以強烈譴責，並對該問題予以高度重視與關切。近年來，臺灣與國際社會互動頻繁，對於這項危害人權的嚴重犯罪，我國與世界各國均極為重視，並持續不斷推動相關防制工作，以期澈底杜絕人口販運案件發生。

我國於 95 年 11 月由行政院頒布「防制人口販運行動計畫」，並於 96 年成立「行政院防制人口販運協調會報」，由移民署負責整合各部會資源，積極協調落實推動人口販運之預防、查緝起訴、保護被害人及建立夥伴關係等各項具體工作。另為保障人權，我國於 98 年 1 月完成「人口販運防制法」的立法工作，同年 6 月落實推動施行，該法制定對加害人從重處罰之刑事責任，及被害人保護協助措施，幫助被害

人重建生活，使我國在防制人口販運工作獲得良好成效。

### 一、人口販運防制績效 連續 6 年第一級

為有效防制國際間之人口販運犯罪，聯合國於 89 年通過「預防、壓制及懲治販運人口（特別是婦女及兒童）議定書」，開放供會員國簽署，該議定書業已於 92 年正式生效。美國於 89 年通過人口販運被害人保護法 (TVPA)，92 年通過人口販運被害人保護再授權法，責成國務院每年遞交人口販運問題報告 (Trafficking In Person Reports, 簡稱 TIP 報告)，根據各國政府打擊人口販運之努力程度進行評等。

美國國務院於 104 年 7 月 27 日公布「2015 年人口販運問題報告」，全球計有 188 個國家(地

區) 受評，而我國防制績效連續 6 年被評等為第 1 級國家，並且在東亞與太平洋地區，僅我國、韓國、紐西蘭、澳洲、以色列及亞美尼亞等 6 國列為第一級，顯示我國在推動防制人口販運的整體作為持續獲得國際社會肯定。

該 TIP 報告指出，臺灣完全符合消除人口販運標準之基本規定，除持續起訴及懲罰人口販運罪犯，包括勞力剝削及性剝削案件外，並持續強化對保護被害人的努力，持續對司法警察人員及相關政府機關人員辦理訓練，並進行宣導大眾對人口販運犯罪的認識。

### 二、推動防制人口販運 4P 工作

我國人口販運防制工作重點與國際同步，採取 4P 面向推動，包括查緝起訴 (Prosecution)、保護 (Protection)、預防 (Prevention) 以及夥伴關係 (Partnership)，內容簡要說明如下：

#### (一) 查緝起訴 (Prosecution)

各司法警察機關指定專責單位負責統籌規劃查緝人口販運犯罪之相關勤務，不定期執行掃蕩工作；法務部各地方法院檢察署指定專責檢察官，積極偵辦人口販運案件，依法視犯罪情節輕重具體從重求刑。104 年各司法警察機關共計查緝人口販運案 141 件，其中勞力剝削 44 件、性剝削 97 件；各地方法院檢察署共計起訴人口販運案件 63 件，被告 148 人。

#### (二) 保護 (Protection)

##### 1、提供被害人適當安置及保護服務

(1) 跨國境人口販運被害人：本署與勞動部結合民間團體於我國北、中、南及東部總計設置 22 處庇護所，提供被害人安置保護，其中有 2 處為本署設置之公設民營人口販運被害人庇護所。104 年共計新收安置

被害人 192 人，於安置期間提供被害人生活照顧、心理輔導、通譯服務、法律協助、陪同偵訊及必要之醫療協助等相關保護措施。另為澈底清查疑似人口販運被害人，本署臺北、新竹、宜蘭及南投等大型收容所，依規定針對所內受收容人進行再度清詢與鑑別。104 年受收容人被鑑別為人口販運被害人計有 15 名，並自收容所移轉安置保護。



(2) 國人 18 歲以上人口販運被害人：統計司法警察 104 年查獲並移送人口販運案件中，受害者為本國籍 18 歲以上者計 10 件 25 人，經詢 16 人皆無意願接受安置，已自行返家，9 人由各被害人所轄當地社政單位協助安置。

(3) 兒少性交易涉人口販運案件之被害人：統計 104 年警政署提報查獲以人口販運案件移送地檢署偵辦之案件中，被害人為未滿 18 歲少女從事性交易者為 65 件 90 人，其中 86 人交由當地社政單位安置、3 人由家長領回、1 人自行返家。

##### 2、核發被害人臨時停留許可及工作許可

為協助人口販運被害人重建生活，本署 104 年同意核發 153 件臨時停留許可證，另同意展延 152 件臨時停留許可證；另為保障工作權，勞動部於核發人口販運被害人工作許可時，

一併函知庇護所轄區公立就業服務中心提供就業服務。

### 3、落實偵審保護制度

為保障被害人權益，落實偵審保護，要求司法警察機關於調查人口販運案件時，務必提供通譯服務，並適時安排陪同偵訊服務，協助說明司法調查程序及相關保護措施。統計 104 年司法警察機關偵辦並移送之人口販運案件，合計提供通譯服務 268 人次、陪同偵訊服務 170 人次、協助 52 名被害人結束安置後返回原籍國。

## (三) 預防 (Prevention)

### 1、辦理防制人口販運教育訓練及宣導活動

為提升實務人員專業知能及辦案能力，104 年本署辦理 2 場次防制人口販運通識教育訓練、1 場次防制人口販運諮詢網絡研習營、6 家無線電視臺公益時段託播 30 秒宣導短片及臺北廣播電臺等全國各地區電臺宣導，並於 104 年 7 月將國際民間組織拍攝漁工剝削「巨洋案」宣導光碟片製作成中、英文字幕，在「2015 年防制人口販運國際工作坊」研討會及圓桌論壇中播放，宣導防制人口販運議題；會後亦發放予第一線政府機關及非政府組織人員，促使社會各界藉由影片內容檢討及預防人口販運事件之發生。

本署為加強宣導「防制人口販運」議題，使民眾更加瞭解什麼是人口販運，104 年度完成拍攝動畫短片「拍狼末日」，希望藉由欣賞動畫內容，傳達防制人口販運概念；並為擴大民眾參與及提升互動效益，達到強化宣導目的，採取影片結合辦理網路有獎問答活動方式進行宣傳，活動為期 2 個月，共計吸引逾 1 萬 5,000 人上網參加，獲得廣大迴響。

為結合民間資源強化政府效能，政府部門

除以委託或補助方式結合民間資源，提供被害人庇護安置、陪同偵訊、通譯等服務，並補助非政府組織辦理防制人口販運宣導活動、國際參與交流及研討會等。



### 2、辦理各縣市政府人口販運防制工作成果績效評核

為提升各直轄市、縣(市)政府對人口販運議題的重視及強化防制工作，本署於 104 年 5 月 19 日至 6 月 23 日由專家學者、勞動部、內政部警政署及本署代表至新竹縣等 13 縣(市)政府進行實地考核，並按照會議召開情形、預防宣導、安置保護、查緝、夥伴關係及創新作為等 6 大面向執行評核。透過本次實地考核，不僅讓各單位的努力成果能具體呈現，也使中央政府與地方機關的合作關係更加緊密，更讓民眾得以透過網站檢視政府在打擊人口販運上的作為，有效宣導並落實我國防制人口販運整體工作之推行。本次考核成績獲特優者為新竹縣政府，於 104 年 10 月 29 日假「行政院防制人口販運協調會報第 29 次大會」由行政院蕭政務委員家淇頒獎公開表揚。



## (四) 夥伴關係 (Partnership)

### 1、辦理「2015 年防制人口販運國際工作坊」

會議內容為探討人口販運國際性發展及防制策略、從網路世界談兒少性剝削及性觀光、勞力剝削及被害人保護機制等議題，馬總統英九並蒞臨致詞。本次工作坊的舉辦，對擴大與各國建立交流機制、強化中央與地方、政府與民間的合作管道及周延我國人口販運防制策略有相當大助益。



會議內容為探討人口販運國際性發展及防制策略、從網路世界談兒少性剝削及性觀光、勞力剝削及被害人保護機制等議題，馬前總統英九並蒞臨致詞。本次工作坊的舉辦，對擴大與各國建立交流機制、強化中央與地方、政府與民間的合作管道及周延我國人口販運防制策略有相當大助益。

### 2、簽署 MOU

我國於 104 年 2 月 18 日與瓜地馬拉、4 月 8 日與史瓦濟蘭、6 月 8 日與諾魯共和國等 3 國完成簽署有關移民事務及防制人口販運合作協定或瞭解備忘錄，實質增進我國與其他國家在移民事務上的國際合作，共同打擊跨國犯罪及防制人口販運。

黎巴嫩安全總局媒體事務處處長 Nabil Hannoun 於 10 月 23 日拜會本署張副署長琪並由本署國際及執法事務組陳組長素樺及傅科長

水添陪同接見，雙方就移民事務合作及難民議題交換意見，期能進一步與黎巴嫩簽署移民事務與防制人口販運合作瞭解備忘錄。



### 3、參與國際研討會

104 年 6 月 23 日至 27 日由莫署長天虎率國際及執法事務組陳組長素樺及同仁共 4 人出訪越南參加「臺越移民事務合作協定跨國互訪合作交流」，雙方就移民事務與防制人口販運等議題進行意見交流及合作。

104 年 8 月 3 日至 8 月 7 日由莫署長天虎率國際及執法事務組陳組長素樺及同仁共 5 人出訪印尼參加「第 3 屆臺印移民首長會議」，雙方就反恐、移民事務與防制人口販運議題進行實質討論及交流。

104 年 11 月 24 日由莫署長天虎率國際及執法事務組陳組長素樺及同仁前往日本東京，參加由日方主辦之「第 5 屆臺日入出國管理會議」。



## 第五章 兩岸交流往來

為因應兩岸交流發展日漸蓬勃，便捷兩岸人員往來，進而配合政府「提振經濟景氣措施」及「千萬觀光大國計畫」，本署廣續推動法規整併與流程簡化，縮減發證時效，以優化觀光質量，提升服務效能，並兼顧安全管理，增進國家競爭力。

### 一、調高陸客來臺觀光配額，增加陸客自由行開放城市

交通部觀光局（以下簡稱觀光局）於 103 年 4 月 16 日「調高陸客來臺自由行配額」，104 年 1 月 1 日至 9 月 20 日大陸旅客來臺個人旅遊每日配額為 4,000 人，9 月 21 日至 12 月 31 日調高至每日 5,000 人，以帶動國內旅遊景氣；另為保障旅遊旺季，及保障旅客來臺觀光權益，104 年 11 月 21 日至 12 月 31 日調高團體旅客配額，由每日 5,000 人調高至 8,000 人。（惟 104 年 12 月 22-24 日仍維持每日配額 5,000 人）。

復為配合「開放陸客來臺自由行政策」，觀光局公告新增大陸旅客來臺個人旅遊之指定區域，計有海口、呼和浩特、蘭州、銀川、常州、舟山、惠州、威海、龍岩、桂林、徐州等 11 個城市，並自 104 年 4 月 15 日生效，開放陸客來臺自由行城市計 47 個。

### 二、金馬澎小三通落地簽

自 97 年放寬大陸地區人民以旅行事由，

赴金門、馬祖及澎湖得辦理「臨時入出境停留通知單」（落地簽）；100 年 6 月 13 日起開放大陸地區人民到廈門經商、洽公者，可至金門進行 1 日遊。101 年 3 月 15 日起開放「金廈 1 日遊」線上申辦服務；102 年 7 月 16 日將「金廈 1 日遊」延伸為「金廈 2 日遊」，簡化應備文件，審核時間由 24 小時縮短為上班時間（8 時至 17 時）內 4 小時；102 年 9 月 1 日將線上申辦擴及所有赴小三通離島旅遊（含團體及個人）之大陸地區人民；另行政院於 102 年 7 月 19 日修正發布「試辦金門馬祖澎湖與大陸地區通航實施辦法」，本署配合修正相關作業規定及送件須知，落實法規鬆綁，大幅提高大陸地區人民以小三通往來離島之便利性，促進經濟發展及消費。



為使大陸地區人民赴離島地區觀光更便捷，爰於臨時停留許可證件於入境前以網際網路申請之現有便利機制外，增加可於入境時提出申請落地簽之規定，於 103 年 12 月 16 日公告其適用對象、限制方式、人數及

應備文件，並自 104 年 1 月 1 日生效，經查 104 年申請小三通入境共計 24 萬 3,166 人次，較 103 年入境之 10 萬 406 人次，增加 14 萬 2,760 人次，成長 142%，有效促進離島觀光之成效。

### 三、陸客來臺觀光速件申請

為因應實務上有緊急發證之需要，參酌外交部現行核發外國人簽證及國人護照相關實務作業規定，辦理速件處理收費體例。103 年 11 月 11 日修正發布「大陸地區人民及香港澳門居民入出境許可證件規費收費標準」及「入出國及移民許可證件規費收費標準」，增訂申請相關證件要求速件處理者，每人每日加收速件處理費新臺幣 300 元，便利有實際需求之陸客，可依規定申請及繳費後提前領證，自 104 年 1 月 1 日起實施後，為國庫挹注高達新新臺幣 10 億元之收入。



### 四、開放大陸地區人民來臺線上申辦

#### （一）強化陸客來臺線上申辦系統，提供便捷申辦服務

自 100 年 6 月起，實施陸客來臺觀光線上申辦措施，103 年 1 月 1 日起，針對系統平台進行效能優化，將系統每日總收件量上

限由 6,000 件提升至 2 萬 5,000 件，並全面推動至商務活動交流、專業交流、小三通及健檢醫美等事由申請案，入出境許可證之線上審核及發證，較原先臨櫃申辦需 5 至 10 個工作日，縮短為 2 至 5 個工作日，大幅提升本署核證效能，104 年系統更導入虛擬化架構，提高系統效能及強化備援機制。



另鑑於陸客來臺觀光訂有數額限制，為滿足有需求之旅客可依其規劃行程來臺觀光，自 104 年 1 月 1 日起實施觀光速件處理機制之應急發證配套措施，提供更優質申辦服務。

#### （二）成立陸客申請平台客服中心

為提供客戶來電諮詢服務，本署於 103 年 5 月導入線上客服系統，成立「陸客申請平台客服中心」，協助處理有關旅行社、工商企業及民間團體邀請單位各類申辦諮詢服務，104 年客服中心受理諮詢案件計電話客服 4 萬 4,198 件、文字客服 1 萬 4,681 件，總計 5 萬 8,879 件。

#### （三）陸客觀光來臺搭乘郵輪旅遊申請快登調整

為促進郵輪觀光，對於國內旅行社反映

大陸旅客搭乘郵輪來臺，因客群量大且均需申請入臺證，申辦時間緊迫，本署爰簡化旅行社線上申辦資料登打作業，行程表改以附件上傳，業者無須輸入來臺行程內容，申請人之教育程度、在臺地址等欄位資料，調整為非必填欄位。以 104 年陸客郵輪觀光申請 1,526 團、受理 3 萬 9,004 件計算，每團節省旅行社申請時間 10 分鐘以上。

#### (四) 線上申請新增信用卡繳費功能

為提供更多元化線上申辦繳費管道，除提供之銀行帳戶轉帳、晶片金融卡轉帳外，103 年 9 月起新增線上信用卡繳費功能，經由「e 政府服務平台」，104 年可使用 32 家發卡機構信用卡進行線上繳費，便利民眾申請。104 年度累計以信用卡繳費計 4 萬 9,544 件、繳費新臺幣 3 億 14 萬 7,800 元。

### 五、強化大陸地區人民入境動態安全管理

為強化大陸地區專業、商務人士入境後之動態管理，修正「大陸地區人民進入臺灣地區從事事業交流及商務活動交流抽查訪視實施計畫」，於大陸人士入境後，由本署或會同目的事業主管機關及相關機關執行實地訪視，期使法規簡化效益與安全管理機制得以兼顧，104 年訪視計 647 件。

對於大陸地區官職、黨職人員來臺，已訂有聯審會審查、聯合或自行訪視機制，積極查處違規或不法，落實大陸地區人民入境動態安全管理，防止違反社會秩序及國家安全之情事，104 年因訪視查處各類違規案計 633 件。

### 六、陸客觀光意外事故緊急協處案例

- (一) 104 年 1 月，大陸觀光團旅客張○仔因急性腦中風併顱內出血，緊急送往國軍高雄總醫院治療，本署協助張女之家屬緊急入境協處及辦理延期事宜。
- (二) 104 年 2 月 4 日因應復興航空空難事件，本署配合相關單位緊急協處，除主動與旅行社聯繫大陸家屬來臺事宜，並派員進駐松山機場復興 GE235 班機空難善後聯合服務中心，同時，本署亦核發登機許可協助大陸家屬儘速來臺，開放快速通關，使家屬能儘快入境處理後續事宜。
- (三) 104 年 6 月 27 日因應新北市八里區八仙樂園塵爆事件，本署迅速配合相關單位協助確認在臺大陸、港澳及外籍受傷名單，以及協助在臺受傷旅客及學生之家屬來臺探視，並於傷者及家屬安排醫療包機離臺時，協助快速通關，讓當事人出境順利。



# 第六章 國際事務合作

## 一、提供海外服務與協緝

本署於海外 27 個駐外館處 (含香港、澳門) 共派駐 27 名移民秘書，依法規審理大陸地區人民、香港、澳門居民及臺灣地區無戶籍國民入國及停留、居留或定居申請案件，並配合入出國安全與移民資料之蒐集、事證調查及移民輔導等相關作為。另為達先期阻絕不法危害於境外之目的，加強與各國入出國及移民業務之合作聯繫，透過重大、突發、緊急涉外案件之處理與協調，達成「提供海外服務、協緝犯罪案件、促進國際合作」等任務。

移民秘書除依法規審理大陸地區人民、香港澳門居民與臺灣地區無戶籍國民之來臺申請案，並協助駐外館處辦理領務或僑務 (教) 工作，同時亦主動發掘特殊案件，積極協助弱勢者合法解決 (居) 留相關問題。



為服務旅外國民及僑民，駐外移民秘書在海外常需 24 小時待命，以便隨時協助處理旅外國人急難救助案件，期能於第一時間協調駐在國政府機關提供必要協助，全般掌握資訊並儘速解決急難問題。

移民秘書更與外國移民、警察等治安機關合作，全力執行防制人口販運、人蛇偷渡、偽造證件等非法活動，以利我人流管理，維護國家安全。

依據本署「駐外人員遴派用要點」，每年定期辦理移民秘書甄選、儲備及輪調作業，104 年度計有日本 (東京)、澳門、法國、巴拉圭、菲律賓、美國紐約等地區共 6 個據點辦理輪調，本署除落實定期輪調制度外，並適時規劃調整駐外據點，廣續強化移民秘書職能。



另為便利旅居海外之大陸人士提出赴臺觀光申請，本署 102 年開辦線上核發海外大陸人士來臺觀光許可證作業，截至 104 年止，受理申請計 5 萬 8,985 件；104 年辦理海外為民服務與輔導照顧案件 4,371 件，受理申請案件審理 18 萬 5,164 人次；處理海峽兩岸共同打擊犯罪及司法互助協議案件 46 件；協緝遣返外逃通緝犯 118 人；協助遣返境外涉案國人 283 人。

## 二、促進國際事務交流

### (一) 104 年 3 月 6 日

女性意見領袖國際記者訪華團包括來自美國、德國、丹麥、瑞士、比利時、奧地利、斯洛代克、韓國、菲律賓及泰國等 12 名記者及媒體工作者來署拜會，由胡主任秘書景富代表接見，雙方就移民輔導政策相關議題交換意見，談話要點包括新住民之居留、歸化及第二代子女之教養等。



### (二) 104 年 3 月 27 日

美國國土安全部海關及邊境保護局美國舊金山地區處長韓福瑞 (Dir. Brian J. Humphrey) 拜會本署莫署長天虎，就執法與國境安全合作交換意見。



### (三) 104 年 4 月 2 日

美國國會助理訪華團等一行 10 人拜會本署，由本署張副署長琪主持座談。訪團領隊葛萊希 (Jason Grassie) 先生表示感謝本署接

待，倘有需美國國會方面配合推動雙方合作交流事項，將樂於提供支持協助。



### (四) 104 年 4 月 7 日

馬紹爾群島共和國移民局局長賈克利 (Damien W. Jacklick) 拜訪本署莫署長天虎，賈局長於會中承諾，回國後將盡力促成雙方「移民事務及防制人口販運合作協定」之簽署事宜。會後賈局長前往本署國境事務大隊松山機場國境事務隊參訪，進一步了解我國國境查驗系統之運作情形，包括自動查驗通關系統以及生物特徵辨識系統等設施。



### (五) 104 年 4 月 21 日

國際警察首長協會會長 Richard Beary (美國籍) 拜會本署莫署長天虎，邀請莫署長於 104 年 10 月前往美國芝加哥參加該協會舉辦之年會。





**(六) 104 年 4 月 24 日**

本署國際及執法事務組陳組長素樞率員參加駐臺北以色列經濟文化辦事處何處長璽夢 (Mrs. Simona Halperin) 拜會內政部陳部長威仁座談會，本署、警政署、營建署均派員出席，會中並就與本署業務相關之移民事務與反恐安全等議題進行交流。

**(七) 104 年 4 月 30 日**

由本署國際及執法事務組陳組長素樞率員與美國在臺協會 (AIT) 領事組組長潘莫硯 (Morgan Parker) 美僑科科長歐陽琳 (Katherine Ortiz) 於花園酒店舉行茶敘，感謝潘組長任內積極推動臺、美兩國移民事務合作及協助促成兩國防制人口販運合作備忘錄之簽署，另就有關「性侵害犯罪加害人資料交換案」及我國加入美國「Global Entry」計畫等工作推展交換意見。

**(八) 104 年 5 月 25 日**

美國華達斯塔州立大學 (Valdosta State University) 黃教授偉松率美國喬治亞州大學系統院校「2015 臺灣刑事司法學參訪團」師生等一行 9 人蒞臨本署拜會交流，由胡主任秘書景富代表接見；下午赴桃園國際機場參訪本署國境事務大隊。

**(九) 104 年 6 月 7 日至 13 日**

由本署國際及執法事務組陳組長素樞代表本署參加「104 年臺歐盟國土安全合作訪歐團」，拜會比利時及德國內政、警政、移民、反恐等單位，拓展國際交流合作事宜。

**(十) 104 年 6 月 23 日至 27 日**

本署莫署長天虎率國際及執法事務組陳組長素樞、趙科長子毅及蔡視察宗憲等人赴越南拜會越南公安部對外局、公安部出入境管理局及南部安寧總局，參加「臺越移民事務合作協定執行情形座談會」，雙方代表人員就移民事務、國境安全及防制人口販運等議題進行交流。

**(十一) 104 年 7 月 21 日**

越南公安部對外局局長陳家強 (TRAN GIA CUONG)、公安部警察總局參謀局副局長阮文瀾 (NGUYEN VAN LAN)、科員裴氏降香 (BUI THI DANG HUONG) 來署拜會，由本署莫署長天虎及國際及執法事務組陳組長素樞代表接見，渠等盼與本署於既有合作基礎上，廣續雙方合作交流。

**(十二) 104 年 7 月 23 日**

新加坡人力部職場政策與策略司副司長 Caryn Lim、經理 Cynthia Chong、外籍勞動力管理司副司長 Ng Li San、經理 Sandhya Devi

等一行 4 人來署拜會，由本署張副署長琪及國際及執法事務組陳組長素樞代表接見，雙方就外籍勞工在臺問題交換意見。

**(十三) 104 年 7 月 27 日**

美國在臺協會臺北辦事處副處長英傑 (Brent Christensen) 率該處領務組組長 Lara Harris、政治組副組長 Scott Urbom、政治組專員 Laura Anderson 等人拜會本署，親自遞交「2015 人口販運報告」，我國再次受評列為第一級國家 (Tier 1)，此為我國連續第 6 年獲此殊榮。

**(十四) 104 年 8 月 14 日**

美國在臺協會安全官何浩宇 (Gordon Hills) 及領事組新任組長何蘭 (Lara Harris) 與本署國際及執法事務組陳組長素樞、傅科長水添、蔡科長朝昇、趙科長子毅、姜科長霖等人，就加強雙方移民事務交流及打擊不法等合作交換意見。

**(十五) 104 年 9 月 11 日**

美國在臺協會 (AIT) 新任處長梅健華 (Mr. Kin W. Moy) 拜會內政部陳部長威仁，就「執法合作」及「人口販運」等議題交換意見，本署由國際及執法事務組傅科長水添、陳視察政叡、移民事務組藍視察紹譽等陪同出席。

**(十六) 104 年 9 月 14 日**

新加坡移民與關卡局機場服務處潘副處長秋華來署拜會，本署由何副署長榮村代表接見，雙方就信任旅客計畫 (Trusted Traveler Program) 交換意見。

**(十七) 104 年 9 月 16 日**

印尼移民總局國際合作處處長 ASEP KURNIA 及副處長 ARI BUDIJANTO SOESANTO 來署拜會莫署長天虎，雙方就臺印 MOU 簽署後，加強移民事務合作交換意見。

**(十八) 104 年 10 月 20 日**

英國亞洲區總領事 (負責區域日本、韓國、臺灣及越南) Graham Nelson 及英國在臺辦事處副代表 Damion Potter 為增進國內駐華機構對我國權責機關提供外籍人士服務事項之瞭解；包括心理衛生、兒童保護、逮捕、拘留、遣返程序及移民法規等，同時讓我國相關機關對英國在臺辦事處主要核心業務及協助事項之認識，假英國貿易文化辦事處舉辦「與臺灣權責機關合作協助外籍人士研討

會」，除本署國際及執法事務組傅科長水添率本署同仁參加外，並有臺北市政府警察局相關人員出席，與會人員包含美國、加拿大、澳洲、紐西蘭、歐洲等駐華領務人員約 30 人。

### (十九) 104 年 12 月 5 日

越南公安部出入境管理局黎局長春園一行 6 人至宜蘭參加本署舉辦之 2015 年國際移民節活動，以瞭解各國新住民在臺灣之現況及本署移民輔導之成果，由本署國際及執法事務組陳組長素樸、傅科長水添陪同出席。



### (二十) 104 年 12 月 8 日

為加強與各國駐臺機構移民事務合作交流及聯繫，本署首次舉行「外事工作坊」，與來自 40 個國家駐華機構使領館官員交流研討移民相關事務，包括駐華使領館大使及館處人員等 62 人參加，增進與會貴賓對本署提供給在臺外籍人士之服務更多認識與瞭解，營造友善國際生活環境並進一步推展國際交流與合作。



### (二十一) 104 年 12 月 10 日

美國「國土安全調查署 (Homeland Security Investigations)」新任駐香港聯絡官(參贊) Christopher Pater、副聯絡官(副參贊) Eben Roberts 及美國「海關暨邊境保護局 (Customs and Border Protection)」新任駐香港聯絡官(參贊) Therese Randazzo 等 3 人，由美國在臺協會 (AIT) 領事組組長何蘭 (Lara Harris)、助理安全官李德安 (Davlin Lee)、領事組專員艾思科 (Oscar Avila) 等人陪同，蒞臨本署拜會交流，由本署國際及執法事務組陳組長素樸代表接見，雙方就移民事務合作、打擊跨國犯罪及反恐方面等議題交換意見。

## 三、推動簽署移民事務、防制人口販運、入出境管理事務情資交換合作協定或瞭解備忘錄

### (一) 104 年 2 月 18 日

本署與瓜地馬拉共和國內政部移民總局簽署「中華民國內政部移民署與瓜地馬拉共和國內政部移民總局間有關移民事務與防制人口販運合作協定」，雙方在法制化基礎上，就防制人口販運相關議題進行合作與交流。



### (二) 104 年 4 月 8 日

本署與史瓦濟蘭王國內政部簽署「中華民國內政部移民署與史瓦濟蘭王國內政部間有關移民事務及防制人口販運合作瞭解備忘錄」，雙方就移民事務、國際反恐資訊與防制人口販運方面建立更緊密合作關係。



### (三) 104 年 6 月 8 日

內政部與諾魯共和國司法及國境管理部簽署「中華民國內政部與諾魯共和國司法及國境管理部有關移民事務與防制人口販運合作協定」，諾魯正式成為我國共同防制人口販運的夥伴，未來雙方將在法制化的基礎上，建立更緊密的夥伴關係。



# 第七章 移民政策暨移民人權



## 一、移民政策

全球化帶來跨國性人口遷徙，移民人口移入改變社會人口結構，同時也衍生文化適應、經濟就業、子女教養學習、全球人才競逐等議題。本署為因應國家人口政策及國際發展趨勢，研議鬆綁相關移民法規，並整合運用資源，強化移民人權保障，建構友善移民環境，進一步為國我留才攬才。

### (一) 現階段移民政策內涵

考量我國少子女化、工作年齡人口減少、高齡化及移民現象變遷速度加快，對未來發展的挑戰更是嚴峻，為及早籌謀因應對策，行政院於 103 年修正核定中華民國人口政策綱領，包括「精進移民政策，保障移入人口基本權益，營造友善外來人口環境，開創多元開放新社會」之基本理念，及「因應人口結構變遷，配合國內經濟、教育、科技及文

化等之發展，積極規劃延攬多元專業人才」、「協助移入人口社會參與，倡導多元文化，開發新優質人力資源」、「營造友善移入人口及其家庭環境，平等對待並保障其權益」等政策內涵。並請相關單位研訂各項具體措施，滾動檢討修正人口政策白皮書。



近年來入境我國外來人口中，係以非經濟性婚姻移民為主，其次為外籍勞工。依 99 年至 149 年臺灣人口推計資料，我國現階段尚處於

人口紅利時期，勞動人口數尚屬充沛，然隨著大陸市場崛起，產生磁吸效應，使得亞洲各國人才競爭日趨白熱化，國內勞動環境及產業結構調整後，人才外流現象日益嚴重。



面對跨國人口遷移可能帶來的問題與挑戰，如婚姻移民之生活適應、非法停居留、人口販運犯罪及國境安全維護等，有必要從有效規劃預防作為，落實查緝行動，周延救援與保護等面向，持續努力，以兼顧便民、安全與國家永續發展。



### (二) 內政部移民政策小組

為落實人口政策白皮書之移民對策，本署於 99 年邀集人口、經濟、社會福利、法律、醫療、勞工及人權等領域之學者專家及相關機關代表，共同組成移民政策小組，協助對我國移民政策進行滾動式檢討，使政策內涵更符合我國經濟、社會及文化發展所需。

鑑於移民政策規劃涉及各相關部會業管事項，為強化執行及協調成效，爰於 101 年 5 月

25 日修正移民政策小組設置要點，將移民政策小組之層級由署提升至部，並由內政部部长兼任召集人，次長兼任副召集人，本署署長兼任執行秘書，委員人數由 13 人增加至 27 人，包括機關代表 17 人及學者專家 10 人。103 年度於 2 月 11 日、6 月 11 日召開 2 次會議，就移民政策相關議題進行討論，目前相關移民政策工作重點包括：掌握移入人口發展動態、深化移民輔導、吸引所需專業人才及投資移民、建構多元文化社會、完備國境管理及深化防制非法移民。

惟依 102 年 8 月 16 日「行政院人才政策會報」第 1 次會議主席裁示，「為建構更宏觀的移民政策，請經建會（現為國家發展委員會，以下簡稱國發會）主責，當做一項議題處理」。102 年 9 月 12 日行政院人口政策會報第 3 次委員會議，主席（前行政院長毛治國）再次重申「請經建會（今國發會）以客觀的事實與宏觀的態度，研議提出移民政策」。

另「行政院人口政策會報」、「行政院人才政策會報」於 104 年 2 月 17 日合併為「行政院人口及人才政策會報」。其任務包括人口、人才政策與重大措施之籌劃、整合、協調及諮詢，相關計畫與措施之督導。

自此，國發會主責建構移民政策（包括日後研提之「我國經濟移民政策規劃」草案、強化優秀僑外生留臺工作行動計畫、強化競才策略等）及人口政策，並透過相關任務編組之建置及協調會議之召開，凝聚共識，復由各部會依權責配合辦理相關事宜。

### (三) 辦理 104 年移民節 多元文化系列活動

104 年移民節多元文化系列活動為具現新移民及其二代之文化與母語優勢價值，聚

焦移民新力量，呈現移民節核心精神，爰結合地方城鄉之美，分為北區、中區及南區三場舉辦，主題為「『新』手深耕 築夢傳承」。



活動內容結合藝術展演、影片分享及新移民活動成果等，邀請「新住民及其子女築夢計畫」獲獎者或傑出新移民藝術團體展演，由表演中呈現築夢過程的成長與感動，及播映首屆「新住民紀錄片及微電影徵選活動」影片，「蜻蜓」及「澎湖的家鄉味」，在用心扎根，用愛滋養意涵中，展現新住民朋友對生命擁有之熱情與活力，另設置多元文化系列攤位，呈現新移民及其子女在臺灣努力生活的成果。



首場中區與臺中市政府共同合辦，於 11 月 22 日下午 2 時至 5 時，假臺中市豐樂雕塑公園舉行，是日行政院蕭政務委員家淇與臺中市市長林佳龍蒞臨與會；北區與宜蘭縣政府共同合辦，於 12 月 5 日上午 9 時至 12 時，假宜蘭縣體育館舉行，並有越南公安部境管局局長黎春園等 5 人、美國傳統基金會國家安全政策研究員 David Robert Inserra 及內政部陳政務次長純敬蒞臨與會；南區則於

12 月 12 日下午 2 時至 5 時，假國立科學工藝博物館舉行，是日行政院南區聯合服務中心執行長江玲君與內政部邱常務次長昌嶽蒞臨與會。參與民眾三場計達 2,800 餘人次，活動圓滿落幕。



#### (四) 營造友善移民環境

##### 1、吸引優秀人才，便捷人流往來

(1) 配合行政院推動創業家簽證之規劃，於 104 年 7 月 13 日修正發布「香港澳門居民進入臺灣地區及居留定居許可辦法」，賦予香港或澳門創業家得申請來臺居留及定居的法源，以吸引優秀香港或澳門居民來臺創業，促進國內經濟發展。

(2) 104 年 6 月 18 日修正發布「臺灣地區無戶籍國民申請入國居留定居許可辦法」第 18 條，增訂來臺就學之臺灣地區無戶籍國民畢業後覓職期 6 個月，俾利吸引僑生畢業後留臺服務，以提升我國競爭力。

##### 2、修正及訂定外籍人士相關須知

(1) 104 年 7 月 27 日修正函頒「外籍勞工相關居留送件須知」。

(2) 104 年 8 月 20 日訂定發布「外來人口感染人類免疫缺乏病毒專案申請六個月效期之臨時停留許可送件須知」。

## 二、移民人權

### (一)「移民人權諮詢小組」

為與國際人權接軌，落實移民人權之保障，使相關服務更貼近移民需求，本署於 98 年 3 月 13 日率先成立「移民人權諮詢小組」，邀集專家學者及關心移民權益之民間團體代表共同組成，協助落實移民人權保障作為之研議與諮詢，並對於特定議案提供專業之建言，擴大移民人權宣導，促進不同族群間之相互尊重與關懷，期能充分保障移民人權。



截至 104 年 12 月底止，移民人權諮詢小組已召開 18 次會議，協助檢視各項施政作為與法令增修，結合實務與理論，提升服務效能，主要討論議題包括：

- 1、衡平外籍及大陸配偶各項權益事項。
- 2、廣續提升與改善面談運作機制。
- 3、強化移民署專勤隊同仁面談訓練。
- 4、設計受面談人問卷調查案，以提升面談作品質。
- 5、持續加強關注外籍與大陸配偶家庭及預防家暴事件。
- 6、廣續實施外籍與大陸配偶家庭性別平權教育。
- 7、研修外國人收容作業程序及人口販運被害人認定標準。

8、因應收容新制，修訂多國語言之驅逐出國處分書。

9、持續辦理通譯人才培訓案。

10、研擬給予無證居留臺灣多年外國人居留權之可行方案。

11、研議精進外籍配偶母國學歷認證事項。

### (二) 推動移民人權保障

#### 1、促進收容人權益，保障人口販運被害人

為落實收容人之人權保障，本署各大型收容所靈活運用民間資源，結合宗教團體力量，提供醫療及必要關懷等服務，另每月定期舉行座談會，每年三節及特殊節日辦理聯歡會，定時實施戶外活動、會客、撥打電話及提供電視書報雜誌觀賞，亦提供各種技藝學習，且派員維護收容所基本環境衛生、居住安全，以更多元之人性化管理作為，兼顧收容人權利及安全管理。



另印製各國語言之「受收容人入所須知」摺頁(包含基本權益保障)，於受收容人進入收容所時依國籍發放，以告知其權利義務，俾落實申訴管道。截至 104 年止，計有 17 國語言版本(包含英、越、泰、印、德、蒙古及斯里蘭卡……等)，讓受收容人入所後能即時明確知悉收容相關管理規定，保障受收容人權益，此外，本署針對涉案之受收容人亦提供法律諮詢或訴訟協助，以加速其案件審結，俾使儘速遣返。

為符合聯合國「公民與政治權利國際公約」與「經濟社會文化權利國際公約」精神，本署推動加速遣返作業，降低收容天數，避免發生收容代替羈押情形。在遣返大陸地區非法入境人民作業方面，本署除依「金門協議」執行例行性遣返作業外，並規劃簡化大陸偷渡犯遣送作業，跳脫舊有協議框架、並在官方對口、制度化、有利化及不矮化我方主權之前提下，保持彈性，朝小三通模式前進。

綜覽 100 年至 104 年之受收容人平均收容天數之數據，100 年為 64.3 天、101 年為 45.32 天、102 年為 36.97 天、103 年為 39.58 天、104 年減為 29.52 天。受收容人平均收容天數 104 年度較 103 年度減少 10.06 天，其平均收容天數已大幅降低，顯見本署在維護受收容人權利上已見成效。

## 2、改善面(訪)談運作機制

本署持續強化大陸地區人民申請來臺團聚之面(訪)談機制公正性與客觀性，研議具體改善作為，包括訂定「婚姻屬實參考條件及應檢具證件正本對照表」及「面(訪)談通知書暨權益須知」等，並推動受訪民眾滿意度調查多元方式回復管道，俾利提升作品質以符合民眾需求。此外，本署定期辦理面(訪)談法令、經驗分享講習，精進面(訪)談人員專業能力；在面(訪)談運作機制上，兼顧國人權利與本署執法作為，保障合法婚姻，杜絕虛偽結婚。

## 3、增進新移民工作權益保障——

### 新移民就業專區網站

本署與 1111 人力銀行無償合作，創立「新移民輔導就業專區網站」提供新移民就業職缺與企業主求才管道。截至 104 年止，網站瀏覽

65 萬 7,748 人次，新移民加入會員計 1 萬 33 人，媒合職缺計 9,912 個。

## 4、維護大陸配偶前婚子女家庭團聚權

考量大陸配偶來臺取得身分證後即等同國人，為維護其家庭團聚權，於 104 年 12 月 30 日修正發布「大陸地區人民在臺灣地區依親居留長期居留及定居數額表」，大陸配偶定居設籍後，申請其前婚姻 20 歲以下親生子女來臺長期居留之配額，自 104 年 12 月 31 日起由每年 180 人修正為每年 300 人，排配期間預估可由 10 年縮短為 6 年，新增數額並可自 104 年度開始調整，有 120 個家庭因此受惠，早日享受天倫。



## 5、保障非本國籍新生兒應有權益。

104 年 11 月 9 日修正函頒「內政部移民署查處非法外來人口及其在臺育有未滿十八歲兒少工作標準作業流程」，針對受理自行到案、限期離境或查獲非法外來人口(父或母)時，皆主動詢問並比對非本國籍新生兒通報相關資料，確認在臺有無育有非本國籍未滿 18 歲之子女，以保障非本國籍新生兒應有權益。

## 6、辦理外籍漁工義診，展現無國界人道關懷

來自東南亞等國之外籍漁工，因長時間於海上從事補魚工作，囿於船上醫療設備有限，故常須忍受身體病痛，無法就醫。104 年本署國境事務大隊特在我國兩個遠洋漁業

基地(東港、蘇澳)，舉辦三次結合外部資源的外籍漁工義診，邀請慈濟基金會與當地漁會共同參與，同時加強義診訊息預告刊登，擴大宣傳，以實際行動關懷漁工的健康，體現本署重視人權與尊重多元的宗旨，期提升國際人權團體對我國的評價，並樹立公部門與民間團體跨域合作的典範，未來亦將廣續辦理義診活動，嘉惠更多外籍漁工。



(1) 本署國境事務大隊高雄港國境事務隊隊長泗村暨同仁，結合翻譯志工、醫療慈善團隊，於 104 年 3 月 8 日辦理東港地區境外僱用外籍漁工義診，因反應熱烈，於 104 年 9 月 13 日再次舉辦義診，彰顯無國界人道關懷精神。

(2) 本署國境事務大隊基隆港國境事務隊黃隊長金水暨同仁，結合翻譯志工、醫療慈善團隊，於 104 年 6 月 28 日辦理蘇澳區漁港境外僱用外籍漁工義診，用實際行動關懷船員健康，展現我國對於移工人權應有的尊重與關懷。



## 7、研修移民法規；便捷人流往來

(1) 配合行政院推動創業家簽證之規劃，於 104 年 7 月 13 日修正發布「香港澳門居民進入臺灣地區及居留定居許可辦法」，賦予香港或澳門創業家得申請來臺居留及定居的法源，以吸引優秀香港或澳門居民來臺創業，促進國內經濟發展。

(2) 考量大陸配偶來臺取得身分證後即等同國人，為維護其家庭團聚權，於 104 年 12 月 30 日修正發布「大陸地區人民在臺灣地區依親居留長期居留及定居數額表」，大陸配偶定居設籍後，申請其前婚姻 20 歲以下親生子女來臺長期居留之配額，自 104 年 12 月 31 日起由每年 180 人修正為每年 300 人，排配期間預估可由 10 年縮短為 6 年，新增數額並可自 104 年度開始調整，有 120 個家庭因此受惠，早日享受天倫。

(3) 104 年 6 月 18 日修正發布「臺灣地區無戶籍國民申請入國居留定居許可辦法」第 18 條，增訂來臺就學之臺灣地區無戶籍國民畢業後覓職期 6 個月，俾利吸引僑生畢業後留臺服務，以提升我國競爭力。

(4) 104 年 7 月 27 日修正函頒「外籍勞工相關居留送件須知」。

(5) 104 年 8 月 20 日訂定發布「外來人口感染人類免疫缺乏病毒專案申請六個月有效期之臨時停留許可送件須知」。

(6) 104 年 11 月 9 日修正函頒「內政部移民署查處非法外來人口及其在臺育有未滿十八歲兒少工作標準作業流程」。

(7) 104 年 11 月 9 日修正函頒「內政部移民署外來人口在臺所生新生兒註記標準作業流程」。

# 第八章 移民行政業務



延攬優秀人才執行入出國及移民業務，以落實「黃金十年國家願景、和平兩岸、友善國際」之施政目標。為培育移民行政人才與開拓多元取才管道，101年首度辦理「公務人員特種考試移民行政人員考試」，錄取二等、三等及四等共計122人，分別於102年7月15日、29日訓練期滿成績及格分發任用；102年錄取二等、三等及四等計147人，分別於103年9月1日、12日訓練期滿成績及格分發任用；103年錄取二等、三等及四等計97人，分別於104年12月28日、105年1月11日訓練期滿成績及格分發任用；104年錄取三等、四等計115人，預計105年9月、6月專業訓練結訓後，分配外勤單位實施實務訓練。

## 一、人事業務

為配合行政院組織改造，「內政部入出國及移民署組織法修正草案」業經立法院三讀通過，總統於102年8月21日公布，內政部入出國及

移民署修正為「內政部移民署」，並於104年1月2日施行。依據行政院人力評鑑，調整各大隊組織分工及設置方式，除國境業務外，整合專勤、服務及收容業務，調整為以區域為基礎之整合組織模式，分設北區事務大隊、中區事務大隊及南區事務大隊，進行組織改造，強化組織職能。104年重要業務如下：

### (一) 編制任免業務

本署104年度預算員額職員2,255人、約聘僱人員539人及技工工友64人，計2,858人。截至104年12月底止，實際在職職員為2,003人、約聘僱人員527人、技工工友61人，計2,591人。

本署提列104年公務人員特種考試移民行政人員考試需用名額125名，業經考選部於104年8月15日至17日舉辦是項考試，並於104年12月揭示榜單，計錄取115人，錄取人員於104年12月起，接受為期8個月至1年之基礎教育、專業及實務訓練。

為應本署各單位業務順利推展，相關任免遷調作業，截至104年12月底止，辦理平調作業計323人，另依資績並重、內陞與外補兼顧原則，召開15次人事甄審委員會，計內陞152人、外補26人。

104年1月2日辦理本署更名為「內政部移民署」揭牌儀式，邀請內政部陳政務次長純敬及邱常務次長昌嶽參加，並邀請汪前局長元仁、吳前署長振吉、謝前署長立功等歷任首長、退休同仁及同仁眷屬觀禮，參與盛會。

### (二) 考核訓練業務

本署為推動公務人員終身學習，訂定推動及管制措施，按月追蹤執行成效，104年公務人員(含約聘人員)終身學習時數40小時以上人數比例達100%。為應辦理職員訓練之需要，於104年1月27日訂定「104年度訓練計畫」，整合各單位訓練項目，全年辦理專業知能、人文素養及政策法令宣導等訓練計107場次，參訓計3,255人次。

104年12月25日於本署11樓大禮堂，舉行「本署移民班第三期學員結業典禮」，邀請馬總統蒞臨會場，給予結訓人員鼓勵與祝福，期許未來服公職，能戮力貢獻所學及專業能力，成為維護國家安全及落實人權保障之公僕。

為應本署業務需要，「104年移民特考考試錄取人員專業訓練」預計於105年2月1日於本署訓練中心開訓，並施以三等8個月、四等5個月學科及術科專業訓練，以期透過完整專業訓練，取得基本專業知識，俾能具備執行公權力之基本技能。

為激勵員工工作士氣，激發潛在能力，促進機關團結和諧，特訂定「內政部移民署獎勵模範移民官實施要點」，選拔本署104年模範移

民官8名(詳如下表)，並於本署擴大署務會報公開表揚。



本署104年模範移民官

單位名稱	職稱	姓名
中區事務大隊	專員	陳鵬先
國境事務大隊 特殊勤務隊	專員	林宗仁
國境事務大隊 桃園機場二隊	助理員	林玟君
入出國事務組	專員	李錫忍
北區事務大隊 機動隊	專員兼 分隊長	施昭儀
主計室	科長	何奇玲
北區事務大隊 桃園市專勤隊	專員兼 分隊長	李安貴
移民事務組	專員	陳莉莉

### (三) 退休福利業務

為提倡正當休閒活動、凝聚同仁士氣，並鼓勵各單位創意辦理文康活動，於104年3月2日訂定本署「104年度員工文康活動補助計畫」，補助各單位各類藝文欣賞、戶外活動及聯誼活動經費，以共同思考方式，發揮創意辦理文康

活動。署本部 104 年分別於 5 月 19 日辦理「宜蘭九寮溪之旅」；5 月 28 日辦理「苗栗南庄之旅」，共計 86 位同仁及眷屬參加。

又為增進未婚同仁互動及聯誼機會，於 104 年 7 月 17 日辦理「未婚聯誼宜蘭之旅」，採戶外休閒景點自由行方式，促進兩性互動，計有 16 名未婚同仁參加，配對成功 2 對。

另為增進同仁親子間情感，使子女能瞭解父母親平日上班情形及辛勞，藉由親子活動，以增加交流機會。104 年 1 月 2 日辦理親子日活動，參觀松山文創園區及迪士尼 90 周年特展，共計 118 人參加，讓親子度過歡樂的一天。



本署秉持關懷與教育之精神，針對替代役男服勤期間之身心狀況，主動瞭解並積極協助解決問題，透過參與多元的公益活動，培養其熱心公益之情操，使役男於服役中學習，於學習中成長。

為加強員工意見溝通，凝聚共識並使下情得以上達，分別於 104 年 4 月、7 月及 10 月，舉行本署署本部與各區「104 年上、下半年加強員工意見溝通座談會」，由署長親自主持，各組室主管列席，並由員工代表出席。

另為嘉勉退休人員在職期間之辛勞及奉獻，本署定期於貴賓室辦理退休人員歡送茶會，由署長主持及致贈精美紀念獎牌予退休人員，並邀請其單位主管、同仁參加茶敘，場面溫馨感人，

104 年度計 63 人退休、辦理 9 場次歡送茶會。

為貫徹政府照護退休公務人員之意旨，本署 104 年分別於 6 月 5 日、10 日、16 日於中區、北區及南區辦理「退休人員聯誼餐會」，共有 164 位退休人員參加，聚餐氣氛溫馨熱絡。



## 二、主計業務

主計業務包括歲計、審核及會計 3 部分。歲計工作以預算編製為主，依年度施政計畫之輕重緩急，將有限資源作最經濟有效之分配運用；審核工作主要係透過內部審核，以防止弊端、減少不經濟支出；會計工作在求財務管理功能之發揮，將預算執行及財務活動情形確實記錄，以瞭解計畫執行之績效，並供以後年度擬定施政計畫及籌編預算之參考。104 年度重要業務如下：

### (一) 公務決算

#### 1、歲入部分

104 年度歲入預算數 30 億 9,210 萬 1,000 元，決算數 47 億 3,552 萬 8,160 元(含實現數 47 億 1,803 萬 1,241 元、應收數 1,749 萬 6,919 元)，達成率 153.15%，主要係陸客來臺觀光人士增加，證照費收入增加所致。

#### 2、歲出部分

104 年度歲出預算數 40 億 454 萬 6,000 元，決算數 40 億 191 萬 2,372 元，其中實現數 39 億 9,212 萬 6,327 元、應付數 115 萬 4,584 元及保留數 863 萬 1,461 元，執行率 99.93%。

### 歲入決算簡表

單位：新臺幣千元

科目	預算數 T	決 算 數			占預算數 % R=C/T
		實現數 A	應收數 B	合計 C=A+B	
<b>合 計</b>	<b>3,092,101</b>	<b>4,718,031</b>	<b>17,497</b>	<b>4,735,528</b>	<b>153.15</b>
罰款及賠償收入	261,060	234,309	17,497	251,806	96.46
罰金罰鍰	260,822	226,854	17,497	244,351	93.68
一般賠償收入	238	7,455	0	7,455	3,132.37
規費收入	2,829,042	4,479,934	0	4,479,934	158.36
證照費	2,829,042	4,479,872	0	4,479,872	158.35
資料使用費	0	62	0	62	-
財產收入	1,327	1,940	0	1,940	146.21
利息收入	0	3	0	3	-
租金收入	1,227	1,401	0	1,401	114.17
廢舊物資售價	100	536	0	536	536.07
其他收入	672	1,848	0	1,848	274.96
收回以前年度歲出	0	493	0	493	-
其他雜項收入	672	1,355	0	1,355	201.60

### 歲出決算簡表

單位：新臺幣千元

科目	預算數 T	決 算 數			占預算數 % R=C/T
		實現數 A	保留數 (含應付數) B	合計 C=A+B	
<b>合 計</b>	<b>4,004,546</b>	<b>3,992,126</b>	<b>9,786</b>	<b>4,001,912</b>	<b>99.93</b>
一般行政	3,168,678	3,166,154	0	3,166,154	99.92
人事費	3,146,988	3,144,465	0	3,144,465	99.92
業務費	20,189	20,188	0	20,188	100.00
設備及投資	251	251	0	251	100.00
獎補助費	1,250	1,250	0	1,250	100.00
入出國及移民管理業務	834,098	824,273	9,786	834,059	100.00
業務費	616,951	616,951	0	616,951	100.00
設備及投資	212,337	202,512	9,786	212,298	99.98
獎補助費	4,810	4,810	0	4,810	100.00
交通及運輸設備	1,770	1,699	0	1,699	95.99

## (二) 外籍配偶照顧輔導基金決算

### 1、基金來源

104 年度預算數 480 萬元，實收數 744 萬 1,966 元，達成率 155.04%，主要係受補助單位繳回之賸餘款所致。

### 2、基金用途

104 年度預算數 2 億 7,997 萬 9,000 元，實現數 3 億 3,625 萬 6,648 元，執行率 120.10%，主要係「辦理外籍配偶學習課程、宣導、鼓勵並提供其子女托育及多元文化推廣計畫」項下補助辦理 103 年度「全國新住民火炬計畫」執行期程至 104 年 7 月止，其經費於本年度辦理核銷轉正所致。

### 3、本期賸餘

以上基金來源及用途相抵後，短絀 3 億 2,881 萬 4,682 元，較預算數 2 億 7,517 萬 9,000 元，增加短絀 5,363 萬 5,682 元。

## (三) 公務統計

### 1、公務統計報表

本署公務統計方案計應彙編 29 種統計表報：月報 24 種、雙月報 1 種、年報 4 種。內容包含外僑居留人數、外來人口在臺人數、入出國(境)人數、大陸地區人民來臺人數、小三通人數、簡任 11 職等以上公務員及特定身分人員進入大陸地區申請案件、查處績效(含違法外來人口案件統計、外來人口違法態樣統計、非法入出境案件統計)、防制人口販運(含查緝案件統計、被害人安置保護人數、保護處所安置人數)、收容所收容人數、申訴案件統計、及移民業務管理(含大陸地區配偶申請來臺團聚面談統計、外籍配偶照顧輔導基金、移民輔導統計)等資料。

## 2、統計資料公布

每月發布由行政院主計總處列管之入、出境人數統計、合法居留外僑人數及查處違法外來人口等 4 種統計報表及內政部統計處列管之實際入、出境人數(按性別、年齡、身分及地點區分)、外僑居留人數、查處違法外來人口、外籍配偶照顧輔導基金核定補助、大陸地區配偶申請來臺團聚面談、移民輔導成果、外來人口居留人數、外來人口停留人數、外來人口逾期居留人數、外來人口逾期停留人數等 13 種統計報表，並將統計報表程式及編製說明資訊公告於本署全球資訊網首頁，供相關人士查閱。另建置「性別統計專區」供查閱，連結內政部及行政院主計總處相關網站。

## (四) 內部控制制度並簽署內部控制制度聲明書

對內部控制的認識與瞭解，是內控制度執行成功的必備條件，本署利用各項場合宣導內部控制之重要性及實施作法，以獲取共識及支持，如擴大署務會報、廉政會報、各項專業教育訓練及其他會議，不斷宣導內部控制概念，讓同仁感受到首長的重視，以激發同仁努力貫徹執行。利用各項集會場合，並持續對全體人員辦理教育訓練，計辦理 3 場，訓練人數 131 人。

本署已完成行政院第一階段、第二階段試辦簽署內部控制制度聲明書，另依 104 年 5 月 13 日院授主綜規字第 1040600266 號函頒「第三階段試辦簽署內部控制制度聲明書推動計畫」，本署於 104 年 6 月 15 日簽署 103 年度內部控制制度聲明書；廣續推動簽署 104 年度內部控制制度聲明書，並於 104 年 11 月 20 日核定本署第 3 版內部控制制度，供全體同仁遵循。

## 三、政風業務

本署廉政工作以落實廉政法規，強化反貪及防貪措施，以降低貪瀆犯罪率，並建構內外完整廉政網絡，於內部充分參與運作，推動行政透明，強化防貪內部控制，有效達成預防貪瀆及浪費，維護本署廉潔形象；對貪瀆跡象及時調查，有效預防並打擊貪腐。

### (一) 預防及廉政宣導

#### 1、落實採購監辦自主檢核及稽核

為健全採購秩序，提高採購效能，有效杜絕採購弊端，104 年監辦逾公告金額十分之一以上採購案件總計 134 案，其中工程採購 5 案，占總採購案件 3.7%；財物採購 44 案，占總採購案件 32.8%；勞務採購 85 案，占總採購案件 63.5% 為大宗，多為限制性招標，持續加強先期防弊及事後稽核作為，以防杜採購弊端。

#### 2、推動廉能問卷調查及辦理廉政研究報告

導入風險管理理念，104 年度「廉政研究委託服務」案委託循證民調有限公司，以焦點團體座談會及問卷調查方式辦理。

#### 3、研提預警作為

本署 104 年透過辦理「廉政平臺——政風訪查」方式，訪查民眾、移民團體及與本署業務往來業者，對本署施政措施、行政流程等提供建議、意見，彙整後移請本署業務單位改善。

#### 4、召開廉政會報

引入外部監督諮詢力量，審議廉政決策及重大措施，104 年分別於 3 月、5 月、6 月、7 月及 9 月召開廉政會報 5 次，由署長(委員兼召集人)擔任主持，並邀請學者參與，提供本署各項廉政工作執行情形建議，以落實廉政作為。

## 5、推動行政透明

針對如何防範本署人員假借職務之便衍生風紀弊端辦理「廉政行政透明座談會」，由國立政治大學公共行政學系主任、臺灣透明組織常務監事陳敦源教授主持，並邀請專家學者、NGO、產業界人員及本署各單位一級主管與會。對民眾公開透明之事項提出實務經驗分享與進行全體討論，分別從法規面、制度面、政策面提出建議，俾促進本署廉潔透明及服務效率之施政目標。

## 6、推動廉政志願服務

邀請與本署簽署策略聯盟之大專院校生參與施政，104 年訓練完成 38 名大專生為廉政志工，分至本署各區事務大隊所屬收容所辦理「人權關懷」問卷調查，以深度訪查本署受收容人滯臺期間，對社會及公務體系之滿意度，積極以移民角度，散播平等、尊重及廉能種子；另協助辦理廉政宣導活動，向新住民及其家屬宣達移民署廉政資訊、行政透明措施及貫徹零貪腐之決心。又組成政風電子報刊物編輯小組，行銷本署廉能政風及效能行政作為，廣續推動透明效能。



## 7、辦理公務員廉政倫理規範及請託關說登錄

為提升本署廉潔政風之形象，樹立廉潔典範，持續每月加強宣導「行政院及所屬機關機構請託關說登錄查察作業要點」及「公務員廉政



倫理規範」相關規定及案例，並落實受贈財物、飲宴應酬、請託關說及其他廉政倫理事件登錄，104 年廉政倫理事件登錄案總計 28 件，包括受贈財物 20 件、飲宴應酬 6 件、請託關說 2 件。

### 8、表揚廉潔公務人員

內政部陳部長威仁於 104 年 12 月 1 日內政部廉政會報，公開表揚本署移民資訊組系統設計科長林逸塵，當選「內政部 104 年度廉潔公務人員」。



### 9、提升廉政專業知能

104 年 3 月起辦理本署外勤單位之廉政教育訓練計 589 人參加；104 年 4 月、7 月及 9 月分別辦理本署本部 104 年廉政教育講習，共 278 人參加。

### 10、加強公職人員財產申報審核

104 年 2 月公開抽籤抽出本署 33 名申報人，進行「103 年度公職人員財產申報」實質審核作業，並於 104 年 10 月藉由同步視訊方式辦理財產申報宣導說明會，使申報義務人了解相關法規及網路申報系統，避免受裁罰。

### 11、辦理社會參與，行銷廉政理念

深入基層於休漁期間，與本署國境事務大隊前往蘇澳港，透過義診義剪，訪問並關懷外籍船員，發掘民隱民瘼，潛移「防制人口販運專線」、「不違背職務行賄罪」、「內政部服務熱線」

及「貪瀆檢舉單位」等資訊於遊戲中；並於「2015 移民節」以廉政遊戲，公開鼓勵民眾，深化貪污零容忍之意識，完備全民反貪網絡。



致力紮根學童廉能公民教育，主動前往臺北市私立義光育幼院及柏大尼兒少家園等公益團體，傳播反貪倡廉資訊，培養學童反貪腐之廉能觀念，灌輸尊重並欣賞多元文化之品格教育。

## (二) 機關安全維護

### 1、召開安全維護會報

104 年 8 月由本署何副署長榮村主持召開安全維護會報，除會議決議列管案件均轉請業管單位檢討改善外，並於會中討論通過本署「陳情請願（抗議）案件派員受理原則」，避免延誤陳抗案件處理時效。

### 2、辦理機關安全維護檢查

本署於 104 年 1 月及 8 月辦理第 1 次及第 2 次安全維護檢查，針對本署本部大樓部分（含臺北市服務站及臺北市專勤隊）以及各地專勤隊、服務站、收容所及國境隊實施抽檢，將檢查結果及發現缺失函發相關單位就缺失情形確實改善。

### 3、執行專案安全維護

- (1) 訂定「移民署 104 年春安工作期間執行維護工作實施計畫」函發各單位，實施全程未發生危安事故，圓滿完成工作計畫。
- (2) 104 年 5 月 16 日本署辦理「新住民及其子女逐夢計畫成果發表及祝賀茶會暨新住民親子共學母語心得感想徵文競賽頒獎典禮」，邀請行政院毛院長擔任典禮嘉賓，配合活動執行首長安全維護工作，圓滿達成任務。
- (3) 104 年 7 月 29 日本署辦理「防制人口販運國際工作坊」，邀請總統蒞臨開幕致詞，執行元首安全維護工作，圓滿達成任務。
- (4) 104 年 9 月 20 日本署辦理「新住民二代培力試辦計畫成果發表會」，邀請行政院毛院長蒞臨致詞，執行首長安全維護工作，圓滿達成任務。

### 4、量化研究陳情請願案件

104 年間陳情請願（抗爭）事件總計 9 件，陳情過程尚屬平和，未發生危安事故，嗣將本年度陳情請願（抗爭）事件執行量化數據分析，深入瞭解陳情請願（抗爭）事件緣由及態樣，以利事後追蹤並再預防疏處。

## (三) 公務機密維護

### 1、辦理公務機密維護檢查

104 年 2 月及 8 月辦理本署 104 年第 1 次及第 2 次公務機密維護檢查，以維護公務機密安全，並將檢查結果及發現缺失函請本署相關單位就缺失情形確實改善。

### 2、加強公務機密維護宣導

- (1) 本年以電子宣導方式（本署政風室政風電子

報）增進民眾及本署人員公務機密維護認知計 6 次。

- (2) 本年以函發宣導方式增進本署人員公務機密維護知能計 3 次
- (3) 於本署資訊安全電子報每 2 個月刊登 1 次資安違失案例，加強同仁資安意識避免觸法。

### 3、執行資訊安全稽核

104 年 4 月、12 月於署本部、移民資訊組資訊服務科桃園機場、松山機場及高雄機場辦理「104 年第 1 次、第 2 次資訊安全內部稽核」，稽核發現缺失及建議事項移請業管單位矯正改善。

## (四) 辦理廉政查處與導正建議作為

### 1、辦理協助收容人遣返代購機票專案清查

清查受收容人遣返之機票代購作業，並將相關程序修正建議彙送國際及執法事務組辦理，以避免其中衍生圖利空間。

### 2、函發瀆職洩密案例加強宣導

以涉瀆職洩密案件之緩起訴處分書編纂案例資料，函發本署各單位列入案例教材，加強勤務教育以免誤蹈法網。

## 四、秘書業務

秘書業務辦理本署幕僚工作，涵蓋重要會報及議事之處理、公共關係及新聞發布、印信典守、文書處理、檔案管理、法制、國家賠償事件之處理、出納、財物、營繕、採購及其他有關秘書事項等，扮演規劃、溝通、協調及執行等角色，配合業務單位推動各項行政工作。104 年重要業務如下：

## (一) 編審及檔案業務

### 1、承辦重要會議

秉承首長施政意旨，推動業務遂行，並掌握工作進度，由署長召集副署長、主任秘書、一級單位主管及相關人員定期召開「主管會報」及「擴大署務會報」，「主管會報」計召開 7 次；「擴大署務會報」計召開 10 次。議程以重要工作報告為主，報告內容為本署重要政策、績效管制、特殊工作經驗心得分享、檢討報告等，需上級或其他單位支援協助或公布重大事項為原則，另新增或修訂法規案之修訂重點，亦皆為討論範圍之列。為落實政府節能減碳政策，持續推動主管會報與擴大署務會報採「不列印紙本會議資料」。

另為擷節差旅費開支，本署擴大署務會報，除每季 1 次集中於署本部 11 樓大禮堂召開外，其餘改以同步視訊會議方式進行，並辦理下列專題演講，強化同仁相關職能：

- (1) 3 月 19 日邀請內政部資訊中心沈主任金祥專題演講—「政府政策溝通與輿情因應機制之建議」。
- (2) 6 月 12 日邀請天下文化林總經理天來專題演講「你就是改變的起點」。
- (3) 9 月 25 日邀請安碁資訊股份有限公司資安服務處顧處長寶裕及成功大學政治系暨經濟學研究所周教授志杰專題演講—「近期資安事件解析」與「國際人權規範的在地實踐與應用」。

### 2、編纂業務統計

按月公告本署業務統計網頁資料，並適時增加及調整公告項目，以方便民眾查閱。

## 3、出版品管理與編印

為使社會大眾瞭解本署工作內涵及工作成果，104 年度編印出版「103 年年報」及「內政部移民署簡介」；「移民雙月刊」係以讀者導向之編輯方式，深入各地採訪獨具特色的新住民朋友，報導許多讓人印象深刻的動人故事；更製作樂活移民官、多元文化移民節及國際研討會等本署相關活動系列報導。移民雙月刊每期印製 2,100 份，除公告於本署網站，固定寄送國家書店等政府出版品展售處外，並置於民眾經常出入場所，例如：各縣(市)戶政事務所、新住民相關民間團體、圖書館及本署各縣(市)服務站、專勤隊、收容所、駐外據點等地，供自由取閱，有效進行宣導行銷。



## 4、公文檔案管理

專責辦畢公文之歸檔點收、立案、編目、保管、檢調與銷毀等，以及其他檔案管理作業及庫房設施維護等事項，104 年度計完成 13 萬 2,826 件公文歸檔作業。

## (二) 採購及事務業務

### 1、採購作業

為使同仁熟悉政府採購作業程序及依法辦理採購業務，104 年度辦理政府採購法令教育講習課程計 2 次。

另辦理署本部及外單位之辦公器具、物品、清潔維護等經常性共同供應契約及逾公告金額十分之一之採購作業，計完成 477 件，相關作業分述如下：

- (1) 共同供應契約採購案計 342 件，採購金額 2,198 萬 5,598 元。
- (2) 工程採購案計 5 件，採購金額 2,064 萬 5,277 元。
- (3) 財物採購案計 45 件，採購金額 1 億 8,663 萬 3,128 元。
- (4) 勞務採購案計 85 件，採購金額 5 億 3,076 萬 8,034 元。

104 年度辦理 1,000 萬元以上的重要採購案件計有：104 年度南投收容所伙食採購案、105 年度外來人士在臺生活諮詢服務熱線 (Call Center) 委外服務案、移民資訊雲先導系統基礎資源池設備擴充案第 1 次後續擴充、南投人口販運被害人安置保護及疑似被害人分別收容社工人員服務案、宜蘭人口販運女性被害人安置保護及疑似女性被害人分別收容社工人員服務案、外來人口違法資訊偵查平臺委外建置案、105 年度服務站設置專業移民服務人員勞務委託案、105 年度航前旅客資訊暨審查系統委外維護案、北區辦公廳舍整修工程、104 至 105 年度全球資訊網網站維護暨線上應用服務系統擴充案、104 年度陸客來臺申請案件暨入國登記表資料建檔及掃描勞務委託服務案、外來人口入出境通報管理系統委外建置案、104 年度

新移民專屬新聞影音網站維持運作案、104 年度應用系統維護案、104 年度印表機耗材採購案 (開口契約)、推動新住民資訊素養教育計畫委外建置服務案第 2 階段、外來人口個人生物特徵識別系統委外建置案第 1 次後續擴充、104 年度新移民資訊宣導電視媒體製播案、個人電腦暨終端虛擬化軟硬體設備採購案、移民資訊雲先導系統基礎資源池設備擴充案、105 年度應用系統維護暨擴充案、105 年度電腦設備暨相關軟硬體維護案、104 年度居留證製發及系統委外案、移民資訊雲端服務委外建置案等 24 案。

### 2、事務作業

- (1) 負責各辦公廳舍調配工作。
- (2) 賡續辦理本署推動四省(省油、省電、省水及省紙)專案執行計畫作業。
- (3) 辦理自有及租(借)用之辦公處所租金編列及借用等作業計 95 處。
- (4) 辦理公務汽、機車輛配賦增修、油料核銷及調派等作業。
- (5) 辦理署本部消防訓練講習課程。
- (6) 辦理署本部各樓層環境清潔、營繕工程、機電、空調及消防等設備維修 作業。
- (7) 辦理署本部地下 1、2 樓中華郵政臺北小南門郵局、餐廳、美髮及洗衣部等管理租用作業。
- (8) 辦理署本部 24 小時門禁保全服務採購及管理作業。
- (9) 辦理 104 年度車輛裝備檢查。

### 3、技工(工友)管理

辦理技工 9 人、工友 55 人之人事任免、考核、獎懲、退休及福利等作業。

### (三) 出納及財物業務

辦理各類歲入案件，證照費收入退還作業、薪資領發、人員保險及其他代扣代繳案件等，茲說明如下：

#### 1、規費收入

104 年度約 47.15 億元，收據張數約 256 餘萬張，規費收入較 103 年度成長約 10.63 億元。

#### 2、退費案件

104 年度退費件數約 4,246 件，金額約 526 萬元，退費案件數較 103 年度減少。

#### 3、薪資發收

本署員額多達 2,800 餘人，且異動頻繁，104 年度平均每月異動人數約 70 餘人，104 年度發放薪資約計 23 億 4,357 萬餘元，發放人次共計約 3 萬 8,700 人次。

#### 4、財產及物品管理

104 年度經營不動產計土地(含土地改良物) 216 筆、房屋建築及設備 74 棟，較 103 年度增加土地 53 筆，增加辦公房屋 7 筆。

完成財產全面清查作業，總計 1 萬 9,407 件，較 103 年度增加 292 件，財產總值計新臺幣 41 億 1,772 萬 387 元；完成物品全面清查，總計 5 萬 9,487 件，較 103 年度新增 2,176 件；另辦理各類消耗品保管及領用作業。

### (四) 公關及新聞業務

#### 1、國會業務

##### (1) 國會服務案件

104 年度受理立法委員及助理各項諮詢與協調聯繫事項，計 1 萬 2,240 件。

##### (2) 拜會立法委員及黨團辦公室

為加強溝通與業務聯繫，主動拜會立法委員及黨團辦公室逾 1,636 次。

#### (3) 協調預算及法律修正案

立法委員對本署預算提出刪除或凍結案，居間協調各業務單位，加強對立法委員溝通，說明本署預算編列及法律修正案之情形，主動爭取支持，圓滿完成預算審查及推動法律修正案。

#### (4) 國會服務成績優異

經臺北市中央公職人員助理職業工會辦理之政府機關國會聯絡評鑑調查結果，104 年度本署榮獲「值得肯定之國會聯絡人」第 2 名，於國會聯繫及相關業務執行上，績效卓著。

#### 2、新聞業務

##### (1) 發布新聞稿或召開記者會

針對本署重要政策及新聞輿情，主動發布新聞稿或召開記者會回應。104 年度辦理「內政部入出國及移民署更名組改內政部移民署，104 年 1 月 2 日施行，組改北區、中區、南區事務 3 大隊」、「看盡生死！俄羅斯醫師變廚師打造北國家常味，看來很兇卻很熱情，放棄醫師工作與緬甸華僑妻相戀結婚」、「大陸商務人士來臺門檻放寬限制，去年破 11 萬人次，取消短期商務活動交流邀請單位年度營業額資格限制」、「心疼媽媽辛勞！14 歲子為母要洗衣機，越南單親媽撫養 3 子，移民署長贈洗衣機圓夢」、「移民署嚴格把關，去年清查陸人在臺違規人次大幅增加」、「空姐變移民官，機上服務變機場」、「母兼父職！一份便當三人吃。喪夫印尼婦苦



養，雙胞胎姊妹倆想上才藝課程，移民署圓夢」、「手機掃一下就知真假！移民署推出查驗居留證 APP」、「我在臺灣你好嗎？即將開播。我的故事，與您分享」、「為新住民及子女打開世界的窗 3 年 306 萬人次參與火炬計畫」、「移民署首推新住民水果月曆，當季水果結合異國料理，越南張韶涵跨刀協助，大展身手 4 道越南佳餚」、「回外婆家！客家擂茶到越南，臺越交流激火花，越南就像另一個家！嘉潤陪伴外公學習母語融入文化」、「公務員申請赴陸許可 e 化，加快申請效率」、「輕鬆掌握新住民大小事，新住民培力發展資訊網啟用」、「啟動新能量，開創新藍圖，移民署新住民二代寒假海外培力行程開跑」、「圓夫遺願！越南妻掙錢 6 年開 2 間餐館」、「吸引遊民當假老公，引進陸女阿公店遭逮，移民署查獲假結婚集團，不法獲利破百萬」、「一張賣 3000！假居留證騙雇主全臺最大犯罪集團，不法獲利破百萬，母子檔開合法仲介公司，偽造居留證，住處當外勞旅館」、「申辦自動通關第 200 萬旅客，幸運兒桃園入境」、「自動查驗通關系統 (E-gate) 獲 APEC 讚賞與肯定」、「9 月 1 日起役男網路申請核准出國可走自動查驗通關系統」、「國境安全把關！外人生物特徵辨識系統全臺正式實施」、「移民署晶片防偽居留證查



驗 APP 上路外國人在臺居留證的真偽，讓智慧手機告訴你」、「協助我國莫立生技研究發展，中研院陳長謙院士獲移民署頒發梅花卡」、「丈夫過世！80 歲孀獨居軍舍靠里長、教會救濟過活，移民署進行關懷，與海基會贈急難救助金」、「移民姊妹關懷社區，共餐同樂足感心」、「諾貝爾和平獎得主沙提雅提來臺獲頒學商卡」、「活絡國內經濟，放寬港澳創業家申請來臺條件」、「強制防制人口販運國際合作，內政部擴大辦理工作坊」、「新住民及其子女築夢計畫祝賀茶會，親子共學母語心得感想徵文競賽頒獎典禮」、「探索新世界，創造新視野，移民署新住民二代海外培力啟動」、「移民署首次推動新住民二代培力計畫，培育多元人才」、「父腦中風，母打臨工養家，角力國手獲獎助學金，嫁臺 14 年，為母圓夢買機票回越南探親」、「向下扎根，培育多元文化橋樑，新住民二代海外培力成果發表」、「新二代勇往職前，超有價值」、「移民署政風室反貪宣導，船員熱情參與，宣導成效卓著」、「中華民國與瓜地馬拉共和國簽署移民事務與防制人口販運合作協定，中南美洲第 2 個與我簽署合作協定的邦交國」、「中華民國與史瓦濟蘭王國簽署移民事務與防制人口販運合作瞭解備忘錄，非洲第 2 個與我國簽署合作瞭解備忘錄的邦交國」、「讚！臺灣防制人口販運績效國際評比連續 6 年名列第一級」、「移民署推廣自動通關一站式服務，領完護照下樓馬上辦」、「觸動人心！行囊，愛在臺灣，移民署首製微電影，九頭身 Model 小吳亞馨擔綱微電影女主角」等新聞發布，獲平面及電子媒體廣泛報導。

##### (2) 辦理「新移民輔導就業專區網站」

本署與人力銀行無償合作，創立「新移民輔導就業專區網站」提供新移民就業職缺與企業主求才管道。截至 104 年止，網站瀏覽 65 萬

7,748 人次，新移民加入會員計 1 萬 0,033 人，媒合職缺計 9,912 個。



### (3) 製播「臺灣是我家」

為推廣行銷多元文化，本署與 TVBS 無線電視電視台共同合作「臺灣是我家」新移民電視節目。自 103 年 4 月 28 日起，至 104 年 5 月 20 日，於 TVBS 各頻道播出，以 6 種語言（國語、英語、印尼語、越南語、泰語及柬埔寨語）及中印、中越雙語字幕播出，提供新移民在臺生活資訊，增進國人瞭解新移民文化。短版節目高達 7,825 萬 3,000 人次觀看，長版節目高達 496 萬 9,000 人次觀看。104 年續續辦理，自 104 年 9 月 7 日播出，截至 104 年止，短版節目高達 2,987 萬人次觀看，長版節目高達 765 萬人次觀看。



項目	96 年	97 年	98 年	99 年	100 年	101 年	102 年	103 年	104 年
收文部分	166,770	144,776	133,073	216,796	225,050	203,919	362,362	383,705	481,766
發文部分	166,770	144,776	133,073	216,796	225,050	203,919	362,362	383,705	481,766

就收、發文品質，104 年度公文分文後改分案件約 4,102 件，正確率約 99.13%；發文正確率，以目前發文寄送錯誤每月在 2 件以下，正確率高於 99.98%。

### (4) 製作「新移民全球新聞網」

為加強在臺新移民之照顧輔導服務，本署與義美聯合電子商務股份有限公司合作製作「新移民全球新聞網」，於 103 年 7 月 28 日上線運作，以落實政府照顧輔導新移民並提供新移民資訊管道，讓新移民在第一時間獲得資訊，增進其生活品質與在臺生活能力。104 年產出文字新聞 1 萬 620 則，影音新聞 7,412 則，語音新聞 7,334 則，造訪人數 88 萬 3,000 人，會員 5,206 人。



### (五) 文書業務

文書業務主要重點為綜管文書法規、印信典守、收發文登記與處理、文書繕校、郵資管理、公文電子交換作業及推動電子公文節能減紙業務等。

#### 1、歷年收、發文件數統計

本署 104 年度公文量相較於 103 年度明顯增加，主要原因係為因應本署組織改造，貫徹署本部各業務對口單位及派出單位之權責督導關係，相關公文傳遞程序進行調整，致內部單位間公文行文量增加。相關統計結果如下：

### 2、簡化文書處理作業，律定本署公文傳遞程序

因應本署組織改造，強化業務區域統合概念及規劃與執行單位間相輔相成，建立內外一體之制度，本署於 104 年度起，重新律定公文傳遞流程，加強分層負責，以落實署本部各業務對口單位及派出單位之權責督導關係及確保法規面及制度面之一致性。就提升行政效率而言，本署 104 年 1 至 12 月署 2 (含) 層以下決行存查及發文公文數占全部存查及發文公文比率分別達 96% 及 86%。存查公文件數較 103 年度同期為少，發文則略為增加。辦畢公文時效，存查公文較 103 年度同期減少 0.26 日，發文公文則較 103 年度同期增加 0.37 日。

### 3、辦理「文書講習作業」

為增進同仁公文書處理知能，提升本署公文品質，於 104 年 8 月 19 日邀請國家文官培訓所講座講師暨中華科技大學企業管理學系張甫任副教授，講授公文撰擬之技巧及如何提昇公文品質等，參訓人數計 80 人次。

### 4、落實推動電子公文節能減紙作業

#### (1) 辦理本署電子公文節能減紙及單位公文收、發文作業執行情形實地查核。

為強化本署電子公文節能減紙績效，如期達成內政部所訂頒之減紙、節能及行政效率提升等績效指標，並建立各單位正確之公文收、發文作業流程。自 103 年度起，實施本署節能減紙及單位收、發文作業查核，分為平時查核及實地訪查 2 種方式，以利瞭解本署各單位節能減紙及單位收、發文處理情形，作為爾後檢討改進之參考。

實地訪查部分，於 104 年 5 月 22 日起至 6 月 26 日由文書科派員至南區事務大隊、高雄市專勤隊、臺北市服務站、宜蘭收容所、中區事務

大隊、臺中市第一服務站、北區事務大隊、新北市專勤隊及國境事務大隊等 9 個派出單位執行抽檢及實地訪談。訪查重點除各單位節能減紙執行情形外，針對 104 年度組織改造及 2 月起所實施之公文傳遞流程，是否有效落實署本部各業務對口單位及派出單位之權責督導關係及其影響。另內政部亦針對所屬 23 個單位(機關)進行「電子公文節能減紙推動工作情形」實地查核，主要查核內容為線上簽核成效、減紙成效及其他強化節能減紙行政作為，本署查核獲評為優等。

#### (2) 本署電子公文節能減紙(含線上簽核、公文電子交換)執行情形

本署 102 年 3 月 18 日起全面實施公文線上簽核作業，至 104 年 12 月底止，本署線上簽核比例為 88.02%，公文電子交換比例為 91.31%。就減紙成效而言，104 年度郵資費與 103 年度同期相比，減少了 11.46%；紙本公文發文量較 103 年減少 667 件；署本部紙張請領量亦減少 23.4%。整體而言，節能減紙目標管理策略已達初步成效，未來仍將持續強化減紙業務，俾建立更有效率、更節能、更減紙之行政運作機制。

### (六) 法制業務

負責各業務單位制(訂)定、修正、解釋法規之審查、協調，督導有關國家賠償、訴願、行政訴訟案件之處理，並辦理法制及訴願業務講習，以強化同仁法制素養。另依年度法規整理計畫定期追蹤管考各業管單位制(訂)定、修正法規進度。

#### 1、制(訂)修法規

協調各業管單位落實提報及彙整年度法規整理計畫，並按其進度每月控管，104 年度完成制(訂)定、修正之法規如下：

**(1) 入出國及移民法**

中華民國 104 年 2 月 4 日總統華總一義字第 10400013351 號令修正公布 15、36 ~ 38、91 條條文；並增訂第 38-1 ~ 38-9 條條文；行政院院臺法字第 1040123882 號令修正部分條文，定自 104 年 2 月 5 日施行。

**(2) 大陸地區人民來臺從事個人旅遊之指定區域**

中華民國 104 年 4 月 8 日內政部台內移字第 10409518871 號公告修正，自中華民國 104 年 4 月 15 日生效。

**(3) 內政部移民署編制表**

中華民國 104 年 3 月 25 日內政部台內移字第 1040951642 號令修正，自中華民國 104 年 1 月 2 日施行。

**(4) 大陸地區人民來臺從事觀光活動許可辦法**

中華民國 104 年 3 月 26 日內政部台內移字第 10409516397 號令、交通部交路字第 10400083791 號令修正部分條文，自中華民國 104 年 4 月 1 日施行。

**(5) 入出國及移民法收容替代處分之保證金繳納及管理作業要點**

中華民國 104 年 3 月 27 日內政部台內移字第 1040951711 號令訂定發布，自即日生效。

**(6) 強制驅逐出國案件審查會審查作業要點**

中華民國 104 年 4 月 8 日內政部台內移字第 1040951845 號令修正，自即日生效。

**(7) 外籍配偶照顧輔導基金****收支保管及運用辦法**

中華民國 104 年 5 月 26 日行政院院授主基法字第 1040200397A 號令修正「外籍配偶照顧輔導基金收支保管及運用辦法」第 5 條，自即日施行。

**(8) 「外籍配偶照顧輔導基金補助作業要點」、「外籍配偶照顧輔導基金補助經費申請補助項目及基準」、「外籍配偶照顧輔導基金補助技藝類學習課程計畫經費審查原則**

中華民國 104 年 5 月 5 日內政部台內移字第 1040952252 號令修正「外籍配偶照顧輔導基金補助作業要點」部分規定、「外籍配偶照顧輔導基金補助經費申請補助項目及基準」、「外籍配偶照顧輔導基金補助技藝類學習課程計畫經費審查原則」，自即日生效。

**(9) 臺灣地區無戶籍國民申請入國居留****定居許可辦法**

中華民國 104 年 6 月 18 日內政部台內移字第 1040952953 號令修正第 18 條條文，並自發布日施行。

**(10) 內政部移民署執行前站查驗要點**

中華民國 104 年 6 月 25 日內政部移民署移署境桃國慈字第 10400704852 號令修正「內政部入出國及移民署執行前站查驗要點」為「內政部移民署執行前站查驗要點」，並修正全文，自即日生效。

**(11) 外籍商務及經常來臺外來旅客****快速查驗通關作業要點**

中華民國 104 年 7 月 9 日台內移字第 10409532902 號令修正第 3 點規定，自即日生效。

**(12) 外國人申請學術與商務旅行卡及實施****快速查驗通關作業要點**

中華民國 104 年 7 月 9 日台內移字第 10409532902 號令修正第 3 點、第 4 點規定，自即日生效。

**(13) 入出國及移民法與臺灣地區與大陸地區人民關係條例及香港澳門關係條例罰鍰案件裁罰基準**

中華民國 104 年 7 月 10 日內政部台內移字第 10409532602 號令修正「入出國及移民法及臺灣地區與大陸地區人民關係條例罰鍰案件裁罰基準」為「入出國及移民法與臺灣地區與大陸地區人民關係條例及香港澳門關係條例罰鍰案件裁罰基準」，並修正全文，自即日生效。

**(14) 香港澳門居民進入臺灣地區及居留定居許可辦法**

中華民國 104 年 7 月 13 日內政部台內移字第 1040953312 號令修正第 17 條、第 26 條、第 30 條條文，並自發布日施行。

**(15) 內政部及所屬機關涉及國家安全人員申請出國辦法**

中華民國 104 年 8 月 14 日內政部台內移字第 10409537712 號令修正第 3 條、第 4 條條文，自中華民國 104 年 9 月 1 日施行。

**(16) 外來人口感染人類免疫缺乏病毒專案申請六個月效期之臨時停留許可送件須知**

中華民國 104 年 8 月 20 日日內政部移民署移署移外銘字第 10401017231 號令訂定，自中華民國 104 年 7 月 27 日生效。

**(17) 財團法人及非營利社團法人從事跨國境婚姻媒合許可及管理辦法**

中華民國 104 年 8 月 21 日內政部台內移字第 1040953852 號令修正，並自發布日施行。

**(18) 收容聲請事件移送及遠距審理作業實施辦法**

中華民國 104 年 8 月 27 日行政院院臺

法字第 1040046685 號、司法院院台廳行一字第 1040022617 號令訂定，並自發布日施行。

**(19) 大陸地區人民進入臺灣地區許可辦法**

中華民國 104 年 10 月 30 日內政部台內移字第 1040954683 號令修正第 21 條附表一，並自發布日施行。

**(20) 過境乘客過夜住宿辦法**

中華民國 104 年 11 月 16 日內政部令台內移字第 1040954927 號令修正，並自發布日施行。

**(21) 新住民發展基金收支保管及運用辦法**

中華民國 104 年 11 月 30 日行政院院授主基法字第 1040200978A 號令修正，並自發布日施行。

**(22) 外國人收容管理規則**

中華民國 104 年 12 月 1 日內政部台內移字第 1040955111 號令修正，並自發布日施行。

**(23) 臺灣地區公務員及特定身分人員進入大陸地區許可辦法**

中華民國 104 年 12 月 30 日內政部台內移字第 1040955489 號令修正，並自發布日施行。

**(24) 大陸地區人民在臺灣地區依親居留長期居留及定居數額表**

中華民國 104 年 12 月 30 日內政部台內移字第 10409554862 號公告，自中華民國 104 年 12 月 31 日生效。

**2、建立法規及行政規則個案檔卷**

配合法規制(訂)定、修正，賡續進行法規資料之蒐集彙整，已完成業管法規及行政規則個案檔卷總計 246 卷。



# 內政部移民署 104年年報

Annual Report 2015  
National Immigration Agency

# NIA

*English Version*

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# Chapter I

## Passenger Flow Management at the Border

As a result of government promotion of tourism and the convenience of direct flights across the strait, the number of incoming/outgoing passengers has continued to increase in recent years. The total number of passengers in 2015 reached 47,143,218, growing by 3,820,902, or 9%, compared to 2014. To provide quality service while maintaining border security, the National Immigration Agency (NIA) has installed an automated immigration clearance system called the e-Gate system and also adopted the Advanced Passenger Information System (APIS), the Advance Passenger Processing System (APPS), and the Biometric Verification System for Foreign Visitors. According to the 2015 World Airport Awards announced by the British air transport research institute Skytrax, Taoyuan International Airport was ranked as the 17th Best International Airport in 2015 (18th in the previous year), and it was rated No. 1 in the category of Best Airport Staff in Asia. Thirteen million passengers from 112 countries had voted on 550 airports around the world between May 2014 and January 2015 to obtain these results. The Border Affairs Corps of the NIA won second place in the Best Airport Immigration category, after Hong Kong

International Airport, indicating that the NIA's efforts in border security management and improvement of services for both Taiwanese and foreign passengers were highly regarded.

### 1. Immigration Wait Time Reduction and Optimized Immigration Service

#### (1) Promotion of Automated Immigration Clearance

To speed up immigration clearance, the NIA tested the e-Gate system at Kinmen Shuitou Port on March 29, 2011. This event marked the beginning of automated immigration clearance in the country. Later, the system was installed in Songshan Airport, Taoyuan Airport, Taichung Airport, and Kaohsiung Airport. As of the end of 2015, there are 53 e-Gates in service, 2,853,518 people have registered for automated immigration clearance, and 27,956,863 passengers have used the e-Gate system to clear immigration.



Today, registration for automated immigration clearance can be done at the arrival and departure immigration counters in Songshan Airport, Taoyuan Airport, Taichung Airport, Kaohsiung Airport, Kinmen Shuitou Port, the NIA's Taipei City Service Center, Taichung City First Service Center, Chiayi City Service Center, and Kaohsiung City First Service Center. In July 2014, the NIA also set up an automated immigration clearance registration counter on the first floor of the North Tower of the Joint Central Government Office Building to make it convenient for ROC citizens picking up their passports at the Bureau of Consular Affairs of the Ministry of Foreign Affairs to file their applications. Meanwhile, the NIA has continued to carry out the mobile automated immigration clearance registration service to provide prompt and convenient registration services by sending staff members to large government agencies, enterprises, and organizations to accept automated immigration clearance registration applications. In addition, the service is also advertised through electronic and broadcasting media and various promotional activities.

#### (2) Convenient Immigration Clearance Service

To shorten the immigration clearance wait time for frequent foreign visitors, the NIA has set up expedited immigration clearance counters for foreign businesspeople recommended by the Ministry of Economic Affairs or those visiting Taiwan three times

or more a year, ABTC (APEC Business Travel Card) holders, and Academic and Business Travel Card holders to quickly go through immigration. In accordance with the Administrative Department's policy of taking care of the disadvantaged, there are also counters designated for passengers with reduced mobility (including the elderly) or traveling with infants.



#### (3) Arrival Card Completion Online

Since July 1, 2015, foreign visitors have been able to fill out the Arrival Card online before going through immigration after arrival. It is estimated that the simplified procedure can save each passenger 2 to 3 seconds when going through immigration.



### 2. Use of Information Technology for Border Control Reinforcement

#### (1) The Biometric Verification System for Foreign Visitors

On March 20, 2012, the Executive Yuan



approved the Plan for Establishment of the Personal Biometric Data Collection and Application System intended to record and verify biometric data of foreign visitors arriving in the country. According to the plan, the NIA established in 2013 the Foreign Visitor Personal Biometric Data Collection and Application System to reinforce border control on foreign visitors as well as prevent foreign nationals from using other people's identities to enter the country illegally or engaging in activities inconsistent with the purposes of their visits. After the trial operation run on December 18, 2013 at Kaohsiung Airport, the system was officially launched across the country on August 1, 2015. As of December 2015, 8,719,320 data entries have been established and 8,999,692 matches have been conducted.



The system is used for all foreign visitors. Fingerprints of foreign workers are taken when they apply for visas at ROC consulates and overseas offices. They can be used to verify identities to prevent fraudulent use of passports or passport forgery. The system is able to verify the identities of foreign visitors to enhance border control and also to expedite immigration clearance.

## (2) The Advanced Passenger Processing System and Advance Passenger Information System

The NIA established the Advanced Passenger Processing System (APPS) in 2013. Through real-time exchange of information after the system was connected to 69 domestic and foreign airline companies in 2015, the NIA has been able to request that airline companies do not issue boarding passes to blacklisted individuals. As of the end of 2015, the system has screened out 1,077 suspected targets (including those losing their passports and individuals restricted from leaving the country). In the meantime, the Advanced Passenger Information System (APIS) has also been adopted to screen passengers entering the country and in transit. High-risk passenger screening is performed before airplanes land. Blacklists from Interpol and other countries are inspected and referenced to extend the security review system overseas to assist the NIA Border Affairs Corps in taking preventive measures. Thus, an international security network is built and border security is reinforced. The system was also one of the requisites for a country to be eligible for the Visa Waiver Program (VWP) of the US.

## 3. Improvement of Immigration Inspection Skills

### (1) The International Border Control Seminar



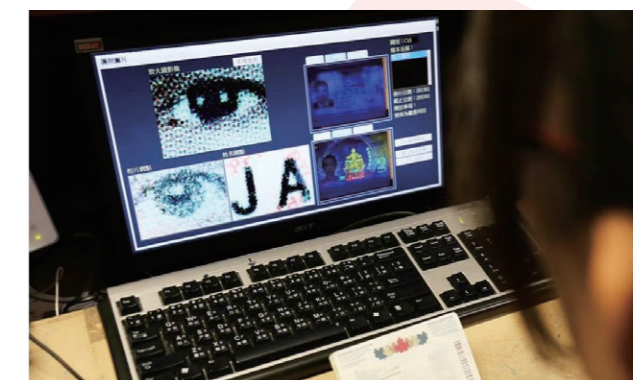
To learn from the border control experiences of other countries and access the latest technologies to keep up with international standards, the NIA regularly holds International Border Control Seminars and serves as a platform for international exchange and cooperation. The 2015 International Border Control Seminar was held at Novotel Taipei Taoyuan International Airport on September 17. NIA Director-General Mo Tienhu officiated the opening ceremony (Photos 1-6). 220 people attended, the largest number on record, including representatives from the NIA's Taipei offices and immigration officials from the US, Canada, Japan, South Korea, Australia, Belgium, the UK, France, Italy, and 18 other countries (27 in total, increasing by nine countries compared to the previous year) as well as representatives from the Office of Homeland Security of the Executive Yuan, Bureau of Consular Affairs of the Ministry of Foreign Affairs, National Security Bureau, Bureau of Investigation of the Ministry of Justice, Aviation Police Bureau, airline companies, and NIA units. Deputy Commander Pan of the Airport Command of the Immigration and Checkpoints Authority of Singapore gave a speech while

specialists from the American Institute in Taipei, Australian Consulate-General in Hong Kong, Immigration Bureau of Japan, and Taiwan's Coast Guard Administration and Central Police University were also invited to speak about the newest technologies and biometric verification techniques applicable to border control. The NIA also gave a presentation on its recent achievements in border security and application of the latest technologies.

### (2) Establishment of the Fake and Forged Passport Identification System

To improve travel document verification technologies, the NIA established the Fake and Forged Passport Identification System at the end of November 2015. As a consequence, the standards for travel document verification have been fully upgraded due to the four following major advantages of the system:

- A. Enhances the capacity of new immigration inspectors to identify fake and forged passports;
- B. Can be applied to establish a database of passport samples from different countries;



- C. Facilitates identification of passport anti-counterfeiting measures; and
- D. Makes passport inspection an easy task and helps improve immigration service quality.

By using the system to inspect questionable passports, the NIA is able to stop illegal activities and identify people intending to enter the country on fake passports right at the border. This achievement is evidence of Taiwan's efforts to protect aviation safety and prevent human trafficking. It has not only improved the international image of the country but also helped the government to acquire and maintain visa-free access for ROC nationals to visit other countries.

### (3) The Travel Document Verification Expert Competition

To increase the understanding and recognition of various sectors toward travel document verification work, the NIA holds the Travel Document Verification Expert Competition on an annual basis. In 2015, besides the immigration inspectors of the NIA Border Affairs Corps, China Airlines, EVA Air, Cathay Pacific Airways, and TransAsia Airways, Ever Rich Duty Free Shop Corporation and Tasa Meng Corporation also sent a team each to participate at the invitation of the NIA to experience the pressures and challenges that immigration inspectors encounter when performing their duty. The event not only boosted the morale and sense of honor of immigration officers

but also created an interactive platform for cooperation between different airport units and indirectly extended the capacity to prevent and crack down on illegal activities at the border.



## 4. Performance of Law Enforcement at the Border

The main achievements of the NIA Border Affairs Corps in 2014 in stopping illegal entry and exit, identifying foreign nationals overstaying their visas or residence permits and entering the country illegally, and penalizing airline (shipping) companies carrying passengers in violation of relevant regulations are as follows:

- (1) Arresting 1,294 wanted criminals
- (2) Stopping 716 people forbidden to exit the country from leaving the country
- (3) Stopping 267 people forbidden to enter the country from entering the country
- (4) Arresting 17 human traffickers in transit
- (5) Solving 41 cases of passport fraud and fake travel documents
- (6) Conducting 7,563 at-the-border interviews; 159 applicants rejected and 785 required a second interview

- (7) Reporting 1,163 cases of airline (shipping) companies carrying passengers in violation of related regulations
- (8) Catching and penalizing 2,576 foreign nationals overstaying their visas or residence permits
- (9) As of December 2015, the NIA had acted according to the Immigration Act and stopped people who are forbidden to enter or leave the country from entering or leaving the country 199,471 times, including stopping Taiwan nationals forbidden to leave the country from leaving the country 108,647 times, stopping foreigners forbidden to enter the country 532 times and stopping Mainland Chinese, Hong Kong and Macao residents, and Taiwan nationals without household registration from entering the country 292 times.

- (10) On June 28 and July 3, 2015, the NIA busted a human trafficking group consisting of citizens of Taiwan, Hong Kong, Thailand, and Canada and successfully intercepted two Spanish nationals attempting to help two Sri Lankan human traffickers to get on



a connecting flight to enter Canada illegally. Both cases were turned over to the Taoyuan District Prosecutors Office.

- (11) On October 24, 2015, the NIA caught a family of three, a mother with a 5-year-old daughter and a 7-year-old son, from Mainland China holding Chinese passports with forged Canadian visas.
- (12) On November 22, 2015, the NIA caught two men traveling from Rangoon, Myanmar to Taiwan on fake Estonian passports to get on a connecting flight to Canada. At first, it was difficult to identify their nationality since both of them were Caucasian. After repeated questioning, they eventually admitted the Estonian passports had been purchased in Turkey. Later, immigration officers also found Georgian passports in concealed compartments of their rucksacks.



## Chapter II

# Immigrant Care and Assistance

### 1. Immigrant Care and Assistance

#### (1) The New Immigrant Affairs Coordination Board

On June 16, 2015 the Executive Yuan approved a proposal for creating the New Immigrant Affairs Coordination Board to protect the rights and interests of new immigrants. The decision raised management of new immigrant affairs to the Executive Yuan level. Since then, cross-ministerial efforts have been made to enhance services for new immigrants. The board is headed by a minister without portfolio while a deputy minister of the Ministry of the Interior serves as the vice chair and the NIA Director-General as the executive secretary. Currently, there are 29 members on the board, including 15 deputy ministers of related ministries and councils (including Executive Yuan advisors), six deputy mayors of municipalities and counties (cities), and eight scholars, specialists, or representatives from social groups. Two meetings were convened in 2015 and decisions were made to rename the Foreign Spouse Care and Assistance Funds to the New Immigrant Development Fund and maintain the fund's size at NT\$1

billion per year; integrate the Committee on Care and Services for New Immigrants as a special task force of the New Immigrant Affairs Coordination Board in order to raise its performance evaluation level; set up the New Immigrant Empowerment and Development Information Network to consolidate the resources of various ministries and councils and provide new immigrants and their children with government network resources; create the New Prospect Project special task force to provide comprehensive services for new immigrants through different ministries and councils, and adopt looser standards in recognition of new immigrants' junior high and elementary school credentials.

#### (2) The National Torch Project for New Immigrants

The National Torch Project for New Immigrant was a three-year program implemented between the 2012 and 2014



school years to provide new immigrants with economic assistance, ensure their children receive good education as well as help people in the country understand and accept cultural diversity. Through the project, 1,060 subsidies were given to schools with relatively large numbers of students from new immigrant families. From August 2012 to July 2015, 958 schools formed a strategic alliance and conducted 27,913 sessions of related activities. Visits were paid to 56,728 new immigrants households in the program which ended in July 2015.

#### (3) The Talent Cultivation Plan for Children of New Immigrants



To cultivate second-generation new immigrants with multicultural backgrounds and second mother tongues to become sought-after in the job market, the NIA collaborated with private organizations and conducted the four-day Second-generation Young New Immigrant Cultivation Workshop from July 21 to 24, 2015. Twenty-seven young second-generation new immigrants attended. Meanwhile, the first trial of the Second-generation Young New Immigrant Empowerment (Overseas) Training Project was also carried out in 2015. Ninety-nine people were selected to visit their grandparents overseas to experience the

local lifestyle, improve their second mother tongues and learn the local cultures during the summer break. After returning to Taiwan, they shared their experiences with others to help cultivate multicultural awareness.



#### (4) Measures Taken to Look After and Assist New Immigrants

The NIA launched the Adaptation Assistance Plan for Foreign Spouses to help new immigrants adapt to the lifestyle and living environment in Taiwan. In 2015, a total of NT\$4,583,000 was appropriated to fund the 22 municipality and county (city) governments in the country in conducting 115 adaptation classes, one seed workshop, nine multicultural activities, 37 adaptation presentation sessions, and three other special project classes. A total of 18,777 new immigrants attended these classes and activities.

#### (5) Performance Enhancement of the Foreign Spouse Care and Assistance Fund

The Foreign Spouse Care and Assistance Fund was set up in 2005 to raise NT\$300 million each year for 10 years to provide funding for the central and local

governments as well as registered legal entities or non-profit private organizations to execute four major projects, namely the Plan for Subsidy of Medical Expenses, Social Aid, and Legal Services; Plan for Organization of Study Programs and Child Care Subsidies for Foreign Spouses and Promotion of Cultural Diversity; Plan for Establishment of Family Service Centers and Organization of Social Associations; and Plan for Provision of Guidance, Services, and Skill Training for Foreign Spouses and Diversification of Community Services. In 2015, 268 funding applications were approved and the subsidies given totaled NT\$247,247,233. To continue the effort to care for new immigrants and help new immigrants and their children to develop and become a new driving force for the country, the New Immigrant Affairs Coordination Board decided during the first meeting in 2015 on August 4 for the fund to continue operation. In 2016, it was renamed the New Immigrant Development Fund and the scale of the fund was to remain at NT\$1 billion per year.

#### **(6) Interviews with Marriage Migrants on Their First Arrival**

To enhance guidance for immigrants, when foreign and Mainland Chinese spouses visit NIA service centers to apply for resident certificates after entering Taiwan for the first time, immigration counselors will interview them, tell them about regulations for foreign residents in Taiwan and provide necessary information. A total of 36,889 new immigrants were interviewed in 2015.

Meanwhile, family education activities were also conducted to help new immigrants adapt to family life in Taiwan, show support for cross-border marriage, urge people to respect cultural diversity and gender equality, and enhance interaction in the family. These activities attracted 7,009 attendees in total.

#### **(7) The New Immigrant Care and Service Network**

The New Immigrant Care and Service Network has been set up in each of the 22 municipalities and counties (cities) in the country. Every six months, central government agencies as well as the civil affairs, social affairs, education, labor, and health authorities of each local government, private organization, local service center for families with foreign spouses, and community service station for foreign spouses meet to examine issues concerning new immigrants, present special topical reports and discuss individual cases. It is hoped that central and local immigrant assistance networks and corresponding resources can thus be consolidated. Twenty-two meetings were held in 2015 and 805 people attended.

#### **(8) Information and Counseling Service Channels**

To provide information and counseling services for new immigrants who are unable to seek assistance because of language barriers and foreigners who need information concerning daily life needs and adaptation,

the NIA has set up the Foreigner Information and Counseling Service Hotline (0800-924-111), using Mandarin Chinese, English, Japanese, Vietnamese, Indonesian, Thai, and Cambodian to answer questions about visas, residency, entry and exit procedures, work, taxes, National Health Insurance, transport, medical care, personal safety, child upbringing, social welfare, legal affairs, family relations and other daily life issues. A total of 51,154 calls were received in 2015.

#### **(9) The New Immigrant Mother Tongue Teacher Training Program**

To stimulate the interest of Taiwanese people in learning the mother tongues of new immigrants, the NIA has worked with universities that are members of the strategic alliance and launched the New Immigrant Mother Tongue Teacher Training Program to provide interactive teaching platforms and train qualified and interested new immigrants to teach their mother tongues by using innovative teaching methods. It is hoped that the program can help cultivate more multilingual talent. A total of 667 people signed up for the training programs carried out by the 22 municipality and county (city) governments in 2015 and 448 of them completed the program and acquired teaching certificates.

#### **(10) The Program for Helping New Immigrants and Their Children to Make Dreams Come True**

To help new immigrants and their

children accomplish their dreams, the NIA organized in 2015 an activity to select people for the Program for Helping New Immigrants and Their Children Make Dreams Come True. The candidates exhibited their vitality and passion for life as well as their devotion and contribution to their families during the dream-building process. In the end, the selection committee chose 14 individuals and nine families for the program and a celebration party was held on May 16, 2015.



#### **(11) The New Immigrant Empowerment and Development Information Network**

To consolidate the resources of different ministries and councils to provide comprehensive protection of the rights and interests of new immigrants, the NIA set up an official website called the New Immigrant Empowerment and Development Information Network (<http://ifi.immigration.gov.tw>) on which important government information that concerns new immigrants is available in seven languages, namely Chinese, English, Vietnamese, Thai, Indonesian, Burmese, and Cambodian. The Line account is @ifitw

## (12) The Interpreter Database

The NIA set up the Interpreter Database in 2009 to provide interpreting services to protect the rights and interests of foreign spouses and encourage them to participate in public affairs. At the end of 2015, there were 1,722 interpreters available to provide interpreting services in Vietnamese, English, Indonesian, Thai, Burmese, Tagalog, Japanese, Cambodian, and 10 other languages. These interpreters can also help with immigration affairs, pay home visits, provide information with regard to social welfare, medical care, employment, police services, and prevention of domestic violence and sexual assaults, as well as accompany foreign spouses to appear in court and undergo questioning by law enforcement officers.

## (13) Cross-Border Matchmaking Administration

To promote non-profit cross-border matchmaking services and prevent commercialization of cross-border matchmaking, the NIA had approved 40 associations to engage in these services as of the end of December 2015. In 2015, the NIA Cross-border Matchmaking Administration and Review Board held four meetings to review illegal cross-border matchmaking cases and gave sanctions. The fines imposed in 30 cases totaled NT\$3.23 million.

## (14) Reinforced Administration of Immigration Consultancy Businesses

Most Taiwanese who intend to emigrate overseas choose to commission immigration consultancy businesses to collect documents and file applications on their behalf. To ensure such businesses have the appropriate professional capacity, the NIA continues to reinforce administration of immigration consultancy companies and crack down on illegal operations to protect the rights and interests of consumers. There were 107 immigration consultancies approved by the NIA at the end of December 2015. To help immigration consultancy workers and NIA personnel have a better understanding of the latest immigration policy trends in the main countries that Taiwanese people choose to immigrate to and the immigration regulations involved when performing their duties, the NIA conducted two immigration worker capability enhancement workshops in 2015 which were attended by 198 people. Meanwhile, to assure objectivity in the review of illegal immigration services and operations, the NIA Immigration Consultancy Operation Administration Review Committee also held a meeting in 2015. After review, the committee reached the decision to impose a fine of NT\$200,000 on one immigration consultancy company.

## 2. Innovative Value-Added Services

### (1) Mobile Service Buses Delivering Services to Your Door

To listen to the needs of new immigrants, make referrals for them to access different

social welfare resources accordingly, and extend the reach and flexibility of services, the NIA offers convenient mobile services to shorten the urban-rural gap and balance regional development. In 2015, the NIA's mobile service buses made rounds 431 times and provided services 17,991 times. They also paid visits to check on 472 new immigrant families in remote areas.



### (2) Cross-Boundary Cooperation Through Strategic Alliances

Governments, schools, and private organizations have been making a joint effort to extend services for immigrants through sharing resources, training related personnel, organizing special topic lectures, exchanging ideas, and providing legal services and lawyer referrals. As of the end of 2015, the NIA had signed strategic alliance agreements with 82 universities in and outside the country, the Nantou District Court, the Legal Aid Foundation, the National Science and Technology Museum, and the National Museum of Natural Science.



### (3) On-Campus Promotion of NIA Policies and Responsibilities

To help the public understand the policies and responsibilities of the NIA, 16 on-campus promotion activity sessions were conducted in 2015. The objective was to make teachers and students understand immigration issues to improve the satisfaction of administrative implementations of the NIA.



### (4) The Entry/Exit and Immigration Administration System

After completion of the acceptance inspection in Jan. 2015, the NIA's Entry/Exit and Immigration Management System was made accessible at 25 service centers throughout the country in May the same year. The system is applied to process applications filed over the counter by residents of Mainland China, Hong Kong, Macao, Taiwan nationals without household registration in the country, and foreign nationals. It also allows Hong Kong and Macao residents to file applications online and query about the progress of their applications. The application procedure is simplified and the review process is transparent. Foreigners are able to check

the progress of their applications and the administrative performance and service quality of the NIA are improved.



### (5) The New Immigrant Employment Service Website

A job bank cooperated with the NIA and set up the New Immigrant Employment Service website free of charge to offer new immigrants job opportunities and forms channels to recruit suitable employees. As of the end of 2015, the website had been visited 657,648 times, with 10,033 new immigrants signing up to be members and 9,912 job matches completed.

### (6) Production and Broadcasting of Taiwan Is My Home

To promote cultural diversity, the NIA cooperated with TVBS and produced a TV program for new immigrants called "Taiwan Is My Home". From Apr. 28, 2014 to May 20, 2015, it was run on various TVBS channels in six languages (Mandarin Chinese, English, Indonesian, Vietnamese, Thai, and Cambodian) along with Chinese/Indonesian and Chinese/Vietnamese subtitles. The program was designed to provide new immigrants information for daily living as well as help Taiwanese people understand

the cultures of new immigrants. The short version had 78,253,000 views and the long version 4,969,000 views. In 2015, the program was continued. Between September 7, when the program started again, and the end of 2015, the short version was viewed 29.87 million times and the long version 7.65 million times.

### (7) Global News for New Immigrants

To reinforce care and assistance for new immigrants, the NIA cooperated with I-Mei Multimedia e-Content Production and Marketing Co., Ltd. and produced the Global News for New Immigrants program which was put online on July 28, 2014 to fulfill the government's promise to provide new immigrants with channels of information. The new channel enabled new immigrants to access information first-hand to improve their quality of life and ability to live in Taiwan. In 2015, 10,620 news articles were displayed and 7,412 video news clips as well as 7,334 audio news clips were broadcasted. The website received 883,000 visits and had 5,206 members.

### (8) The New Immigrant Information Literacy Enhancement Program

To minimize the digital gap, improve the digital awareness of new immigrants and create fair digital opportunities, the NIA implemented the New Immigrant Information Literacy Enhancement Program—Phase 2 to offer new immigrants 20 free computer courses. The courses

include 16 fundamental classes, such as introduction to computers; learning to get online; how to use E-mail, Facebook, and Microsoft Office; learning to blog; learning to type in Chinese; how to look for work online; etc. The four advanced courses are e-Net Information Service, Using the Cloud to Make Life More Convenient, Mobile Apps, and Making Job Search an Easy Task.



The program was launched on May 12, 2015 in all 22 municipalities and counties (cities) simultaneously and came to a conclusion at the end of November 2015. In total, 940 classes were held, with 12,091 people signing up and 10,122 certificates of completion issued. The classes included 431 fixed classroom courses, with 4,812 certificates issued, and 509 mobile classroom courses, with 5,310 certificates issued. At the same time, courses were specifically conducted in some remote areas to increase digital learning opportunities there. By the time the program ended, the courses had provided training to 5,875 people in rural areas and 4,252 people in urban areas. The rural-urban ratio was about 1.4 to 1. The objective of improving information literacy in rural areas was achieved.

The New Immigrants in Taiwan (nit.immigration.gov.tw), a portal for new immigrants, began operation on February 19, 2014 to offer online computer application learning lessons and cloud e-book reading service in traditional Chinese, simplified Chinese, English, Vietnamese, Thai, Cambodian, and Indonesian. In 2015, "Focus Tour" service was added to allow visitors to choose regular citizen or new immigrant categories according to their identities. Mobile version web pages were also set up to enable new immigrants to access information about available courses anywhere and at any time. After the online learning sessions came to an end, phone calls were made to understand the learning results of new immigrants and offer after-class assistance.



The NIA held the 2014 School Year National New Immigrant Torch Project and Information Literacy Enhancement Program Achievement Presentation on October 26, 2015. The Ministry of the Interior, the Office of the Board of Science and Technology, the Ministry of Education, NGO organizations, and learners in various counties and cities were invited to attend and witness the project's numerous achievements.

# Chapter III Foreign Population Management

Facing an increase in the foreign-origin population in the country, the NIA has acted according to the policy of the central government and the principle of protecting legal activities and fighting illegal activities, as well as continuing its investigation of crime committed by illegal immigrants and immigration marriage fraud. Through cooperation with various national security agencies, the NIA has strengthened its investigative capacity and cross-strait joint crime-fighting mechanism, and also used different cross-border joint crime-fighting platforms and resources to tighten security control and deter cross-border crime.

## 1. Reinforcement of Foreign-Origin Population Management and Investigation of Illegal Activities

Currently, the foreign-origin population in the country consists mostly of marriage-based immigrants and migrant workers. To crack down on immigration marriage



fraud, foreigners working without permits or overstaying their visas, and activities in violation of the Human Trafficking Prevention Act, the operations brigades of the NIA visit foreign nationals in the country from time to time in order to check on their living conditions and ensure there is no illegal conduct. If foreign nationals are found in urgent need of help, referrals to relevant agencies are made immediately to ensure they receive assistance. By paying such visits, the operations brigades can also stop unethical businesspeople or human traffickers from using marriage as a pretext to bring foreign females into the country to engage in prostitution or other illegal activities.

To protect legal marriages and stop immigration marriage fraud and illegal foreign workers, the operations brigades interview the Taiwanese spouses when they apply for approval to bring in their Mainland Chinese spouses. Applications are strictly

reviewed to prevent Mainland Chinese spouses from using marriage as a pretext to enter and engage in illegal work or activities in Taiwan. Since it was established on September 1, 2003, the interview mechanism has successfully deterred Mainland Chinese intending to immigrate to Taiwan through marriage and their unlawful brokers.



To make sure the interviews are fairly and objectively conducted, the NIA promulgated the National Immigration Agency Operating Procedures for Interviewing Mainland Chinese Spouses of Taiwan Nationals Applying for Approval to Enter Taiwan. In 2015, the NIA conducted 11,844 interviews, rejecting

Foreign National Caught Overstaying Their Visas/Residence Permits by the NIA			
Year	Mainland Chinese	Foreigners	Total
2009	178	1,102	1,280
2010	252	1,282	1,534
2011	310	1,664	1,974
2012	668	6,890	7,558
2013	975	6,032	7,007
2014	1,492	5,039	6,531
2015	1,645	5,116	6,761
Total	5,520	27,125	32,645

- Notes:
1. The numbers of foreign nationals overstaying their visas/residence permits do not include the ones who could not be located.
  2. The statistic method has changed and the numbers established with the new method shall prevail.

Numbers of Missing Foreign Workers Found by Various National Security Units between 2007 and 2015						
Year	NIA	NPA	CGA	BOI	MPC	Total
2007	2,717	10,543				13,260
2008	2,926	5,636				8,562
2009	2,770	7,211	17			9,998
2010	3,240	6,763	42			10,045
2011	3,308	5,155	11			8,474
2012	4,795	7,643	394	464	298	13,594
2013	6,759	7,441	644	1,182	244	16,270
2014	7,851	5,348	160	601	160	14,120
2015	9,401	6,083	223	822	322	16,851
Total	43,767	61,823	1,491	3,069	1,024	111,174

1,160 applications, denying entry to 159 applicants at the border, and disapproving 54 applications on the second interview.

In 2015, the NIA arrested 6,761 foreign nationals (not including those whose whereabouts were unknown) overstaying their visas or residence permits (including 1,645 Mainland Chinese and 5,116 people from other countries), an increase of 230 people compared to the 6,531 people caught in 2014 (including 1,492 Mainland Chinese and 5,039 people from other countries), as shown in Table 1. It was an indication of the effort made by the NIA.

To meet the needs of domestic industries and people requiring long-term care, the number of foreign workers brought in has continued to increase. At the end of 2015, there were more than 580,000 foreign workers in the country. However, the number of foreign workers whose whereabouts are unknown has increased. To reduce the number of missing foreign workers, stop illegal brokerage and employment of foreign workers, prevent human trafficking, enhance foreign worker control, and protect social stability and national security, the NIA has worked with the Coast Guard Administration (CGA), the Military Police Command (MPC), the Bureau of Investigation (BOI), and the National Police Agency (NPA) and launched the Special Project for Locating Missing Foreign Workers (the Xiang An Special Project). Joint search operations are carried out regularly and the performance of each agency is recorded. In 2015, the national security

units found 16,851 foreign workers whose whereabouts had been unknown (see Table 2).

## 2. Cross-Strait Joint Crime-Fighting



To prevent human trafficking and smuggling of illegal immigrants and narcotics across the strait, stop criminals from fleeing the country to hide in Mainland China, protect public security in the country, and improve Taiwan's international image, the NIA has acted according to Article 2 of the Cross-strait Joint Crime-Fighting and Judicial Mutual Assistance Agreement signed by the Strait Exchange Foundation and the Association for Relations across the Taiwan Strait and promoted regular annual exchanges and visits between law enforcement agencies on both sides of the strait under the principle of comprehensive cooperation on crime fighting to strengthen the cross-strait joint crime fighting mechanism for the welfare of the public. The exchange activities between the NIA and Mainland Chinese authorities and achievements in criminal repatriation in 2015 are as follows:

**(1) On September 8, 2015, the NIA Director-General Mo Tienhu led a delegation to meet and exchange**

**ideas on related operations with Deputy Ministry Chen Zhimin of the Ministry of Public Security of the People's Republic of China, Director-General Zheng Baigang of the Bureau of Exit and Entry Administration, and Director Li Jiangzhou of the Hong Kong, Macao, and Taiwan Affairs Office. Both sides achieved consensus on the following:**



**A. Cross-strait joint crime-fighting:** The Cross-strait Joint Crime-Fighting and Judicial Mutual Assistance Agreement has been the most successful agreement signed between both sides in recent years and the results have been greatly affirmed by the public. Mainland China and Taiwan will continue to cooperate through criminal intelligence sharing and investigations to fight human trafficking, illegal immigrant smuggling, and travel document forgery. Both sides keep close contact to communicate and coordinate on cases currently under investigation to step up crime-fighting efforts.



**B. Provision of assistance for residents of both sides traveling across the strait:** The number of contact windows for processing routine affairs at ports and airports was increased from six to nine (Beijing, Shanghai, Shenzhen, Xiamen, Tianjin, Guangzhou, Haikou, Fuzhou, and Quanzhou) in June 2015 to facilitate handling of emergencies encountered by residents of both sides while traveling across the strait. However, all these locations are along the coast; therefore both sides agreed to hold further consultations to include inland cities for direct flights.

### (2) Exchanges on related operations

- A. At the invitation of the NIA, Director Zheng Baigang of the Bureau of Exit and Entry Administration of the Ministry of Public Security of Mainland China led a delegation of eight to visit between November 9 and 13, 2015 for consultations and exchanges on related operations.
- B. At the invitation of the NIA, Deputy Inspector Chen Shiqu of the Bureau of Criminal Investigation of the Ministry of Public Security of Mainland China led a delegation of nine to visit between November 20 and December 4, 2015 for consultations and exchanges on related operations.

### (3) Execution of the Kinmen Agreement

The NIA, the Red Cross Society of the ROC, the Red Cross Society of China, and Fujian Province Border Control Corps are



jointly responsible for execution of the Kinmen Agreement. On May 20, 2015, illegal immigrants from China were repatriated to China in Matsu.



#### (4) Implementation of the cross-strait direct travel airport and port contact mechanism

When citizens of either side traveling across the strait lose their travel documents, the Songshan, Taoyuan, Taichung, Kaohsiung, and Kinmen Border Affairs Brigades of the NIA Border Affairs Corps and the Beijing, Shanghai, Shenzhen, Xiamen, Tianjin, Guangzhou, Haikou, Fuzhou, and Quanzhou Border Control Stations in Mainland China will immediately verify their identities and coordinate with each other to make arrangements for such travelers to return home. A total of 29 such travelers received assistance in 2015.

#### (5) Performance in the implementation of the Cross-strait Joint Crime-Fighting and Judicial Mutual Assistance Agreement

In 2015, 258 Mainland Chinese whose personal freedom became restricted were reported to the Ministry of Justice in accordance with the Mechanism for

Reporting Mainland Chinese Having Their Personal Freedom Restricted in Taiwan, whereas three Taiwanese wanted criminals were repatriated to Taiwan according to the Cross-strait Joint Crime-Fighting and Judicial Mutual Assistance Agreement.

#### (6) Benchmark cases solved through cross-strait joint crime-fighting

On December 16, 2015, under the command of Taipei District Prosecutors Office, the NIA, the Criminal Investigation Division, and the Wanhua and Datong Precincts of Taipei City Police Department and the Yonghe Precinct of the New Taipei City Police Department jointly carried out the arrest of members of a criminal organization and 18 Mainland Chinese prostitutes working for them. At the same time, Mainland Chinese police also captured the ring leader and his attaché in Mainland China. The case was turned over to the Taipei District Prosecutors Office to be processed in accordance with the Human Trafficking Prevention Act, the Criminal Code, and the Act Governing Relations between the People of the Taiwan Area and the Mainland Area.

In the future, the NIA will consolidate the efforts of its crime investigators and utilize various cross-strait joint crime fighting platforms and resources to accomplish the following areas of improvement in order to increase cross-strait criminal intelligence exchange and law enforcement cooperation to deter cross-border crime:

- A. Promoting visits and exchanges with the Ministry of Public Security of Mainland China and its first-level subordinate agencies and the public security department of each province (city) in accordance with the Cross-strait Joint Crime-Fighting and Judicial Mutual Assistance Agreement as well as extending the range of cooperation on joint crime-fighting with the public security departments of important provinces and cities to protect the rights and interests of Taiwanese people.
- B. Promoting visits and work consultations between the law enforcement agencies on both sides of the strait to deepen mutual understanding and trust, and to increase the number of airports and ports where citizens of both sides who lose their travel documents while travelling across the strait can receive assistance and be repatriated, keeping close contact to facilitate passenger flow control and immigration procedure management as well as increasing the capacity for joint crime fighting.
- C. Continuing exchange of criminal intelligence on cross-strait human trafficking and illegal immigrant smuggling, and synchronous raid operations to protect legal travel across the strait, enhance border security in the country, and strengthen border control.

### 3. Development of the IC Chip Resident Certificate Data

#### Query App

To make it more convenient for legal foreign residents in Taiwan to find employment, file various applications (opening a bank account for example) or to present their resident certificates when needed in emergencies, and to improve administrative efficiency when foreign residents have to follow government procedures for different purposes, the NIA succeeded in developing the IC Chip Resident Certificate Data Query App that can be downloaded from the NIA website with computers or mobile devices. By inputting relevant information, users will be able to find out the validity of their IC chip resident certificates.

At the same time, the NIA has also made it possible for Android mobile devices with the NFC function to make queries about IC chip resident certificates issued after 2013 by scanning the certificate number on the backside of the resident certificate. Verification is instant and the picture of the holder is also displayed to make it easy for enterprises, private citizens, and foreign nationals living in Taiwan to obtain the needed information. After the app was made accessible in August 2015, it was downloaded 1,001 times through Android platforms and 1,012 times through iOS platforms in 2015.

The public can also click on the "IC Chip Resident Certificate Data Queries" in the Services section on the NIA website to make queries.

## Chapter IV

Human Trafficking  
Prevention

Human trafficking is a grave violation of human rights, and is regarded as contemporary slavery. The international community strongly condemns such criminal activity, and attaches great importance and concern over the issue. In recent years, Taiwan has maintained frequent interaction with the international community, and is equally concerned about this violation of human rights, and continues to promote preventative measures to eradicate human trafficking.

In November 2006, the Executive Yuan announced the Human Trafficking Prevention Action Plan in Taiwan, and in 2007, established the Coordinated Meeting for the Prevention of Trafficking in Person. Responsible for integrating various ministerial resources, the

NIA actively coordinates the implementation of human trafficking prevention, prosecution, victim protection, and the establishment of work partnerships. In January 2009, the NIA completed the tasks for legislating the Human Trafficking Prevention Act, which was promoted and implemented in June of the same year. The act holds perpetrators criminally responsible and ensures severe punishment, and provides measures to protect victims and assist them in rebuilding their lives, thereby contributing to Taiwan's excellent track record in human trafficking prevention.

### 1. Six Consecutive Years of Tier 1 Performance in Human Trafficking Prevention

To effectively prevent international human trafficking, the UN passed the Protocol to Prevent, Suppress, and Punish Trafficking in Persons, Especially Women and Children in 2000, which was open to signatures from member states, and officially enforced the protocol in 2003. The US passed the Human Trafficking Victims Protection Act (TVPA) in 2000, passed the Trafficking Victims Protection Reauthorization Act in 2003, and ordered the Department of State to submit an annual Trafficking in Person Report (TIP Report) to evaluate the efforts of various governments in combating human trafficking.

On July 27, 2015, the US Department of State announced the results of the 2015 TIP. Among the 188 countries (regions) that were evaluated, Taiwan was a Tier 1 country for six consecutive years. In the East Asia and Pacific region, only six countries—Taiwan, South Korea, New Zealand, Australia, Israel, and Armenia—achieved Tier 1 performance, showing that Taiwan's overall performance in human trafficking prevention is continuing to gain international recognition.

The TIP report indicates that Taiwan has fully met the basic standards for eliminating human trafficking. Apart from continuing to prosecute and punish human traffickers (including labor exploitation and sexual exploitation cases), Taiwanese authorities are continuing to make efforts in enhancing victim protection and training for law enforcement and relevant government

agencies, and educating the public on human trafficking.

### 2. Promoting the 4Ps of Human Trafficking Prevention

Taiwan is up-to-date with international standards on key efforts to prevent human trafficking through the 4Ps: prosecution, protection, prevention, and partnership, as summarized below:

#### (1) Prosecution

Various judicial law enforcement agencies have designated units responsible for planning overall investigation of human trafficking and conducting random raids. Local prosecutors offices of the Ministry of Justice have designated prosecutors for investigating cases that violate human trafficking laws and regulations, and sentencing according to the severity of the violation. In 2015, a total of 141 human trafficking cases were prosecuted by the judicial law enforcement agencies and police departments. Of these, 44 cases were of suspected labor exploitation and 97 cases were of suspected sexual exploitation. A total of 63 human trafficking cases involving 148 defendants were prosecuted by local prosecutors offices.

#### (2) Protection

##### A. Appropriate Placement and Protective Services for Victims

- (i) Cross-border trafficking victims: In conjunction with the Ministry of Labor and private organizations, the NIA has

set up 22 shelters for victim placement and protection in Northern, Central, Southern, and Eastern Taiwan, of which two are privately managed shelters for victims of human trafficking. In 2015, a total of 192 new victims were placed in the shelters and provided with care, counseling, interpretation services, legal assistance, accompanied investigation, necessary medical assistance, and other protective measures. In addition, to thoroughly investigate suspected human trafficking victims, NIA's four large scale shelters in Taipei, Hsinchu, Yilan, and Nantou conducted repeated checks and identifications of suspected victims of trafficking. In 2015, 15 people in the shelters were identified as victims of trafficking, and have been moved to protective placements.



(ii) Domestic trafficking victims aged 18 years or older: Judicial police statistics showed that of the total investigated and prosecuted human trafficking in 2015, 25 ROC citizen victims were at least 18 years of age, and were involved in 10 of the cases. Of these, 16 victims were not willing to accept placements and have

returned home, and nine were placed by local social affairs organizations.

(iii) Human trafficking cases involving the child sex trade: Statistics showed that in 2015, of the cases reported and investigated by the National Police Agency and sent to the prosecutor's office, 65 were sex trade cases involving 90 girls under the age of 18. Of these, 86 victims were placed by local social affairs organizations, three were returned to their parents, and one has returned home voluntarily.

#### *B. Temporary Residence and Work Permits for Victims*

To help trafficking victims rebuild their lives, the NIA approved the issuance of 153 temporary visitor visas in 2015, and approved the extension of 152 temporary visitor visas. To ensure their employment rights, the Ministry of Labor also notified public employment service centers in the areas of the shelters to provide employment services when issuing work permits to victims of human trafficking.

#### *C. Implementing Policies for Investigation Protection*

To protect victim rights and implement investigation protection, the judicial police authorities are required to provide interpretation services and arrange for accompaniment during investigation to help explain the judicial investigation procedures and related protective measures when investigating human trafficking cases.

Among the judicial police investigation and transfer cases in 2015, 268 people were provided with interpretation services, 170 people were accompanied during the investigation, and 52 victims were assisted in leaving placement and returning to their home countries.

### **(3) Prevention**

#### *A. Human Trafficking Prevention Education, Training, and Outreach*



To enhance the expertise and case handling ability of relevant personnel, in 2015, the NIA implemented two education and training sessions on human trafficking prevention, one conference on human trafficking prevention information counseling network, 30-second promotional videos on six public service television broadcasts, and outreach on the Taipei Broadcasting Station and other radio stations across the nation. In July 2015, the NIA added Chinese and English subtitles to the Giant Ocean Case, a promotional video on fishermen exploitation filmed by an international non-governmental organization (NGO), and played the video in the conference and roundtable meeting of the 2015 International Workshop on

Human Trafficking Prevention to promote anti-human trafficking. Video discs were also distributed to front-line government agencies and NGOs to facilitate review and prevention of human trafficking by each sector of society.

To help the public further understand the significance of human trafficking prevention, the NIA filmed a short animated video—The End of the Bad Wolves—to promote awareness for human trafficking prevention through animations. In addition, to enhance public participation and interactivity for better public awareness, the NIA promoted the video together with an online quiz involving prizes for two months. The event attracted over 15,000 online participants and was well received.

To integrate private resources for enhancing government performance, government departments not only utilized private resources through commissions or subsidies for providing victims shelter, accompanied investigation, and interpretation services, but also subsidized NGOs in promotional activities for human trafficking prevention and participation in international networking and conferences.

#### *B. Performance Review of County and City Government in Human Trafficking Prevention*

To emphasize and strengthen human trafficking prevention by municipal and county/city governments, experts and scholars as well as representatives from



the Ministry of Labor, the Ministry of the Interior, and the NIA conducted field assessments of 13 county/city governments including Hsinchu County Government from May 19 to June 23, 2015. The assessment reviews six major dimensions: meetings, prevention promotion, placement and protection, prosecution, partnerships, and innovation. These field assessments not only demonstrate the achievements of various government units, but also allow the central government and local authorities to work more closely to prevent human trafficking, provide online access for public review of the government's fight against human trafficking, and effectively promote Taiwan's overall effort in human trafficking prevention. The Hsinchu County Government showed outstanding performance in this assessment, and was recognized publicly by Executive Yuan Minister of State Chia-chi Hsiao during the 29th Coordinated Meeting for the Prevention of Trafficking in Person on October 29, 2015.

#### (4) Partnership

##### A. Held the 2015 International Workshop On Human Trafficking Prevention

To obtain new information and knowledge from other countries on human

trafficking prevention and collaborate with NGOs, the NIA, the Ministry of Foreign Affairs, the Ministry of Labor, and the Tourism Bureau jointly held the 2015 International Workshop On Human Trafficking Prevention in Chang Yung-Fa Foundation in Taipei and National Chung Cheng University in Chiayi on July 28 to 30, 2015. A total of 400 government representatives, experts and scholars from NGOs and relevant agencies from 20 countries attended the workshop.



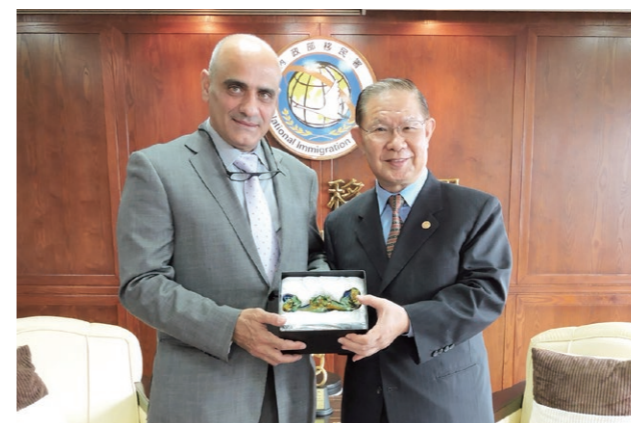
The meeting agenda included discussion on international developments in human trafficking and prevention strategies, how the internet affects child sex exploitation and sex tourism, labor exploitation, and victim protection mechanisms. President Ma Ying-jeou also attended and gave a speech. The workshop significantly expanded networking programs with other countries, increased cooperation between the central and local governments as well as the private sector, and improved Taiwan's human trafficking prevention strategies.

##### B. Signed Memorandum of Understandings (MOUs)

Taiwan signed cooperation agreements

or MOUs on immigration affairs and human trafficking prevention with Guatemala, Swaziland, and the Republic of Nauru on February 18, April 8, and June 8, respectively in 2015 for enhancing international cooperation substantively on immigration affairs with other countries to join forces to fight transnational crime and prevent human trafficking.

Nabil Hannoun, the head of the media office of the Directorate of General Security of Lebanon visited the NIA and was received by Deputy Director-General Chi Chang, International Affairs and Law Enforcement Division Director Su-Lan Chen, and Section Chief Frank Fu on October 23. Both parties exchanged views on immigration affairs cooperation and refugee issues, hoping to sign an MOU between Taiwan and Lebanon on immigration affairs and human trafficking prevention.



##### C. Participated in International Conferences

On June 23 to 27, 2015, NIA Director-General Mo Tien-hu led a delegation of four including International Affairs and Law Enforcement Division Director Su-Lan Chen

to visit Vietnam and attend the Immigration Cooperation Agreement and Transnational Cooperation between Taiwan and Vietnam event. Both parties exchanged views on topics including immigration affairs and human trafficking prevention.

On August 3 to 7, 2015, NIA Director-General Mo Tien-hu led a delegation of five including International Affairs and Law Enforcement Division Director Su-Lan Chen to attend the 3rd Taiwan and Indonesia Immigration Affairs Conference in Indonesia. Both parties exchanged views on topics including anti-terrorism, immigration affairs, and human trafficking prevention.

On November 24, 2015, NIA Director-General Mo Tien-hu led a delegation including International Affairs and Law Enforcement Division Director Su-Lan Chen to visit Tokyo, Japan and attend the 5th Conference on Taiwan and Japan Entry/Exit Control held by Japan.



## Chapter V

# Cross-Strait Exchange

In response to increasing growth in cross-strait exchange and development, the NIA has coordinated with the government's Economic Boost Measures and the Ten Million Tourists Plan to facilitate cross-strait human flow. The NIA continues to promote law integration, process simplification, and enhance the efficiency of certification systems to optimize tourism quality, enhance service efficiency, and increase national competitiveness while maintaining border security.

### 1. Increased Quota for Mainland Tourists to Taiwan and Permission to Independent Tourists from More Mainland Cities

On April 16, 2014, the Tourism Bureau under the Ministry of Transportation and Communications (hereinreferred to as Tourism Bureau) increased the number of independent tourists from Mainland China allowed to visit Taiwan. In 2015, the daily limit for mainland tourists to visit Taiwan was 4,000 visitors per day between January 1 and September 20. This number was increased to 5,000 per day between September 21 and December 31 to stimulate domestic tourism. Furthermore, the limited number of group

tourists to Taiwan was increased from 5,000 visitors per day to 8,000 visitors between November 21 and December 31, 2015 to ensure a peak travel season and protect the tourists' rights and interests. (However, the daily limit between December 22 and 24 remained at 5,000 visitors per day).

In line with the policy for mainland tourists' Free Independent Travel (FIT) to Taiwan, the Tourism Bureau has announced plans to extend the opportunity to tourists from 11 additional cities in Mainland China including Haikou, Hohhot, Lanzhou, Yinchuan, Changzhou, Zhoushan, Huizhou, Weihai, Longyan, Guilin, and Xuzhou. Effective April 15, 2015, free independent travel to Taiwan is open to tourists from a total of 47 mainland cities.

### 2. Visa on Arrival for the Mini Three Links: Kinmen, Penghu, and Matsu

Since the tourism regulations for residents from Mainland China were relaxed in 2008, mainland travelers to Kinmen, Matsu, and Penghu can apply for Temporary Entry/Exit Travel Notification (Visa on Arrival). Since June 13, 2011, mainland business travelers to Xiamen are

allowed to visit Kinmen for a one-day tour. Starting on March 15, 2012, applications for the Kinmen-Xiamen One-Day Tour can be submitted online. Since July 16, 2013, the Kinmen-Xiamen One-Day Tour was extended to a two-day tour. The required application documents were simplified, and the processing time was shortened from 24 hours to 4 hours during office hours (08:00-17:00). The online application service was further extended to all mainland tourists traveling to the islands of the Mini Three Links (including both group tours and independent tours) on September 1, 2013. In addition, the Executive Yuan issued the amended Regulations Governing the Trial Operation of Transportation Links between Kinmen/Matsu/Penghu and the Mainland Area on July 19, 2013. In accordance with the regulation amendment and application requirements, the NIA has relaxed relevant regulations. This not only greatly increased the level of convenience for mainland tourists to travel to the islands of the Mini Three Links, but also facilitated economic development and consumption.



In order to further facilitate mainland tourism to the outlying islands, the NIA

has added new regulations for tourists to apply for Visa-on-Arrival upon entry in addition to the current method of applying for a Temporary Entry Permit online before arrival. Announcements regarding eligible applicants, restrictions, visitor quotas, and required documents were made on December 16, 2014, and the regulations became effective on January 1, 2015. Upon investigation, the number of applicants to the Mini Three Links who entered Taiwan in 2015 amounted to 243,166 visitors. Compared to 100,406 visitors to Taiwan in 2014, there was an increase of 142,760 visitors and a growth rate of 142%. This shows a marked growth in tourism to the outlying islands.

### 3. Expedited Application for Mainland Tourists to Taiwan

In response to the needs for emergency visa issuance in practice, the NIA charges for and processes expedited applications in reference to the Ministry of Foreign Affairs' current regulations related to issuing visas to foreigners as well as passports to local citizens. On November 11, 2014, amendments to Standards for Fees Charged for Entry and Exit Permits for Mainland China, Hong Kong, and Macao Residents; and Standards for Fees Charged for Entry, Exit and Immigration Documents were announced. The revised regulations outlined a surcharge of NT\$300 per day per person for expedited applications regarding related documents. By following the regulations,

mainland tourists who require expedited service are able to retrieve their documents in advance after payment is made. Since its implementation on January 1, 2015, this regulation has added as much as NT\$1 billion of revenue to the national exchequer.



#### 4. Online Applications for Mainland Tourists to Visit Taiwan

##### (1) Optimizing the Online Application System for Mainland Tourists to Provide Better Services

The online application service for mainland tourists to visit Taiwan has been active since June 2011. The optimization of the system platform's performance was initiated on January 1, 2014. The upper limit of the system's total quota for daily applications was increased from 6,000 cases to 25,000 cases. Moreover, applications for business exchange events, professional exchange, Mini Three Links, medical examinations, and cosmetic treatments are comprehensively promoted. The online evaluation and issuance of entry/exit permits was expedited to 2 – 5 working days as

opposed to the original 5 – 10 working days from submitting physical applications at the counter. By doing so, the NIA's effectiveness in evaluation and permit issuance was drastically enhanced. In 2015, virtual structures were introduced to the system to increase the system's effectiveness and strengthen backup mechanisms.



As the number of mainland tourism to Taiwan is limited, the NIA has implemented corresponding measures for the processing of expedited permit applications in emergency cases. This not only satisfies tourists with the needs to visit Taiwan as scheduled, but also improves the quality of application services.

##### (2) Application Platform and Service Center for Mainland Tourists

In order to provide telephone inquiry services to customers, the NIA introduced the online customer service system in May 2014 and established the Application Platform and Service Center

for Mainland Tourists. This system is able to answer inquiries related to different applications from travel agencies, industrial and commercial enterprises, and non-governmental organizations. In 2015, the service center processed a total of 58,879 inquiries, of which 44,198 were over the phone and 14,681 were in writing.

##### (3) Expedited Travel Permit Application for Mainland Cruise Tourists to Taiwan

As a measure to promote cruise tourism, the NIA simplified online data entry operations for travel agencies in response to local complaints about time pressure in processing bulk applications for Taiwan's entry permit for mainland tourists arriving by cruise. In addition, the travel itinerary can now be uploaded in attachments. Other information such as applicants' itinerary content in Taiwan, level of education, and address in Taiwan are no longer mandatory. In 2015, the number of cruise applications from mainland tourists amounted to 1,526 group tours and 39,004 cases. Each group saved travel agencies at least 10 minutes of application time.

##### (4) Credit Card Payment for Online Applications

In addition to bank account and ATM transfers, the option of online credit card payments has become available since September 2014 as a measure to provide more diverse online payment options. Through the e-Government Service

Platform, credit cards from 32 credit card companies can be used for online payments in 2015. This makes it more convenient for the public to submit applications. In 2015, a total number of 49,544 cases were paid by credit cards; the total amount collected was NT\$300,147,800.

#### 5. Strengthening the Dynamic Security Management of Mainland Visitors

The Execution Plan for Mainland Visitors to Taiwan for the Purpose of Professional and Business Exchange has been amended to strengthen the dynamic management of mainland professional and business visitors after they enter Taiwan. Upon arrival, mainland visitors would be visited by the NIA, competent industrial authorities, or relevant authorities. This measure was taken to maintain the balance between the simplification of regulations and security protocols. A total of 647 visits were made in 2015.

In addition to reviews conducted by the Joint Review Board for government posts or political party staff from Mainland China, joint visit and independent visit procedures were implemented to investigate any violations or illegal cases. This ensures the effective dynamic security management of arriving mainland visitors and prevents any violations of social order and national security. In 2015, a total of 633 violations were discovered.

#### 6. Emergency and Accident

## Assistance to Mainland Tourists

(1) In January 2015, tourist Ms. Zhang from a mainland tour group was urgently sent to Kaohsiung Armed Forces General Hospital for treatment as a result of acute ischemic stroke and intracerebral hemorrhage. The NIA assisted with the emergency entry of Ms. Zhang's family to Taiwan, and helped to extend the duration of their stay.

(2) In response to TransAsia Airways' plane crash on February 4, 2015, the NIA worked with relevant organizations to provide emergency assistance. In addition to actively contacting the family of mainland passengers to make arrangements for them to come to Taiwan, the NIA also sent staff to station at TransAsia Airways' joint service center for the GE235 plane crash aftermath in Songshan Airport. Meanwhile, the NIA also issued boarding permits to speed up the families' entry to Taiwan. Expedited customs clearance to enter Taiwan was also offered to family members at the earliest convenience in order for them to handle the subsequent arrangements.

(3) In response to the Formosa Fun Coast explosion on June 27, 2015 in New Taipei City's Bali District, the NIA quickly worked with the relevant organizations to confirm the list of injured people from Mainland China, Hong Kong, Macau, and other foreign countries. Moreover, the NIA also provided assistance to families

of injured tourists and students who were visiting Taiwan. Expedited customs clearance was also offered to the injured and their families when they departed from Taiwan on medical charters. This helped the involved parties to leave Taiwan smoothly.



## Chapter VI

Cooperation in  
International Affairs1. Providing Overseas Services  
and Legal Assistance

The NIA has posted 27 immigration attachés in each of 27 overseas offices (including Hong Kong and Macao) to process entry, visitor, resident or permanent resident permit applications for Mainland, Hong Kong and Macao residents, as well as Taiwan nationals without household registration. In addition, the offices carry out relevant tasks such as cooperating with the entry/exit security organizations of the host country and immigrant data collection, investigations, and immigration counseling. Moreover, to eradicate illegal activities overseas and to promote entry/exit and immigration affairs cooperation with various countries by managing and coordinating major, sudden, and emergency cases abroad, the offices fulfilled their function of providing overseas service, legal assistance, and facilitating international cooperation.

Immigration attachés not only review entry applications of Mainland, Hong Kong, and Macao residents as well as Taiwan citizens without household registration to Taiwan, but also assist Taiwan's overseas offices in consular affairs and overseas

affairs/education. At the same time, they also initiate assistance in special cases, and actively help the disadvantaged resolve entry/resident issues legally.



Overseas immigration attachés are on call 24 hours a day to assist Taiwan citizens and residents traveling abroad with emergencies, and immediately coordinate with host government agencies to offer immediate assistance, comprehensive information, and responsive crisis management.

Furthermore, immigration attachés collaborate with foreign immigrants and law enforcement agencies to prevent illegal activities such as human trafficking, illegal immigrant smuggling, and document forgery, thereby facilitating human flow management and ensuring national security.

In accordance with the NIA Foreign Service Personnel Regulations, immigration attachés are annually selected and put on



reserve as well as rotation. In 2015, the secretaries were rotated over six areas, namely Japan (Tokyo), Macao, France, Paraguay, the Philippines, and the US (New York). In addition to implementing rotation periodically, the NIA also plans and adjusts overseas stations as appropriate, and continues to expand the functions of immigration attachés.

In 2013, in order to facilitate tourist applications to Taiwan for Mainland Chinese living or traveling abroad, the NIA provided an online permit application, and as of 2015, a total of 58,985 applications were processed. In 2015, NIA provided care and counseling to 4,371 overseas cases, processed 185,164 applications and 46 cases involving cross-strait joint fight against crime and mutual legal assistance, assisted in the arrest and repatriation of 118 fugitives from abroad, as well as assisted in the repatriation of 283 Taiwanese fugitives from overseas.

2. Promoting International  
Affairs Exchange

## (1) March 6, 2015

An international journalist delegation of female opinion leaders, including 12

journalists and media workers from countries such as the US, Germany, Denmark, Switzerland, Belgium, Austria, Slovakia, South Korea, the Philippines, and Thailand visited the NIA. Chief Secretary Hu Jing Fu received the delegation and both parties exchanged views on issues related to immigration counseling policies such as new immigrant residency, naturalization, and education for second generation immigrants.



## (2) March 27, 2015

Brian J. Humphrey, San Francisco Director of U.S. Customs and Border Protection at the Department of Homeland Security visited NIA Director-General Mo Tien-Hu and exchanged views on law enforcement and border security.



## (3) April 2, 2015

An American congressional legislative staff delegation of ten visited the NIA



and had a meeting hosted by NIA Deputy Director-General Chi Chang. Delegation leader Jason Grassie thanked the NIA for receiving the delegation and expressed that the congressional legislative staff would be happy to offer assistance in promoting cooperation between both parties.



#### (4) April 7, 2015

Damien W. Jacklick, Director of the Immigration Department of the Republic of the Marshall Islands visited NIA Director-General Mo Tien-Hu. In the meeting, Director Jacklick committed to make all efforts to facilitate the signing of the Cooperation Agreement in Immigration Affairs and Human Trafficking Prevention between both countries after he returns to the Marshall Islands. After the meeting, Director Jacklick visited the Songshan Airport Border Affairs Brigade of the NIA Border Affairs Corps to further understand the operation of Taiwan's border inspection systems, including the automatic clearance system and the biometric verification system.



#### (5) April 21, 2015

International Association of Chiefs of Police (IACP) President Richard Beary (US citizen) visited NIA Director-General Mo Tien-Hu and invited Director-General Mo to attend the IACP's annual conference in Chicago in October 2015.



#### (6) April 24, 2015

NIA International Affairs and Law Enforcement Division Director Su-Lan Chen led a delegation to attend the meeting between the Director of the Israeli Economic and Cultural Office in Taipei Mrs. Simona Halperin and Minister of the Interior Chen Wei-Zen. The NIA, the National Police Agency, and the Construction and Planning Agency attended the meeting and exchanged views on topics related to NIA's scope including immigration affairs and anti-terrorism.

#### (7) April 30, 2015

NIA International Affairs and Law Enforcement Division Director Su-Lan Chen led a delegation to attend the tea reception held by the American Institute in Taiwan (AIT) Consular Section Chief Morgan Parker and U.S. Citizen Services Chief Katherine Ortiz in the Garden Hotel.

The NIA delegation thanked Section Chief Parker for actively promoting cooperation in immigration affairs between Taiwan and the US as well as facilitating the signing of the cooperation MOU on human trafficking prevention between both countries during his term. Both parties also exchanged views on promoting programs on the Sex Offender Information Exchange and Taiwan's admission to the US' Global Entry.

#### (8) May 25, 2015

Valdosta State University Professor Wilson Huang led the 2015 Delegation for Criminal Justice in Taiwan, a group of nine professors and students from the University of Georgia, to visit the NIA. The group was received by Chief Secretary Jing-Fu Hu and, in the afternoon, visited the NIA Border Affairs Corps in Taiwan Taoyuan International Airport.



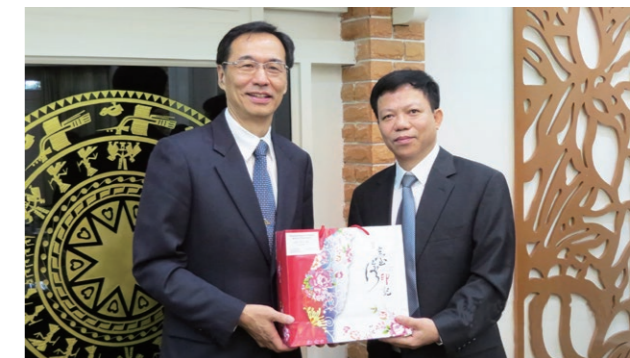
#### (9) June 7–13, 2015

NIA International Affairs and Law Enforcement Division Director Su-Lan Chen joined the 2015 Delegation for Homeland Security Cooperation between Taiwan and EU countries to visit various authorities including the interior ministry, police, immigration authorities, and anti-terrorism

agencies of Belgium and Germany, in order to expand international exchange and cooperation.

#### (10) June 23–27, 2015

NIA Director-General Mo Tien-Hu led a delegation including International Affairs and Law Enforcement Division Director Su-Lan Chen, Section Chief Zi-Gu Zhao, and Deputy Section Chief Zong-Xian Cai to visit the General Department of External Security, the Immigration Department, and the General Department of Southern Security of the Ministry of Public Security in Vietnam. The delegation attended the Conference for the Implementation of the Immigration Affairs Cooperation Agreement between Taiwan and Vietnam, and both parties exchanged views on topics including immigration affairs, border security, and human trafficking prevention.



#### (11) July 21, 2015

Tran Gia Cuong, head of the Directorate-General for External Security of the Vietnam Ministry of Public Security, Nguyen Van Lan, Deputy Director of the Advisory Bureau of the Directorate-General for Police, and Officer Bui Thi Dang Huong visited the NIA and were received by Director-General Mo

Tien-Hu and International Affairs and Law Enforcement Division Director Su-Lan Chen. The delegation expressed the intent to continue to cooperate with NIA based on existing cooperation methods.

#### (12) July 23, 2015

A delegation of four, including Singapore Ministry of Manpower Workplace Policy and Strategy Division Deputy Director Caryn Lim, Manager Cynthia Chong, Foreign Manpower Management Division Deputy Director Ng Li San, and Manager Sandhya Devi visited the NIA and was received by Deputy Director-General Chi Chang and International Affairs and Law Enforcement Division Director Su-Lan Chen. Both parties exchanged views on foreign worker issues in Taiwan.



#### (13) July 27, 2015

AIT Taipei Office Deputy Director Brent Christensen led a delegation including AIT Consular Section Chief Lara Harris, Political Section Deputy Chief Scott Urbom, and Political Section Officer Laura Anderson to visit the NIA and delivered the 2015 TIP Report in person. Taiwan was again honored to be acknowledged as a Tier 1 country, as it has been for six consecutive years.

#### (14) August 14, 2015

AIT Security Officer Gordon Hill and newly appointed Consular Section Chief Lara Harris visited NIA officials including International Affairs and Law Enforcement Division Director Su-Lan Chen, Section Chief Frank Fu, Section Chief Chao-Sheng Cai, Section Chief Zi-Gu Zhao, and Section Chief Lin Jiang. Both parties exchanged views on cooperation in enhancing immigration affairs exchanges and combating illegal activities.

#### (15) September 11, 2015

AIT's newly appointed director Mr. Kin W. Moy visited the Minister of the Interior Wei-Zen Chen and exchanged views on topics including law enforcement cooperation and human trafficking. NIA officials including International Affairs and Law Enforcement Division Section Chief Frank Fu, Deputy Section Chief Zheng-Rui Chen, and Immigration Affairs Division Deputy Section Chief Shao-Yu Lan accompanied the minister in attending the meeting.

#### (16) September 14, 2015

Qiu-Hua Pan, Deputy Director of Airport Services of the Singapore Immigration and Checkpoints Authority visited the NIA and was received by NIA Deputy Director-General Jung-Chun Ho. Both parties exchanged views on Trusted Traveler programs.



#### (17) September 16, 2015

Director of International Cooperation at Directorate General of Immigration Indonesia Asep Kurnia and Deputy Director Ari Budijanto Soesanto visited NIA Director-General Mo Tien-Hu. Both parties exchanged views on enhancing cooperation in immigration affairs after the signing of the MOU between Taiwan and Indonesia.



#### (18) October 20, 2015

Graham Nelson, HM Consul and Director of Consular Services for Asia (responsible for Japan, Korea, Taiwan, and Vietnam), and Damion Potter, Deputy Representative of the British Office in Taipei, held a conference in the British Trade and Cultural Office (BTCO) on Cooperating with Taiwanese Competent Authorities in Assisting Foreigners. The aim of the conference is to help organizations stationed in Taiwan understand more thoroughly the services provided to foreigners by Taiwan's competent authorities, including mental health services, child protection, processes for arrest, detention, and repatriation, as well as immigration laws. It also gave relevant Taiwanese authorities a better understanding of the core assistance services of the British Office in Taipei.

The NIA International Affairs and Law Enforcement Division Section Chief Frank Fu led a delegation to attend the conference. Relevant personnel from the Taipei City Police Department and around 30 consular officers stationed in Taiwan from countries/regions including the US, Canada, Australia, New Zealand, and Europe also attended.

#### (19) December 5, 2015

A delegation of six from the Immigration Department of the Vietnam Ministry of Public Security led by Director Le Xuan Vien attended the 2015 International Migrants Festival held by the NIA in Yilan to understand the conditions of the new immigrants in Taiwan and the results of the NIA's immigration counseling. The visit was accompanied by NIA International Affairs and Law Enforcement Division Director Su-Lan Chen and Section Chief Frank Fu.



#### (20) December 8, 2015

To enhance cooperation and communication on immigration affairs with the diplomatic missions of foreign countries in Taiwan, NIA held its first foreign affairs workshop to discuss and exchange views on immigration affairs with embassy officials stationed in Taiwan from 40 countries, including 62 embassy ambassadors and

embassy staff. The workshop allowed the participants to further understand the services provided by NIA to foreigners in Taiwan and created a friendly international environment for further international exchange and cooperation.



### (21) December 10, 2015

U.S. Homeland Security Investigations officials stationed in Hong Kong, including newly appointed Liaison Officer (Counselor) Christopher Pater, Deputy Liaison Officer (Deputy Counselor) Eben Roberts, and Therese Randazzo, newly appointed liaison officer (counselor) in Hong Kong of the U.S. Customs and Border Protection were accompanied by AIT Consular Section Chief Lara Harris, Assistant Security Officer Davin Lee, and Consular Section officer Oscar Avila in visiting the NIA. The group was received by NIA International Affairs and Law Enforcement Division Director Su-Lan Chen and both parties exchanged views on topics including cooperation in immigration affairs, the fight against trans-national crimes, and anti-terrorism.

## 3. Promoting Cooperation Agreements or MOUs

### Relating to Immigration Affairs, Human Trafficking Prevention, and Entry/Exit Control Information Exchange

#### (1) February 18, 2015

The NIA and the Immigration Department of the Ministry of the Interior of the Republic of Guatemala signed a Cooperation Agreement between NIA of the Ministry of the Interior of the Republic of China (Taiwan) and the Immigration Department of the Ministry of the Interior of the Republic of Guatemala on Immigration Affairs and Human Trafficking Prevention to further cooperation on topics such as human trafficking prevention related issues on a legal basis.



#### (2) April 8, 2015

The NIA and the Ministry of the Interior of the Kingdom of Swaziland signed a Cooperation MOU between NIA of the Ministry of the Interior of the Republic of China (Taiwan) and the Ministry of the Interior of the Kingdom of Swaziland on Immigration Affairs and Human Trafficking Prevention to establish closer cooperation

in immigration affairs, international anti-terrorism information, and human trafficking prevention.



#### (3) June 8, 2015

The Ministry of the Interior and the Department of Justice and Border Control of the Republic of Nauru signed the Cooperation Agreement between the Ministry of the Interior of the Republic of China (Taiwan) and the Department of Justice and Border Control of the Republic of Nauru on Immigration Affairs and Human Trafficking Prevention, making Nauru an official partner of Taiwan in human trafficking prevention for both parties to establish a closer partnership on a legal basis.



## Chapter VII

# Immigration Policy and Immigrant Human Rights



### 1. Immigration Policy

Globalization has brought transnational population movement, and immigrant populations have changed the demographic structure of societies resulting in issues such as cultural adaptation, economics, employment, parenting methods, and competition in global talent. In response to national population policies and international development trends, the NIA invests considerable effort into improving existing immigration laws and regulations, integrating and utilizing resources to reinforce immigrant rights, building immigrant-friendly environment, and retaining talent.

#### (1) Current Immigration Policies

Declining birth rates, a declining

working-age population, an aging population, and increasing immigration rates have become serious challenges for the future development of Taiwan. As an early response and countermeasure, the Executive Yuan approved amendments to Taiwan's population adaptation strategies in 2014, including the basic concepts of refining immigration policies, ensuring the basic human rights of immigrants, creating a friendly environment for foreigners, and



creating a new diversified and open society; and formulating policies that respond to demographic changes by cooperating with domestic economic, educational, technological, and cultural development, and actively recruiting a diversity of professionals; facilitate immigrant social participation, advocate multiculturalism, and develop new and favorable human resources; and create a friendly environment for immigrants and their families, and ensure equal treatment and rights. In addition, relevant authorities have requested to review and formulate concrete measures and employ a rolling assessment approach to review the white paper on population policy amendments.

In recent years, Taiwan's immigrant population has primarily been comprised of non-economic marriage migrants followed by foreign laborers. According to the 2010 – 2060 population projection, Taiwan has still remained in the period of demographic dividends, and the labor population is still abundant. However, the boom in the Chinese market has produced a magnetic effect, resulting in increased competition for talent across Asia. After adjusting for Taiwan's labor environment and industrial structure, the country is facing an increasingly severe talent shortage.



Due to the potential problems and challenges of transnational migration such as the adjustment of immigrant spouses, illegal entry and residence, human trafficking, and border security, continual efforts must be put into effective preventive plans, investigations, crackdowns, and extensive rescue and protection measures to ensure convenience and security, ultimately achieving sustainable national development.



### (2) The Ministry of the Interior Immigration Policy Panel

In 2010, NIA gathered scholars, experts, and agency representatives from the fields of sociology, economy, social welfare, law, medicine, labor, and human rights to form an immigration policy panel to help implement the immigration plans outlined in the population policy white paper. The panel assists in the rolling assessment of Taiwan's immigration policy to ensure that policy content conforms to Taiwan's economic, social, and cultural development requirements.

Given that immigration policy planning involves various ministries, key organizational structures in the immigration policy panel were amended on May 25, 2012 to enhance

the effectiveness of implementation and coordination. The immigration policy panel was promoted from agency to ministry level, with the Minister of the Interior acting as the convener, the Deputy Minister as vice-convener, and the NIA Director-General as the executive secretary. The number of committee members was increased from 13 to 27, comprising 17 agency representatives and 10 experts and scholars. Two respective meetings were held on February 11 and June 11, 2014, to discuss immigration policy issues. The key issues included managing a dynamic and developing immigrant population, expanding immigration counseling, attracting immigrant professionals and investors, constructing a multicultural society, establishing comprehensive border control, and improving the prevention of illegal immigrants.

In the first meeting for the Executive Yuan Human Resource Policy Report held on August 16, 2013, the president of the meeting stated, "To formulate more robust immigration policies, the Council for Economic Planning and Development (now renamed the National Development Council or NDC) shall consider this a primary issue." In the third meeting for the Executive Yuan Human Resource Policy Report held on September 12, 2013, the president of the meeting reminded, "The Council for Economic Planning and Development (now renamed the NDC) shall maintain an objective and macroscopic attitude in developing and proposing immigration policies."

In addition, the Executive Yuan Population Policy Report and the Executive Yuan Human Resource Policy Report were merged and renamed the Executive Yuan Population and Human Resource Policy Report on February 17, 2015. It is responsible for planning, integrating, collaborating, and providing counsel for population policies, human resource policies, and major measures, as well as supervising the formulation of relevant plans and initiatives.

In this context, the NDC is responsible for establishing immigration policies (including the subsequent Immigration Policy of Foreign-specific Skill and Investment in Taiwan (draft), Action Plan to Retain Outstanding Foreign Students at Taiwanese Universities to Work in the ROC After Graduation, and Competitive Talent Development Strategy) and population policies. It is also responsible for establishing relevant task forces and organizing meetings to gain consensus and allocate tasks to various departments in support of its endeavors.

### (3) The 2015 Migrants Day and Multicultural Activities

The 2015 Migrants Day and Multicultural Activities emphasize the multicultural



background and native language expertise of new immigrants and second-generation immigrants and brings together new immigrants. The event fully presented the core spirit of the Migrants Day and combined the beauty of local cities and countries. Focusing on helping immigrants settle in Taiwan and realize their dreams, the event was separately held in Northern, Central, and Southern Taiwan.



The event included artistic performances, film appreciation, and new immigrant success stories. Winners of the New Immigrant Dream Fulfillment Project and outstanding new immigrant art organizations were invited to perform at the event. The performance fully reflected the growth and emotions of fulfilling their dreams. The event also screened two outstanding films submitted to the New Immigrant Documentary and Microfilm Competition, *Dragonfly* and *Penghu, A Taste of Home*.



The films portrayed the passion and energy for life that many new immigrants have. The event also hosted various multicultural stalls, showcasing the stories of new immigrants and their children living in Taiwan.

The first central event was co-hosted by NIA and the Taichung City Government. It was held at Taichung Fengle Sculpture Park between 2 p.m. and 5 p.m. on September 22, 2015. The deputy Secretary-General of the Executive Yuan, Mr. Hsiao Chia-Chi and the Mayor of Taichung City, Mr. Lin Chia-Lung attended the event. The northern event was co-hosted by NIA and the Yilan County Government. It was held at the Yilan County Stadium between 9 a.m. and 12 p.m. on December 5, 2015. The Director of Immigration of the Vietnam Ministry of Public Security, Mr. Le Xuan Vien, National Security Policy researcher of the US Heritage Foundation, Mr. David Robert Inserra, and Deputy Minister of the Interior, Mr. Chen, Chwen-Jing attended the event. The Southern event was held at the National Science and Technology Museum between 2 p.m. and 5 p.m. on December 12, 2015. CEO of the Southern Taiwan Joint Services Center, Executive Yuan, Ms. Chiang Lin-Chung and Administrative Deputy Minister of Interior, Mr. Chiu Chang Yueh attended the event. The three events were immensely successful with over 2,800 attendees.

### (4) Creating an Immigrant Friendly Environment

*A. Attracting Outstanding Talent and Enhancing the Convenience of Mobility*

(i) In collaboration with the promotion of entrepreneur visas by the Executive Yuan, an amended version of the Regulations Governing Entry into Taiwan, Residency, and Permanent Residency for Hong Kong and Macao Residents was announced on July 13, 2015, permitting entrepreneurs from Hong Kong and Macao to apply for temporary and permanent residency in Taiwan. These amendments aim to attract outstanding entrepreneurs from Hong Kong and Macao to start their businesses in Taiwan, thereby promoting economic development.

(ii) Amendments to Article 18 of the Residence Permit Procedures for Nationals without Household Registration Submitting Applications for Entry and Settlement in Taiwan were announced on June 18, 2015, permitting non-citizens graduating in Taiwan to remain in Taiwan for six months to seek employment. This revision aims to encourage overseas students to remain in Taiwan for employment and enhance national competitiveness.

#### B. Formulated (or set) and Revised Regulations

(i) Amendments to the Notice for Foreign Labor-Related Residency Applications were announced on July 27, 2015.

(ii) Amendments to the Special Application Directions for Non-ROC Citizens

Applying for Six Months of Temporary Stay after Becoming Infected with Human Immunodeficiency were announced on August 20, 2015

## 2. Immigrant Human Rights

### (1) Immigrant Human Rights Advisory Panel

To comply with international human rights standards, protect immigrant rights, and ensure that services are more in line with immigrant needs, NIA first established the Immigrants Human Rights Advisory Panel on March 13, 2009. Experts, scholars, and representatives from private organizations relevant to the interests of immigrants were invited to form the panel, and deliberate and provide counsel to ensure that immigrant rights are not infringed upon. In addition, the panel offers professional recommendations on specific issues, furthers the promotion of immigrant human rights, and facilitates mutual respect and care among various ethnic groups, thereby fully protecting the human rights of immigrants.



As of December 2015, the Immigrants Human Rights Advisory Panel had convened

18 times to help review administrative actions and legislative amendments, thereby integrating practice and theory to improve service performance. The major topics of discussion included:

- A. Balance the rights of foreign and mainland spouses.
- B. Continue to upgrade and improve interview processes.
- C. Strengthen interview training for NIA corps employees.
- D. Design an interview questionnaire to improve interview quality.
- E. Continue to increase focus on the families of foreign and mainland spouses and prevent domestic violence.
- F. Continue to implement gender equality education for foreign and mainland spouses.
- G. Review and update operating procedures for detaining foreigners and standards for defining victims of human trafficking.
- H. Update multi-lingual deportation orders in accordance with the new asylum system.
- I. Continue to organize interpreter training.
- J. Study the feasibility of issuing residency permits to undocumented foreigners who have lived in Taiwan for many years.
- K. Refine the certification of native educational qualifications of foreign spouses.

## (2) Promote Immigrant Human Rights Protection

### A. Promoting the Human Rights of Detainees and Human Trafficking Victims

To ensure the human rights of detainees, the NIA utilizes the private resources of large detention centers, combines the strengths of religious organizations, and provides medical and other necessary care. Monthly seminars are also conducted, and annual festivities are organized for the Chinese New Year, Dragon Boat Festival, Mid-Autumn Festival, and other special holidays. Regular outdoor activities, visitations, telephone calls, and entertainment (i.e., TV, magazines, and books) are provided. In addition, training for a variety of skills is offered. Regular maintenance staff ensures the basic hygiene and safety of the centers. Such humanitarian management balances the human rights of detainees and security control.



The Regulations for Detainees brochures (including basic rights) are printed in various languages and issued according to the nationality of the detainees upon detention to inform them of their rights, responsibilities, and complaint channels. As of 2015, the brochures are printed in 17

languages (e.g., English, Vietnamese, Thai, Indonesian, German, Mongolian, Sri Lankan, etc.) so that detainees are immediately and clearly informed of relevant regulations and their rights upon detention. In addition, the NIA also provides legal counsel and litigation assistance for detainees involved in criminal cases to expedite closing and deportation.

In compliance with the spirit of the International Covenant on Civil and Political Rights (ICCPR) and the International Covenant on Economic, Social, and Cultural Rights (ICESCR), the NIA has pushed to accelerate repatriation and reduce detention days to avoid using detention as a substitute for custody. In terms of repatriating illegal immigrants from the mainland, the NIA executes routine deportations according to the Kinmen Agreement. In addition, the NIA also plans to simplify the repatriation of mainland stowaways by breaking away from the old agreement framework, and under the premise of its official counterpart, institutionalize, increase and not undermine Taiwan's sovereignty, maintain flexibility, and advance toward the mini three links model.

Between 2011 and 2015, on average there were 64.3 detention days in 2011, 45.32 days in 2012, 36.97 days in 2013, 39.58 days in 2014, and 20.52 days in 2015. This significant decrease in average detention days indicates the effectiveness of NIA in ensuring the human rights of detainees.

#### B. Improving Interview Mechanisms

The NIA continues to strengthen the

impartiality and objectivity of the interview process for Mainland China applying for reunion in Taiwan. Specific improvements were deliberated, including formulating Marriage Validity Indicators, an Original Document Verification Checklist, and Talk/Interview and Rights Notification. Diversified channels for interviewee satisfaction surveys were also promoted to improve service quality and meet public needs. In addition, the NIA regularly conducts workshops on interview laws and experience sharing to improve the professional competency of interviewers. The interview process balances citizen rights and NIA law enforcement to protect legitimate marriages and stop fraudulent marriages.

#### C. Promoting Protection of Employment Rights of New Immigrants—New Immigrant Employment Website

The New Immigrant Employment Website was established through the voluntary collaboration between the NIA and 1111 Job Bank. As of the end of 2015, 657,748 users visited the site, 10,033 new immigrants joined the site, and 9,912 jobs were matched to new immigrants.



#### D. Maintaining the Family Reunion Rights of Marriage Migrants

Mainland Chinese spouses that are approved for residency in Taiwan are considered citizens. To ensure the right of family unity, a revised version of the Quota for the Residence with a Family Member, Long-Term Residence, and Residence for Naturalization in the Taiwan Area of the People of the Mainland China Area was announced on December 30, 2015. The number of biological children of Mainland Chinese spouses registered in Taiwan under the age of 20 that are allowed to obtain permanent residency in Taiwan was revised from 180 to 300 as of December 31, 2015. The spouse placement period was reduced from 10 years to 6 years. The increased quota was adjusted starting 2015, reuniting 120 households.

#### E. Ensuring the Rights of Registering Infants Born to Non-Citizens in Taiwan

Amendments to the Standard Operating Procedure for Investigating and Prosecuting Illegal Immigrants and Their Taiwan Born Children Under Eighteen Years of Age were announced on November 9, 2015. The revisions entailed the proactive questioning for those turned themselves in, ordered to exit at specified date, and those (father or mother) who are detained when leaving the country. Illegal immigrants are cross-referenced with the report data of newly born non-citizens to ensure that they are not harboring 18 years old or younger non-

citizens to ensure the rights of newly born non-citizens.

#### F. Providing Free Clinics for Foreign Fishermen to Demonstrate Humanitarian Care Without Borders

Due to long hours fishing at sea and limited medical facilities on fishing boats, foreign fishermen from Southeast Asia are often afflicted with physical pain but receive no medical help. In 2015, the NIA Border Affairs Corps collaborated with external resources and organized three free clinics on two offshore fishing bases (Donggang and Suao) for foreign fishermen. The Buddhist Compassion Relief Tzu Chi Foundation and local Fishermen Associations were also invited to help announce and promote the free clinics. Through such practical health care outreach to fishermen, the NIA demonstrated its respect for human decency and respect for diversity, thereby enhancing the perception of international human rights groups toward Taiwan. Moreover, the NIA has set a model of interdisciplinary cooperation between public and private sectors, and will continue to organize free clinics to benefit more foreign fishermen.

- (i) On March 8, 2015, together with interpretation volunteers and medical



charity teams, the NIA Kaohsiung Border Affairs Corps Chief Si-Tsuen Chen and his team organized a free clinic on Donggang for hired foreign fishermen, thereby demonstrating the spirit of humanitarianism. The response was overwhelming, and on September 13, 2015 another free clinic was organized, showing that humanitarianism is without borders.

- (ii) On June 28, 2015, together with volunteer interpreters and volunteer medical teams, the chief of NIA Keelung Border Affairs Corps, Jyin-Shui Huang and his colleagues demonstrated their care through actions by conducting a free clinic in Suao fishing harbor for foreign fishermen, which once again reflected Taiwan's respect and concern towards the welfare of foreign workers.



#### *G. Amending Immigration Laws and Regulations to Enhance the Convenience of Mobility*

- (i) In collaboration with the promotion of entrepreneur visas by the Executive Yuan, an amended version of the Regulations Governing Entry into

Taiwan, Residency, and Permanent Residency for Hong Kong and Macao Residents was announced on July 13, 2015, permitting entrepreneurs from Hong Kong and Macao to apply for temporary and permanent residency in Taiwan. These amendments aim to attract outstanding entrepreneurs from Hong Kong and Macao to start their businesses in Taiwan, thereby promoting economic development.

- (ii) Chinese spouses that are approved for residency in Taiwan are considered citizens. To ensure the right of family unity, a revised version of the Quota for the Residence with a Family Member, Long-Term Residence, and Residence for Naturalization in the Taiwan Area of the People of the Mainland China Area was announced on December 30, 2015. The number of biological children of Chinese spouses registered in Taiwan under the age of 20 that are allowed to obtain permanent residency in Taiwan was revised from 180 to 300 as of December 31, 2015. The spouse placement period was reduced from 10 years to 6 years. The increased quota was adjusted starting 2015, reuniting 120 households.
- (iii) Amendments to Article 18 of the Residence Permit Procedures for Nationals without Household Registration Submitting Applications

for Entry and Settlement in Taiwan were announced on June 18, 2015, permitting non-citizens graduating in Taiwan to remain in Taiwan for six months to seek employment. This revision aims to encourage overseas students to remain in Taiwan for employment and enhance national competitiveness.

- (iv) Amendments to the Notice for Foreign Labor-Related Residency Applications were announced on July 27, 2015.
- (v) Amendments to the Special Application Directions for Non-ROC Citizens Applying for Six Months of Temporary Stay after Becoming Infected with Human Immunodeficiency" were announced on August 20, 2015
- (vi) Amendments to the Standard Operating Procedure for Investigating and Prosecuting Illegal Immigrants and Their Taiwan Born Children Under Eighteen Years of Age were announced on November 9, 2015.
- (vii) Amendments to the Standard Operating Procedure for Registering Infants Born to Non-Citizens in Taiwan were announced on November 9, 2015.



## Chapter VIII Immigration Administration



Talented professionals shall be recruited to carry out immigrant entry and exit procedures in order to achieve the administrative objectives and vision of establishing a decade of prosperous national growth, cross-strait harmony, and peaceful relations with our neighbors. To train immigration administration professionals and develop additional channels for personnel recruitment, Specialized Public Functionary Examination for Immigration Administration Personnel was held for the first time in 2012. A total of 122 Class 2 to 4 personnel were recruited. Personnel who had successfully completed the training period with qualifying scores were formally deployed to their functions on July 15 and 29, 2013. In 2013, a total of 147 Class 2 to 4 personnel were recruited. Those who had successfully completed the training

period with qualifying scores were formally deployed to their functions on September 1 and 12, 2014. In 2014, a total of 97 Class 2 to 4 personnel were recruited. Those who had successfully completed the training period with qualifying scores were formally deployed to their functions on December 28, 2015 and January 11, 2016. In 2015, a total of 115 Class 3 and 4 personnel were recruited. Those that complete their training in June and September 2016 will be deployed to their respective functional units and undergo practical training.

### 1. Personnel Affairs

As part of the restructuring of the Executive Yuan, the amendment draft of the Organization Act of the National Entry and Exit and Immigration Agency, Ministry of the Interior, passed the third reading of

the Legislative Yuan and was promulgated by Presidential Decree on August 12, 2013, whereby the National Entry and Exit and Immigration Agency was renamed the National Immigration Agency (NIA). The revised Act also entered into force on January 2, 2015. Manpower assessments conducted by the Executive Yuan were referenced in order to adjust functional specialization and personnel allocation of the major organizational divisions. Except for border affairs, the task items and contents of the special task forces, services, and detention were restructured and integrated with the region serving as the basic unit in order to strengthen organizational functions. The NIA thus established Northern Affairs Corps, Central Affairs Corps, and Southern Affairs Corps for this purpose. Key tasks of 2015 are listed in the following:

#### (1) Personnel Recruitment and Removal in the Organization

In 2015, the NIA allocated 2,255 personnel openings, 539 contract employee openings, and 64 technical and janitorial staff for a total of 2,858 personnel. As of the end of December 2015, actual headcount included 2,003 employees, 527 contract employees, and 61 technical and janitorial staff for a total of 2,591 individuals.

In 2015, the NIA listed a total of 125 openings in the Specialized Public Functionary Examination for Immigration Administration Personnel that was then conducted by the Ministry of Examination

during August 16 to 17, 2015. Results were publicly released in December 2015, where 115 individuals were recruited. Recruited personnel would undergo a basic, specialized, and practical training program lasting eight to twelve months starting from December 2015.

To ensure the performance of various functional units under the NIA, a total of 323 horizontal transfers were carried out as of the end of December 2015. The principles of referencing personnel tenure and performance as well as internal promotion and external recruitment were employed. The NIA thus convened 15 Personnel Selection and Review Committee Meetings where 152 personnel were internally promoted while 26 personnel were recruited externally.

The renaming ceremony for the NIA was arranged on January 2, 2015. Deputy Minister of the Interior, Mr. Chen Chwen-Jing, and Deputy Minister of the Interior, Mr. Chiu Chang-Yueh, were invited to attend the ceremony, as well as former Director-General of the NIA, Mr. Wang Yuan-Ren, Mr. Wu Chen-Chi, Mr. Hsieh Li-Gong, retired colleagues, and their family members.

#### (2) Performance Assessment and Training

To encourage lifelong learning amongst civil servants, the NIA has stipulated incentives and control measures where performance is tracked on a monthly basis. All (100%) civil servants (including contract employees) in the NIA clocked in over

40 hours of lifelong learning in 2015. In response to employee training requirements, a 2015 Training Program was stipulated on January 27, 2015 in order to integrate internal training of various functional units. A total of 107 training sessions for professional skills, cultural sensitivity, and regulations and policies were held in 2015 with the attendance of a total of 3,255 personnel.

The 3rd Graduation Ceremony for Personnel Admitted through the Immigration Affairs Specialized Examination was held on the 11th-floor hall of the NIA on December 25, 2015. The President, Mr. Ma Ying-Jeou, was invited to attend the ceremony and to provide an address to encourage the graduating personnel and offer them his best wishes. It is hoped that the graduates will be able to contribute their knowledge and professional skills at their positions and become respected public functionaries helping to maintain national security while upholding the principles of human rights protection.

In response to work requirements of the NIA, the 2015 Specialized Training Course for Personnel Admitted through the Immigration Affairs Specialized Examination began on February 1, 2016 at the CPU. The comprehensive technical and professional training will last eight months for Class 3 and five months for Class 4 with the aim of ensuring that trainees acquire basic professional knowledge and skills to exercise public authority accordingly.

To improve employee morale during work, enhance personnel potential, and encourage internal unity and harmony, the NIA has specifically formulated the Ministry of Interior National Immigration Agency Awards Guidelines for Model Immigration Officers. A total of 8 model immigration officers of the NIA were selected in 2015 (refer to the following table for details) and publicly commended in the Expanded NIA Affairs Notice.



**2015 Model Immigration Officers**

Unit	Title	Name
Central Affairs Corps	Executive Officer	Chen Peng-Xian
Border Affairs Special Operation Corps	Executive Officer	Lin Zong-Ren
Border Affairs Second Taoyuan International Airport Corps	Assistant	Lin Wen-Jun
Entry and Exit Affairs Division	Executive Officer	Li Xi-Ren
Northern Affairs Corps Mobile Unit	Executive officer and section captain	Shih Chao-Yi
Office of Budget, Accounting, and Statistics	Section chief	He Qi-Ling
Northern Affairs Taoyuan City Special Operation Corps	Executive officer and section captain	Li An-Gui
Immigration Affairs Division	Executive officer	Chen Li-Li

### (3) Retirement and Welfare

To promote and ensure an adequate level of relaxation, strengthen agency morale, and encourage every functional unit to organize creative cultural and welfare activities, the NIA stipulated the 2015 Subsidy Project for Employee Cultural and Welfare Activities on March 2, 2015 to subsidize art and cultural appreciation events, outdoor tours, and couple matching. Group brainstorming methods were used to come up with creative cultural and welfare activities. The NIA held the Yilan Jiouliao River Trip on May 19, 2015 and the Miaoli Nanchuang Trip on May 28, 2015. These activities were attended by a total of 86 colleagues and their families.

The NIA also encouraged opportunities for unmarried colleagues to interact. A trip to Yilan was arranged on July 17, 2015, specifically dedicated to colleagues who were single. The trip involved self-guided touring of outdoor landmarks as a way to encourage interaction between men and women. A total of 16 singles signed up for the event, and two couples were successfully matched.

To improve parent-child relationships and to help children understand the daily work and contributions of their parents, family activities were also held to facilitate such interaction. The NIA held the Parent-Child Day on January 2, 2015, which was attended by 118 people. The event included a visit to the Songshan Cultural Park and

Disney 90th Anniversary Exhibition, ensuring parents and children had a joyful day together.



The NIA upholds the spirit of education and takes a proactive approach to understand and actively support physical and mental issues experienced by substitute services draftees during their course of duty. The services draftees also participated in diverse public charitable events to foster their passion for charity and learn through the act of giving and offering their services.

To encourage communication among employees, strengthen organizational identity, and ensure vertical communication within the organization, the NIA held Seminars for Strengthening Communication of Employee Opinions for the First and Second Half of 2015 at NIA headquarters and various regional offices respectively in April, July, and October 2015. These seminars were personally hosted by the Director-General and attended by supervisors of all divisions and offices as well as employee representatives.

To commend the hard work and contributions of retiring personnel throughout their careers, the NIA regularly



holds Farewell Tea Gatherings for Retiring Personnel at the VIP room. Usually, the gatherings are personally conducted by the Director-General, where retiring personnel is personally honored with exquisite memorial plaques. Supervisors and colleagues of the retiring personnel are also invited to the tea gathering for a warm and harmonious farewell. A total of nine Tea Gatherings were held in 2015, bidding farewell to a total of 63 retired employees.

To support the government's objective in taking care of retired civil servants, the NIA held Gathering Dinners for Retired Colleagues in Central, Northern, and Southern Taiwan on June 5, 10, and 16, 2015, which were attended by 164 retired employees. The dinners turned out to be occasions that helped to rekindle relationships.



## 2. Budget, Accounting, and Statistics Businesses

The Accounting Office has three major responsibilities of generating the annual budget, carrying out audits, and performing accounting services. Annual accounting work is based on the budget allocated as well as priorities of annual administrative projects, helping to ensure that limited

resources are distributed and utilized in the most economical and effective manner. Auditing work mainly involves internal audits to prevent fraud and uneconomical expenses. Accounting work is to ensure the proper functioning of financial management. Budgeting and financial activities are recorded accordingly in order to understand the performance of various projects and to provide a reference for formulating administration plans and budget of the following year. Key tasks of 2015 are listed in the following:

### (1) Final Accounting of Official Activities

#### A. Annual Income

In 2015, the predicted annual income for the NIA was NT\$3,092,101,000, while final accounts amounted to NT\$4,735,528,160 (which included an actually received sum of NT\$4,718,031,241 and a receivable sum of NT\$17,496,919) which was 153.15% of the predicted income. The main cause of this was the increased number of Mainland Chinese tourists to Taiwan, which led to an increased income from permit fees.

#### B. Annual Expenses

Predicted annual expenses for 2015 was NT\$4,004,546,000, while final accounts indicated a sum of NT\$4,001,912,372, of which NT\$3,992,126,327 was actually received, NT\$1,154,584 was paid, and NT\$8,631,461 was retained, executing 99.93% of the annual expense.

### Annual Income Settlement Table

Unit: Thousand NT\$

Item	Predicted Sum T	Final Account			
		Actually Received A	Retained Sum B	Total C=A+B	Percentage of Budget (%) R=C/T
<b>Total</b>	<b>3,092,101</b>	<b>4,718,031</b>	<b>17,497</b>	<b>4,735,528</b>	<b>153.15</b>
Income from fines and compensations	261,060	234,309	17,497	251,806	96.46
Fines and penalties	260,822	226,854	17,497	244,351	93.68
General compensation income	238	7,455	0	7,455	3,132.37
Processing fees income	2,829,042	4,479,934	0	4,479,934	158.36
Permit fees	2,829,042	4,479,872	0	4,479,872	158.35
Data usage fees	0	62	0	62	-
Asset income	1,327	1,940	0	1,940	146.21
Interest income	0	3	0	3	-
Rent income	1,227	1,401	0	1,401	114.17
Sales of old or scrapped material	100	536	0	536	536.07
Other sources of income	672	1,848	0	1,848	274.96
Returned budget from previous fiscal years	0	493	0	493	-
Miscellaneous income	672	1,355	0	1,355	201.60

### Annual Expense Settlements Table

Unit: Thousand NT\$

Item	Predicted Sum T	Final Accounts			
		Actually Received A	Retained Sum (includes payable) B	Total C=A+B	Percentage of Budget (%) R=C/T
<b>Total</b>	<b>4,004,546</b>	<b>3,992,126</b>	<b>9,786</b>	<b>4,001,912</b>	<b>99.93</b>
General administration	3,168,678	3,166,154	0	3,166,154	99.92
Personnel expenses	3,146,988	3,144,465	0	3,144,465	99.92
Processing fees	20,189	20,188	0	20,188	100.00
Equipment and investments	251	251	0	251	100.00
Awards and subsidies	1,250	1,250	0	1,250	100.00
Entry and exit and immigrant management affairs	834,098	824,273	9,786	834,059	100.00
Processing fees	616,951	616,951	0	616,951	100.00
Equipment and investments	212,337	202,512	9,786	212,298	99.98
Awards and subsidies	4,810	4,810	0	4,810	100.00
Transport and shipping equipment	1,770	1,699	0	1,699	95.99



## (2) Final Settlement for Foreign Spouse Care & Counseling Fund

### A. Fund Sources

Of an annual budget for 2015 of NT\$480,000,000, the actual received amount was NT\$7,441,966, reaching a growth rate of 155.04%, mainly due to the surplus money returned from units receiving subsidies.

### B. Fund Uses

Of an annual budget for 2015 of NT\$279,979,000, the realized amount was NT\$336,256,648, with an execution rate of 120.10%. The excess is a result of the return of funds to the Foreign Spouse Educational Courses, Advocacy, Child Care and Development, and Multicultural Promotion Program for the subsidization of the 2014 National Torch Project for New Immigrants, which was executed in July 2015.

### C. Current Surplus

After balancing the above fund sources and uses, there is a deficit of NT\$328,814,682, compared with the budget of NT\$275,179,000, a deficit of NT\$53,635,682.

## (3) Official Statistics

### A. Official Statistics Statement

The agency's official statistics program should compile 29 types of statistical statements: 24 monthly reports, one bimonthly report, and four types of annual report. These include the number of alien residents, Taiwan's population of foreign

nationals, the number of people entering and exiting the country (or territory), the number of Mainland Chinese citizens coming to Taiwan, the number of people traveling by the mini three links, cases of senior civil servants of position-11 level or above and of special status personnel making applications to enter Mainland China, investigation performance (including statistics of illegal migrant cases, statistics on the nature of illegal conduct in the foreign migrant population, and statistics on cases of illegal entry and exit to and from the country), prevention of human trafficking (including statistics on cases of seizures, the number of victims placed under protection, and the number of people protected in the shelters), the number of people in detention centers, appeal statistics, immigration services management (including interview statistics on Mainland Chinese spouses applying to come to Taiwan for family reunion, the Foreign Spouse Care and Assistance Fund, immigration counseling statistics), and other information.

### B. Release of Official Statistics

Each month, the Executive Yuan's Directorate-General of Budget, Accounting and Statistics publishes four kinds of statistical statements, listing the number of entries and departures from the country, the number of legal residents and the number of illegal aliens over which it has authority. The Ministry of the Interior's Department of Statistics lists 13 kinds of statistical statements over which it has

authority, including the actual number of people entering and departing the country (categorized by gender, age, identity, and location), number of alien residents, illegal alien population dealt with by investigative offices, approved grants for the Foreign Spouse Care and Assistance Fund, interviews with Mainland Chinese spouses applying to come to Taiwan for family reunion, results of immigration counseling, number of foreign national residents, number of foreign nationals visiting Taiwan, number of foreign residents who have overstayed their permits, and number of foreign nationals who have overstayed their visitor visas, and statistical statement formulas and preparation information publicly available on the home page of the agency's website, for public reading and scrutiny. Also, a gender statistics zone is built and provided for scrutiny, linking to related sites of the Ministry of the Interior and the Executive Yuan's Directorate-General of Budget, Accounting, and Statistics.

## (4) Internal Control Systems and Signing the Internal Control System Declaration

Promoting the awareness of internal control is the key to successfully implementing control systems. The NIA actively promotes the importance and operations of internal control through various occasions to gain consensus and support, such as a report for expanding agency affairs, integrity report, various

professional education training, and other meetings. The NIA continuously promotes concepts of internal control to let colleagues feel the commitment of the director and to stimulate colleagues to implement internal controls effectively. The NIA further utilizes assemblies and meetings to continue offering educational training to colleagues. A total of three sessions were arranged, training 131 personnel.

The NIA has completed the first and second pilot stages of signing the Ministry of the Interiors Internal Control System Declaration. In coordination with Doc. No. 1040600266 titled, Promotion Plan for the Third Pilot Stage of Signing the Ministry of the Interiors Internal Control System Declaration, issued on May 13, 2015, the NIA signed the 2014 Internal Control System Declaration on June 15, 2015. It further promoted the 2015 Internal Control System Declaration and approved The agency's Internal Control System—3rd Edition on November 20, 2015 for all personnel to follow.

## 3. Government Ethics Matters

The NIA applies several measures to ensure integrity in its governance and fulfill honest governance regulations, including reinforcing anti-corruption and corruption prevention measures to reduce corruption and crime. The NIA further aims to establish an internal/external honest governance network that is thoroughly operated within the agency to promote administrative



transparency and strengthen internal controls concerning corruption prevention. This shall effectively prevent corruption and wastage and help the NIA maintain a corruption-free image. Moreover, the NIA aims to investigate traces of corruption regularly to prevent and combat corruption.

### (1) Corruption Prevention and Advocacy of Honest Governance

#### A. Implementing Procurement Supervision and Autonomous Inspection Reviewing and Auditing

To improve procurement processes, raise procurement efficiency, and effectively eliminate purchasing malpractice, the NIA supervised a total of 134 procurement cases in 2015 with a value of more than one tenth of the publicly announced amount. The cases comprised five engineering procurement cases, accounting for 3.7% of the total procurement cases; 44 property purchase cases, accounting for 32.8% of the total procurement cases; and 85 labor procurement cases, accounting for the bulk of procurement cases at 63.5% of the total, most of which were cases of restricted tendering. The NIA aims to continue improving ad hoc malpractice prevention and auditing post hoc conduct to eliminate procurement abuses.

#### B. Promoting Clean and Capable Public Service Survey Questionnaires and Holding Honest Governance Research Reports

To introduce concepts of risk management, Evidence-Based Survey and Research Co., Ltd. was commissioned to carry out the 2015 Honest Governance Research Commission Service case through focus group seminars and questionnaires.

#### C. Researching and Discussing Warning Systems

The NIA arranged the Honest Governance Survey in 2015 to survey the opinions of the public, immigrant groups, and business partners concerning the policies and administrative procedures of the agency. Respondents' suggestions and opinions were collated and sent to various operation departments within the agency for improvement.

#### D. Convening Regular Honest Governance Bulletin Meetings

The NIA commissioned external supervisory consultants to review honest governance policies and key measures. A total of five Honest Governance Report Meetings were held in March, May, June, July, and September 2015. The meetings were chaired by the agency's Director-General (as a committee member and convener), inviting scholars to provide suggestions concerning the honest governance performance of the agency, thereby realizing the agency's honest governance system.

#### E. Promotion of Administrative Transparency

The NIA arranged the Honest Governance and Administrative Transparency

Seminar to discuss methods to prevent NIA officials from abusing their civil power for malpractice. The seminar was hosted by the director of the Department of Public Administration, National Cheng Chi University, and managing supervisor at the Transparency International Chinese Taipei, Prof. Chen, Don-Chun. Expert scholars, NGOs, industry professionals, and NIA top ranking officials were invited to attend the seminar and provide their practical experiences on public transparency with the attendees. Discussions and suggestions covered legal, systematic, and policy aspects, thereby promoting honest governance, transparency, and service efficiency.

#### F. Promoting Volunteer Service for Honest Governance

Colleges that signed the strategic alliance with the NIA were invited to participate in policy implementation. In 2015, 38 college students completed the training and volunteered for honest governance. They were then dispatched to different NIA detention center in different districts to conduct a Caring for Human Rights Survey to survey detainees' satisfaction towards the social and civil systems of Taiwan during their detention. In addition, the volunteers actively promoted equality, respect, and honest governance from an immigrant's standpoint. Moreover, they assisted in the arrangement of honest governance promotion activities to spread honest governance information, administrative transparency policies, and zero-corruption

efforts to new immigrants and their family members. The volunteers also established an editorial team to publish an honest governance newsletter, advertising the honest governance of the NIA and its continuation of promoting transparency.



#### G. Handling Civil Service Integrity Code of Ethics Criteria and Improper Lobbying Registration

To enhance the NIA's honest governance image and create an honest government standard, the NIA continues to promote the regulations and cases concerning the Operational Points for the Improper Lobbying Registration System of the Executive Yuan and its Subordinate Agencies and the Civil Service Integrity Code of Ethics each month, and carry out registration of donated property, banqueting and entertainment, improper lobbying and other incidents of honest governance ethics violation. In 2015, there were a total of 28 cases of honest governance ethics violation registered, including 20 instances of donated property, six instances of banqueting and entertainment, and two instances of improper lobbying.

#### H. Recognition of Honest Civil Servants



In an MOI honest governance bulletin meeting held on December 16, 2014, Minister of the Interior Chen Wei-Zen openly praised Immigration Information Division Chief of System Design, Mr. Lin Yi-Chen. Lin was selected as one of the 2015 Ministry of the Interior Honest Public Servants.



#### *I. Raising Our Professional Capabilities in Honest Governance*

Beginning in March 2015, we have carried out Honest Governance Educational Training for Agency Field Service Units, in which there has been a total of 589 participants. We also carried out the 2015 Honest Governance Education Workshops for Agency Headquarters in April, July, and September 2015, in which a total of 278 people participated.

#### *J. Improving Auditing of Public Officials' Property Declarations*

In February 2015, we held an open draw to select 33 declaration personnel to carry out the 2014 Annual Public Officials Property Declaration substantial auditing work. In October 2015, property declaration advocacy briefings were held using synchronized video modes to enable obligors to understand the relevant regulations and network declaration

system, so they can avoid being subject to penalties.

#### *K. Implementing Concepts of Social Participation and Promoting Honest Governance Concept*

During the moratorium period, the NIA Border Affairs Corps visited the Port of Suao to provide medical outreach and free haircuts to the local fishing people and reveal hardships faced by the locals. Interactive games were arranged to disseminate information concerning the Prevention of Trafficking Hotline, Not Violating Duties through Bribery, Ministry of the Interior Service Hotline, and Corruption Prosecution Units. Moreover, honest governance games were arranged at the 2015 Migrants Day to encourage the public to maintain zero tolerance towards corruption and establish a national anti-corruption network.



The NIA is committed to cultivating honest civic education in schoolchildren. It took the initiative to visit welfare organizations such as the Yi Kuang Orphanage and Bethany Children's to disseminate anti-corruption information and promote honest governance, fostering

concepts of anti-corruption and integrity in the children, and instilling respect for multiculturalism as part of their character education.

#### **(2) NIA Security Maintenance**

##### *A. Convening Security Maintenance Bulletin Meetings*

The Security Maintenance Bulletin Meeting was hosted by the deputy director of the NIA, Mr. Ho, Jung-Chun in August 2015. The case resolutions were forwarded to control units for review and improvement. Discussions on passing the Principles for Dispatching Personnel to Review Appeal (Protests) to prevent delays for processing appeals or protests were also carried out.

##### *B. Handling NIA Security Maintenance Inspections*

In January and August 2015, the NIA organized the first and second safety maintenance inspections at NIA headquarters (including Taipei City Service Station and Taipei Specialized Operations Corps), and the Specialized Operations Corps, service stations, large-scale detention centers and the Border Affairs Corps of each city and county, implementing sample checks. The results were sent to relevant division offices to ensure the improvement on each defective aspect.

##### *C. Executing Special Case Security Maintenance*

- (i) We formulated the NIA Spring 2015 Security Work Period Performance of

Maintenance Work Implementation Plan, letters on which were sent to each unit. No security incident occurred throughout the implementation period, making the plan a success.

- (ii) The NIA arranged the Dream Fulfillment of New Immigrant Family Project Presentation Ceremony and Parent-Child Native Language Learning Essay Contest and Awards Ceremony on May 16, 2015. The Minister of the Executive Yuan was invited as a guest at the event, for which we executed head of state security maintenance work and successfully completed this task.
- (iii) The NIA arranged the International Workshop on Human Trafficking Prevention on July 29, 2015. The President was invited to give the opening speech, for which we executed head of state security maintenance work and successfully completed this task.
- (iv) The NIA arranged the Pilot Outcome Presentation for the Fostering of Second-Generation New Immigrants. The Prime Minister of the Executive Yuan was invited to speak at the event, for which we executed head of state security maintenance work and successfully completed this task.

##### *D. Quantitative Research on Reporting of Appeal Incidents*

Nine appeal (protest) incidents were recorded in 2015. The incidents were

peaceful with no occurrence of accidents. We performed quantitative data analysis on the incidents this year to fully understand the causes and aspects of the appeals (protests). The results facilitate us in our post hoc follow-ups and prevent the occurrence of similar incidents.

### **(3) Maintenance of Official Secrets**

#### *A. Official Secrets Maintenance Checks*

The NIA arrange the first and second official secrets maintenance inspections of 2015 in February and August 2015 to maintain and safeguard the confidentiality of official business. Inspection results and defects found, after signing an auditing report, were sent to the relevant division offices to ensure the improvement on each defective aspect.

#### *B. Reinforcing Official Secrets Advocacy*

- (i) In 2015, through electronic publication (NIA government ethics newsletters), we raised awareness of official secrets maintenance and safeguarding among the public and our personnel for 6 times.
- (ii) In 2015, using the letter issuance approach, we raised awareness of official secrets maintenance and safeguarding among our personnel for three times.
- (iii) The NIA Information Safety Newsletter is published every two months to circulate information safety violations and strengthen awareness towards

information safety and the regulations involved.

#### *C. Executing Information Security Auditing*

The First and Second Information Security Special Case Audits for 2015 were held at the Information Services Departments, Immigration Information Division, NIA, in Taoyuan Airport, Songshan Airport, and Kaohsiung Airport in April and December 2015 to audit and discover defects, and provide suggestions for improving the information security of various departments.

### **(4) Investigation and Guidance Proposals on Honest Governance Affairs**

#### *A. Arranging and Assisting in the Checking of Airline Ticket Procurement for Deportees*

The NIA audited the procurement operations of airline tickets for deportees. The procedures were revised, and suggestions were submitted to the international and law enforcement affairs divisions for processing, thereby preventing unlawful profiting.

#### *B. Issuing Letters to Strengthen the Advocacy of Dereliction and Divulgence Cases*

Disciplinary citations of cases of dereliction or divulgence of secrets that have been deferred prosecution are issued via written mail to various NIA departments to serve as education material, thereby

strengthening in-service education and preventing unlawful actions.

### **4. Secretarial Operations**

Secretariat affairs include handling the NIA's staff aides work, important bulletin meetings and the handling of proceedings, public relations and press releases, seal issuance and custody, document processing, file management, legal system, processing of state compensation incidents, treasury, property, construction and repair, procurement and other secretarial-related matters. It plays a planning, communication, coordination, and execution role, coordinating with operational units to facilitate various administrative works. Important operations of 2015 were as follows:

#### **(1) Editorial and Archiving Operations**

##### *A. Holding of Important Meeting*

Adhering to the head's policy intention, facilitating the operations, and controlling the progress of work, the Director-General regularly convenes the Directors' meeting and the Agency Expansion Work meetings with the deputy Director-General, the Chief Secretary, level-one directors, and related personnel. Directors' meeting was held a total of seven times; Agency Expansion Work meetings were held a total of 10 times. The proceedings focused on important work reports, and the content of the reports was mainly focused on the NIA's important policies, performance control, special work

experience sharing, review reports, and matters which needed the support and assistance of higher level units or other important matters. Additionally, the focus of revision of new additional regulations or revised regulations was also listed within the scope of discussion. In order to implement government energy saving and carbon reduction policies, we continued to promote a conference materials not printed on paper principle for the Directors' meeting and the Agency Expansion Work meetings.

Moreover, to cut work-related travel expenses, apart from the quarterly meetings convened on the 11th-floor auditorium of agency headquarters, our remaining Agency Expansion Work meeting changed over to synchronized video conferencing, and we held the following ad hoc lectures, improving the relevant professional functions of the personnel:

- (i) On March 19, we invited the Director of the Information Center, Ministry of the Interior, Mr. Shen Gin-Hsiang to deliver a keynote speech on Suggestions of Government Policy Communication and Public Opinion Response Mechanisms.
- (ii) On June 12, we invited the General Manager of the Commonwealth Magazine, Mr. Lin Lai-Tien, to deliver a keynote speech on You Are the Starting Point of Change.
- (iii) On September 25, we invited the Director of the Information Safety and



Services Division, Acer CyberCenter Services Inc., Mr. Gu Bo-Yu, and professor of the Graduate Institute of Political Economy, National Cheng Kung University, Prof. Chou Zhi-Jie to deliver keynote speeches on Overview on Recent Information Security Cases and The Local Implementation and Application of International Human Rights Regulations.

### B. Compilation of Operation Statistics

Statistical web page data on the NIA's operations are posted on a monthly basis, and the supplementary item(s) and contents are added to it in a timely manner, for the public's scrutiny and reading convenience.

### C. Publication Management and Publishing

To allow the public to understand the work and the results of the NIA's efforts, in 2015 we published a 2014 Annual Report and Introduction to the NIA, Ministry of the Interior. The Immigration Bimonthly utilizes a reader-orientated editing mode. It carries out in-depth interviews with unique or exceptional new residents from various origins, and reports impressive and moving stories; moreover, a series of reports relating to LOHAS immigration officers, multicultural immigrants' festivals, and international seminars, was produced. A total of 2,100 copies of Immigration Bimonthly are printed for each period. Apart from public notice on the NIA's website, fixed consignments sent to bookstores and other government publication display locations, copies are

also placed in locations frequented by the public, such as: County (and City) Household Registration Offices, new immigrant civic societies, and libraries, as well as County (and City) service stations, Specialized Operations Corps, detention centers, and overseas locations, providing free taking and reading, and carrying out effective advocacy promotion.



### D. Management of Official Document Files

Document archive registering, filing, cataloging, storage, sorting and inspection, and destruction, were carried out, as well as other file management operations and warehouse facilities maintenance matters, and so forth. In 2015, a total of 132,826 items of document archiving work was carried out.

## (2) Procurement and Work Affairs Operations

### A. Procurement Operations

To make personnel familiar with government procurement procedures and to carry out procurement in accordance with the law, we held two seminars on government procurement laws and regulations in 2015.

We also carried out office equipment, goods, cleaning and maintenance, and other recurring common supply contracts and purchases in excess of one-tenth of the public notice amount for NIA Headquarters and other units, completing a total of 477 items, the relevant operations for which were as follows:

- (i) 342 common supply contract procurement cases, with a purchase amount of NT\$21,985,598.
- (ii) 5 engineering procurement cases, with a purchase amount NT\$20,645,277.
- (iii) 45 property procurement cases, with a purchase amount of NT\$186,633,128.
- (iv) 8 5 labor procurement cases, with a purchase amount of NT\$530,768,034.

There were 24 important procurement cases in excess of NT\$10 million handled in the year 2015 including, specifically, the 2015 Nantou Detention Center meal procurement case, 2016 outsourced inquiries hotline service case for expatriates living in Taiwan, 1st basic resource pool and equipment expansion case for the Immigrant Information Cloud Pilot System, the Nantou resettlement of victims of human trafficking cases and cases of suspected

victims individually kept in detention and receiving social services, the Yilan resettlement of victims of human trafficking cases and cases of suspected victims individually kept in detention and receiving social services, outsourcing case for the Illegal Migrant Information Investigation Platform, 2016 recruitment case for establishing professional immigration service representatives at the NIA service stations, 2016 advance passenger information system and automated passenger clearance system maintenance case, Northern Taiwan renovation project, 2015 and 2016 World Wide Web Site Maintenance and Online Application and Service System expansion case, 2015 visa application and arrival registry and scanning services for Chinese visitors, outsourcing case for the construction of a foreign arrival reporting and management system, 2015 maintenance case of the new immigrant news and media website, 2015 maintenance case for the applications system, 2015 procurement plan for printer consumables (open contract), 2nd stage outsourcing case for the establishment of a new immigrant information fostering and education project, 1st expansion case for the outsourced building of personal biometric verification system for the foreign immigrant population case, 2015 new immigrant information promotional guidance television media production and broadcasting case, procurement of personal computers and terminal virtualization software and hardware, resource pool





and equipment expansion case for the Immigrant Information Cloud Pilot System, 2016 application system maintenance and expansion case, 2016 maintenance of computer hardware and related software case, 2015 outsourcing case for the manufacturing and issuance of visas and the visa system, and outsourcing case for the establishment of immigration information cloud services.

### *B. Work Affairs Operations*

- (i) Allocating work for the various offices.
- (ii) Continuing the NIA's promotion of the Four Savings (saving fuel, electricity, water, and paper) project.
- (iii) Arranging our own and leased (or borrowed) office space rent listing and borrowing operations, for a total of 95 places.
- (vi) Arranging operations on official car and motorcycle allocation, repairs and upgrades, fuel verification, and deployment.
- (v) Arranging NIA Headquarters' fire safety training workshop courses.
- (vi) Arranging cleaning of the environment on each floor of NIA Headquarters, work building repair projects, and electrical, air-conditioning, and fire-fighting equipment repair and maintenance work.
- (vii) Arranging management and leasing operations of NIA Headquarters' 1st and 2nd basement floors to Chunghwa Post's Taipei Xiaonanmen post office,

- restaurants, hair salons, and laundry.
- (viii) Arranging procurement and management operations for NIA Headquarters' 24-hour access control security service.
- (ix) Arranging 2015 vehicle and equipment inspections.

### *C. Technician (and Worker) Management*

We carried out personnel hiring and dismissal, assessments, incentives, punishment, retirements and welfare operations for nine technicians and 55 workers.

## **(3) Receipts & Expenditures and Property Operations**

We carried out all kinds of annual revenue cases, license fee refund operations, salary drawing and issuance, personnel insurance and other pay withholding cases, which are hereby described as follows:

### *A. Fee Income*

In 2015, the fee income was NT\$4.715 billion, with roughly 2,560,000 receipts, showing a growth in fee income of approximately NT\$1.063 billion from the previous year.

### *B. Refund Cases*

In 2015, refund cases numbered 4,246, with a total refund amount of NT\$5,260,000, showing a drop in refund cases from the previous year.

### *C. Salary Issuance and Receipt*

The NIA's personnel number in excess

of 2,800 people and movements are frequent. In 2015, the average monthly number of movements was about 70-plus. In 2015, salary issued and received totaled approximately NT\$2,343,570,000, and the total number of recipients was approximately 38,700 people.

### *D. Property and Materials Management*

In 2015, there were a total of 216 real estate operations (including land improvements), including 74 cases of housing construction and equipment, representing an increase of 53 land cases compared with 2014, and an increase of seven items in office buildings.

We completed a comprehensive inventory of property operations, totaling 19,407, an increase of 292 compared with 2014, with a total value of NT\$4,117,723,870; and we completed a comprehensive inventory of items, totaling 59,487 pieces, with an increase of 2,176 items from 2014; we also carried out custody and recipient operations for all types of consumable products.

## **(4) Public Relations and News Services**

### *A. Legislature Operations*

#### *(i) Legislature Service Cases*

In 2015, we accepted a total of 12,240 cases of various advice and liaison coordination matters for legislators and their assistants.

#### *(ii) Visiting Legislators and Caucus Offices*

To improve communications and operational liaison, we took the initiative to meet with legislators and caucus offices on more than 1,636 occasions.

### *(iii) Budget Coordination and Legal Amendment Cases*

In cases of legislators making proposals for deletion or freezing of the NIA's budget, through the intermediary coordination of the various operational units, communication with legislators was improved, explaining the circumstances of the NIA's budgeting listings and amendments to legal provision cases, taking the initiative to gain support, and successfully completing budget review and facilitation of legal amendments.

### *(iv) Continued Outstanding Performance of Legislature Services*

According to the government agency legislature liaison evaluation findings conducted by the Taipei Central Civil Service Staff Assistants Occupational Union, the agency earned a second place in the Legislature Liaison Worthy of Recognition, an outstanding performance for the execution of legislature liaison and related operations.

### *B. News Operations*

#### *(i) Press Releases or Convening of Press Conferences*

With respect to the NIA's important policies and public sentiment news, we responded by taking the initiative to publish press releases or convene press conferences. Press releases and conferences in 2015 included:



1. "Ministry of the Interior Entry and Exit Control Department will be renamed to the Ministry of the Interior National Immigration Agency, taking effect on January 2, 2015, consequently establishing a Northern, Central, and Southern Affairs Corp."
2. "Matter of life and death. Russian physician transforms into northland chef. He has a rough exterior but a warm heart, giving up being a doctor and eloping with his Myanmar wife."
3. "Lifting the restrictions of Chinese businessmen to Taiwan. Over 110,000 businesspersons visited Taiwan last year. The short-term business activity is now canceled, and businesses now have an annual revenue restriction."
4. "Understanding mom's hardship, the 14-year-old boy asks for a washing machine for his mothers. Vietnamese single mother cares for 3 children. NIA gifts washing machine to help realize their dreams."



5. "NIA is on alert. The number of illegal visitors from China to Taiwan significantly increased."
6. "Air hostess becomes immigration officer, from the plane to the airport."
7. "Single mom takes on two parental roles. One meal feeds three. The widowed mother is barely scraping by. Her twin

- daughters wish to take art lessons. NIA helps realize their dreams."
8. "Truth revealed with the scan of a mobile device. NIA launches the visa verification APP."
9. "I'm in Taiwan. How are you? Is set for launch, sharing my story with you."
10. "Opening the door for new immigrants and their children. 3.06 million people participated in the Torch Project in 3 years."
11. "NIA promotes the new immigrant fruit calendar for the first time. Seasonal fruit combined with exotic cuisines. Celebrity Wu Kun-Ling supported the cause, showing off 4 local Vietnamese dishes."
12. "Going back to grandma's house. Hakka pounded tea finds its way to Vietnam. Taiwan and Vietnam collide with sparks of excitement. Vietnam is like a second home. Jia-Ren accompanies grandpa to learn the native language and integrate into society."
13. "E-visa for officials visiting China, accelerating application efficiency."
14. "Easily receiving news on new immigrants. The new immigrant fostering and development information website is now online."
15. "Activating new energy and illustrating new blueprints. The NIA second-generation new immigrant winter vacation overseas development trip has launched."
16. "Realizing her husband's dream. Vietnamese wife works hard and opens 2 restaurants in 6 years."
17. "Attracting homeless people to be fake

- husbands. A man sneaking Chinese women to work at adult store captured. NIA uncovers fake marriage organization, seizing millions in unlawful income."
18. "3000 a piece. Largest fake visa employment organization captured, seizing millions in unlawful income. Mother and son open legal agency to make fake visas and uses their home as a foreign labor hostel."
19. "2 millionth automatic clearance application approved. The lucky applicant enters through Taoyuan Airport."
20. "E-gate received praise and acknowledgment for APEC."
21. "As of 1 September, citizens pending enlistment can be approved for overseas travel online and may use the e-gate for clearance."
22. "Border security checks. Taiwan's biometric verification system is officially launched."
23. "NIA launches the chip-based fake visa verification APP to facilitate foreigners in Taiwan to check the authenticity of their visas using their smart devices."
24. "Aiding Taiwan in advancing biotechnological research and development.



- Prof. Sunney Chan, Academician at Academia Sinica, receives the plum blossom card issued by the NIA."
25. "Husband passed. An 80-year-old woman scrapes by with the help of the Village head and the church. NIA shows its concern and the Straits Exchange Foundation grants emergency allowance."
26. "New immigrants care about the community and share meals with residents to connect with each other."
27. "Kailash Satyarthi, winner of the Nobel Peace Prize, visits Taiwan and is awarded an Academic and Business Travel Card."
28. "To stimulate the domestic economy, entry restrictions for entrepreneurs from Hong Kong and Macau are loosened."
29. "The Ministry of the Interior expands its workshops to reinforce international efforts in combating human trafficking."
30. "An event is held to celebrate the Dream Project for new immigrants and their children, and awards are given to winners of the parent-child mother tongue acquisition writing contest."
31. "Explore the new world and create new visions; the National Immigration Agency launches the Overseas Empowerment Project for Second-Generation New Immigrants."
32. "The National Immigration Agency launches the first overseas Empowerment Project for Second-Generation New Immigrants to cultivate diverse talent."
33. "With a father who suffers from a stroke and a mother who supports the family



with temporary work, national champion wrestler receives a scholarship and flies her mother back to Vietnam to visit family for the first time in 14 years.”

34. “Cultivating young talent and bridging different cultures; presenting the results of the Overseas Empowerment Project for Second-Generation New Immigrants.”

35. “Second generation immigrants strive to realize their value in the job market.”

36. “The National Immigration Agency’s Civil Service Ethics Office promotes anti-corruption awareness; crew members participate with enthusiasm, highlighting the effectiveness of the promotion.”

37. “The Republic of China and the Republic of Guatemala sign the Agreement on the Cooperation on Immigration Affairs and Human Trafficking Prevention, making the Republic of Guatemala the ROC’s second diplomatic ally in South America to sign a cooperation agreement with the ROC.”

38. “The Republic of China and the Kingdom of Swaziland sign an MOU regarding the Cooperation on Immigration Affairs and Human Trafficking Prevention, making the Kingdom of Swaziland the ROC’s second diplomatic ally in Africa to sign an MOU with the ROC.”

39. “An outstanding achievement: Taiwan has been ranked Tier 1 in the annual Trafficking in Persons Report for six consecutive years.”

40. “The National Immigration Agency promotes one-stop services that allow for the application of automated clearance in

the same building that processes passport applications.”

41. “Touching: The National Immigration Agency’s first micro movie, Luggage—Love in Taiwan, played by famous local model Regina Xue.”

The articles were widely printed and circulated through electronic media.

**(ii) The New Immigrant Employment Website**

With the help of 1111 Job Bank, the NIA has created an online job site specifically for new immigrants. The site not only informs new immigrants of all kinds of job openings but also allows businesses to recruit from a diversity of talents. As of the end of 2015, the website has gained 657,748 visitors and 10,033 new immigrant members, and 9,912 jobs were matched to new immigrants.



**(iii) Taiwan is my Home Production**

NIA co-produced the TV program, Taiwan Is My Home, with Television Broadcasts Satellite (TVBS) to promote and market multiculturalism. From 28 April 2014 to 20 May 2015, TVBS has aired the program in 6 languages (Mandarin, English, Indonesian, Vietnamese, Thai, and Khmer), with bilingual subtitles in Mandarin and Indonesian, and Mandarin and Vietnamese to provide new immigrants with information

on living in Taiwan and enhance the cultural understanding among Taiwanese citizens. As many as 78,253,000 million people had viewed the short programs, and up to 4,969,000 million had viewed the long programs. TVBS continued airing the programs in 2015. From September 7, 2015 to the end of 2015, 29.87 million people had viewed the short programs, and 7.65 million had viewed the long programs.



**(iv) New Immigrant Global News Network**

To strengthen care and counseling services for new immigrants in Taiwan, the NIA co-produced the New Immigrants Global News Network with I-Mei Multimedia e-Content Production and Marketing Co., Ltd. The program began airing online on July 28, 2014, providing new immigrants with governmental care and counseling and a channel for immediate access to new information, thereby enhancing their living quality and adaptation to Taiwan. In 2015, a total of 10,620 pieces of news transcripts, 7,412 audiovisual news, and 7,334 voice

news were produced. In addition, the site reached 883,000 million viewers and 5,206 subscribers.



**(5) Document Operations**

The main focus of document operations is on integrated management document regulations, seal issuance and custody, sending and receiving text registration and processing, document transcription and proofreading, postage management, official document electronic exchange operations, and promotion of energy saving and paper reduction.

**A. Statistics for Documents Sent and Received Over the Years**

A significant increase in the number of documents issued by the NIA is exhibited between 2014 and 2015. This is primarily because of internal restructuring, communicating with the various operating departments, and overseeing the responsibilities of dispatch units. Moreover, the procedures for issuing documents have been adjusted, leading to an increased number of documents circulated internally. Relevant statistics are as follows:

Item	2007	2008	2009	2010	2011	2012	2013	2014	2015
Documents Received	166,770	144,776	133,073	216,796	225,050	203,919	362,362	383,705	481,766
Documents Sent	166,770	144,776	133,073	216,796	225,050	203,919	362,362	383,705	481,766

In terms of sending and receiving quality, after sorting official documents in 2015, there were about 4,102 documents whose categories were changed, an accuracy rate of about 99.13%. In terms of accuracy, roughly two or fewer documents are erroneous a month for an accuracy rate of 99.98%.

### *B. Simplifying Document Processes and Establishing the NIA Document Issuance Procedure*

In response to the restructuring of the NIA, reinforcement of integrated operating zone concepts, and planning and co-execution of various departments, the NIA established a system that integrates internal and external operations. As of 2015, the NIA redefined its document issuance procedures, reinforcing the responsibilities of various organization levels, thereby fully utilizing the counterparts of various NIA departments, supervising the responsibilities of dispatch units, and ensuring the consistency between legal and systematic aspects. In terms of enhancing administrative efficiency, the archiving and document issuance of level 1 and 2 departments achieved 96% and 86% of the overall archiving and document issuance of the NIA from January to December 2015. The number of archived documents was less than that of 2014. However, the number of issued documents increased. In terms of task completion rate, the archiving of documents achieved 0.26 days shorter than that of 2014. However, the issuance of documents was 0.37 days longer than that of 2014.

### *C. Arranging Document Workshop Operations*

To increase personnel official document knowledge and ability and improve the NIA's document quality, on August 19, 2015, we invited lecturer of the National Academy of Civil Service and associate professor of the Department of Business Administration,

China University of Science and Technology, Prof. Chang Fu-Ren, to deliver a keynote speech on the writing skills of official documents and how to enhance document quality. A total of 80 people participated the lecture.

### *D. Fulfilling and Promoting the Electronic Document Energy Saving and Paper Reduction Operations*

#### *(i) Arranging the NIA's Electronic Document Energy Saving and Paper Reduction, Document Issuance and Receipt Operational Performance Check Plan.*

To strengthen the NIA's electronic document energy saving and paper reduction performance, the NIA has reached the Ministry of Interior's prescribed paper reduction, energy saving, and performance indicators on administrative efficiency on schedule. It has also established correct document reception and delivery procedures for the various departments. As of 2014, the NIA has audited the energy saving and paper reduction conditions, as well as the document reception and delivery performance in various departments. Audits are categorized into regular audits and ad hoc audits to clearly understand the energy saving and paper reduction conditions, as well as the document reception and delivery performance of the various departments. The audit results can serve as a reference for subsequent review.

In terms of the ad hoc audits, the NIA's correspondence division dispatched inspectors between May 22, 2015 and June

26, 2015 to Southern Affairs Corp, Kaohsiung Special Affairs Corp, Taipei Service Station, Yilan Detention Center, Central Affairs Corp, Taichung First Service Station, Northern Affairs Corp, Taipei Special Affairs Corp, and Border Affairs Corp for ad hoc inspections and interviews. In addition, for the energy saving and paper reduction conditions, audits also checked whether the document procedures stipulated in February 2015 complied with NIA policies on utilizing the counterparts of various NIA departments and supervising the responsibilities of dispatch units. In addition, the Ministry of the Interior conducted ad hoc audits based on the Electronic Document Energy Saving and Paper Reduction Promotional Scheme on 23 NIA departments. These audits focused on online authentication performance, paper reduction performance, and energy saving and paper reduction improvement, for which the NIA achieve excellent results.

#### *(ii) The NIA's Electronic Document Energy Saving and Paper Reduction Performances (including approvals signed online, electronic interchange of official documents)*

Since March 18, 2013, the agency has fully implemented document online signing and approval operations. As of the end of December 2015, the NIA's online signing and approval rate were 88.02%, and the electronic document exchange rate was 91.31%. In terms of paper reduction performance, postage expenses for 2015 were 11.46% less than those of 2014. The

issuance of paper documents was 667 items less than that of 2014, and the acquisition of paper was 23.4% less than that of 2014. Overall, the energy saving and paper reduction management strategies are gradually producing results. The NIA aims to continue reinforcing paper reduction processes in future, thereby enhancing performance, saving energy, reducing paper usage, and improving administrative operation mechanisms.

### **(6) Legal Operations**

We are responsible for the handling of review, coordination, and supervision of relevant state compensation, appeals, and administrative litigation cases for various operational units formulating (or setting), amending and interpreting regulations, and for holding operational workshops on the rule of law and appeals, to improve our personnel's legal literacy. Also, in accordance with our annual regulations organization plan, we held regular follow-up checks of each operational management unit's progress in formulating (or setting) and amending regulations.

#### *A. Formulated (or Set) and Revised Regulations*

Coordinating each operational management unit to report practically, aggregating the annual regulatory organizing plans, and controlling the process in accordance with the monthly progress, the NIA had completed the formulation (or setting), or amendments of regulations in 2015 as follows:



### 1. *Immigration Act*

Revisions were made to Articles 15, 36 – 38, and 91, and Articles 38 – 1 to 38 – 9 were added to the Immigration Act, as stated in the Hua Zong Yi Zi No. 10400013351 issued by the Presidential Palace on January 4, 2015, taking effect on January 5, 2015.

### 2. *Designated Areas for Mainland Chinese Citizens Visiting Taiwan to Engage in Individual Travel*

Revisions were made in accordance with the Tai Nei Yi Zi No. 10409518871 issued by the MOI on April 8, 2015, taking effect on April 15, 2015

### 3. *MOI National Immigration Agency staffing table*

Revisions were made in accordance with the Tai Nei Yi Zi No. 1040951642 issued by the MOI on March 25, 2015, taking effect on January 2, 2015.

### 4. *Visa Application for Mainland Chinese Tourists to Taiwan*

Partial revisions were made in accordance with the Tai Nei Yi Zi No. 10409516397 issued by the MIO and the Jiao Lu Zi No. 10400083791 issued by the Ministry of Transportation and Communication on March 26, 2015, taking effect on April 1 2015.

### 5. *Bond Payment and Management Procedures for Detention Violations in Accordance with the Immigration Act*

Revisions were made in accordance the Tai Nei Yi Zi No. 1040951711

issued by the MOI on March 27, 2015, taking effect immediately.

### 6. *Review Criteria for Enforced Deportation Cases*

Revisions were made in accordance with Tai Nei Yi Zi No. 1040951845 issued by the MOI on April 8, 2015, taking effect immediately.

### 7. *Foreign Spouse Care and Counseling Fund Receipts and Expenditure Safeguarding and Utilization Procedures*

Article 5 of the Foreign Spouse Care and Counseling Fund Receipts and Expenditure Safeguarding and Utilization Procedures was amended in accordance with the Yuan Shou Zhu Ji Fa Zi No. 1040200397A issued by the MOI on May 26, 2015, taking effect immediately.

### 8. *Operational Points for Grants from the Foreign Spouse Care and Assistance Fund, Fund Application and Criteria for the Foreign Spouse Care and Assistance Fund, Grants for Art Lessons from the Foreign Spouse Care and Assistance Fund*

The Operational Points for Grants from the Foreign Spouse Care and Assistance Fund, Fund Application and Criteria for the Foreign Spouse Care and Assistance Fund, and Grants for Art Lessons from the Foreign Spouse Care and Assistance Fund were partially amended in accordance

with the Tai Nei Yi Zi No. 1040952252 issued by the MOI on May 5, 2015, taking effect immediately.

### 9. *Residence Permit Procedures for Nationals Without Household Registration Making Application to Enter and Settle in Taiwan*

Article 18 was amended in accordance with the Tai Nei Yi Zi No. 1040952953 issued by the MOI on April 8, 2015, taking effect immediately.

### 10. *Regulations Concerning the Ministry of the Interior National Immigration Agency Conducting Pre-Flight Inspections*

The Regulations Concerning the Ministry of the Interior Entry and Exit Immigration Agency Conducting Pre-Flight Inspections was renamed to the Regulations Concerning the Ministry of the Interior National Immigration Agency Conducting Pre-Flight Inspections and various articles were amended in accordance with the Jin Tao Kuo Tze Zi No. 10400704852 issued by the NIA on June 25, 2015, taking effect immediately.

### 11. *Foreign Business and Frequent Foreign Visitor Fast Track Customs Clearance Operational Points*

Article 3 was amended in accordance with the Tai Nei Yi Zi No. 10409532902 issued by the MOI on July 9, 2015.

### 12. *Foreign Nationals Applying for Academic and Business Travel Cards and Implementation of Operational Points for Fast Track Customs Inspection Clearance*

Articles 3 and 4 were amended in accordance with Tai Nei Yi Zi No. 10409532902 issued by the MOI on July 9, 2015, taking effect immediately.

### 13. *Fine Determination Criteria of Immigration Act and Fine Criteria of Act Governing Relations between Peoples of Taiwan Area and Mainland Area and Laws and Regulations Regarding Hong Kong and Macao Affairs*

The Penalties Criteria of Immigration Act and Fine Criteria of Act Governing Relations between Peoples of Taiwan Area and Mainland Area was renamed Fine Determination Criteria of Immigration Act and Fine Criteria of Act Governing Relations between Peoples of Taiwan Area and Mainland Area and Laws and Regulations Regarding Hong Kong & Macao Affairs, and relevant articles were amended in accordance with Tai Nei Yi Zi No. 10409532602 issued by the MOI on July 10, 2015, taking effect immediately.

### 14. *Regulation Governing the Approval of People of Hong Kong and Macao Residents Visiting Taiwan*

Articles, 17, 26, and 30 were amended



in accordance with Tai Nei Yi Zi No. 1040953312 issued by the MOI on July 13, 2015, taking effect immediately.

*15. Regulations of Personnel of Ministry of the Interior and Its Subordinate Units Involving National Security Applying Go Abroad*

Articles 4 and 4 were amended in accordance with Tai Nei Yi Zi No. 10409537712 issued by the MOI on August 14, 2015, taking effect on September 1, 2015.

*16. Special Application Directions for Non-ROC Citizens Applying for 6 Months of Temporary Stay after Becoming Infected with Human Immunodeficiency*

Established in accordance with Yi Wai Ming Zi No. 10401017231 issued by the NIA on August 20, 2015, taking effect on the July 27, 2015.

*17. Regulations Governing Juridical Persons and Non-Profit Juridical Associations Brokering Transnational Marriages*

Amended in accordance with Tai Nei Yi Zi No. 1040953852 issued by the MOI on the August 21, 2015, taking effect immediately.

*18. Transfer of Detainees and Remote Hearing Regulations*

Established in accordance with Yuan Tai Fa Zi No. 1040046685 issued by the Executive Yuan and the Yan Tai

Ting Hsin Yi Zi No. 1040022617 issued by the Legislative Yuan on the August 27, 2015, taking effect immediately.

*19. Regulations Governing the Approval of Entry of People of the Mainland Area into Taiwan Area*

Article 21, Appendix 1 was amended in accordance with Tai Nei Yi Zi No. 1040954683 issued by the MOI on October 30, 2015, taking effect immediately.

*20. Regulations Governing the Overnight Stay of Transit Passengers*

Amended in accordance with Tai Nei Yi Zi No. 1040954927 issued by the MOI on the November 16, 2015, taking effect immediately.

*21. Regulations for Revenues, Expenditures, Safeguard and Utilization of the New Immigrants Development Fund*

Amended in accordance with Yuan Shou Ji Fa Zi No. 1040200978A issued by the Executive Yuan on the November 30, 2015, taking effect immediately.

*22. Regulations Governing the Detention of the Aliens*

Amended in accordance with Tai Nei Yi Zi No. 1040955111 issued by the MOI on the December 1, 2015, taking effect immediately.

*23. Regulations on Permission Granted to ROC Government Functionaries*

*and Nationals with Particular Status to Enter the PRC*

Amended in accordance with Tai Nei Yi Zi No. 1040955489 issued by the MOI on the December 30, 2015, taking effect immediately.

*24. Quota for the Residence with a Family Member, Long-term Residence, and Residence for Naturalization in the Taiwan Area of the People of the Mainland China Area*

Established in accordance with Tai Nei Yi Zi No. 10409554862 issued by the MOI on the December 30, 2015, taking effect on the 31 December 2015.

*B. Establishment of Regulations and Administrative Rules Individual Case Volumes*

In coordination with the formulation (or setting), and amendment of regulations, we continued to collect and collate data on legal regulations and have completed 246 individual case volumes of operational management regulations and administrative rules.





# 內政部移民署 104年年報

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National Immigration Agency

# NIA

## 業務統計

104年度各機場、港口入出國(境)人數統計表

單位：人次

月份	總計	桃園機場	高雄機場	松山機場	臺中機場	花蓮機場	馬公機場	基隆港	臺中港	高雄港	花蓮港	麥寮港	金門	馬祖	其他
1月	3,359,113	2,496,163	322,884	116,578	269,105	4,240	-	5,022	1,221	4,022	75	234	130,649	3,027	5,893
2月	3,745,783	2,814,303	383,219	122,002	262,141	3,913	822	2,930	2,568	6,966	1,350	207	129,781	3,139	12,442
3月	3,779,829	2,815,063	380,879	121,438	278,597	3,182	1,950	13,648	1,389	15,994	102	288	128,088	3,824	15,387
4月	4,012,933	2,906,390	409,417	122,830	282,704	2,799	3,582	78,751	8,128	16,550	108	260	154,775	9,150	17,489
5月	4,041,482	2,887,595	413,942	126,212	287,708	1,754	3,504	118,098	20,349	7,478	2,414	206	154,343	3,548	14,331
6月	3,931,167	2,883,890	403,994	122,387	270,646	1,129	4,652	67,375	5,975	7,292	5,082	191	140,405	2,708	15,441
7月	4,152,982	3,020,791	457,909	139,093	277,753	1,812	5,291	56,473	4,412	16,538	51	285	149,547	2,570	20,457
8月	4,207,063	3,060,139	460,378	141,442	283,608	1,061	5,092	43,985	8,132	14,454	45	245	156,964	2,907	28,611
9月	3,754,562	2,727,948	408,213	120,599	264,629	1,048	1,844	48,611	11,095	11,790	133	223	130,477	2,249	25,703
10月	4,151,132	3,028,025	431,075	138,486	293,533	1,895	1,572	44,022	6,245	11,498	75	235	166,075	2,160	26,236
11月	4,001,080	2,922,202	410,153	134,341	291,401	2,528	1,775	41,726	6,038	3,775	1,814	279	163,805	3,474	17,769
12月	4,006,092	2,940,633	414,027	130,945	287,856	2,531	588	42,451	1,159	6,983	67	297	158,166	5,596	14,793
總計	47,143,218	34,503,142	4,896,090	1,536,353	3,349,681	27,892	30,672	563,092	76,711	123,340	11,316	2,950	1,763,075	44,352	214,552



104年度自動查驗通關系統註冊及通關人數統計表

單位：人、人次

月份	總計		金門水頭商港 (自100.3.24起)		高雄小港機場 (自100.08.01起)		松山機場 (自100.08.09起)		桃園機場-T2 (自100.9.13起)		桃園機場-T1 (自102.5.9起)		臺中機場 (自102.4.10起)	
	註冊 (人次)	通關 (人次)	註冊 (人次)	通關 (人次)	註冊 (人次)	通關 (人次)	註冊 (人次)	通關 (人次)	註冊 (人次)	通關 (人次)	註冊 人次	通關 (人次)	註冊 (人次)	通關 (人次)
1月	66,394	733,371	869	36,970	3,800	55,400	9,067	61,845	24,966	330,134	25,805	233,190	1,887	15,832
2月	73,299	744,387	573	27,731	4,140	58,412	8,468	50,812	29,585	341,776	29,302	252,647	1,231	13,009
3月	79,353	854,066	602	33,839	5,349	69,540	9,986	64,293	33,380	407,579	28,503	262,241	1,533	16,574
4月	83,168	927,464	773	38,076	5,450	74,450	9,337	67,348	34,864	439,608	31,192	291,236	1,552	16,746
5月	81,267	916,127	688	38,110	5,743	73,843	9,193	68,065	35,339	440,932	28,750	277,941	1,554	17,236
6月	82,656	932,260	797	35,489	6,124	73,259	8,318	62,738	35,465	445,613	30,542	298,386	1,410	16,775
7月	81,773	872,776	772	33,400	7,217	73,884	8,714	59,531	34,721	409,964	28,944	279,606	1,405	16,391
8月	79,035	889,466	711	33,047	6,965	74,649	8,443	59,793	33,614	414,988	28,015	290,626	1,287	16,363
9月	78,928	956,597	688	32,255	7,401	83,589	8,156	65,094	33,729	458,323	27,514	300,205	1,440	17,131
10月	86,448	1,038,819	794	35,074	8,507	92,368	9,201	68,553	36,840	498,232	29,535	323,787	1,571	20,805
11月	75,459	997,322	987	35,876	7,288	88,541	7,351	69,730	32,203	477,233	26,067	305,949	1,563	19,993
12月	78,994	973,223	986	36,592	7,815	88,881	7,771	70,212	32,935	452,714	27,358	304,340	2,129	20,484
總計	946,774	10,835,878	9,240	416,459	75,799	906,816	104,005	768,014	397,641	5,117,096	341,527	3,420,154	18,562	207,339

104年度大陸地區專業、商務人士進入台灣地區申請案件統計表

單位：人次

月份	申請			核准			入境			出境		
	合計	男	女	合計	男	女	合計	男	女	合計	男	女
1月	21,488	12,751	8,737	22,475	12,605	9,870	17,630	11,333	6,297	31,263	15,994	15,269
2月	13,379	8,875	4,504	13,780	8,899	4,881	18,774	8,715	10,059	11,771	7,159	4,612
3月	23,034	15,545	7,489	19,512	13,182	6,330	24,493	15,191	9,302	17,561	11,519	6,042
4月	29,378	19,174	10,204	25,429	16,916	8,513	20,398	13,119	7,279	19,414	12,660	6,754
5月	34,037	20,826	13,211	28,337	18,113	10,224	24,991	15,802	9,189	23,936	15,005	8,931
6月	40,280	22,586	17,694	39,866	22,566	17,300	26,067	17,303	8,764	32,991	19,452	13,539
7月	32,386	18,664	13,722	31,588	18,201	13,387	27,087	15,931	11,156	31,824	18,265	13,559
8月	27,120	18,074	9,046	24,680	16,190	8,490	24,044	14,637	9,407	26,897	15,730	11,167
9月	26,421	17,727	8,694	24,025	16,203	7,822	38,828	20,621	18,207	22,139	14,928	7,211
10月	24,512	16,499	8,013	24,717	16,598	8,119	26,351	17,178	9,173	24,102	15,451	8,651
11月	19,747	13,115	6,632	18,677	12,623	6,054	24,405	16,648	7,757	24,780	16,523	8,257
12月	25,998	13,902	12,096	22,089	12,072	10,017	14,703	10,319	4,384	17,852	12,532	5,320
總計	317,780	197,738	120,042	295,175	184,168	111,007	287,771	176,797	110,974	284,530	175,218	109,312

104年度大陸地區人民來臺觀光人數統計表

單位：人次

月份	申請			核准			入境			出境		
	計	男	女	計	男	女	計	男	女	計	男	女
1月	274,916	106,738	168,178	284,032	110,882	173,150	270,538	105,929	164,609	258,147	102,093	156,054
2月	227,894	93,732	134,162	238,186	97,355	140,831	335,613	136,226	199,387	347,258	137,521	209,737
3月	251,891	95,022	156,869	236,611	89,632	146,979	213,827	81,193	132,634	229,380	90,187	139,193
4月	307,432	117,501	189,931	308,429	117,478	190,951	289,251	109,369	179,882	264,376	99,616	164,760
5月	281,080	107,407	173,673	284,066	108,788	175,278	302,626	116,263	186,363	320,458	122,670	197,788
6月	270,022	104,292	165,730	260,497	100,534	159,963	242,840	93,339	149,501	246,999	94,911	152,088
7月	315,375	114,394	200,981	312,592	116,870	195,722	276,489	105,748	170,741	262,566	100,813	161,753
8月	275,639	104,400	171,239	272,669	102,874	169,795	286,141	108,300	177,841	316,025	120,193	195,832
9月	298,515	113,978	184,537	290,080	111,006	179,074	254,233	95,527	158,706	211,804	78,960	132,844
10月	308,495	117,424	191,071	300,584	114,516	186,068	311,342	118,164	193,178	322,277	122,482	199,795
11月	309,324	118,785	190,539	294,185	112,588	181,597	286,224	108,527	177,697	288,963	109,454	179,509
12月	329,092	129,713	199,379	317,982	125,708	192,274	266,799	104,177	162,622	267,870	104,345	163,525
總計	3,449,675	1,323,386	2,126,289	3,399,913	1,308,231	2,091,682	3,335,923	1,282,762	2,053,161	3,336,123	1,283,245	2,052,878

大陸地區人民來臺觀光第一類統計表

單位：人次

月份	申請			核准			入境			出境		
	計	男	女	計	男	女	計	男	女	計	男	女
1月	149,598	57,579	92,019	158,107	61,369	96,738	167,819	65,929	101,890	157,530	62,992	94,538
2月	130,127	54,073	76,054	137,589	56,639	80,950	158,730	64,678	94,052	166,633	65,557	101,076
3月	130,163	48,394	81,769	120,919	45,062	75,857	125,134	47,096	78,038	128,399	50,468	77,931
4月	183,567	70,170	113,397	182,132	69,346	112,786	167,712	63,441	104,271	158,293	59,408	98,885
5月	158,921	61,179	97,742	164,648	63,539	101,109	189,002	73,120	115,882	195,809	75,512	120,297
6月	146,200	56,889	89,311	136,266	53,071	83,195	136,991	53,286	83,705	139,644	54,470	85,174
7月	179,658	64,095	115,563	178,273	65,888	112,385	166,088	63,197	102,891	159,253	60,763	98,490
8月	153,860	57,606	96,254	151,189	56,228	94,961	164,867	61,679	103,188	185,386	69,722	115,664
9月	162,352	60,885	101,467	155,698	58,411	97,287	147,495	54,696	92,799	136,001	50,089	85,912
10月	166,679	62,009	104,670	164,931	61,228	103,703	183,740	68,875	114,865	172,843	64,921	107,922
11月	181,542	68,744	112,798	169,986	64,202	105,784	172,710	64,948	107,762	171,550	64,388	107,162
12月	157,625	61,630	95,995	146,665	57,696	88,969	143,237	56,422	86,815	158,379	61,593	96,786
總計	1,900,292	723,253	1,177,039	1,866,403	712,679	1,153,724	1,923,525	737,367	1,186,158	1,929,720	739,883	1,189,837

大陸地區人民來臺個人旅遊統計表

單位：人次

月份	申請			核准			入境			出境		
	計	男	女	計	男	女	計	男	女	計	男	女
1月	119,795	47,291	72,504	120,804	47,759	73,045	97,981	38,238	59,743	93,038	36,345	56,693
2月	93,416	38,193	55,223	96,256	39,294	56,962	172,396	70,004	102,392	176,371	70,477	105,894
3月	113,778	44,030	69,748	107,891	41,915	65,976	82,675	32,059	50,616	95,322	37,821	57,501
4月	117,153	45,148	72,005	119,547	45,952	73,595	114,195	43,394	70,801	99,076	37,809	61,267
5月	116,379	44,352	72,027	113,452	43,317	70,135	106,471	40,777	65,694	117,266	44,659	72,607
6月	117,607	45,293	72,314	118,148	45,388	72,760	99,649	37,876	61,773	101,074	38,318	62,756
7月	129,510	48,271	81,239	127,750	48,804	78,946	104,823	40,591	64,232	97,597	38,013	59,584
8月	116,259	44,868	71,391	115,923	44,721	71,202	114,645	44,345	70,300	123,809	48,133	75,676
9月	130,773	51,159	79,614	129,140	50,710	78,430	100,609	38,684	61,925	69,870	26,790	43,080
10月	134,905	53,013	81,892	128,786	50,881	77,905	121,727	47,081	74,646	143,766	55,463	88,303
11月	118,970	47,160	71,810	115,323	45,477	69,846	107,692	41,589	66,103	111,357	42,930	68,427
12月	164,602	65,676	98,926	164,262	65,550	98,712	111,955	43,698	68,257	100,940	39,823	61,117
總計	1,473,147	574,454	898,693	1,457,282	569,768	887,514	1,334,818	518,336	816,482	1,329,486	516,581	812,905



104年度移民照顧輔導成果統計表

月份	外來人士在臺生活諮詢服務熱線	諮詢服務	轉介服務	關懷訪視	宣導法令	參與活動	宣導單張放置	參與地方聯繫會報	志工服務	通譯服務
	服務件數	人次	人次	人次	場次	場次	次數	場次	人次	人次
1月	3,956	11,043	200	5,676	16	62	837	62	52,136	18,487
2月	3,092	8,319	123	4,203	8	21	1,438	21	38,187	7,930
3月	4,800	7,786	172	3,191	16	83	1,607	47	19,256	4,556
4月	3,910	3,740	83	1,411	14	26	1,195	45	48,168	10,707
5月	4,287	11,089	252	5,405	39	210	1,837	52	43,256	10,121
6月	4,110	6,519	219	3,296	43	29	1,893	45	50,254	11,190
7月	4,505	8,674	236	3,587	22	65	1,996	57	45,980	11,144
8月	4,829	8,472	192	3,094	33	30	300	31	51,663	11,577
9月	4,663	9,025	226	4,196	41	55	714	42	17,353	7,599
10月	4,505	4,458	85	1,636	27	39	1,965	31	15,346	9,793
11月	4,170	4,342	92	1,548	33	43	1,847	43	22,976	12,424
12月	4,210	4,584	100	1,646	35	37	2,907	70	47,910	12,535
總計	51,037	88,051	1,980	38,889	327	700	18,536	546	452,485	128,063

## 104年度大陸地區配偶申請來臺團聚面談

月份	初次面談				國境線面談					二度面談			
	件數合計	通過面談(件)	不予通過面談(件)	不予通過比例(%)	件數合計	通過面談(件)	不予通過面談(件)	需二度面談件數	不予通過面談(%)	件數合計	通過面談(件)	不予通過面談(件)	不予通過面談(%)
1月	318	193	125	39.31	626	537	8	81	1.47	74	68	6	8.11
2月	232	153	79	34.05	894	847	4	43	0.47	65	55	10	15.38
3月	260	160	100	38.46	567	478	9	80	1.85	41	38	3	7.32
4月	227	162	65	28.63	563	491	6	66	1.21	52	46	6	11.54
5月	296	195	101	34.12	572	502	17	53	3.28	46	42	4	8.70
6月	312	216	96	30.77	558	482	24	52	4.74	41	38	3	7.32
7月	344	227	117	34.01	581	502	17	62	3.28	39	35	4	10.26
8月	376	267	109	28.99	625	557	16	52	2.79	49	45	4	8.16
9月	307	209	98	31.92	723	622	19	82	2.96	44	41	3	6.82
10月	276	196	80	28.99	619	531	19	69	3.45	73	68	5	6.85
11月	340	237	103	30.29	579	489	11	79	2.20	60	55	5	8.33
12月	332	245	87	26.20	656	581	9	66	1.53	77	76	1	1.30
總計	3,620	2,460	1,160	32.04	7,563	6,619	159	785	2.10	661	607	54	8.17



### 臺灣地區現持有效居留證(在臺)外僑居留人數統計(按職業及區域分) 76年1月至104年12月底

單位:人

縣市別	合計			年滿十五歲以上居留外僑按經濟活動分										未滿十五歲者
	計	男	女	計	商	工程師	教師	傳教士	技工技匠	外籍勞工	其他	失業	非勞動力	
新北市	90,337	35,838	54,499	89,754	496	237	1,028	164	43	73,744	5,188	374	8,480	583
臺北市	62,132	15,724	46,408	59,431	2,620	523	1,819	367	24	35,203	9,334	273	9,268	2,701
桃園市	102,504	55,734	46,770	102,222	93	140	333	67	50	91,645	7,021	52	2,821	282
臺中市	86,793	47,358	39,435	86,242	520	183	906	295	57	75,578	1,616	480	6,607	551
臺南市	54,104	25,735	28,369	53,942	65	152	372	83	12	48,842	1,351	157	2,908	162
高雄市	56,258	24,169	32,089	55,781	486	300	764	194	24	46,578	1,667	125	5,643	477
宜蘭縣	11,135	4,833	6,302	11,118	7	7	85	36	6	10,120	139	21	697	17
新竹縣	25,864	10,450	15,414	25,696	107	191	215	69	10	23,078	529	230	1,267	168
苗栗縣	18,709	7,169	11,540	18,661	20	48	64	17	4	17,338	204	64	902	48
彰化縣	43,961	26,415	17,546	43,915	7	6	139	22	18	41,035	472	38	2,178	46
南投縣	10,500	4,301	6,199	10,481	13	4	62	19	19	9,344	126	40	854	19
雲林縣	15,702	6,790	8,912	15,575	19	71	60	21	5	13,627	114	170	1,488	127
嘉義縣	10,466	4,554	5,912	10,451	6	5	38	27	9	9,081	92	19	1,174	15
屏東縣	13,020	5,203	7,817	12,978	9	6	64	41	15	10,914	213	30	1,686	42
臺東縣	2,548	598	1,950	2,534	8	3	42	28	—	2,059	86	48	260	14
花蓮縣	6,296	1,884	4,412	6,260	8	2	77	29	1	5,019	252	169	703	36
澎湖縣	2,467	1,566	901	2,467	—	—	15	3	1	2,317	25	22	84	—
基隆市	5,294	1,238	4,056	5,272	26	16	54	15	4	4,221	138	104	694	22
新竹市	14,937	4,747	10,190	14,528	125	516	374	108	3	10,216	700	16	2,470	409
嘉義市	3,476	703	2,773	3,468	21	6	82	28	7	2,860	56	13	395	8
金門縣	1,141	307	834	1,140	6	—	13	4	—	884	77	8	148	1
連江縣	199	62	137	199	—	—	—	1	—	166	13	7	12	—
總計	637,843	285,378	352,465	632,115	4,662	2,416	6,606	1,638	312	533,869	29,413	2,460	50,739	5,728

104年度各司法警察機關查緝人口販運案件統計表

單位：案件

月份	總計			內政部警政署			內政部移民署			行政院海岸巡防署			法務部調查局		
	合計	勞力剝削	性剝削	合計	勞力剝削	性剝削	合計	勞力剝削	性剝削	合計	勞力剝削	性剝削	合計	勞力剝削	性剝削
1月	11	4	7	7	3	4	3	1	2	0	0	0	1	0	1
2月	22	3	19	21	3	18	1	0	1	0	0	0	0	0	0
3月	15	11	4	9	8	1	4	3	1	0	0	0	2	0	2
4月	9	5	4	7	4	3	1	0	1	0	0	0	1	1	0
5月	6	3	3	4	1	3	1	1	0	0	0	0	1	1	0
6月	8	3	5	5	2	3	1	1	0	0	0	0	2	0	2
7月	22	5	17	20	3	17	2	2	0	0	0	0	0	0	0
8月	22	1	21	21	1	20	1	0	1	0	0	0	0	0	0
9月	8	3	5	4	0	4	1	1	0	0	0	0	3	2	1
10月	7	1	6	5	0	5	2	1	1	0	0	0	0	0	0
11月	7	5	2	3	1	2	4	4	0	0	0	0	0	0	0
12月	4	0	4	2	0	2	2	0	2	0	0	0	0	0	0
總計	141	44	97	108	26	82	23	14	9	0	0	0	10	4	6

104年度各司法警察機關查獲行蹤不明外勞人數統計表

單位：人

月份	合計			內政部移民署			內政部警政署			行政院海岸巡防署			法務部調查局			國防部憲兵指揮部		
	計	男	女	計	男	女	計	男	女	計	男	女	計	男	女	計	男	女
1月	1,076	445	631	586	197	389	432	223	209	1	1	0	37	10	27	20	14	6
2月	755	323	432	316	81	235	410	226	184	0	0	0	26	16	10	3	0	3
3月	1,417	546	871	789	255	534	499	235	264	12	9	3	90	26	64	27	21	6
4月	1,532	677	855	805	271	534	583	330	253	28	15	13	68	27	41	48	34	14
5月	1,482	587	895	820	266	554	558	290	268	15	14	1	85	15	70	4	2	2
6月	1,651	658	993	977	312	665	535	280	255	32	23	9	96	35	61	11	8	3
7月	1,451	681	770	845	334	511	535	318	217	14	8	6	43	10	33	14	11	3
8月	1,548	664	884	898	340	558	520	261	259	37	29	8	72	25	47	21	9	12
9月	1,449	675	774	816	326	490	527	294	233	30	23	7	67	25	42	9	7	2
10月	1,473	659	814	819	307	512	507	276	231	21	11	10	58	25	33	68	40	28
11月	1,512	754	758	835	343	492	504	316	188	19	18	1	102	38	64	52	39	13
12月	1,505	735	770	895	383	512	473	279	194	14	14	0	78	35	43	45	24	21
總計	16,851	7,404	9,447	9,401	3,415	5,986	6,083	3,328	2,755	223	165	58	822	287	535	322	209	113

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