



內政部移民署

National Immigration Agency, Ministry of the Interior

108 年 年 報



Annual Report

部長序



108年初為阻絕非洲豬瘟於境外，本部積極協助注檢特定高風險旅客及入境告知，並於新住民及旅客入出境時加強防疫宣導，成功防堵達到疫情零入境，至年底發生更為嚴峻的嚴重特殊傳染性肺炎（COVID-19，簡稱：武漢肺炎），當疫情尚未迅速蔓延，造成全球大流行，世界各國陸續管制邊境，避免人員流動擴大疫情之前，我國即針對大陸地區武漢市發生不明原因病毒性肺炎疫情展開跨部會超前部署，包括針對有大陸地區、香港及澳門旅遊史者，入境後實施居家檢疫，並限制大陸地區人民進入臺灣地區，隨著疫情不斷擴大，更提升全球旅遊建議至第三級警告，提醒國人非必要避免出國旅遊，且自國外入境者，須進行居家檢疫，各項防疫措施落實得宜，獲得國際社會讚賞，並為全球防疫工作立下良好典範。

防疫視同作戰，本部移民署同仁勇於任事，除了守護國境第一道防線，對入出境旅客進行人別確認及證照查驗，另一方面亦整合旅客入出境資訊系統，介接健保資訊系統，勾稽出病患旅遊史與接觸史，防堵疫情外擴或進入社區，充分發揮跨部會綜效，從傳統的資訊擁有者，化身為資訊的分享者，為追查武漢肺炎感染源防堵疫情做出關鍵貢獻。

本部移民署除了在防疫期間無私無悔奉獻心力外，平時亦戮力推動各項施政，以加強社會治安維護，落實跨境人流管理，並營造安全、安心又便利的生活環境，讓民眾免於擔憂治安問題，且透過各項作為保障民眾基本權益，提供便民服務。

在社會治安維護及跨境管理方面，移民署透過跨國（境）合作，推動區域聯防治理模式，從源頭遏止違法犯罪案件，打擊跨境犯罪，阻絕不法於境外，並運用資通訊技術、分析巨量資料及整合資訊相關系統等現代科技，建置第三代

自動查驗通關，以強化國境管理，並以嶄新思維落實犯罪預防及查緝，提升科技偵防能量，確保社會安定，讓民眾可以生活於安全且高品質之環境。

除了營造安全又安心的生活環境之外，移民署亦積極推動以網路代替馬路，提供便民服務，諸如推行網路填寫入國登記表、開展各項雲端線上申辦系統等，逐步擴大線上（遠距）申辦服務項目，提供 24 小時全年無休申辦服務，讓民眾可以更省時、更省力、快速取得所需服務，達到簡政便民的政策目標。

此外，為因應全球化各國交流日益頻繁，移民署亦持續優化人才延攬政策，適度鬆綁入出國及移民等相關法規，吸引專業優質人才來臺（留臺）工作，以營造友善留才環境；而隨著越來越多新住民加入臺灣這個大家庭，政府對其照顧與輔導也更顯重要，緣此，移民署辦理各種計畫與方案，協助新住民在臺生活適應、建構家庭生活輔導機制，並且培力新住民子女，營造友善生活空間，減少新住民適應環境的阻礙，為國培育多元文化人才，以營造多元且國際化的社會。

本部移民署值此疫情嚴峻時期，仍秉持一貫為民服務之精神，所有同仁均兢兢業業、毫不懈怠；與優秀移民官共事，本人深感榮幸，並共勉未來賡續堅守崗位，俾守護臺灣，是為序。



內政部 部長

徐國勇



署長序

本署身兼國安及內政團隊成員，負責守護國境安全、管理外來人口及輔導新住民適應新生活，肩負國家不可或缺之使命，尤其在國際化及全球化浪潮下，去（108）年我國入出境旅客持續創新高，達 5,797 餘萬人次，為因應龐大旅客查驗通關需求，本署整合「自動查驗通關系統」（以下稱 e-Gate）及「外來人口出境快速查驗通關閘門」（以下稱 f-Gate），於全國各機場、港口擴建第三代自動查驗通關系統，提供友善介面引導旅客通關，提升操作便利性，並加速旅客通關時間，同仁投入龐大心力提供優質通關服務屢獲各國旅客讚許，桃園國際機場更在全球 550 座國際機場中脫穎而出，獲得英國非營利獨立調查機構 Skytrax 公布「2019 年最佳證照查驗服務機場 (Best Airport Immigration)」評比第 4 名之成績，連續 2 年獲評為全球前 4 名最佳證照查驗服務機場。

除了守護國境安全外，本署亦積極管理外來人口，並增強業務執行量能，實施「擴大逾期停（居）留外來人口自行到案」專案，鼓勵自行到案，且從寬處理，又為提升執法能見度，爰結合國安團隊於全國外來人口聚集熱點實施擴大聯合查察勤務，展現移民執法積極作為，俾有效降低外來人口在境內逾期停（居）留人數；「擴大逾期停（居）留外來人口自行到案」專案共計查處 2 萬 6,373 人，較 107 年同期增加查處 1 萬 962 人，績效成長 171%，其中自行到案人數計 1 萬 7,195 人，較 107 年同期 7,562 人，績效成長 227%，失聯移工人數降至 5 萬人以下（4 萬 6,980 人），為近 5 年來最低，查處成果豐碩；另外，5 波擴大聯合查察勤務，共計查處逾期停（居）留外來人口 2,165 人、非法雇主 694 人及非法仲介 135 人，成效斐然；另為保障受收容人權益，本署於去年 1 月 2 日啟用高雄收容所，秉持我國移民政策「安全、關懷、便民、包容」四大核心價值，給予受收容人人道關懷與照護，並積極協助渠等安全返回母國。

在輔導新住民適應新生活方面，本署於既有基礎上，持續投入心力，推動新住民照顧服務措施，另為擴大新住民之公民參與，建立對話與意見交流，宣達便民措施，本署爰舉辦4場次面對面座談會，邀請中央部會代表、民間社團代表、新住民及新住民子女、家人等共同參與討論，展現政府對傾聽新住民需求及建立雙向溝通之重視。

誠如部長期勉同仁，面對內外環境不斷變化的同時，必須與時俱進，精益求精，尤其是嚴重特殊傳染性肺炎（COVID-19，簡稱：武漢肺炎）疫情嚴峻當下，本署同仁不眠不休守護國門，勾稽旅客入出境資料，甚至於武漢包機返臺當日臨危受命，全身穿戴防疫裝備，包括防護衣、防護面罩、N95 口罩及雙層手套等，對包機旅客進行人別確認及證照查驗，全力做好防疫工作，滴水不漏，即使全身被裝備包得密不透風、汗流浹背，仍專注守護邊境安全，扮演防疫前線尖兵的角色，更是防疫措施幕後低調付出的功臣。

透過一年一度本署年報出版，持續與同仁共勉，在既有基礎上賡續精進，以因應環境不時變化；另外，年報內容或有刊誤及未盡周全之處，尚祈讀者不吝斧正為禱！



內政部移民署 署長

邱豐光

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本書簡介

本書為本署民國108年各項主要工作內容之彙整，全書共分七章節，分別簡要敘述。

第壹章 - 國境安全管理

秉持「優質服務理念，國境安全管理」並重，推動「第三代自動查驗通關」、「航前旅客資訊系統」、「航前旅客審查系統」、「外來人口個人生物特徵識別系統」及建置「偽變造護照辨識比對系統」，以強化國境防線，期阻絕不法於國境線外。

第貳章 - 外來人口管理

友善外來人口在臺生活便利性，建置各類資訊系統，以網路代替馬路，推展線上申辦系統簡化辦理程序，並秉持「保障合法、打擊非法」的原則，強化外來人口管理與違法（規）查緝，辦理「擴大逾期停（居）留外來人口自行到案」專案，執行擴大聯合查察勤務，落實人口販運之預防、查緝起訴、保護被害人及建立夥伴關係。

第參章 - 新住民照顧輔導

為營造我國友善移民環境，推動新住民及其子女培力計畫、辦理新住民座談會、建置通譯人才資料庫、跨界合作策略聯盟、便民行動列車及記錄新住民在臺生活奮鬥的故事及提供新住民資訊管道，讓新住民增進其生活品質與在臺生活能力。

第肆章 - 移民政策暨移民人權

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，建構友善移民環境，進一步為我國留才攬才；另為符合聯合國「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，避免發生收容代替羈押情形，戮力加速遣返作業，以降低收容天數，以落實移民人權保障。

第伍章 - 兩岸交流來往

為因應兩岸交流便捷，推動法規整併與流程簡化，以優化觀光及來臺從事商務活動交流質量，提升服務效能，並兼顧安全管理，增進國家競爭力。

第陸章 - 國際事務合作

以平等互惠原則，加強國際合作關係，以強化共同打擊跨國境犯罪及保障移民人權，並致力推動與各國互惠使用自動通關，且積極參與國際移民事務會議，協助解決雙邊僑民、外僑停留、居留或急難救助等事宜。

第柒章 - 行政業務

分為人事、主計、政風、秘書等四室及訓練中心工作業務：人事室為辦理同仁職務任免、各項考核訓練及退休福利服務；主計室為本署各項經費編列、審核及執行控管；政風室職掌推動建構內、外完整廉政網絡，落實執行透明廉政工作；秘書室辦理本署幕僚業務，包含後勤、公關、新聞、編審、檔案、文書、法制、出納等工作；訓練中心負責移民特考錄取人員為期8個月之專業訓練。

第壹章 國境安全管理

因應來臺觀光旅客人數急遽增加，又政府推動新南向政策，東南亞來臺免簽證旅客人數亦大幅成長；為兼顧國境安全與優質服務理念，本署除運用資訊科技，推動自動查驗通關，優化通關設備，以提供旅客舒適安全的通關環境外，並透過國際交流，精進證照查驗職能，俾強化國境防線，期阻絕不法於境外。

一、提升通關速率，優化便民服務

(一) 持續推動自動查驗通關

108年全國入出境旅客達5,797萬3,588人次，相較107年5,526萬3,697人次，增加約270萬9,891人次，成長幅度近5%。

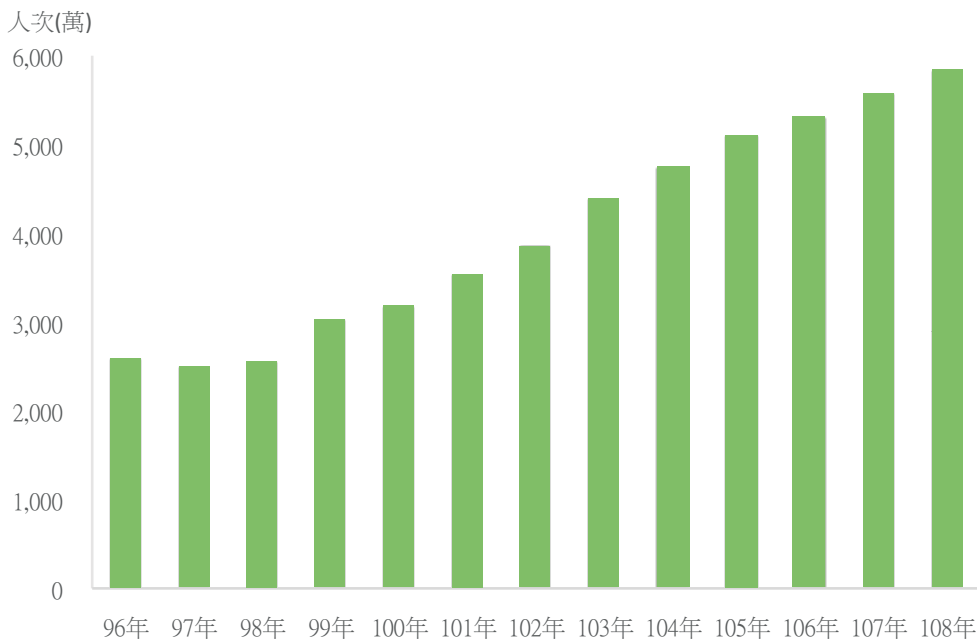


圖 1-1 歷年入出境人次統計

面對逐年上升的旅客量，為提升國境安全管理與服務效能，本署持續推動自動查驗通關，使旅客入出境更加便捷，100年3月29日於金門水頭商港開始建

置「自動查驗通關系統」(以下稱e-Gate)並試營運，之後陸續於臺北松山機場、桃園國際機場、臺中國際機場及高雄國際機場等入出境機場擴增建置，108年全國各入出境機場、港口共計設置66座自動查驗通關閘門供國人使用。

另為推廣國人使用e-Gate，本署除於各入出境機場設有註冊櫃檯外，亦分別於臺北市服務站、臺中市第一服務站、花蓮縣服務站、嘉義市服務站、高雄市第一服務站及外交部領事事務局1樓(中央聯合辦公大樓北棟1樓)設有註冊櫃檯，供民眾就近申請e-Gate註冊；截至108年底止，累計申請e-Gate註冊已達736萬3,516人次，累計使用e-Gate通關達9,512萬3,908人次。

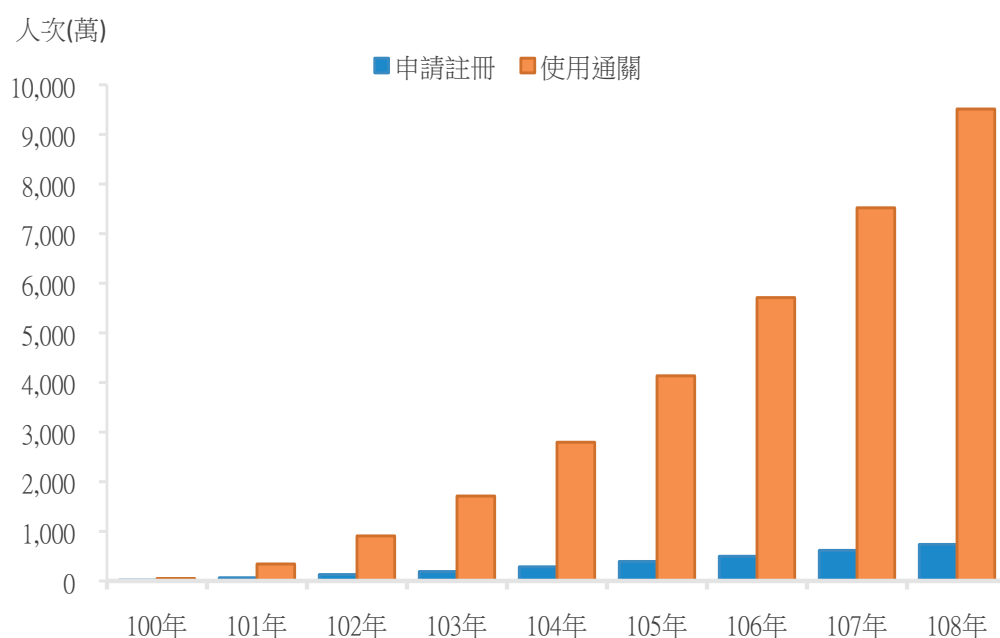


圖 1-2 自動查驗通關系統申請及使用累計人次統計

(二)外來人口出境快速查驗通關服務

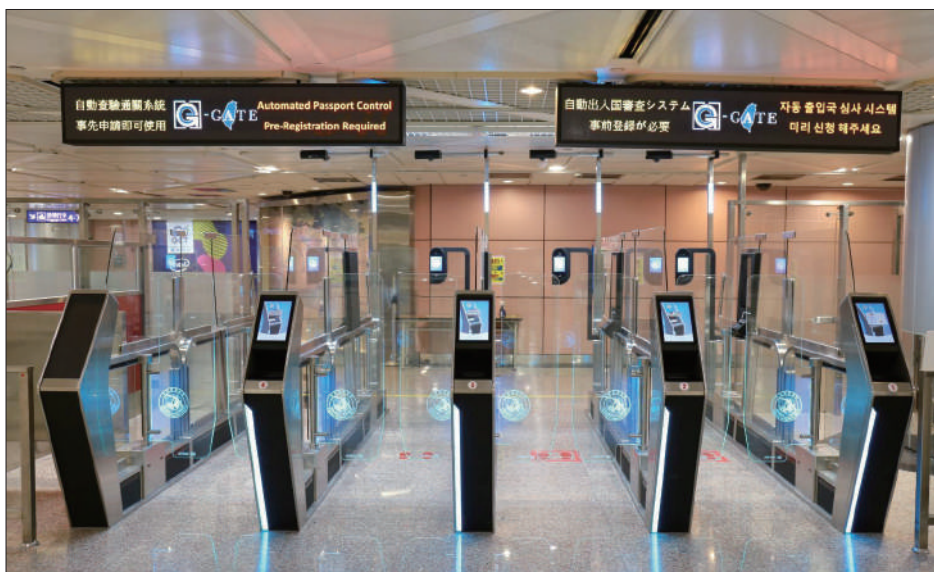
為提供外國人來臺友善便捷通關服務，本署運用自動化查驗科技，於高雄國際機場及桃園國際機場第1航廈，共設置10座「外來人口出境快速查驗通關閘門」(以下稱f-Gate)；截至108年底止，外來人口計546萬601人次使用f-Gate通關。



外來人口出境快速查驗通關閘門

(三)推動第三代自動查驗通關

為同時提供國人及外國人使用自動查驗通關，本署整合e-Gate及f-Gate，於全國各機場、港口擴建第三代自動查驗通關系統，並依旅客所持護照，以40種語言友善介面引導旅客通關，採行進間臉部辨識，以提升操作便利性，並加速旅客通關時間；截至108年止，共計於基隆港東岸、臺北松山機場、桃園國際機場及高雄國際機場等入出境機場、港口，完成34座第三代自動查驗通關系統建置。



桃園國際機場第三代自動通關閘門

(四)執行郵輪前站查驗

近年郵輪觀光旅遊風氣盛行，搭乘郵輪來臺旅客人數屢創新高；為便捷旅客通關，提供「前站查驗」服務，派遣移民官先行至郵輪抵臺前一港口登輪，在郵輪公海航行中，對旅客及船員進行證照查驗及安全查核，以兼顧郵輪觀光便利性及國境安全管理；108年搭乘郵輪入境我國旅客高達23萬8,492人次，其中，「盛世公主號」於108年7月11日由基隆港入境時，創下查驗郵輪旅客開檔以來最高單次8,773人次之紀錄。



圖 1-3 郵輪前站查驗流程



圖 1-4 108 年郵輪前站查驗路徑示意圖

(五)溫馨便民通關服務

為提供旅客便捷的通關服務，本署對於不同需求的旅客建置貼心的通關設施，包括「行動不便人士及嬰兒車服務櫃檯」、「亞太經濟合作商務旅行卡專櫃」、「外籍商務人士快速查驗通關(常客證)」、「學術與商務旅行卡專櫃」、「自動查驗通關隨行兒童櫃檯」及「就業金卡櫃檯」等措施。



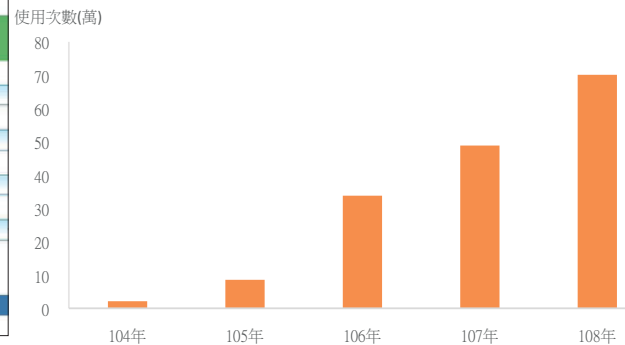
亞太經濟合作商務旅行卡、行動不便及嬰兒車專用櫃檯

本署優質通關服務屢獲各國旅客之讚許，桃園國際機場在全球 550 座國際機場中，獲得英國非營利獨立調查機構 Skytrax 公布「2019 最佳證照查驗服務機場 (Best Airport Immigration)」評比第 4 名之成績，在全球 550 個機場脫穎而出，僅次於香港國際機場、東京成田機場、東京羽田機場，向來評比成績優良之韓國仁川機場本次評比為第 5 名，新加坡樟宜機場為第 7 名。

(六)推行網路填寫入國登記表

為簡化外來人口通關作業程序，自 104 年 7 月 1 日起推行外籍旅客上網填寫「入國登記表」(Arrival Card) 措施，並自 106 年 7 月 1 日起，「東南亞國家人民來臺先行上網查核」系統結合本項網路服務措施，外籍旅客事先於網頁

輸入個人資料，通關審查時無須再繳交紙本入國登記表；104 年旅客上網填寫「入國登記表」次數為 2 萬 1,274 人次，至 108 年已大幅增加為 70 萬 1,130 人次。



電子化服務 - 網路填寫入國登記表網頁

圖 1-5 網路填寫入國登記表統計

(七) 推動入出境核心系統導入雲端服務

為提升系統穩定度及因應未來旅客量業務成長，「入出國查驗系統」於 107 年導入雲端環境，並廣續辦理緊急查驗導入雲端作業環境，於 108 年 12 月 12 日完成臺北松山機場、高雄國際機場、臺中國際機場、金門水頭港及桃園國際機場雲端緊急查驗系統上線測試；另「航前旅客系統」亦於 108 年 6 月全面上線至雲端環境，以加強國境查驗服務及安全管控能量。

(八) 推動入出境即時資料開放

配合政府資料開放措施，截至 108 年底止，開放全國 11 大入出境機場、港口即時資料介接，在「政府資料開放平臺」提供臺北松山機場、桃園國際機場、臺中國際機場、高雄國際機場、馬祖港、金門港、基隆港、臺北港、臺中港、花蓮港及高雄港入境與出境人次預報資料共 22 項。



政府資料開放平臺 - 金門港出境人次預報

二、運用資訊科技，強化國境防線

(一) 推動「外來人口個人生物特徵識別系統」

於 104 年 8 月 1 日在各入出境機場、港口全面啟用「外來人口個人生物特徵識別系統」，實施外來人口生物特徵採擷作業，透過指紋比對系統輔助識別真實身分，以阻絕偽（變）造身分人士非法入境，提升國境整體安全性與便利性；截至 108 年底止，透過該系統累計建檔 3,503 萬 1,479 筆資料，累計比對 5,306 萬 5,966 筆資料。



國境線上採擷外來人口生物特徵

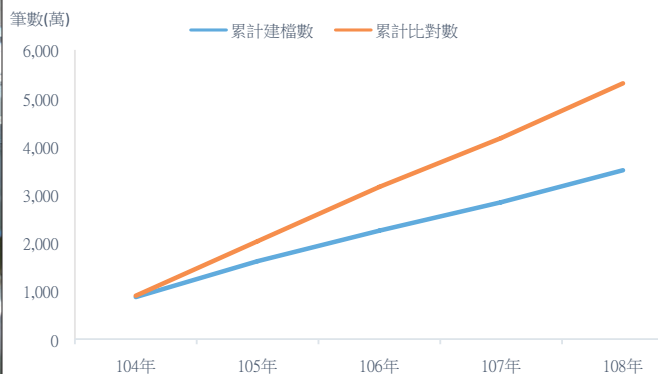


圖 1-6 外來人口生物特徵建檔及比對統計

(二) 運用「航前旅客審查系統」、「航前旅客資訊系統」

本署於 102 年建置「出境航前旅客審查系統」(Outbound Advanced Passenger Processing, APP-OUT)，即時資訊交換傳送，防堵管制出境對象取得登機證，有效防杜犯罪於未然；且為強化國境人流安全管理機制，阻絕禁止入國對象於境外，爰於 106 年建置「入境航前旅客審查系統」(Inbound Advanced Passenger Processing, APP-IN)。另持續透過「航前旅客資訊系統」(Advanced Passenger Information System, APIS)，過濾入出境及過境航班旅客，預先執行高風險旅客篩濾作業，以確保國境人流管理及飛航安全。

(三) 建置「人別確認輔助系統」

自 108 年起規劃建置「人別確認輔助系統」，提供本署各應用系統進行身分確認比對及疑似對象身分比對，以支援執行入出國查驗業務需求；為防範管制對象潛逃出境，於重要入出境地點設置監控攝影機，動態擷取旅客影像，如

發現疑似入出境管制對象，立即監視，以達提前警示目的；為防止不法分子闖關入境，建置自動防闖偵測裝置，自動偵測旅客進入未開放之證照查驗櫃檯與自動通關閘門週邊，即時提出警告，並自動顯示即時影像供監控人員採取應變措施。

三、精進證照查驗職能

(一) 舉辦「國境管理國際研討會」

「2019 國境管理國際研討會」於 108 年 9 月 26 日假臺北諾富特華航桃園機場飯店舉行，由內政部部長徐國勇親自蒞臨致開幕詞，並主持「臺義互惠使用自動通關系統啟用儀式」，研討會邀集 9 位主講人，就「國境執法之跨機關合作」、「國境管理之安全機制」、「國境管理之科技運用」3 大主題進行研討，藉此國際交流平台，汲取先進國家之國境管理經驗，提升國境服務及通關效能，共同打擊人蛇偷渡犯罪及國際反恐活動，維護國家安全。

本次研討會計有美國、加拿大、日本、義大利、英國、法國、荷蘭、澳洲、韓國等 25 國駐華機構及派駐鄰近國家之移民執法單位官員等外賓參加。各國駐華機構、移民執法單位及其本國政府機關對本研討會皆相當重視，除有助於提升本署形象外，亦可強化與各相關單位間之實質合作關係。



2019 國境管理國際研討會

(二) 持續建立「偽變造護照辨識比對系統」

「偽變造護照辨識比對系統」於 105 年 1 月 4 日正式啟用，透過該系統蒐集各國護照及旅行證件樣本，以便查察有問題之證照，避免有心人士持偽（變）照護照入出境；截至 108 年底止，已蒐集 204 個國家或地區，總計 1,095 種護照及旅行文件版本。



使用「偽變造護照辨識比對系統」比對可疑護照

四、國境線上執法成效

包括國境線上查緝非法入出國（境）、逾期停（居）留、取締未經許可入國者及航空（運）公司違規載客之處罰等項目，108 年主要執行成效如下：

- (一) 查獲通緝犯 1,313 人。
- (二) 查獲列管禁止出國（境）262 人、入國（境）408 人。
- (三) 查緝過境冒領（用）及偽（變）造證件（含人蛇）17 人，茲摘要如下：
 - 1、108 年 3 月 19 日查獲 1 名斯里蘭卡籍旅客持用變造印度護照，企圖來臺轉機偷渡加拿大。
 - 2、108 年 4 月 3 日查獲 1 名奈及利亞籍旅客持用變造馬爾他護照，企圖來臺轉機偷渡加拿大。
 - 3、108 年 4 月 11 日查獲 1 名甘比亞籍旅客持用偽造美國綠卡，企圖來臺轉機偷渡加拿大。
 - 4、108 年 4 月 22 日查獲 1 名大陸地區人民持用偽造加拿大楓葉卡，企圖來臺轉機偷渡加拿大。
 - 5、108 年 4 月 28 日查獲 1 名敘利亞籍旅客持用偽造法國護照，企圖來臺轉機偷渡荷蘭。
 - 6、108 年 6 月 13 日查獲 2 名菲律賓籍旅客持用變造申根簽證，企圖來臺轉機偷渡西班牙。
 - 7、108 年 6 月 22 日查獲 1 名象牙海岸籍旅客持用偽造美國綠卡及加拿大旅行證，企圖偷渡加拿大。

- 8、108年8月28日查獲1名大陸地區人民持用變造香港護照，企圖來臺轉機偷渡加拿大。
- 9、108年9月6日查獲2名大陸地區人民持用變造中華民國護照，企圖來臺轉機偷渡美國。
- 10、108年9月6日查獲2名大陸地區人民持用變造中華民國護照，企圖來臺轉機偷渡加拿大。
- 11、108年9月20日查獲1名敘利亞籍旅客持用變造西班牙護照，企圖來臺轉機偷渡荷蘭。
- 12、108年12月4日查獲1名巴基斯坦籍旅客持用變造美國護照，企圖來臺轉機偷渡加拿大。
- 13、108年12月16日查獲1名大陸地區人民持用變造加拿大護照，企圖來臺轉機偷渡加拿大。
- 14、108年12月25日查獲1名巴基斯坦籍旅客持用偽造巴哈馬護照，企圖來臺轉機偷渡奧地利。



國境事務大隊查獲大陸地區人民過境人蛇



國境事務大隊查獲巴基斯坦籍過境人蛇

- (四) 查獲冒領(用)及偽(變)造證 355 件。
- (五) 國境線上面(訪)談 5,032 件，其中不予通過(拒入) 103 件，須二度面(訪)談 26 件。
- (六) 依法舉發航空(運)公司違規載客 1,665 件。
- (七) 查獲並裁罰在臺逾期停(居)留 4,925 人。
- (八) 為阻絕非洲豬瘟於境外，針對違規攜帶豬肉產品入境而無法繳清罰鍰之外來旅客執行遣返，截至 108 年底遣返 247 人。
- (九) 辦理(現有)管制人數共計 29 萬 7,715 筆，含國人禁止出國計 14 萬 5,793 筆，外國人禁止入出國計 15 萬 1,742 筆，其他(大陸地區人民、香港澳門居民及臺灣地區無戶籍國民)計 180 筆。

第貳章 外來人口管理

因應國際間經濟商務往來、旅遊、求學、工作及結婚等跨國性人口移動潮流，本署為加速各類停（居）留及定居申請案件審核效率，廣續推動網路申辦服務，以網路代替馬路；同時，亦秉持「保障合法、打擊非法」的原則，查處非法及虛偽婚姻移民，並與各國治安單位密切合作，落實安全管理，另積極整合各部會資源，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防制工作，以期澈底杜絕人口販運案件之發生。

一、建置各類資訊系統，以網路代替馬路

(一) 推展雲端線上申辦系統，簡化辦理程序

本署「移民資訊雲端線上申辦系統」提供 24 小時線上申辦服務，並加速審核以提升發證效率，提供更優質的服務，各類資訊系統茲摘述如下：

1、自 106 年 3 月 28 日起，「境外人士線上申辦系統」正式上線使用，提供旅居海外大陸地區人民申請來臺觀光及香港澳門居民線上申請入出境許可證；截至 108 年底止，共受理 52 萬 3,499 件申請案。



2、自 106 年 4 月 20 日起，「外籍勞工線上申辦系統」正式上線使用，提供外籍移工仲介業者與直聘雇主申請外籍移工之居留證、延期或資料異動等事宜；截至 108 年底止，共受理 81 萬 5,244 件申請案。

3、自 106 年 7 月起，「外國與外僑、大陸與港澳學生線上申辦系統」正式上線使用，提供全國各大專院校線上申請電子居留證、IC 卡式居留證及陸生就學多次證等

證件，另自 107 年 1 月起增加「無戶籍國民學生線上申辦系統」；截至 108 年底止，共受理 2 萬 3,335 件申請案。



外國與外僑、大陸與港澳及無戶籍國民學生線上申辦系統

(二) 提升「入出國及移民管理系統」使用便利性

為簡化外籍人士辦理歸化國籍程序，「入出國及移民管理系統」於 106 年 4 月完成外人居留證明書資料介接服務，提供內政部（戶政司）受理歸化國籍申請時，可透過介接服務查得申請人之居留證明書資料；108 年外人居留證明書申請案件共 9,164 件，包括臨櫃受理 1,553 件及內政部（戶政司）透過資料介接受理 7,611 件，資料介接已占全體 83%。

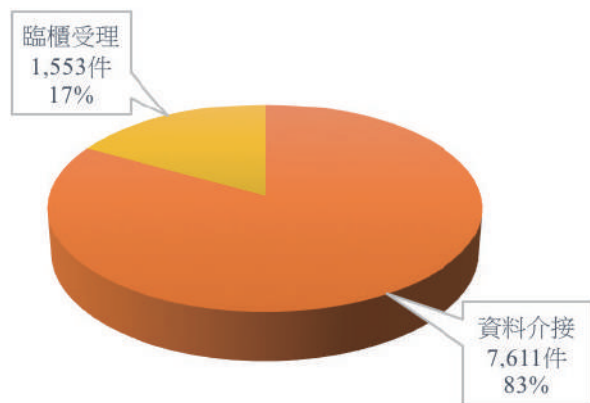


圖 2-1 108 年外人居留證明書申請件數

另為減省本署各服務站每日管理及盤點空白重入國許可證（防偽貼紙）之工作，避免人工手寫資料發生錯誤，自 108 年 8 月 29 日起，各服務站受理單次重入國許可後，系統自動產出 A4 電子證，列印後供外來人士出入境查驗使用；截至 108 年底，共受理 2 萬 5,834 件申請案。

(三) 晶片居留證即時查驗服務

為便利民眾查驗晶片居留證有效性，本署建置居留證查詢網，輸入居留證之必要資料即能快速驗證居留證的有效性，並可於各類型載具使用，呈現最佳視覺效果；108 年度計有 64 萬 4,962 次成功查詢紀錄。



居留證查詢網頁

(四) 推動「外來人口自然人憑證」申辦服務

為提高外來人口在臺生活之便利性，方便外來人口利用自然人憑證使用各類應用系統，自 105 年 4 月 25 日起，本署各服務站受理 18 歲以上且持有本署核發之晶片居留證者臨櫃驗證身分及申請自然人憑證，外來人士以憑證申請單用戶代碼及居留證號碼至內政部憑證管理中心完成繳費，該中心即寄送自然人憑證卡予申請人；截至 108 年底止，共受理 2,361 件驗證身分申請案。

(五) 優化「外國專業人才申辦窗口平臺」

為配合「外國專業人才延攬及僱用法」及「外國特定專業人才申請就業金卡許可辦法」施行，加速延攬外國人才，提升我國競爭力，本署與外交部、勞動部跨部會合作，於 107 年 2 月 8 日正式啟用「外國專業人才申辦窗口平臺」(Foreign Professionals Online Application Platform)，推出「簽證、工作證、外僑居留證及重入國許可」四證合一之就業金卡，並以網路替代馬路，於線上即可完成申請及審核程序；截至 108 年底止，共受理 813 件申請案，核發 546 張就業金卡。



外國專業人才申辦窗口平臺

(六) 推動多元支付繳納規費罰鍰

為便利民眾繳納各項申辦作業規費，除提供線上信用卡、網路 ATM 與臨櫃繳費外，於 108 年新增超商繳費服務，另規劃於 109 年在本署 25 個服務站及國境申辦櫃檯設置信用卡暨行動支付多功能刷卡機，提供民眾使用信用卡或電子票證（悠遊卡或一卡通等）繳費，並配合國家推動行動支付方案，一併推動使用「台灣 Pay」行動支付繳費服務。

(七) 各式線上申請諮詢服務

本署持續優化「各式線上申請平臺客服中心」，受理各類線上申辦系統操作與繳費相關諮詢服務，服務對象含括學校、旅行社、工商企業、民間團體、境外人士及外籍移工仲介業者等；108 年共受理 5 萬 6,621 件線上諮詢服務。



各式線上申請平臺客服中心線上諮詢服務

二、強化外來人口管理與違法（規）查處

為強化外來人口安全管理機制，本署不定期實施訪查或查察，加強查處虛偽結婚、非法工作、逾期停（居）留及違反人口販運防制法等非法行為，除杜絕外來人口或不肖業者、人蛇集團從事非法行為外，亦可掌握轄內外來人口的生活動態，如發現生活狀況急需幫助之個案，可立即轉介至相關單位協處。

(一) 落實查察、面（訪）談機制

自 92 年 9 月 1 日起，實施大陸配偶申請來臺團聚面（訪）談機制。本署受理大陸配偶團聚申請案時，先就國人配偶實施境內訪查（談），於大陸配偶抵達機場或港口時，再於國境線上對國人及大陸配偶實施面談，雙方面談通過後始許可入境，如受面談人之說詞有瑕



移民官執行面（訪）談勤務

疵而有再查證之必要者，入境後再轉由管轄之專勤隊實施二度面談；108 年計實施大陸地區配偶面（訪）談共 7,707 件，其中訪談不予通過 865 件，國境線上面談不予通過拒入 103 件，二度面談不予通過 24 件。

（二）提升查處非法外來人口效能

為強化外來人口安全管理，本署與內政部警政署自 96 年起實施聯合查察工作，101 年起更結合國防部憲兵指揮部、法務部調查局及海洋委員會海巡署（前為行政院海岸巡防署）等國安單位查察能量，實施加強查處失聯移工在臺非法活動專案工作，108 年各國安單位合計查處失聯移工達 2 萬 3,934 人，有效發揮整體查處能量。

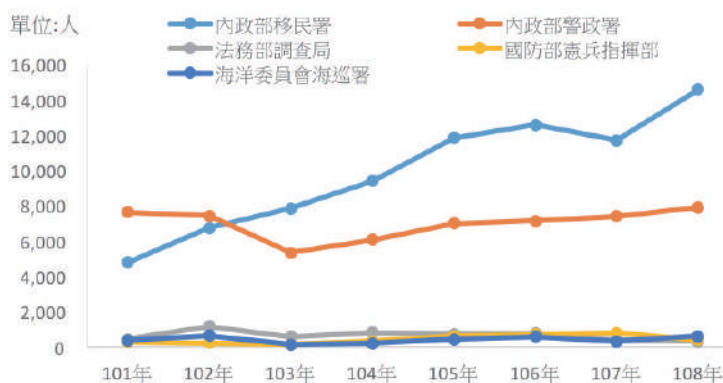


圖 2-2 國安單位查處失聯移工人數統計

另為有效降低外來人口在臺逾期停（居）留人數，本署辦理「擴大逾期停（居）留外來人口自行到案」專案，共計查處 2 萬 6,373 人，較 107 年同期增加查處 1 萬 962 人，績效成長 171%；其中自行到案人數計 1 萬 7,195 人，較 107 年同期 7,562 人，績效成長 227%；失聯移工人數降至 5 萬人以下（4 萬 6,980 人），為近 5 年來最低，查處成果豐碩。



「擴大逾期停（居）留外來人口自行到案」專案宣導海報

又為提升移民執法能見度，108 年度本署更進一步動員全國各直轄市、縣（市）專勤隊及國安團隊人力，針對外來人口易聚集熱點，執行 5 波擴大聯合查察勤務，共計查處逾期停（居）留外來人口 2,165 人，非法雇主 694 人及非法仲介 135 人，成效斐然，展現移民執法積極作為。

三、防制人口販運

我國於 95 年 11 月頒布「防制人口販運行動計畫」，96 年成立「行政院防制人口販運協調會報」，負責整合各部會資源，本署落實推動人口販運防制各項具體幕僚工作，98 年 6 月「人口販運防制法」制定公布施行，使我國在防制人口販運工作上獲得良好基礎。

(一) 人口販運防制績效連續 10 年第 1 級

美國國務院於 108 年 6 月 20 日公布「2019 年人口販運問題報告」，全球計有 187 個國家（地區）受評，我國防制績效連續 10 年被評等為第 1 級國家，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。

(二) 持續推動防制人口販運 4P 工作

1、查緝起訴 (Prosecution)

由各檢察及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相關業務，執行查緝起訴工作；108 年各司法警察機關共計查緝人口販運案 143 件，其中勞力剝削 32 件、性剝削 111 件；各地方檢察署共計起訴人口販運案件 71 件，被告 122 人。

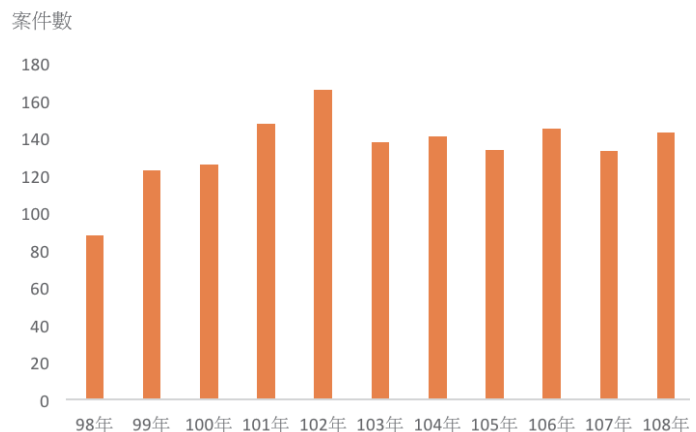


圖 2-3 查緝人口販運案件數

2、保護 (Protection)

(1) 提供被害人適當安置及保護服務

A、跨國境人口販運被害人：本署結合勞動部與民間團體於我國北、中、南及東部總計設置 23 處庇護所，提供跨國境人口販運被害人安置保護，其中 2 處為本署設置之公設民營人口販運被害人庇護所；108 年共計新收安置被害人 92 人。

B、本國籍人口販運被害人：由當地社政單位或非政府組織 (NGO) 安置本

國籍人口販運被害人；108 年查獲移送人口販運案件中，被害人為本國籍 18 歲以上者，計 21 人，其中 6 人由當地社政單位安置，其餘 15 人無意願接受安置；被害人為本國籍未滿 18 歲遭性剝削者為 71 件 107 人，其中 63 人交由當地社政單位安置，44 人由家長領回或自行返家或由本署安置。

(2) 為澈底清查疑似人口販運被害人，以提供適當安置與保護，持續執行「收容所發現疑似人口販運被害人通報作業程序」，對受收容人進行再度清詢與鑑別；108 年受收容人被鑑別為人口販運被害人者計有 13 人，並自收容所移轉至其他安置保護處所。

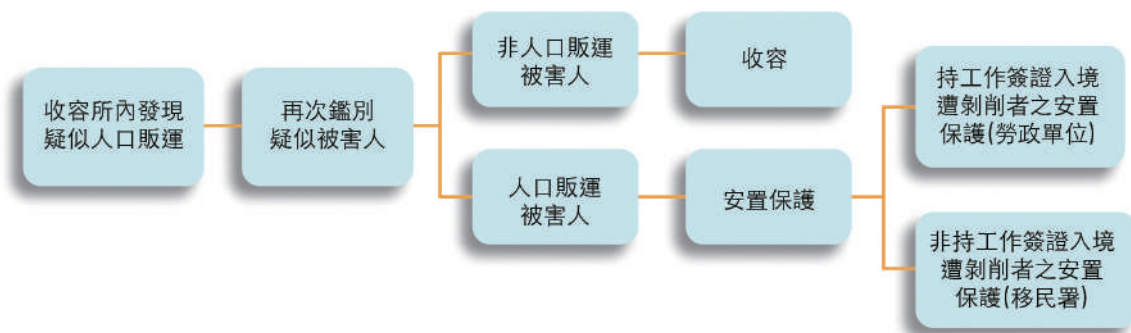


圖 2-4 收容所發現疑似人口販運被害人通報作業程序

(3) 核發人口販運被害人臨時停留許可及工作許可，協助被害人重建生活；108 年共核發 56 張臨時停留許可證，另許可 107 件臨時停留許可證辦理展延之申請案。

(4) 為落實偵審保護制度，司法警察機關於調查人口販運案件時，須提供通譯服務，並適時安排陪同偵訊服務；108 年共提供通譯服務 324 人次，陪同偵訊服務 194 人次。

3、預防 (Prevention)

(1) 辦理防制人口販運教育訓練及宣導活動

108 年結合「2019 年防制人口販運國際工作坊」，印製大會手冊、發放



108 年防制人口販運通識基礎教育訓練

各類宣導品，辦理防制人口販運進階網絡及通識基礎教育訓練各 1 場次、國際工作坊 1 場次，並於桃園國際機場刊登防制人口販運宣導公益燈箱廣告 2 面，另委託臺北國際航空站進行防制人口販運「拍狼末日」動畫短片公益託播，播放次數計 17 萬 6,030 次，並製作宣導面紙 1 萬份發放。

(2) 辦理各直轄市、縣(市)政府人口販運防制工作績效評核

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，於 108 年 4 月 9 日至 5 月 30 日由專家學者、勞動部、內政部警政署及本署代表至臺北市等 12 個直轄市、縣(市)政府進行實地評核；108 年考核成績特優者為彰化縣、臺中市、嘉義市、新北市及屏東縣，108 年 9 月 19 日於內政部公開頒獎表揚。



頒發 108 年防制人口販運工作成果考核成績特優獎狀

4、夥伴關係 (Partnership)

於 108 年 7 月 25 日至 26 日舉辦「2019 防制人口販運國際工作坊」，陳副總統建仁、美國在臺協會代理處長谷立言、內政部徐部長國勇、國內外專家學者及相關單位代表蒞臨參加，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助益良多。



2019 防制人口販運國際工作坊

第參章 新住民照顧輔導

我國新住民人數截至 108 年底止共計 55 萬 7,450 人，為協助渠等儘速適應我國生活，本署推動各項新住民照顧服務措施，進行生活適應輔導、醫療生育保健、保障就業權益、提升教育文化、協助子女教養、人身安全保護、健全法令制度及落實觀念宣導等 8 大重點工作，以增進新住民在臺之生活適應，並厚植我國人力資本。

一、落實新住民照顧輔導

(一) 召開行政院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，本署署長兼任執行秘書，委員共 31 人，其中相關部會副首長 14 人、直轄市及縣(市)副首長 6 人、學者專家或社會團體代表 10 人。

(二) 培力新住民及其子女發揮多元文化優勢

為期發揮新住民力量，以營造友善移民環境，使新住民及其子女能發揮語言及多元文化優勢，順利適應在臺生活及培育新住民子女為新南向國際人才，共創和諧共榮之多元社會，108 年推動相關計畫如下：

1、新住民及其子女海外培力計畫

為培力新住民及其子女，本署利用學校暑假期間辦理「新住民及其子女海外培力計畫」，鼓勵新住民及其子女善用母語與多元文化優勢，返回父或母原生國進行家庭生活、語言學



108 年新住民及其子女海外培力計畫成果發表會

習及文化交流體驗，計分為家庭組、親師組、社會服務組及同儕主題組等 4 組；108 年暑假共 207 人成行。

2、新住民子女新職人啟航培育營

108 年 7 月 15 日至 19 日假劍潭海外青年活動中心舉辦「新住民子女新職人啟航培育營」，研習課程包括職涯探索、國際職場環境發展、企業參訪及成果發表會等，協助新住民子女瞭解自身優勢及未來就業市場為國家培育國際人才，參與人數共計 60 人。



108 年新住民子女新職人啟航培育營

3、新住民及其子女築夢計畫

辦理「新住民及其子女築夢計畫」，幫助新住民及其子女完成夢想，藉由築夢過程的成長與感動，展現對於生命的熱情與活力，以及對家庭的用心付出與貢獻；108 年共協助 25 組新住民及其子女完成夢想。



108 年新住民及其子女築夢計畫

4、新住民及其子女培力與獎助學金

提供全國清寒及優秀之新住民適當關懷扶助及獎勵，激勵努力向學，以協助減輕其家庭生活負擔並為國家培育人才；108 年共核發 6,190 人獎助學金，計新臺幣（以下同）2,556 萬 1,000 元。

（三）辦理新住民生活適應輔導

為提升新住民在臺生活適應能力，使其能及早順利適應我國生活環境，共創多元文化社會，辦理「新住民生活適應輔導中長程計畫」；108 年補助全國 22 個

直轄市、縣(市)政府計 224 萬 2,000 元，辦理生活適應輔導班 87 班，種籽研習營 2 班，推廣多元文化活動 18 場次，生活適應宣導 38 場次，參與或受益者 2 萬 563 人。

(四) 提升「新住民發展基金」效益

為協助新住民適應臺灣社會，持續落實照顧新住民措施，加強培力新住民及其子女發展成為國家新力量，增進社會多元文化交流，於 94 年設置「外籍配偶照顧輔導基金」，並自 105 年更名為「新住民發展基金」，基金每年編列 3 億元預算；108 年補助 238 件，補助金額 3 億 8,848 萬 3,115 元。

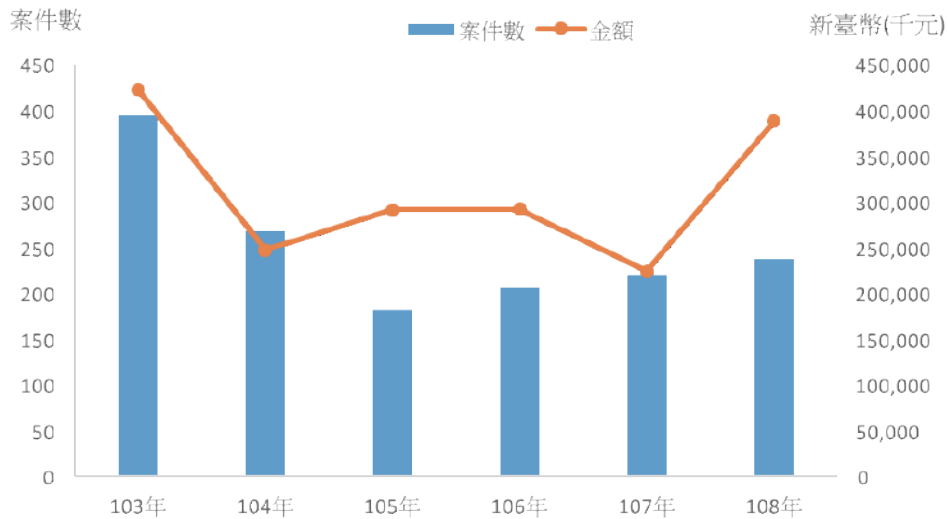


圖 3-1 新住民發展基金補助案件數及金額

108 年新住民發展基金補助辦理「多元文化推廣及相關宣導計畫」執行情形如下表，詳細宣導日期、方式、刊登(播出)時間、次數、總金額、託播對象及辦理單位均公布於本署全球資訊網及新住民培力發展資訊網。

表 3-1 108 年補助辦理「多元文化推廣及相關宣導計畫」執行情形

序號	申請機關(單位)	計劃名稱	主要內容	宣導方式
1	社團法人屏東縣好好婦女權益發展協會	南洋阿緞國際家庭-你不孤單生活國際專刊出版第六年計畫	「南洋阿緞國際家庭-你不孤單生活」國際專刊	紙本刊物
2	社團法人高雄市基督教家庭服務協會	108 年度南國一家親季刊發行計畫	「南國一家親季刊」季刊	紙本刊物

3	澎湖縣政府	108 年度編製新住民照顧輔導刊物計畫	「菊島新情」半年刊	紙本刊物
4	臺南市政府衛生局	幼兒口腔及視力保健圖書多國語言發行計畫書	「下次不取了」及「千里眼」繪本	繪本讀物
5	社團法人高雄市基督教家庭服務協會	108 年度愛家聯合國廣播節目計畫	「愛家聯合國」廣播節目	廣播媒體
6	財團法人健康傳播事業基金會	多元族群分享愛－108 年度新住民廣播節目宣導計畫	「多元族群分享愛」廣播節目	廣播媒體
7	社團法人中華外籍配偶暨勞工之聲協會	「緣來～在寶島」全國性廣播宣導節目 108 年度申請補助計畫	「緣來～在寶島」全國性廣播節目	廣播媒體
8	內政部移民署	108 年度新住民資訊宣導電視媒體製播案	「我們一家人」節目	電視節目
9	內政部移民署	108 年度新住民專屬新聞網站維運案	新住民全球新聞網	網站
總 計			新臺幣 51,173,340 元	

(五) 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，於新住民入國（境）後至本署申請居留證時進行關懷訪談，並宣導在臺居留法令及相關生活資訊，108 年初入境訪談服務 1 萬 392 人次；另為倡導跨國婚姻家庭尊重多元文化及性別平等觀念，以增進家庭互動關係；108 年計辦理家庭教育宣導活動 334 場次，共 8,187 人次參與。



新住民家庭教育宣導活動

(六) 優化「新住民關懷服務網絡」

於全國 22 個直轄市、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、勞政、衛政、民間團體、新住民家庭服務中心及新住民社區服務據點召開網絡會議，串連中央與地方移民輔導網絡，探討新住民關注議題，並透過專題報告與個案討論等方式，發揮資源運用功能；108 年計召開網絡會議 22 場次。

(七) 暢通諮詢服務管道

為避免新住民因語言隔閡致無法使用求助系統，並便利外來人士在臺生活需求及生活適應方面之諮詢，設置 24 小時免付費「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；108 年計提供諮詢服務 3 萬 8,320 通。

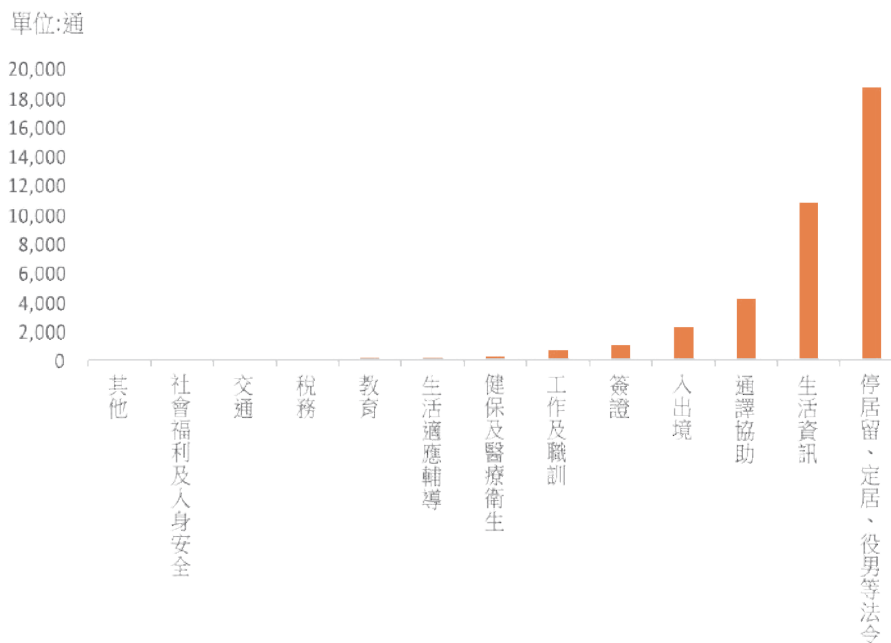


圖 3-2 108 年外來人士在臺生活諮詢服務熱線項目統計

(八) 優化新住民培力發展資訊網

為整合各部會資源，以提供更完善權益保障，本署建置 7 國語言版(中文、英文、越南文、泰文、印尼文、緬甸文、柬埔寨文)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

供各界有關中央各部會、各直轄市、縣（市）政府之新住民福利及權益資訊；108年網頁瀏覽量計 66 萬 9,652 人次。

（九）辦理新住民座談會

為擴大公民參與，建立政府部門與民間團體間之對話與意見交流，宣達各項新住民便民措施，本署爰藉由面對面座談會，廣泛徵詢各意見，於 108 年 10 月 18 日、20 日、27 日及 11 月 10 日辦理 4 場次新住民座談會，邀請中央部會代表、民間社團代表、新住民及新住民子女、家人等共同參與討論，展現政府對傾聽新住民需求及建立雙向溝通之重視。



108 年度新住民座談會

（十）優化通譯人才資料庫

為保障新住民權益，適時提供通譯服務，並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 108 年底止，計有 1,800 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 23 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 種通譯服務領域。



志工及通譯人員教育訓練

（十一）跨國境婚姻媒合管理

廣續推動跨國境婚姻媒合非營利化服務，截至 108 年底止，經許可從事跨國境婚姻媒合服務之社團法人計 33 家；另為提升婚媒團體之專業能力、服務品質及強

化其社會責任等，於 108 年辦理 32 家團體之服務品質評鑑及業務訓練；此外，針對違法跨國境婚姻媒合案件進行審查，並予裁罰，召開跨國境婚姻媒合管理審查小組會議，108 年計裁罰 61 件，裁罰金額計 643 萬元。

(十二) 強化移民業務機構管理

鑑於有意移居國外之國人多委託移民公司代辦，本署持續強化移民業務機構管理及查處違法案件，以保障消費者權益，截至 108 年底止，經許可並領取註冊登記之移民業務機構計 119 家；另針對違法經營移民業務案件進行審查，並予裁罰，召開管理經營移民業務審查小組會議，108 年計裁罰 2 件，裁罰金額計 40 萬元。

(十三) 推動「建構新住民數位公平機會計畫」

以電腦行動學習車巡迴駐點，提供偏鄉的新住民及其子女資訊學習課程，採實體及數位併進方式教學；實體資訊教育訓練計開辦 425 堂課，培訓 5,442 人次，參訓學員滿意度達 98.85%，培育具新住民母語能力資訊種子講師 7 名與助教 39 名，協助學員取得 30 張資訊證照；另數位資訊教育訓練則新增 12



建構新住民數位公平機會計畫課程

門數位課程並辦理直播共學服務，培訓 5,386 人次，參訓學員滿意度達 99.97%；108 年本計畫共計培訓 1 萬 828 人次，其中偏鄉地區計 6,277 人次結訓。

(十四) 推動「保障新住民寬頻上網計畫」

為讓每個新住民都有公平接近網路之機會，108 年廣續推動「行動設備共享」、「打造新住民數位機會據點」及「新住民交流平臺」等三項貼心服務，本署於 25 處服務站建置上網設備與「iShare」無線網路 (Wi-Fi) 服務，協助新住民透過數位網路降低語言及文化隔閡以縮短數位落差，營造新住民友善上網環境，截至 108 年底止，行動設備共享累計辦理全臺平板電腦借用體驗暨服務說明會 85 場次，借用

平板電腦 6,781 人次，並完成 17 個新住民數位機會據點建置，累計 6 萬 3,010 人次免費使用據點電腦與網路資源，新住民交流平臺共發表 120 篇文案（6 國語言呈現）並辦理 12 場次網路活動，讓參與活動的國人與新住民，透過網路分享自己本國或喜愛國家的飲食、建築、文化、景點、語言等的不同與差異，累計促成國人與新住民交流達 2 萬 504 人次。



「保障新住民寬頻上網計畫」提供新住民免費借用平板服務

二、創新加值服務

（一）推動跨界合作策略聯盟

為尊重多元理念、拓展移民服務面向、創造友善國際環境，爰以政府、學校及民間團體合作方式，藉由資源共享、人才培訓、專題講座、案件申辦、交流合作、法律服務及轉介等宣導多元文化，以提升為民服務成效；截至 108 年底止，已與國內、外 84 所大學校院及 4 處民間團體簽署策略聯盟合作協議書。

（二）推動便民行動服務列車

持續推動本署服務站透過行動服務列車，赴偏遠地區提供外展服務措施，宣導政府有關新住民服務措施，且提供辦理居留延期、法令諮詢、變更居留地址及輔導資訊等服務，並適時轉介需協助之個案至當地社會福利機構，使服務據點靈活化、服務彈性化，以縮短城鄉差距及平衡區域發展，108 年行動服



行動服務列車訪視新住民團體

務列車出勤 458 車次，服務總量（含領證、收件、查詢、諮詢）7,933 件；另針對偏遠地區特殊個案執行中高關懷訪視，計訪視 630 個新住民家庭。

(三) 製播專題電視節目，推廣行銷多元文化

製播《我們一家人》專題電視節目，用細膩的鏡頭與擅於述說人物故事的觀點，記錄新住民在臺生活奮鬥故事，提供國人與新住民情感交流管道，讓國人深入瞭解生活周邊多元文化，俾落實政府照顧輔導新住民政策，並協助新住民提升生活品質與增進族群和諧；108 年電



《我們一家人》電視節目

視節目製播專題類綜合新聞(長度2分鐘)313集，報導性節目(長度1小時)52集，總計365集。

(四) 優化「新住民全球新聞網」，提供整合性入口平臺

「新住民全球新聞網」係由本署向新住民發展基金申請補助建置業已維運5年；該網站蒐集、編譯、採訪、製作有關新住民之文字及影音新聞及專題報導等，提供中文、英文、越南文、泰文、印尼文版本之瀏覽網頁，為新住民閱覽新聞及生活等資訊之整合性入口平臺；該



新住民全球新聞網

網站亦透過各式媒體宣傳，整合產官學及各界資源，並辦理虛實整合活動及各式行銷經營，以加強網站深度及廣度，讓新住民獲得更豐富及便利的資源。

(五) 推動新住民就業專區網站，協助就業

為提供新住民就業職缺與企業主求才管道，本署與人力銀行合作建置「新住民輔導就業專區網站」；截至108年底止，該網站瀏覽累計達118萬7,505人次，新住民加入會員累計1萬9,647人，媒合職缺累計1萬7,668個。



新住民輔導就業專區網站

第肆章 移民政策暨 移民人權

全球化帶來跨國性人口遷徙，人口移入改變社會結構，同時也衍生文化適應、經濟就業、子女教養學習及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，進一步為我國留才攬才。

一、移民政策

(一) 移民政策內涵

1、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，為及早籌謀因應對策，行政院爰於 103 年修正核定中華民國人口政策綱領，其中包括「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，以及「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」及「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，請相關單位研訂各項具體措施據以推動並進行滾動式檢討。

2、移民政策小組演變歷程

「行政院人口政策會報」於 105 年 12 月 19 日設「移民政策小組」，由國家發展委員會主任委員擔任執行長，並分設「移民目標研擬」及「移民政策擬定及推動」2 個工作小組，以掌握移入人口發展動態，訂定上位移民目標，統籌協調相關部會資源，研訂並推動移民政策。

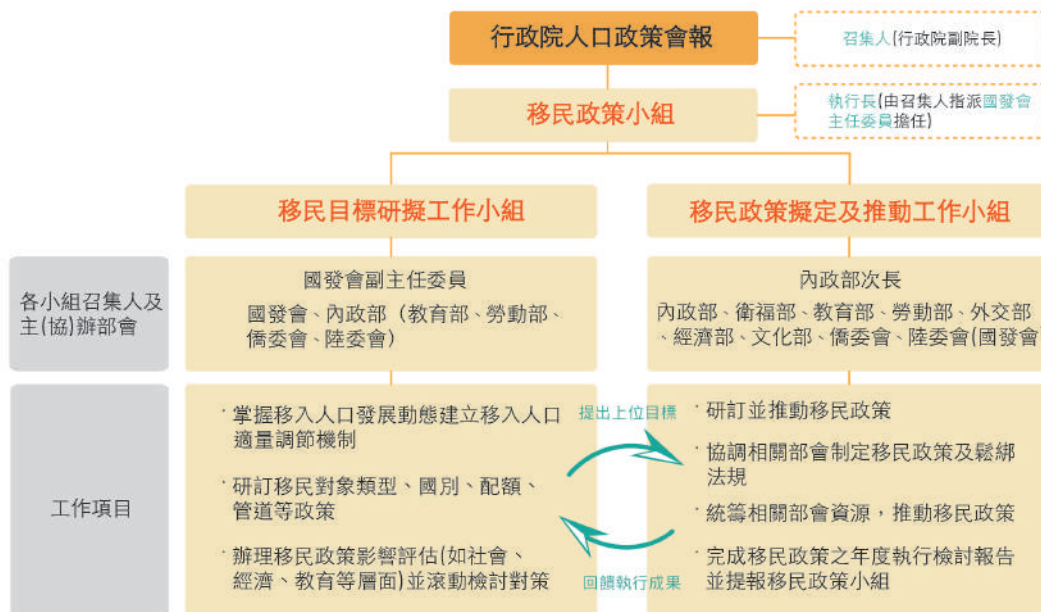


圖 4-1 行政院人口政策會報移民政策小組組織圖

有關人口結構變遷所面臨之課題，行政院以專案會議模式，從國家整體發展角度，務實並即時就我國人口、人才、延攬及移民等相關議題進行討論，自 106 年 11 月 21 日起，由行政院院長主持，國家發展委員會擔任幕僚單位，邀集相關部會召開「育人攬才及移民政策」專案會議，就生育、養育、培育、留用、延攬及移民等議題進行討論，形成決策後據以施行，截至 108 年底止，已召開 6 次會議，本署爰配合國家移民政策辦理相關事宜。

(二) 營造友善移民環境

- 1、為配合「外國專業人才延攬及僱用法」制定公布施行，「外國特定專業人才申請就業金卡許可辦法」於 107 年 2 月 6 日發布、同年 2 月 8 日施行，外國特定專業人才擬在我國從事專業工作者，得向本署申請核發具工作許可、居留簽證、外僑居留證及重入



外國特定專業人才申請四證合一就業金卡宣導海報

國許可四證合一之就業金卡，108 年持續優化該線上申辦平台，增加跨機關聯審機制，提升效率並加大攬才力度，截至 108 年底止，共計核發 546 張就業金卡。

2、為提升已獲准在臺居留之大陸配偶權益，經考量今昔立法背景變遷、外籍配偶相關規定修正、兒少權益、家庭團聚權之保障及實務運作現況，並參考其他國家（地區）作法，於 108 年 10 月 8 日修正發布「大陸地區人民在臺灣地區依親居留長期居留或定居許可辦法」部分條文，針對離婚後對其在臺灣地區設有戶籍之未成年親生子女有扶養事實或會面交往者，或遭強制出境將造成子女重大且難以回復損害之虞者，不廢止其居留許可，得繼續居留；另在臺依親居留或長期居留之大陸配偶，如於居留期間依親對象死亡且未再婚，其申請定居之年限規定即同未喪偶者，長期居留連續 2 年可申請定居。

（三）辦理移民節多元文化活動

為響應 12 月 18 日之國際移民日，向新住民表達在地社會的尊重與感激，內政部於 100 年宣布每年 12 月 18 日國際移民日為我國「移民節」；為慶祝 108 年移民節，本署提前於 12 月 8 日假臺南市奇美博物館舉辦「新光閃南瀛、幸福耀臺灣」慶祝活動，包括駐華使節、民間社團代表、新住民、新住民第二代、移工朋友們共同歡度屬於自己的節日，期盼不論來自何方，也不分先來後到的人們來到臺灣這塊土地，都能「新舊共榮」攜手打造福爾摩沙幸福家鄉。



2019 年移民節開幕式

二、移民人權

（一）推動受收容人人權保障

1、為落實受收容人之人權保障，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，兼顧受收容人權利及安全管理。



高雄收容所定時辦理親友會客



南投收容所提供受收容人醫療義診服務

- 2、印製各國語言之「受收容人入所須知」摺頁，以告知其基本權益義務及申訴管道；並協助接洽財團法人法律扶助基金會為受收容人提供法律諮商，針對無力聘請律師者協助案件訴訟及辯護。
- 3、受收容人伙食委由外包廠商負責，除將伙食定期送檢，確保受收容人飲食安全衛生外，對於信奉伊斯蘭教之受收容人，均提供符合其宗教習慣之餐食，俾保障伊斯蘭教受收容人飲食權益。
- 4、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，並避免發生收容代替羈押情形，本署戮力推動加速遣返作業，以降低收容天數；108年受收容人平均收容天數已降低為 27.84 天。

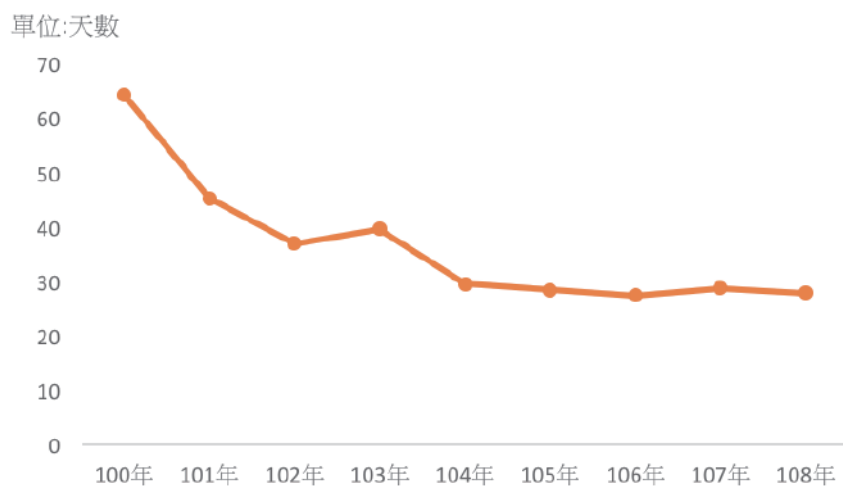


圖 4-2 受收容人平均收容天數

(二) 完善面（訪）談機制

為保障大陸配偶家庭團聚權益，爰於面談前提供「內政部移民署面（訪）談通知書暨權益須知」，詳載相關權益及投訴管道，並於面談結束後辦理匿名「面（訪）談工作民眾滿意度問卷調查」作為檢討改進參考；另為精進面（訪）談人員專業能力，故定期辦理面（訪）談法令、經驗分享講習，在面（訪）談運作機制上兼顧當事人權利與執法作為，以保障合法婚姻及杜絕虛偽結婚。

(三) 保障非本國籍新生兒應有權益

依內政部訂定之「在臺出生非本國籍兒童、少年申請認定為無國籍人一覽表及流程」與「辦理非本國籍無依兒少外僑居留證核發標準作業流程」辦理相關事項，保障渠等兒少在臺基本生活權益，使其在臺得以享有生活照顧、健保醫療及就學等權益與福利，截至 108 年底止，共計協助 21 人取得無國籍外僑居留證，且 13 人已歸化我國國籍。

(四) 辦理外籍漁工關懷及送暖活動，展現無國界人道關懷

宜蘭蘇澳、屏東東港及高雄前鎮漁港屬我國遠洋漁業重要漁港基地，本署結合外部資源辦理外籍漁工義診，邀請慈濟基金會與當地漁會共同參與，讓身體不適的漁工們能就近於港區診療，接受細心的免費醫療服務，現場除慈濟人醫會醫師及慈濟志工外，另有新住民通譯志工協助醫護人員與漁工溝通，展現本署結合民間資源，推動人道關懷與尊重多元的宗旨。



外籍漁工健康義診活動

為關懷外籍漁工，本署進一步結合公私部門資源，辦理關懷座談、物資捐贈、漁工義剪、開齋節關懷及「淨街」敦親睦鄰等多元活動，有效提升外籍漁工權益及化解外界刻板印象，期能減少雇主不當對待及移工失聯情形，彰顯本署重視移民人權之形象。



外籍漁工「淨街」敦親睦鄰活動

第五章 兩岸交流往來

為因應兩岸交流發展，便捷兩岸人民往來，本署廣續推動法規整併與流程簡化，縮減發證時效提升服務效能及優化觀光質量；另為兼顧安全管理，在司法互助合作下，防制兩岸不法分子從事重大犯罪，故秉持「全面合作，重點打擊」原則，強化兩岸共同打擊犯罪機制，為人民爭取最大福祉；未來，亦將持續利用科技設備簡化行政程序，加速證件核發時效，兼顧開放與安全管理機制，以維護兩岸人民正向交流。

一、穩健兩岸交流

大陸地區人民以觀光、社會交流、專業、商務與醫療服務等事由申請來臺，108年入境總數 268 萬 3,093 人次，分別為觀光入境數計 190 萬 3,705 人次（其中個人旅遊 95 萬 1,991 人次）、社會交流入境數計 6 萬 6,717 人次、專業交流入境數計 9 萬 994 人次、商務交流入境數計 10 萬 2,676 人次、醫療服務入境數計 4 萬 1,878 人次、小三通入境數計 31 萬 2,357 人次及其他事由入境數計 10 萬 1,966 人次。

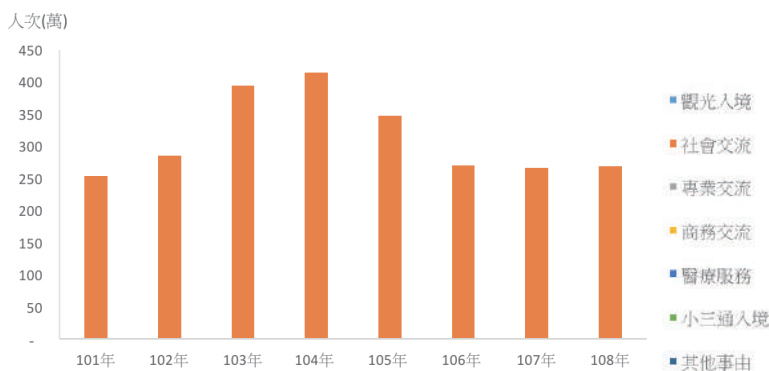


圖 5-1 大陸地區人民 101 年至 108 年來臺入境總人次

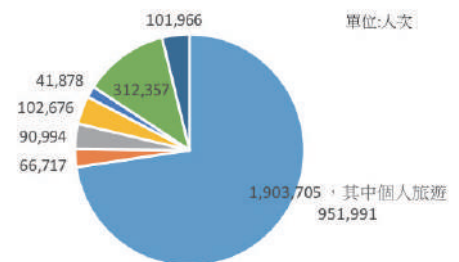


圖 5-2 大陸地區人民 108 年來臺統計

為強化大陸地區專業、商務人士入境後之管理，本署依據「大陸地區人民進入臺灣地區許可辦法」第 15 條規定，針對部分來臺參訪案件派員進行訪視，以確保國家安全並維護兩岸正常交流秩序；108 年派員訪視人數共計 5,780 人。

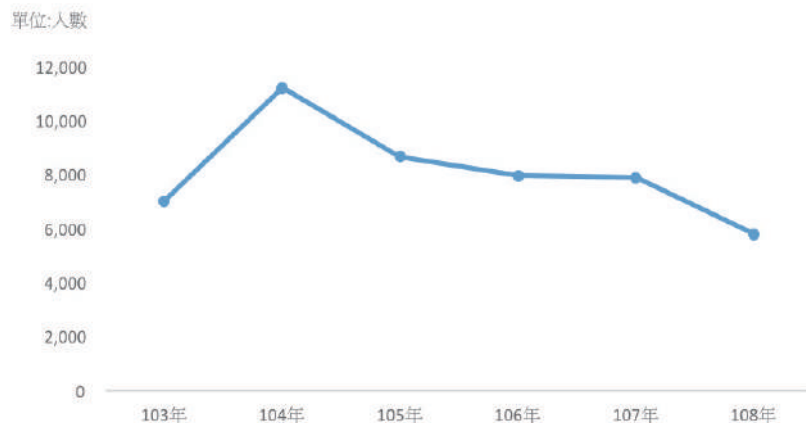


圖 5-3 訪視大陸專業、商務人士人數統計

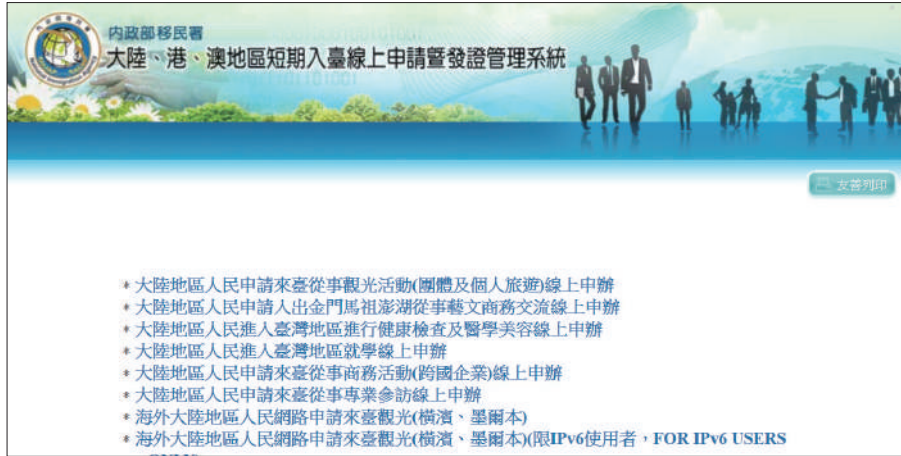
二、研修相關法規

108 年 4 月 15 日修正施行「大陸地區人民來臺從事觀光活動許可辦法」，調降陸客應備存款條件，放寬其他國家有效簽證取代財力證明，增訂每年總停留期間不得逾 120 天等規定，以促進陸客來臺觀光，提升兩岸旅遊品質並落實人流安全管理；另於 108 年 7 月 30 日修正發布「大陸地區人民進入臺灣地區許可辦法」，放寬大陸配偶親屬申請來臺短期探親資格、提升臺灣地區無戶籍國民及香港澳門政府駐臺人員配偶及未成年子女之家庭團聚權等權益保障，以滿足兩岸家庭親情需求，落實政府照顧新住民政策。

三、大陸地區人民來臺相關服務

(一) 便捷陸客來臺線上申辦系統服務

「大陸、港、澳地區短期入臺線上申辦暨發證管理系統」提供陸客第 1 類觀光 (含搭乘郵輪)、第 3 類觀光、自由行、金馬澎 2 日遊及商務專業等 12 項申辦類別，自提出申請案起僅需 2 至 5 個工作日即可完成審核；108 年共受理 234 萬 5,874 件申請案。另調整線上申辦系統串接入出國查驗系統，以加速旅客通關外，並即時掌握陸客來臺逾期停留情形，據以通報相關單位加強查緝確保國家安全。



大陸、港、澳地區短期入臺線上申請暨發證管理系統

(二) 推廣線上申請信用卡繳費功能

除「電子化政府服務平臺」金融帳戶轉帳支付及網路晶片金融卡轉帳方式外，自 103 年 9 月起，陸客來臺線上申請案件新增利用「e 政府服務平台」信用卡繳費服務，提供多元化線上申辦繳費管道，可使用 29 家發卡機構信用卡繳費；108 年使用信用卡繳費案件計 8 萬 9,439 件、總繳費金額達 5 億 6,956 萬 9,400 元。

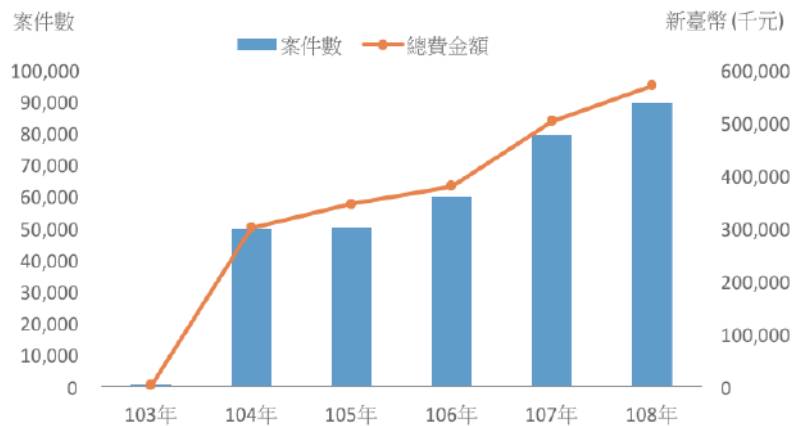


圖 5-4 信用卡線上繳費案件數及金額

(三) 調降小三通落地簽規費

108 年 3 月 29 日修正發布「試辦金門馬祖澎湖與大陸地區通航入出境許可證件規費收費標準」，調降於入境時申請臨時停留許可證件（落地簽）規費，由原訂每件 600 元調降為每件 400 元，以吸引更多陸客至離島旅遊，提升當地整體觀光經濟效益；108 年以落地簽入境數計 6 萬 7,048 人次，較 107 年入境數 5 萬 6,541 人次，成長 18.58%。

(四) 提升陸生線上申辦系統使用率

為便利陸生來臺就學，自 108 年 6 月 27 日起提供陸生得自行於線上系統申請單次證換發多次證、多次證延期及資料錯誤、異動更正，並取消就讀學校上傳註冊學生清冊供比對之程序；目前陸生申請案為臨櫃及線上申請雙軌並行，108 年 12 月線上申辦比例佔 68%，本署持續推廣線上申辦系統使用率，以期逐步朝向全面線上申辦。

外國與外僑、大陸與港澳、無戶籍國民學生線上申辦系統

四、兩岸共打及司法互助

為防制兩岸不法分子從事人口販運、人蛇偷渡及毒品走私等重大犯罪，並防堵不法分子赴陸藏匿，本署爰依據「海峽兩岸共同打擊犯罪及司法互助協議」，持續推動兩岸常態性交流，深化個案聯繫合作，以健全兩岸人流正常往來，確保雙方民眾權益福祉，達成提升兩岸共同打擊犯罪成效之目標，茲摘述如下：

- (一) 雙方在打擊人口販運、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繼續合作。
- (二) 執行「大陸地區人民在臺人身自由限制通報通知」機制，108 年計通報法務部 484 人。
- (三) 協處雙方人民往來突發事故與逾期停(居)留情形，持續直航機場、港口聯繫窗口之運作機制，雙方就兩岸民眾往來證件遺失，進行即時身分核對及返回聯繫協處，108 年共協處 249 人。

第陸章 國際事務合作

為加強國際合作，本署除致力推動與他國互惠使用自動通關外，並以平等互惠原則，強化與各國及國際非政府組織 (NGO) 合作，共同打擊跨國境犯罪及保障移民人權，協助解決雙邊僑民、外僑停留、居留或急難救助等事宜。

一、提供海外服務

為與國際移民組織 (IOM) 及歐盟成員國強化打擊人口販運、拓展反恐合作及深化移民事務合作，本署於 107 年 9 月 28 日新增駐歐盟兼駐比利時代表處據點，目前於海外 28 個駐外館處 (含香港、澳門) 派駐移民秘書，108 年辦理海外為民服務與照顧輔導案件計 4,353 件，受理臨櫃申請案件計 17 萬 4,245 件，線上申請案件計 13 萬 5,286 件；協緝遣返外逃通緝犯 87 人，協助遣返境外犯案國人 239 人。



圖 6-1 本署駐外據點分布圖

二、加強國際事務交流

(一) 外國政府

1、108年3月27日

德國聯邦警察駐韓國一等警政秘書舒諾寧 (Thorsten Schleuning) 及駐馬來西亞聯絡官凱瑟 (Bernd Kaiser) 等人來署拜會，雙方就未來移民事務及國境管理議題進行交流。



德國聯邦警察一等警政秘書來署拜會

2、108年4月17日

美國海關暨邊境保護局駐香港參贊溫卓芝 (Therese Randazzo) 及美國在台協會台北辦事處領事組簽證科科长羅浩森 (Wilson Ruark) 等人來署拜會，雙方就國境管理合作事項進行交流。

3、108年4月24日

美國移民暨海關執法局國土安全調查署駐香港參贊彭德傑 (Christopher Pater) 來署拜會，雙方就防制人口販運及強迫勞動議題進行交流。



美國移民暨海關執法局國土安全調查署來署拜會

4、108年5月13日

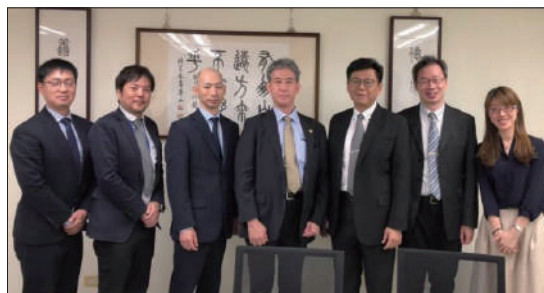
英國移民執法局國際處亞太地區經理 Ms. Tonya Pentland、駐北京總領事館聯絡經理 Mr. James Grace 及駐廣州總領事館移民聯絡官 Mr. Ian Bearwood 等人來署拜會，雙方就移民事務及國境管理議題進行交流。



英國移民執法局國際處來署拜會

5、108年5月16日

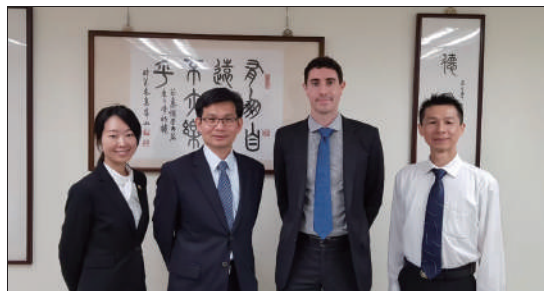
日本海上保安廳國際刑事課課長余米紀彥來署拜會，雙方就國境線上偷渡、走私、偽（變）造證件等案件現況進行意見交流。



日本海上保安廳來署拜會

6、108年6月6日

英國國家打擊犯罪總署駐香港及澳門總領事館聯絡官顧問 Elliott Steer 來署拜會，雙方就情資合作分享進行意見交換。



英國國家打擊犯罪總署駐香港及澳門總領事館來署拜會

7、108年6月11日

澳洲駐香港及澳門總領事館移民領事麥斐娜（Fiona McCulloch）來署拜會，雙方就國境管理合作事宜進行意見交換。

8、108年7月8日

加拿大國會議員助理訪臺團來署拜會，雙方就防制人口販運議題進行交流。

9、108年9月25日

越南公安部對外局副局長武玉麟來署拜會，雙方就國際合作及國境管理議題進行交流。



越南公安部對外局副局長來署拜會

10、108年10月2日

英國上議院議員歐騰勳爵（Lord David Alton）、英國防制人口販運慈善組織「希望基金會」（The Arise Foundation）創辦人兼主任 Luke de Pulford 及馬爾他騎士團成員 Anton de Piro 等人來署拜會，雙方就



英國上議院議員來署拜會

移民事務及人口販運等議題進行交流。

11、108年11月8日

澳洲聯邦警察刑事警官 Tim Ayers 及 Greg Maxwell 來署拜會，雙方就電信詐欺及網路犯罪等議題交換意見。

12、108年11月12日

韓國法務部出入國及外國人政策本部移民統合科事務官權宅晟來署拜會，雙方就我國結婚移民制度及國際婚姻仲介業者管理方案進行交流討論。



韓國法務部出入國及外國人政策本部來署拜會

13、108年11月18日

加拿大邊境服務署東亞區域經理孔安娜 (Ana Maria Coutu) 及駐香港聯絡官舒尚恩 (Shawne Gervais) 來署拜會，雙方就防制人蛇偷渡及國境安全管理議題進行交流。



加拿大邊境服務署東亞區域及駐香港聯絡官來署拜會

(二) 駐華使館或辦事處

1、108年2月21日

澳洲辦事處代表高戈銳 (Gary Cowan)、副代表莫蘇善 (Susan Moore) 及經濟暨政策處經理許華芬來署拜會，雙方就未來移民事務合作方向進行意見交流。



澳洲辦事處代表來署拜會

2、108年2月25日

公益財團法人日本台灣交流協會副代表西海茂洋來署拜會，雙方就臺日國境安全管理進一步合作進行意見交流。



日本台灣交流協會副代表來署拜會

3、108年3月26日

駐台北越南經濟文化辦事處代表阮英勇及主任范公揚來署拜會，雙方就加強國境安全管理進行意見交流與討論。



駐台北越南經濟文化辦事處代表來署拜會

4、108年4月8日

駐台北以色列經濟文化辦事處處長甘博禮來署拜會，雙方就國境安全管理合作進行意見交流。

5、108年9月9日

巴拉圭共和國駐華大使館參事 Mrs. Adriana Raquel López de Puerta 及 Mr. Carlos Vidal Pintos 來署拜會，雙方就外僑居停留管理業務進行意見交流。

6、108年10月7日

歐洲經貿辦事處處長高哲夫 (Filip Grzegorzewski) 及專員魏馬 (Casper Verma) 來署拜會，雙方就移民事務合作進行意見交流。



歐洲經貿辦事處處長來署拜會

7、108年11月1日

美國在台協會台北辦事處領事組組長 Deena Parker 等人來署拜會，雙方就未來合作事項進行交流。



美國在台協會台北辦事處來署拜會

8、108年12月5日

駐臺北韓國代表部代表姜永勳等來署拜會，雙方就未來合作事項進行交流。



駐臺北韓國代表部代表來署拜會

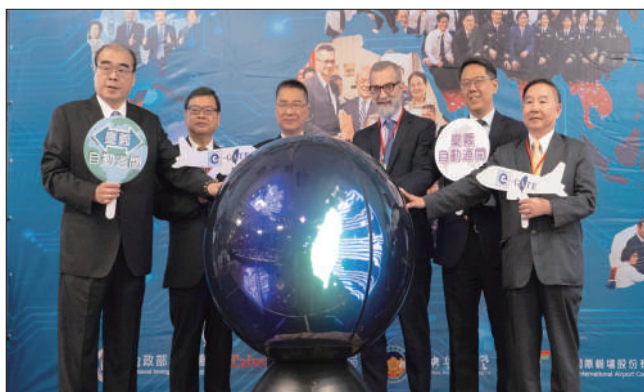
(三) 非政府組織

108年9月17日英國智庫王家國際事務研究所 (Chatham House) 亞太研究部計

畫主任 Champa Patel 等人來署拜會，雙方就防制人口販運議題交換意見。

三、推動與他國互惠使用自動通關

我國與義大利於 108 年 9 月 26 日起互惠使用自動通關，該國係繼美國、韓國、澳洲後成為第 4 個與我國互惠使用自動通關之國家，也是我國與歐盟互惠使用自動通關之首例，歐盟針對入境審查標準尤為嚴格，本案對於我國實質外交突破性不言而喻，不僅有助未來開拓其他國際合作，使國人出國更便利、更有尊嚴，並吸引更多國際旅客來臺旅遊觀光。



我國與義大利互惠使用自動通關啟用儀式

四、參與國際重要會議

(一) 第 5 次臺越移民事務會議

108 年 5 月 14 日於越南河內舉辦臺越第 5 次移民事務會議，由本署邱署長豐光與越南公安部出入境管理局裴局長茂軍共同主持，會議中雙方檢視自 102 年簽署合作協定以降交流情形，並研討合作解決雙邊人民違反出入境法規問題，加強查辦非法出入境集團及分子，另亦邀請出入境管理



第 5 次臺越移民事務會議

幹部來臺參與教育訓練，與越南國際機場負責旅行文件鑑識單位建立聯繫窗口，具體措施包括雙方可即時交換偽變造證件資訊，查詢遺失及失竊護照資料，提供證照辨識訓練等，此外，越南亦同意於出入境管理局網站協助宣導我國「觀宏專案」及「擴大自行到案」專案，以加強雙邊合作。

(二) 第 7 次臺印移民事務會議

108 年 8 月 7 日於印尼日惹舉辦臺印第 7 次移民事務會議，由印尼移民總局總局長 Ronny Frangky Sompie 及本署鐘副署長景琨共同主持，會議中雙方就強化兩國國境安全、非法移民管理、跨國犯罪資訊分享及網路電信詐騙案處置等合作關係進行討論。



第 7 次臺印移民事務會議

(三) 第 8 次臺日移民事務會議

108 年 12 月 17 日於本署舉辦臺日第 8 次移民事務會議，由本署鐘副署長景琨及日本法務省出入國在留管理廳次長高嶋智光共同主持，雙方就移民事務進行意見討論與交換。



第 8 次臺日移民事務會議

五、辦理國際性交流活動

108 年 7 月 22 日至 26 日舉辦「2019 標竿學習計畫」，由本署梁副署長國輝主持開訓儀式，邀請美國、比利時、帛琉、越南、泰國、印尼、馬來西亞、諾魯及吐瓦魯等 10 個國家 11 名學員來臺參訓 5 日，與不同國家分享國際合作、移民資訊、外人管理、國境安全、收容制度、防制人口販運及移民輔導等方面做法，

並安排學員參加「2019 防制人口販運國際工作坊」與實地參訪本署北區、南區及國境事務大隊之服務據點。



邀請 10 國移民官參與「2019 標竿學習計畫」

第柒章 行政業務

本署行政業務分人事、主計、政風、秘書等四室及訓練中心。人事室職掌編制任免、考核訓練及退休福利；主計室職掌歲計、會計及統計；政風室推動建構內、外完整廉政網絡，落實執行透明廉政工作；秘書室辦理公關、新聞、編審、檔案、事務、文書、出納、財物及法制等幕僚工作；訓練中心負責培育移民特考錄取人員專業訓練。

一、人事業務

(一) 編制任免業務

表 7-1 108 年度員額編制表

類別	預算員額	實際員額	缺額
職員	2,284	2,240	44
約聘僱人員	482	481	1
工友 (含技工)	53	52	1
合計	2,819	2,773	46

1、108 年預算員額職員 2,284 人、約聘僱人員 482 人及技工工友 53 人，共計 2,819 人；截至 108 年底止，實際在職職員 2,240 人、約聘僱人員 481 人及技工工友 52 人，計 2,773 人。

2、辦理相關任免遷調作業，計平調作業 176 人次，召開人事甄審委員會 11 次，內陞 184 人、外補 11 人。

(二) 考核訓練業務

1、辦理獎懲作業，召開考績委員會 14 次，總計一次記二大功 4 人次、記一大功 25 人次、記功二次 41 人次、記功一次 1,098 人次、嘉獎二次 2,176 人次、嘉獎一次 18,699 人次、記過一次 7 人次、申誡二次 9 人次、申誡一次 17 人次。

2、整合各單位訓練項目，依據「內政部及所屬機關學校 108 年訓練進修計畫」，全年辦理專業知能、人文素養及政策法令宣導等訓練計 645 場次，參訓 1 萬 7,485 人次，終身學習時數 20 小時以上人數比例達 100%。

(三) 退休福利業務

- 108 年文康活動經費預算分配發放每人生日禮券 1,800 元；另分配署本部、北區、中區、南區及國境事務大隊，每季各以 5,000 元為限，辦理員工慶生會活動。
- 108 年計有 60 人退休，為慰勉退休人員在職期間之辛勞及奉獻，均依例致贈感謝狀及紀念品，並辦理退休人員歡送茶會。

二、主計業務

(一) 公務決算

1、歲入部分

108 年歲入預算數 30 億 4,511 萬 9,000 元，決算數 29 億 4,335 萬 4,308 元，執行率 96.66%，主要係核發入出境等證照費收入較預期減少所致。

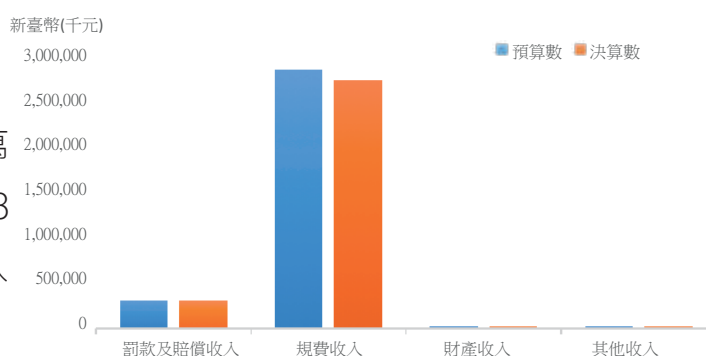


圖 7-1 108 年歲入預算及決算

2、歲出部分

108 年歲出預算數 41 億 2,200 萬 9,000 元 (含動支第二預備金 4,342 萬 6,000 元)，決算數 41 億 2,144 萬 8,207 元，執行率 99.99%。

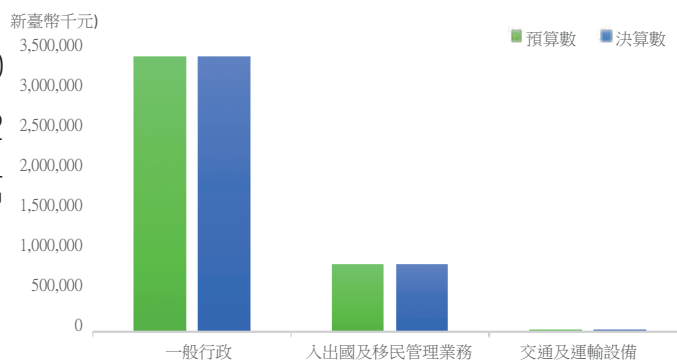


圖 7-2 108 年歲出預算及決算

(二) 新住民發展基金決算

1、基金來源

預算數 121 萬 4,000 元，實收數 242 萬 6,699 元，達成率 199.89%。

2、基金用途

預算數 3 億 2,110 萬 3,000 元，實現數 3 億 1,427 萬 9,541 元，執行率 97.87%，主要係部分跨年度補助計畫期程未屆，尚未辦理核銷轉正所致。

3、本期賸餘

以上基金來源及用途相抵後，實際數短絀 3 億 1,185 萬 2,842 元，與預算數短

絀 3 億 1,988 萬 9,000 元相較，短絀減少 803 萬 6,158 元。

(三) 公務統計

- 1、本署公務統計方案計彙編 31 種統計表報：月報 26 種、雙月報 1 種、年報 4 種。
- 2、每月發布統計資料送內政部統計處，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」，提供性別出入境統計資料，並連結內政部及行政院主計總處相關網站。

(四) 內部控制制度

利用各項集會場合宣導內部控制觀念，108 年修訂第 6 版內部控制制度，於同年 6 月 24 日核定實施，並簽署 107 年內部控制制度聲明書，本署依 107 年度之內部控制建立及執行情形辦理評估及稽核之結果，認為本署於 107 年 12 月 31 日整體內部控制制度之設計及執行係屬有效。

三、政風業務

(一) 反（防）貪作為

- 1、108 年 5 月 29 日召開廉政會報，除本署副署長、主任秘書及一級單位主管與會外，並邀請外聘學者參與，共同針對相關議題進行研討且提供各項廉政工作建議，落實廉政作為。
- 2、內政部花政務次長敬群於 108 年 7 月 24 日內政部廉政會報，公開表揚本署入出國事務組陸務科專員丁勤為 108 年廉能公務人員。



內政部廉能公務人員表揚

(二) 機關安全 (機密) 維護

- 1、108 年 12 月 10 日召開安全維護會報，藉由專案報告及內部研討，精進機關公務機密及安全維護工作，以確保國家安全及機關安定。
- 2、針對重點期間、人事甄審筆試測驗、駐外人員甄試、揭牌典禮、重要記者會、槍彈運送、廳舍搬遷、訓練彈押解作業、國際研討會、新住民座談會、國際工作坊及移民節等重要活動，訂定專案維護計畫，執行專案安全維護工作，以確保維護對象之安全。
- 3、辦理 108 年度「機關安全、公務機密檢查暨資訊及個資安全 (內部) 稽核」2 次，共抽核 70 個單位，提出具體建議事項 134 項次及策進建議作為 7 項次，以健全機關安全、公務機密或資訊安全之防護措施。

(三) 廉政風險控管及處置

- 1、辦理「本署工程履約管理」預警作為，針對 108 年辦理 11 件耐震補強工程採購案，可能出現之問題與缺失，從品質管理、工程督導、變更設計、竣工、結算及驗收作業等採購流程面向，提出 45 項建議事項，以完備工程採購作業方式。
- 2、107 年採購監辦案件共計 1,121 件，並針對 131 件採購案件進行比對分析，計有 23 件提出採購建議事項，以利業管單位採取必要之預防性處置，發揮政風預警功能，健全採購作業品質，達成廉能施政之目標。
- 3、辦理「108 年度本署防貪指引」，以「預防專勤隊執行勤 (業) 務發生違法不當之行為」為主題，邀請本署主管及外部專家學者召開研討會議，共同研討具體防制措施，並將案例置於網路專區供同仁及外部民眾參考，以提升全民廉能意識。
- 4、辦理「108 年本署重大及敏感性採購案件專案稽核」及「108 年度協助受收容人代購機票作業專案清查」，以降低機關發生廉政風險機率。
- 5、受理民眾檢舉、首長及上級政風機構交查暨主動發掘查察案件計 66 案：移送偵辦 3 案、行政責任 9 案、行政處理 17 案、澄清結案 19 案、存參或移請權責單位處理 18 案。

四、秘書業務

(一) 編審及檔案業務

- 1、108 年召開「主管會報」計 19 次、「擴大署務會報」計 4 次；並辦理「偵查不公開修法精神暨新聞處理作業規定」教育訓練，以培養同仁理解及重視偵查不公開之維護人權理念，提升業務效能。
- 2、按月公告本署業務統計網頁資料，並適時依實際需要增加及調整公告項目及內容，以方便機關、民間機構、學術團體及民眾上網查閱。

- 3、編印出版「內政部移民署年報」及「移民雙月刊」等 2 種出版品，方便民眾、政府機關、民間機構及外國使節瞭解本署業務面向及施政作為。



本署移民雙月刊、年報等出版品

- 4、辦理公文之歸檔點收、立案、編目、保管、檢調與銷毀及其他檔案管理作業、庫房設施維護等事項，108 年計完成 13 萬 6,064 件公文歸檔作業，目前審核中待銷毀檔案計 8 案共 1548 卷，待移轉檔案計 849 件。

(二) 採購及事務業務

- 1、辦理本署逾公告金額十分之一之採購作業 158 件，相關作業分述如下：

- (1) 勞務採購案計 101 件，決標金額 5 億 2,050 萬 1,784 元。
- (2) 財物採購案計 37 件，決標金額 1 億 9,056 萬 1,860 元。
- (3) 工程採購案計 20 件，決標金額 1 億 917 萬 2,018 元。

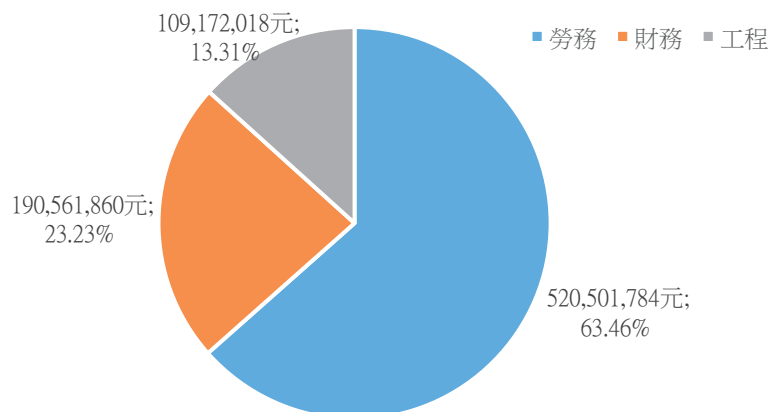


圖 7-3 各類採購案件決標金額與比例

- 2、辦理政府採購法令教育講習 2 梯次，使同仁熟悉政府採購作業程序，俾依法辦理採購業務。
- 3、辦理辦公廳舍調配、推動政府機關節約能源專案執行、公務汽、機車輛配賦增修、油料核銷及調派；以及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；並進行署本部消防、民防團訓練講習課程、環境教育訓練計畫及推動、24 小時門禁保全服務採購及管理作業。
- 4、辦理技工及工友 38 人次之人事任免、考核、獎懲、退休及福利等作業。

(三) 出納及財物業務

- 1、108 年收據張數 224 萬餘張，較 107 年減少 6 萬餘張。
- 2、退費件數約 4,103 件、金額約 518 萬元，退費案件數較 107 年增加 289 件。
- 3、發放薪資計 24 億 9,622 萬餘元，發放人次計約 3 萬 9,690 人次。
- 4、經管不動產計土地（含土地改良物）178 筆、房屋建築及設備 63 棟，較 107 年增加土地改良物 1 筆，主要係南區事務大隊高雄收容所增加停車場 1 座。
- 5、完成財產全面清查作業，計 1 萬 9,836 件，財產總值計 26 億 1,960 萬 8,984 元；完成物品全面清查，計 6 萬 5,627 件。

(四) 國會及新聞業務

1、國會業務

- (1) 受理立法委員及助理請託案件及參加各項會議，全年度計 359 件。
- (2) 受理立法委員及助理諮詢及主動拜會立法委員國會辦公室、黨團，每日約 80 次，全年度約 2 萬餘次。
- (3) 協助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，主動爭取渠等支持完成預算審查及推動法律修正案。

2、新聞業務

(1) 製播《我們一家人》專題電視節目

委託三立電視股份有限公司共同製作《我們一家人》新住民電視節目於三立電視頻道播出，累積播出達 3,945 次，收視達 1 億 2,737 萬 5,952 人次，並推出多種語言（國語、英語、印尼語、泰國語、越南語及柬埔寨語）翻譯版本上傳影音平台，以吸引新住民觀看；本節目於 YouTube 累積觀看達 154 萬 6,978 人次，FaceBook 貼文觸及人數達 226 萬 3,993 人次；另透過節目字卡、文字快訊、及新聞報導方式，露出移民政策及新住民相關輔導措施辦法等宣導事項達 62 次。



《我們一家人》電視節目

(2) 優化「新住民全球新聞網」

「新住民全球新聞網」自 103 年起上線運作，製作中文、英文、越南文、泰文、印尼文等版本之新聞網頁，為新住民提供新聞及生活資訊之整合性入口平臺；另為提供更符合使用者需求之網站介面，採用響應式網頁設計 (RWD) 網站首頁與內頁版型，並持續優化新聞等專區之分類及內容，讓使用者容易找到所需之新聞與服務，提高使用者瀏覽體驗；108 年委託義美聯合電子商務股份有限公司維運，產出新聞 9,788 則，網站瀏覽量達 792 萬 9,243 人次，網站臉書粉絲團 (Taiwan 我來了) 人數 4 萬 6,210 人。



《Taiwan 我來了》臉書粉絲團

(3) 新聞業務辦理情形

為有效行銷本署各項政策措施，讓民眾對推動之政策有感，透過發布新聞、召開記者會、政策投書及媒體專訪等方式，主動說明勤業務具體推動成效及傳達政策核心價值，以提升本署正面形象。

108 年針對上述各項政策措施主動行銷推動成效，新聞發布包含觀宏專案、擴大逾期停 (居) 留外來人口自行到案專案、行動服務列車、全國聯合查緝非法外來人口、人口販運國際工作坊、專勤隊破獲案件、國慶花車遊行、新住民座談會

及其他活動辦理等計 110 則，新聞露出數量約 3,000 則；另舉辦記者會 7 場、政策投書 4 則及媒體專訪 8 次。

(五) 文書業務

- 1、本署 108 年公文總收文、發文件數共計 60 萬 3,605 件，其中，總收文量為 50 萬 3,679 件，較 107 年增加 18.06%，發文量為 9 萬 9,926 件，較 107 年增加 7.74%。

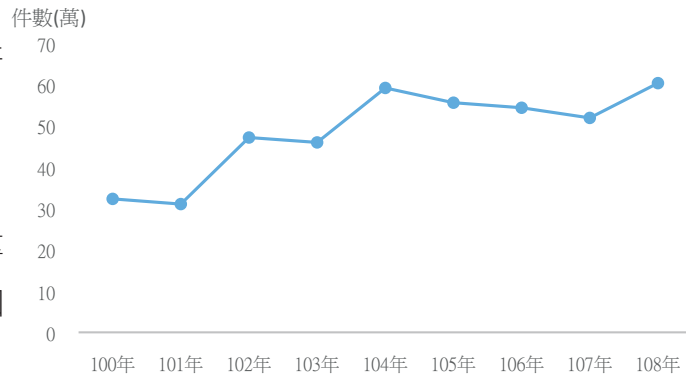


圖 7-4 總收發文件數統計

- 2、公文線上簽核比例為 75.04%，公文電子交換比例為 87.83%，落實推動電子公文節能減紙。
- 3、為強化本署文書作業內控機制，增進同仁公文書處理知能，於 108 年 11 月 27 日辦理公文書作業講習，藉由文書檔案處理規範及相關案例研討，期使本署同仁提升公文撰寫技巧，並遵守文件資料之流程管控機制。

(六) 法制業務

辦理本署各業務單位制(訂)定、修正、解釋法令之審查、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，強化同仁法制素養；另依年度法規整理計畫，定期追蹤管考各業務單位制(訂)定、修正法令進度，辦理情形摘要如下：

1、制(定)修正法令

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，108 年完成制(訂)定、修正之法規命令計 4 案、行政規則計 6 案，總計 10 案，依次臚列如下：

(1) 法規命令

試辦金門馬祖澎湖與大陸地區通航入出境許可證件規費收費標準
 中華民國 108 年 3 月 29 日內政部台內移字第 10809312782 號令修正發布第 3 條條文，自發布日施行。

<p>大陸地區人民來臺從事觀光活動許可辦法 中華民國 108 年 4 月 9 日內政部台內移字第 10809313262 號令、交通部交路字第 10800092031 號令會銜修正發布部分條文，自 108 年 4 月 15 日施行。</p>
<p>大陸地區人民進入臺灣地區許可辦法 中華民國 108 年 7 月 30 日內政部台內移字第 10809324692 號令修正發布全文，自發布日施行。</p>
<p>大陸地區人民在臺灣地區依親居留長期居留或定居許可辦法 中華民國 108 年 10 月 8 日內政部台內移字第 10809331412 號令修正發布部分條文，自發布日施行。</p>

(2) 行政規則

<p>臺灣地區無戶籍國民申請居留案件審查基準 中華民國 108 年 3 月 25 日內政部台內移字第 10809311952 號令修正發布全文，自即日生效。</p>
<p>大陸地區人民申請進入金門馬祖澎湖不予許可期間處理原則 中華民國 108 年 4 月 2 日內政部移民署移署入字第 10800414762 號令訂定發布，自即日生效。</p>
<p>新住民發展基金補助經費申請補助項目及基準 中華民國 108 年 7 月 26 日內政部台內移字第 10809324052 號令修正發布部分規定，自即日生效。</p>
<p>大陸地區人民申請進入臺灣地區不予許可期間處理原則 中華民國 108 年 8 月 1 日內政部台內移字第 10809324822 號令修正發布全文，自即日生效。</p>
<p>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 108 年 8 月 5 日內政部台內移字第 10809324702 號令修正發布第 2 點規定，自即日生效。</p>
<p>新住民發展基金補助作業要點 中華民國 108 年 10 月 21 日內政部台內移字第 10809332662 號令修正發布第 9 點、第 10 點規定，自即日生效。</p>

2、建立法規及行政規則個案檔卷

配合法令制(訂)定、修正，廣續進行法令資料之蒐集彙整，截至108年底止，已完成業管法規及行政規則個案檔卷總計328卷。

五、訓練業務

本署自101年起辦理「公務人員特種考試移民行政考試錄取人員專業訓練」，原受限於人力及物力，二、三等錄取人員專業訓練委託中央警察大學代訓，四等人員則由本署尋覓適當場地自辦訓練，嗣國防部德景營區移撥，104年9月進行整修工程，105年1月1日成立訓練中心，105年1月30日竣工啟用；移民特考專業訓練自105年起(移民班第四期)，全部回歸本署自辦訓練。

108年移民班第七期錄取128人，二等、三等(含中央警察大學國境警察學系民事務組畢業錄取者)、四等結訓學員共計124人，內政部部长徐國勇於108年11月15日蒞臨本署「移民班第七期學員結訓典禮」致詞並期許勉勵學員，移民官除了必須具備司法警察的專業技能、外交官所應有的語文能力外，更要具備擔任文官應有的謙和、客氣與堅定，並且要注意團隊紀律、彼此照顧、真正成為一個團隊。



內政部部长徐國勇與移民班優秀學員合影



**National
Immigration Agency
Ministry of the Interior**

**Annual Report
" 2019**

English Version



Preface by the Minister

In Early 2019, African swine fever was at its peak. The Ministry of the Interior implemented a variety of preventive measures to keep the disease at bay, including designating travelers from high-risk areas for increased scrutiny, and ensuring that new immigrants and travelers alike were aware of disease prevention measures when they entered/exited the country. These measures proved to be effective, as no cases of African swine fever were reported in Taiwan. As the year drew to an end, reports of a severe infectious pneumonia (COVID-19 or the Wuhan coronavirus) began surfacing. In a concerted effort involving multiple public agencies, the Taiwan government took the initiative to devise a plan to counter the then obscure viral pneumonia originating from the city of Wuhan even before it became a global pandemic and before other countries implemented strict border control measures to prevent the spread of the disease. Specific actions taken by the government include compulsory home quarantine for passengers with a travel history to the mainland area (including Hong Kong and Macau), restricting people of the Mainland Area from entering Taiwan, and, as the disease continued to spread across the globe, issuing a worldwide level-3 travel warning, prohibiting all unnecessary international travel, and requiring all passengers entering the country to self-quarantine. The government's preemptive response to the disease has garnered international praise and set an excellent example for other countries to follow in their epidemic prevention efforts.

Fighting a disease is like preparing for war. NIA employees have demonstrated remarkable courage as “front-line soldiers” in safeguarding our borders. On the immigration inspection front line, they were charged with identity verification and passport inspections, while on the administrative front, they integrated the Advance Passenger Information System (APIS) into the National Health Insurance Information System to help medical professionals quickly identify patient travel histories without having to jump through bureaucratic hoops. This synergy between government agencies successfully prevented large-scale local transmission and community spread. The NIA transformed itself from an information saver into an information sharer, and in so doing played an important role in combatting COVID-19 and helping to identify sources of infection.

Indeed, the NIA is committed to maintaining social order, strengthening border control, and implementing policies to create a safe and secure living environment, protect citizens' rights, and provide convenient services to those in need all the time.

In terms of maintaining social order and border control, the NIA actively seeks international cooperation opportunities to promote regional joint defense mechanisms, stop crime at its source, combat international criminal organizations, and keep illegal activities

outside our borders. Internally, the agency has adopted advanced information technologies such as big data analytics and information systems integration to build its third generation automated immigration clearance system as a means of strengthening border control, preventing and detecting criminal activities through a brand new way of thinking, increasing the government's ability to fight crime with technology, and maintaining social order so that citizens can enjoy a high quality of life in a safe environment.

Not only does the NIA care about our citizen's safety, NIA is also working to bring maximum convenience to their lives by providing 24/7 accessible online services such as online arrival cards that can be filled out in advance along with a variety of other cloud-based applications. The agency plans to gradually expand the range of online services to allow travelers to get what they need faster and easier, thus achieving its goal of simplifying administrative procedures and offering convenient services to the general public.

In an era of globalization where interaction between countries has become commonplace, the NIA continues to optimize its policies to attract foreign talent. More specifically, it has relaxed immigration and entry/exit regulations, offered incentives that appeal to foreign professionals, and fostered a friendly environment for foreign workers. As increasing numbers of new immigrants are moving to Taiwan, the government has determined that it must take a more comprehensive approach to help them settle into their new society. Therefore, the NIA organized a number of social integration programs to help new immigrants adapt to life in Taiwan, established a framework for family counseling, and worked to cultivate second-generation immigrants' skills, create a friendly living space, reduce barriers to social integration, develop multicultural talent, and build a truly diverse and inclusive society.

The NIA staff remains committed to serving the public despite the threat posed by COVID-19. It is my honor to work with such excellent immigration officers. I commend them for their unwavering determination to protect Taiwan, and I hope this preface adequately expresses my appreciation for their efforts.



Minister of the Interior

Kuo-Yung Hsu



Preface by the Director-General

The National Immigration Agency (the NIA) functions both as an interior and national security government agency. It secures the border, manages the foreign population, and provides guidance and counseling to help new immigrants integrate into society. The NIA's authority in these areas is indispensable, especially in this era of internationalization and globalization. In 2019 alone, the number of travelers entering and exiting Taiwan reached an all-time high of more than 57,970,000 people. In response to the increased need for immigration inspections, the NIA consolidated its automated immigration clearance system for Taiwan nationals (e-Gates) with its expedited immigration inspection system for foreigners exiting the country (f-Gates) by installing a third-generation automated immigration clearance system at every international airport and seaport across the country. The third-generation e-Gates offer a user-friendly interface and increased ease of use, which significantly shortens the time required to go through immigration. The hard work of our colleagues did not go unnoticed, as feedback from foreign travelers has been overwhelmingly positive. In fact, according to the 2019 Best Airport Immigration Service survey conducted by UK independent market research company Skytrax, Taoyuan International Airport ranked in the top 4 among 550 international airports for the second year in a row.

In addition to safeguarding our country's borders, the NIA continued its commitment to managing Taiwan's foreign population. To promote administrative efficiency and high-visibility enforcement, we launched the Expanded Overstayers Voluntary Departure Program, offering incentives to encourage individuals who overstay their visas to surrender themselves to the government. At the same time, we worked with national security agencies to conduct large scale inspections at venues where illegal immigrants tend to gather. Through demonstrating our determination to enforce the law, we effectively reduced the number of overstaying foreigners. Last year alone, the voluntary departure program processed 26,373 individuals, up 10,962 (171%) from 2018 levels. The number of self-surrendering individuals also increased from 7,562 in 2018 to 17,195, for an increase of 227% in 2019. The results proved to be quite fruitful, as the number of undocumented migrant workers fell under 50,000 to a five-year low of 46,980. Furthermore, we organized five joint detection missions to great success, investigating 2,165 foreigners with expired visas/ARCs, 694 employers of illegal immigrants, and 135 illegal employment brokers. Last but not least, the brand new Kaohsiung Detention Center opened on January 2 of last year to provide detainees with humane treatment and care in accordance with the NIA's four core values—safety, human welfare, convenience, and inclusivity—as arrangements are being made to return them to their home countries.

As to the efforts to help immigrants integrate, the NIA built upon its existing foundation to offer more comprehensive care services to help new immigrants adapt to their lives in Taiwan. In 2019, the Agency held 4 Immigrant Forums to promote immigrant involvement in public affairs, establish a platform for exchanging opinions, and explain how new policies can make their lives easier. These forums were attended by central government officials, representatives of civic organizations, and first- and second-generation new immigrants. Through open discussion, the government provides two-way communication channel for new immigrants to voice their concerns.

As the Minister of the Interior has written so eloquently, the NIA must keep abreast of changing circumstances and seek to better serve the general public, especially during the COVID-19 (Wuhan coronavirus) outbreak. I would like to express my utmost gratitude to my colleagues, who guard our borders night and day to ensure the accuracy of travelers' entry and exit information. The officers who were assigned at the last minute to the first Wuhan charter flight deserve special recognition. They had to wear full-body protective gear (including protective clothing, masks, N95 respirators, and two-ply gloves) and board the plane to verify the identity of the passengers and the validity of their travel documents. Despite the tiring working conditions and physical discomfort caused by the protective gear, they never abandoned their responsibility of ensuring the safety of the country. They are truly the unsung heroes behind the success of Taiwan's disease control measures.

It is my hope that this annual report will serve as an encouragement to my NIA colleagues to keep surpassing themselves and rise to whatever challenges might lie ahead. Finally, despite our best endeavors to keep the report free of mistakes, it is only human to let a few errors slip through. I am sure our observant readers will not hesitate to point them out to us. On behalf of my colleagues, thank you for caring about the NIA and what it stands for.



Director-General of the
National Immigration Agency

Chiu, Feng-Kuang

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Overview

This annual report is a compilation of the National Immigration Agency's major activities in 2019. It is divided into seven chapters which are briefly outlined below.

Chapter I: Border Security and Management

The NIA offers quality services for passengers while maintaining the security of the nation's borders. Some examples of the NIA's services include the third generation automated immigration clearance system (e-Gate), the Advanced Passenger Information System (APIS), the Advanced Passenger Processing system (APP-OUT), the Biometrics Verification System (BVS) for Foreign Visitors, and the Suspicious Passport Comparison System (SPCS). These initiatives have raised the level of border inspections and shall be able to prevent unlawful entry into the country.

Chapter II: Foreign Population Management

The NIA seeks to create a convenient, visitor-friendly environment for foreign residents in Taiwan. It continues to provide a wide range of information services for a streamlined online application experience to replace traditional paper-based processes, uphold the principle of protecting the legal and combating the illegal, strengthen foreign population management, combat illegal immigration, expand the scope of the voluntary departure program for self-reporting visitors with expired visas (the "Expanded Overstayers Voluntary Departure Program"), conduct joint inspections with other government agencies, and prevent human trafficking through identifying and prosecuting offenders, protecting victims, and establishing partnerships.

Chapter III: Care and Counseling for New Immigrants

The NIA has initiated many policies to create an immigrant-friendly environment in Taiwan, including acculturation programs for first- and second-generation new immigrants, organizing the Immigrant Forums, construction of the interpreter database, strategic alliances for cross-boundary cooperation, mobile service buses to remote areas, documentation of the struggles faced by new immigrants, and provision of new immigrant information channels. The objective is to raise the quality of life and improve the ability of new immigrants living in Taiwan.

Chapter IV: Immigration Policy and Immigrant Human Rights

In response to national population policies and trends in the international community,

the NIA has sought to ease relevant restrictions on immigration, create an immigrant-friendly environment, and help the nation attract and retain talented people. Furthermore, in keeping with the spirit of the International Covenant on Civil and Political Rights and the International Covenant on Economic, Social and Cultural Rights, the Agency is working to reduce the number of detainees, expedite the repatriation process, and minimize the number of days illegal immigrants are kept in custody to safeguard their human rights.

Chapter V: Cross-Strait Exchanges

To facilitate cross-strait exchanges, the laws have been consolidated, streamlined, and simplified. Efforts have also been made to improve the quality of tourist and business activities, upgrade service efficacy, balance security and management, and promote the nation's competitiveness.

Chapter VI: Cooperation in International Affairs

The NIA seeks to reinforce international cooperative relations under the principles of equality and reciprocity to crack down on transnational crime and guarantee immigrants' rights. The Agency takes an active stance in promoting the mutual use of automated immigration clearance systems with other countries as well as in participating in international conferences on immigration affairs. It also provides assistance for expatriates who have travel or residency issues, from both countries with or without bilateral agreements, as well as emergency aid.

Chapter VII: Administrative Affairs

The NIA has four offices—the Personnel Office, the Budget, Accounting and Statistics Office, the Civil Service Ethics Office, and the Secretariat—and the NIA Training Center. The Personnel Office handles personnel appointments and dismissals, evaluation and training, and retirement and other benefits. The Budget, Accounting and Statistics Office is in charge of budget preparation, auditing and internal controls. The Civil Service Ethics Office is responsible for promoting probity of the Agency's internal and external governance and carrying out transparent and clean governance work. The Secretariat assists agency personnel in general affairs, with sections dedicated to logistics; public relations; media operations; editing and archiving; documentation; legal affairs; and receipts and expenditures. The NIA Training Center oversees the eight-month professional development training program for personnel admitted through the immigration affairs special examination.

Chapter I. Border Security and Management

The number of visitors to Taiwan continues to reach record high levels each year. This, coupled with the government’s New Southbound Policy, has led to extensive growth in the number of visa-free travelers from Southeast Asia. To ensure border security while providing quality service, the National Immigration Agency (NIA) has implemented an automated immigration clearance system and optimized the equipment to provide passengers with a comfortable and secure environment for immigration clearance. The NIA has also strengthened border security by increasing travel document verification proficiency through international cooperation, with the aim of keeping illegal activities outside our borders.

1. Reducing Immigration Clearance Time and Optimizing Convenience of Services

(1) Continuing the implementation of automated immigration clearance systems

The number of entries and exits in 2019 was 57,973,588, an increase of 2,709,891, or nearly 5%, over 2018 levels (55,263,697).

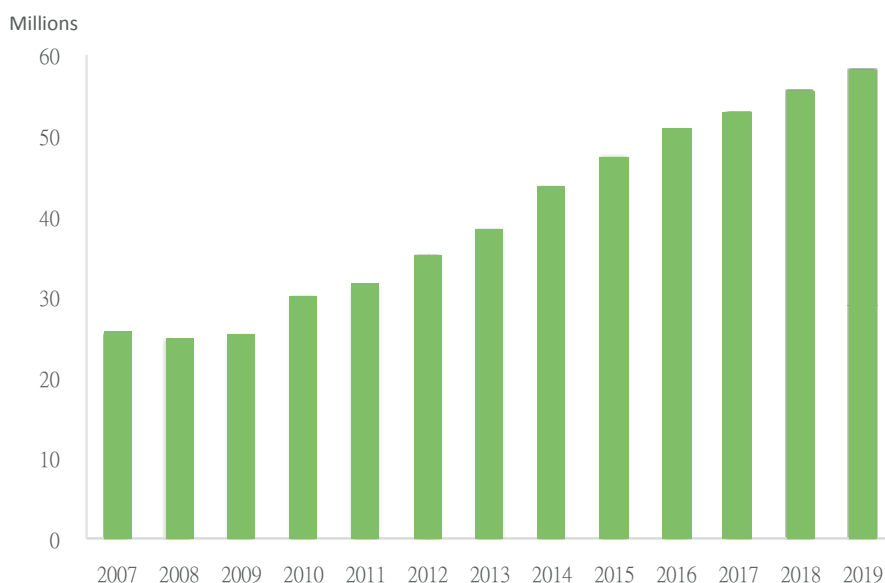


Figure 1-1 Number of annual entries and exits over the years

In the face of rising tourist numbers, the NIA is expanding the automated immigration clearance system to allow travelers to enter and exit the country with ease, which in turn improves border security management and service efficiency. The first e-Gate automated immigration clearance system was launched at Kinmen's Shuitou Port on March 29, 2011. After a trial run, the system was rolled out at Taipei Songshan Airport, Taoyuan International Airport, Taichung International Airport, and Kaohsiung International Airport. As of 2019, 66 e-Gates had been installed at international airports and ports of entry/exit, offering Taiwanese citizens greater convenience.

To encourage the use of e-Gates, the NIA provides dedicated e-Gate enrollment service counters at the Taipei City Service Center, Taichung City First Service Center, Hualien County Service Center, Chiayi City Service Center, Kaohsiung City First Service Center, and the service counter on the first floor of the Ministry of Foreign Affairs' Bureau of Consular Affairs (1st Floor, North Tower, Joint Central Government Office Building), in addition to the enrollment services provided at airports. Citizens can visit the nearest location to register for the service. As of the end of 2019, the cumulative number of registered users stands at 7,363,516, and the cumulative number of entries/exits via e-Gates stands at 95,123,908.

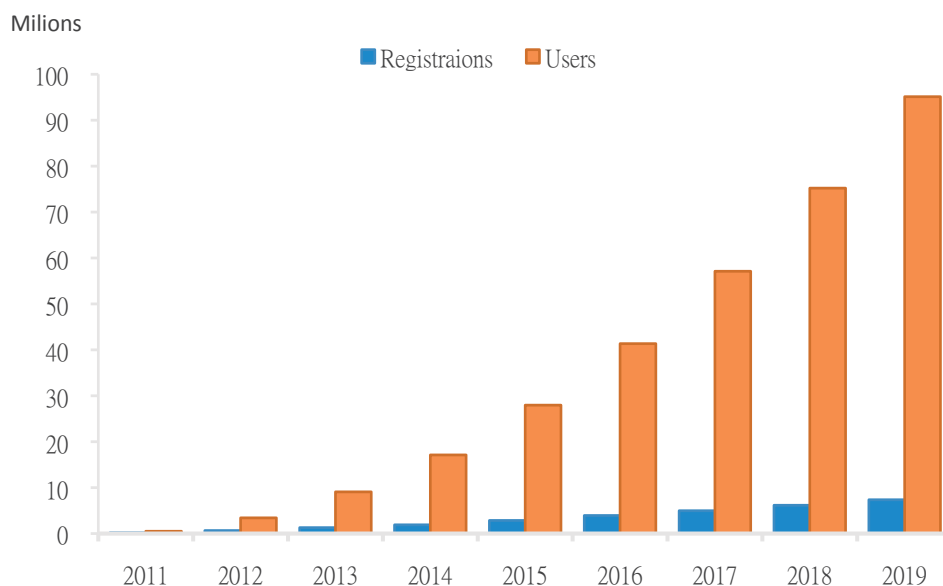


Figure 1-2 Number of e-Gate registrations and users

(2) f-Gates: expedited immigration inspections for foreign visitors exiting Taiwan

In order to bring the convenience of e-Gates to foreign visitors, the NIA has installed 10 expedited inspection gates (known as f-Gates) which feature the same

automated inspection technology for foreign visitors exiting Taiwan at Kaohsiung International Airport and Terminal 1 of Taoyuan International Airport. As of the end of 2019, 5,460,601 foreigners have used the f-Gates.



The f-Gates

(3) Third-generation automated immigration clearance system

To provide a unified entry/exit experience for citizens and foreign visitors alike, the NIA introduced the third-generation automated immigration clearance system, which integrates the functions of e-Gates and f-Gates, to airports and harbors across the country. These gates can interact with travelers in 40 languages, automatically selecting the appropriate language based on the scanned passport. They are capable of facial recognition, which significantly increases their ease of use and the overall efficiency of immigration clearance. As of 2019, 34 third-generation e-Gates had been



The third-generation e-Gates at Taoyuan International Airport

put in service at various airports and harbors including the West Passenger Terminal of the Port of Keelung, Taipei Songshan Airport, Taoyuan International Airport, and Kaohsiung International Airport.

(4) Immigration preclearance services for cruise ship passengers

Cruise tourism has gained in popularity in recent years, with the number of cruise passengers entering Taiwan consistently breaking records. To facilitate immigration clearance, the NIA offers immigration preclearance services by sending immigration officers aboard cruise ships at the port of call directly preceding arrival in Taiwan to handle document inspections and security checks for passengers while the ship is on the high seas, simultaneously attending to both passenger convenience and border safety and management. In 2019 alone, 238,492 cruise passengers entered Taiwan. The cruise ship Majestic Princess, which docked at the Port of Keelung on July 11, 2019, brought 8,773 visitors to Taiwan, breaking the local record for the highest number of visitor entries from a single cruise.

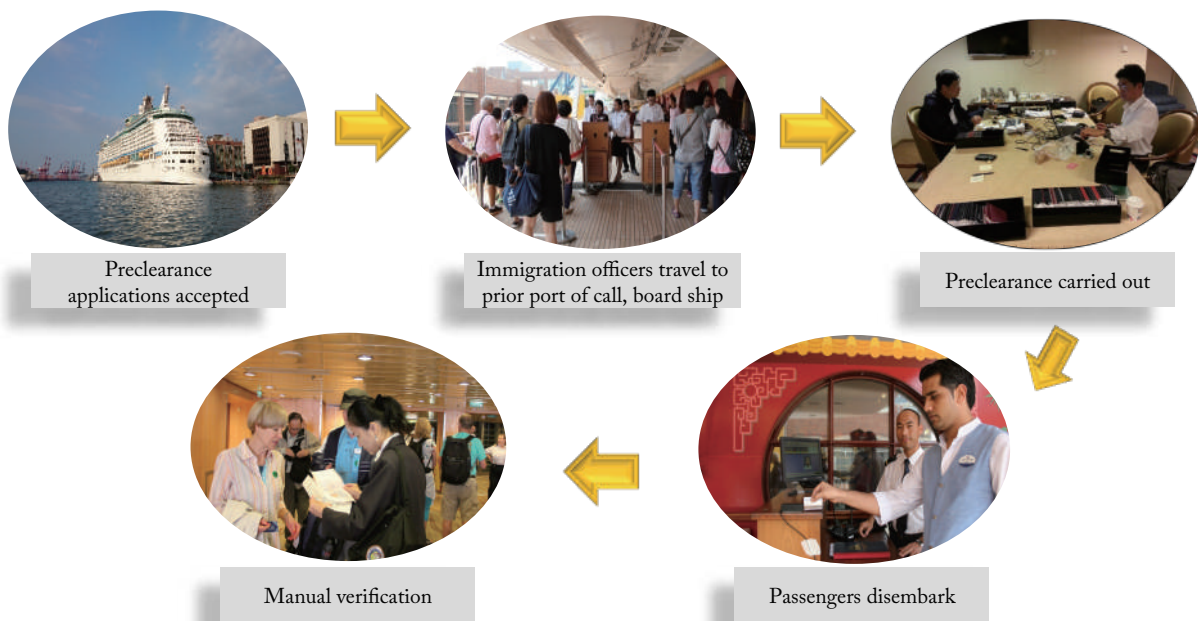


Figure 1-3 Preclearance procedures for cruise ship passengers



Figure 1-4 Map of cruise ship preclearance inspection paths in 2019

(5) Offering convenient, visitor-friendly immigration services

To provide passengers with convenient immigration services, the NIA takes the needs of all passengers into account by offering special service counters for passengers with mobility issues or strollers, APEC Business Travel Card holders, frequent visitors (expedited immigration clearance counters), Academic and Business Travel Card holders, Employment Gold Card holders, and accompanying minor children at automated immigration clearance.



Express counters for APEC Business Travel Card holders and passengers using wheelchairs or traveling with baby strollers

The excellent quality of the NIA's service has time and again received praise from passengers from all over the world. Taoyuan International Airport ranked No. 4 out of 550 international airports on the 2019 World's Best Airport Immigration Service Survey published by British independent nonprofit survey organization Skytrax, trailing only behind Hong Kong International Airport, Tokyo Narita Airport, and Tokyo Haneda Airport and pulling ahead of South Korea's Incheon International Airport (No. 5) and Singapore's Changi Airport (No. 7).

(6) Offering online completion of immigration arrival cards

As part of NIA's digitalization efforts to provide convenient services to the general public, since July 1, 2015, foreign visitors have been able to fill in their immigration arrival cards online prior to entering the country. Furthermore, the Online Travel Authorization Certificate Application System for citizens of Southeast Asia (India, Vietnam, Indonesia, Myanmar, Cambodia, and Lao) traveling to Taiwan has been combined with the online arrival card service. Visitors who have completed the online application are not required to fill out the traditional paper arrival cards when they arrived in the country. NIA statistics show that the number of visitors using this service rose from 21,274 in 2015 to 701,130 in 2019.

Electronic services—online arrival card submissions

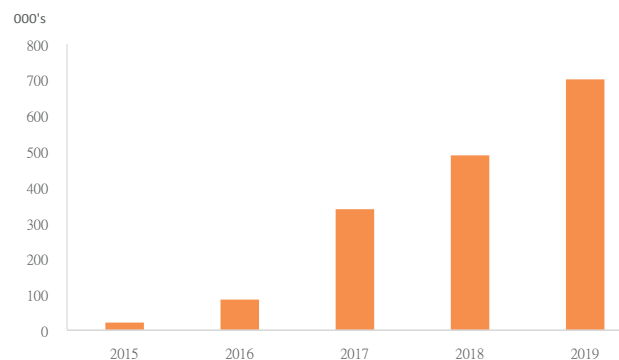


Figure 1-5 Number of online arrival card registrations

(7) Incorporating cloud services into the core entry/exit system

To improve system stability and prepare for future increases in passenger numbers and business growth, the NIA moved the e-Gate automated immigration clearance system to a cloud computing environment in 2018. The Agency is currently rolling out a cloud-based emergency immigration clearance system to major ports of entry. As of December 12, 2019, onsite testing had been conducted at Taipei Songshan Airport, Kaohsiung International Airport, Taichung International Airport, Kinmen's Shuitou Port, and Taoyuan International Airport. The Advanced Passenger Information

System was also reintroduced as a cloud-based service in June 2019 to enhance the capabilities of border inspection and security control.

(8) Promoting real-time entry/exit information disclosure

In keeping with government policy regarding information transparency, the NIA made data related to 11 major ports of entry in Taiwan public for real-time access by the end of 2019. The Data.gov.tw website provides data projections for entries and exits at Taipei Songshan Airport, Taoyuan International Airport, Taichung International Airport, Kaohsiung International Airport, Matsu Port, Kinmen Port, Keelung Port, Taipei Port, Taichung Port, Hualien Port, and Kaohsiung Port.



DATA.GOV.TW—projections for entries/exits at Kinmen Port

2. Using Information Technology and Strengthening Border Security

(1) Promoting the Biometrics Verification System for Foreign Visitors

The NIA formally launched the Biometrics Verification System for Foreign Visitors at every port of entry on August 1, 2015. Foreign visitors will now have their biometric data (fingerprints) collected for identity verification. This is to prevent illegal immigrants from entering the country with forged passports or identity documents that have been tampered with, thereby improving overall border security while ensuring convenience for passengers. As of the end of 2019, the system has collected 35,031,479 fingerprints and compared 53,065,966 records.



Collection of a foreign visitor's biometric data upon entry

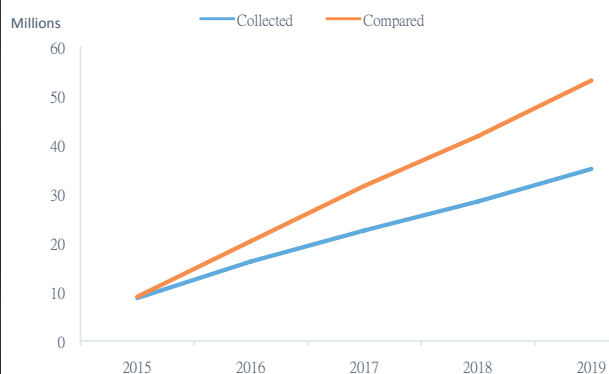


Figure 1-6 Number of foreign visitors whose biometric data were collected and compared

(2) Using the Advanced Passenger Processing System and Advanced Passenger Information System

The NIA established the Outbound Advanced Passenger Processing system (APP-OUT) in 2013. The system allows for real-time information exchange to prevent passengers on watch lists from acquiring boarding passes, thereby effectively averting crimes. To strengthen measures for border security and passenger management, the NIA also established the Inbound Advanced Passenger Processing (APP-IN) system in 2017. The Advanced Passenger Identification System (APIS) screens arriving, departing, and transiting passengers to pinpoint high-risk passengers in advance, thus ensuring passenger management and flight security.

(3) Establishing the Assistive Identity Verification System

Planning for the Assistive Identity Verification System began in 2019. The system complements the NIA's existing applications for identity verification and watchlist screening. Surveillance cameras were installed at major ports of entry to capture video images of passengers. When a person of interest on the government watchlist is identified, the system issues a preemptive alert to security staff for enhanced monitoring. In addition, to prevent criminals from attempting entry, automated illegal entry detection equipment can detect passengers who try to enter the country through closed immigration inspection counters or who loiter in the vicinity of such counters. Once the system spots such persons, security staff is alerted to the situation with footage of the passenger, allowing them to take immediate action to prevent illegal entry.

3. Improving Inspections of Travel Documents

(1) The Border Management Seminar

The 2019 Border Management Seminar was held on September 26, 2019 at Hotel Novotel Taipei Taoyuan International Airport. Interior Minister Hsu Kuo-yung arrived in person to give the opening address and host the Official Launch of the mutual use of automated immigration clearance for Italian and R.O.C e-passport holders. Nine speakers were invited to the seminar to give talks on three major topics: *International Cooperation in Border Enforcement*, *Security Mechanisms in Border Management*, and *Technological Applications in Border Management*. The seminar provided a platform for international exchange and an opportunity for Taiwan to learn from developed countries and their border management efforts. The ultimate goal is to increase the quality and efficiency of border inspection services and safeguard national

security by combating illegal immigration and cross-border terrorist activities.

The seminar was graced with the presence of immigration officers from 25 countries, including the United States, Canada, Japan, Italy, the United Kingdom, France, the Netherlands, Australia, and South Korea, who were stationed in the ROC or other neighboring countries. The seminar is highly valued by the government, foreign missions in the ROC, and immigration departments around the world. It enhances the NIA's image and strengthens its cooperative relationships with its counterparts in other countries across the globe.



Border Management Seminar 2019

(2) Continued addition of information to the Suspicious Passport Comparison System

The NIA launched the Suspicious Passport Comparison System (SPCS) on January 4, 2016. The system identifies suspicious documents at the border by using samples of passports and travel documents collected from every country to prevent ill-intentioned individuals from entering or exiting the country with fake or altered passports. As of the end of 2019, the database contains samples of passports and travel documents from 204 countries and territories and 1,095 types of passports and travel documents in total.



The Suspicious Passport Comparison System is used to check a problematic passport.

4. Border Enforcement Effectiveness

The NIA's border law enforcement work includes preventing illegal entry into the country; identifying foreigners who have overstayed their visas or residence permits or who have entered the country illegally; and penalizing airlines and shipping companies that have violated passenger regulations. The NIA's major achievements in border enforcement in 2019 are as follows:

- (1) Arrests of 1,313 wanted criminals.
- (2) Prevention of 262 people forbidden from leaving the country from exiting, and of 408 people forbidden from coming into the country from entering.
- (3) Arrests of 17 individuals (including human traffickers) committing passport fraud and/or in possession of fake/forged travel documents while in transit. The arrests are summarized below:
 - i. Arrest of a Sri Lankan national on March 19, 2019 for using an altered Indian passport to transit through Taiwan while illegally immigrating to Canada.
 - ii. Arrest of a Nigerian national on April 3, 2019 for using an altered Maltese passport to transit through Taiwan while illegally immigrating to Canada.
 - iii. Arrest of a Gambian national on April 11, 2019 for using a forged green card to transit through Taiwan while illegally immigrating to Canada.
 - iv. Arrest of a mainland Chinese on April 22, 2019 for using a forged Maple Leaf Card to transit through Taiwan while illegally immigrating to Canada.
 - v. Arrest of a Syrian national on April 28, 2019 for using a forged French passport to transit through Taiwan while illegally immigrating to the Netherlands.
 - vi. Arrest of two Filipino nationals on June 13, 2019 for using altered Schengen visas to transit through Taiwan while illegally immigrating to Spain.
 - vii. Arrest of an Ivorian national on June 22, 2019 for using a forged green card and Canadian travel permit to transit through Taiwan while illegally immigrating to Canada.
 - viii. Arrest of a mainland Chinese on August 28, 2019 for using an altered Hong Kong passport to transit through Taiwan while illegally immigrating to Canada.
 - ix. Arrest of two mainland Chinese on September 6, 2019 for using altered R.O.C. passports to transit through Taiwan while illegally immigrating to the United States.

x. Arrest of two mainland Chinese on September 6, 2019 for using altered R.O.C. passports to transit through Taiwan while illegally immigrating to Canada.

xi. Arrest of a Syrian national on September 20, 2019 for using an altered Spanish passport to transit through Taiwan while illegally immigrating to the Netherlands.

xii. Arrest of a Pakistani national on December 4, 2019 for using an altered U.S. passport to transit through Taiwan while illegally immigrating to Canada.

xiii. Arrest of a mainland Chinese on December 16, 2019 for using an altered Canadian passport to transit through Taiwan while illegally immigrating to Canada.

xiv. Arrest of a Pakistani national on December 25, 2019 for using a forged Bahamian passport to transit through Taiwan while illegally immigrating to Austria.



The Border Affairs Corps apprehending an illegal mainland Chinese immigrant in transit



The Border Affairs Corps apprehending an illegal Pakistani immigrant in transit

- (4) Identification of 355 instances of passport fraud and fake/forged travel documents.
- (5) Conduct of 5,032 border interviews, with 103 travelers denied entry and 26 travelers granted second interviews.
- (6) Discovery of 1,665 violations of passenger regulations by airlines and shipping companies.
- (7) Apprehension and penalties for 4,925 foreigners who overstayed visas or residence permits.
- (8) To keep African swine fever at bay, the NIA repatriated 247 foreign passengers in 2019 who brought pork products to Taiwan illegally and who were not able to pay the associated fine in full.

- (9) Prevention of a cumulative 297,715 people with travel restrictions from entering or exiting the country, including 145,793 ROC (Taiwan) nationals forbidden from exiting the country, 151,742 foreigners forbidden from entering the country, and 180 China/Hong Kong/Macau nationals and ROC (Taiwan) nationals without household registration forbidden from entering the country.

Chapter II. Foreign Population Management

To deal with the trend of increasing transnational migration for purposes of international travel, finance and business, tourism, study, work, and marriage, the National Immigration Agency continues to improve the speed at which applications are processed, whether it is for temporary or permanent residency. In addition, the Agency continuously makes an effort to make more application services available online, replacing traditional paper-based procedures wherever possible. Following its principle of protecting the legal and combating the illegal, the Agency is dedicated to conducting thorough investigations into illegal or fraudulent marital immigration cases. The NIA also works closely with law enforcement from different countries to implement a multilateral security management framework. In addition, the NIA actively integrates resources from different divisions to work towards the prevention of human trafficking. The NIA seeks to completely eradicate human trafficking through preventive measures, the investigation and prosecution of human trafficking cases, victim protection, and the establishment of international partnerships.

1. Implementing Information Systems to Move Operations Online

(1) Promoting cloud-based applications and simplifying the application procedure

The NIA established the Immigrant Information System, a 24/7 application portal to increase the efficiency of the screening and certificate issuance process and provide higher quality services. These services are summarized below:

- i. On March 28, 2017, the Online Application System for Overseas Travelers was made available to Chinese nationals living overseas as well as citizens of Hong Kong and Macau for entry permit applications. As of the end of 2019, a total of 523,499 applications were filed through the system.



Online Application System for Overseas Travelers

- ii. The Foreign Worker Online Application System was formally launched on April 20, 2017 to provide ARC application, extension, and change of information services and is accessible to recruitment agencies and employers of foreign migrant workers. As of the end of 2019, a total of 815,244 applications were processed through the system.
- iii. In July 2017, the NIA introduced a joint online application system for foreign students, overseas Chinese students, and students from mainland China, Hong Kong, and Macau. Eligible students can apply for an eARC, chip-embedded ARC, or for mainland Chinese students, a multiple entry permit. In January 2018, the system began accepting applications from students with R.O.C. citizenship but without a household registration. The system has processed 23,335 applications as of the end of 2019.



Student Online Application System for foreigners, mainland Chinese, citizens of mainland China/Hong Kong/Macau, and R.O.C. citizens without a household registration

(2) Increasing the convenience of the Entry/Exit and Immigration Administration System

To simplify the naturalization process for foreigners, the NIA has established the Alien Resident Certificate (ARC) Information Interface Service in April 2017 to provide the Department of Household Registration, Ministry of the Interior with a way to check the information of applicants' ARCs while handling applications for naturalization. In 2019, a total of 9,164 applications

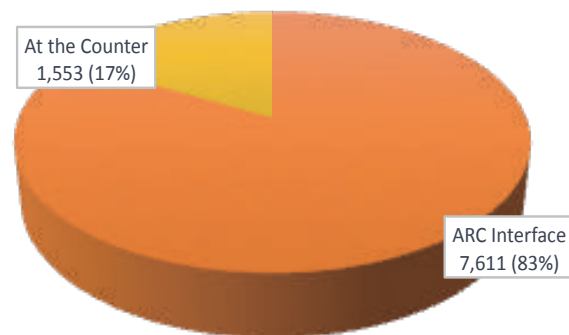


Figure 2-1 Number of ARC applications in 2019

were processed by the Department of Household Registration, among which 1,553 applications were accepted at the counter and 7,611 applications through the ARC Interface, with the latter accounting for 83% of all applications.

In the past, the NIA officers at the service centers had to take a daily inventory of blank reentry permits (affixed with anti-counterfeit labels), which had to be filled out manually before being issued to foreigners. To lessen the workload of the NIA officers and to minimize the likelihood of human error, the NIA updated its internal software on August 29, 2019 to automatically issue A4-sized digital permits which can be printed out and used for immigration clearance purposes by foreigners upon entry. Since the software update, 25,834 applications have been processed as of the end of 2019.

(3) Introducing the Validity Inquiry System for chip-enabled ARC

The Resident Certificate Information Inquiry System allows for quick and easy inquiry of chip-enabled ARC validity by entering the required information printed on the ARC. The webpage adapts to devices of different screen sizes to optimize the viewing experience. A total of 644,962 successful inquiries were made using the system in 2019.



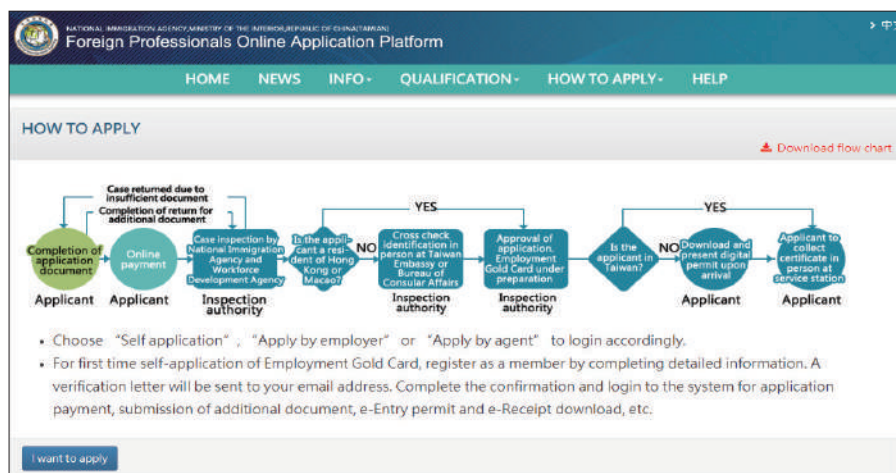
The ARC Information Inquiry System

(4) Promoting Foreign Natural Person Digital Certificate application services

In order to increase the convenience of living in Taiwan and improve accessibility to government services for the foreign population, the NIA began accepting applications for the foreign natural persons digital certificate at its service centers on April 25, 2016. Foreigners with a valid NIA-approved chip-enabled ARC over the age of 18 may visit a service center in person for identity verification, after which they can make payments on the Ministry of the Interior Certificate Authority (MOICA) website using the username indicated on the application form and their ARC number as login credentials. MOICA will mail the foreign natural person digital certificate to the applicant by post. As of the end of 2019, a total of 2,361 applications had been accepted.

(5) Optimizing the Foreign Professionals Online Application Platform

In compliance with the Act for the Recruitment and Employment of Foreign Professionals and Regulations Governing Employment Gold Card Permits for Foreign Special Professionals, the NIA is working to streamline the recruitment of foreign talent to improve Taiwan's competitiveness. In a cross-ministerial collaboration with the Ministry of Foreign Affairs and the Ministry of Labor, the NIA officially launched the Foreign Professionals Online Application Platform on February 8, 2018. The NIA's pioneering four-in-one Employment Gold Card combines visa, work permit, alien resident certificate, and re-entry permit in one single document. Since operations were moved online, users are able to complete the application and review process online. As of the end of 2019, a total of 813 applications have been processed and 546 Employment Gold Cards issued.



The Foreign Professionals Online Application Platform

(6) Accepting multiple payment methods for administrative fees and fines

The NIA accepts a variety of payment methods for its administrative fees and fines. Apart from credit card payments, ATM transfers, and cash payments, we began working with major convenience store chains in 2019 to provide easy and accessible payment services at convenience stores. We also have plans to install credit card readers and mobile payment terminals at 25 service centers and border affairs service counters, which will begin accepting credit cards and contactless smart cards (EasyCard or iPass) in 2020. Furthermore, in keeping with the government's efforts to promote mobile payments, we will be accepting mobile payments through the Taiwan Pay mobile app as well.

(7) Consultation services for online application services

The NIA continues to optimize its Online Application Customer Service Center to provide consultation services for users of various online application or payment services. The center provides services to schools, travel agencies, businesses, organizations, foreigners, and foreign migrant worker recruitment agencies. A total of 56,621 users were provided with online consultation services in 2019.



Consultation services provided by the Online Application Customer Service Center

2. Strengthening Foreign Population Management and Cracking Down on Illegal Activities

The NIA conducts visits and inspections to strengthen foreign population management and to support and strengthen investigations into fraudulent marriages, illegal employment, visa overstays, and activities in violation of the Human Trafficking Prevention Act. This supports the dual goals of eliminating illegal acts by foreign population, unscrupulous businesses, and human trafficking organizations, and providing an understanding of the foreign population's living conditions within a given jurisdiction. Any case with living conditions requiring emergency aid can be immediately referred to the relevant units for assistive actions.

(1) Implementation of in-person visits and interviews

The interview mechanism for mainland Chinese spouses of Taiwan nationals applying to enter Taiwan was implemented on September 1, 2003. The NIA accepts applications for mainland Chinese spouses' entry to Taiwan by first interviewing the Taiwan national. This is followed by an at-the-border interview with the Taiwan national and mainland Chinese spouse upon their arrival at the port of entry. Entry is granted if both parties pass the interview. In the event of a flawed interview that requires confirmation, the case is transferred to a team



An immigration officer conducting an interview

of NIA specialists for a second interview in Taiwan. In 2019, the NIA conducted 7,707 interviews, and rejected 865 applications after the preliminary interview, 103 applications at the border, and 24 applications after the secondary interview.

(2) Increasing the effectiveness of investigations into illegal immigrants

To strengthen foreign population security management, the NIA has carried out joint investigation work with the National Police Agency of the Ministry of the Interior since 2007. Beginning in 2012, it has also collaborated with a number of national security agencies, such as the Military Police Command of the Ministry of National Defense, the Investigation Bureau of the Ministry of Justice, and the Coast Guard Administration of the Ocean Affairs Council (formerly the Coast Guard Administration of the Executive Yuan), in an effort to step up investigations into illegal activities involving undocumented migrant workers in Taiwan. In 2019, the authorities apprehended a total of 23,934 missing migrant workers, a sign of the effectiveness of these investigations.

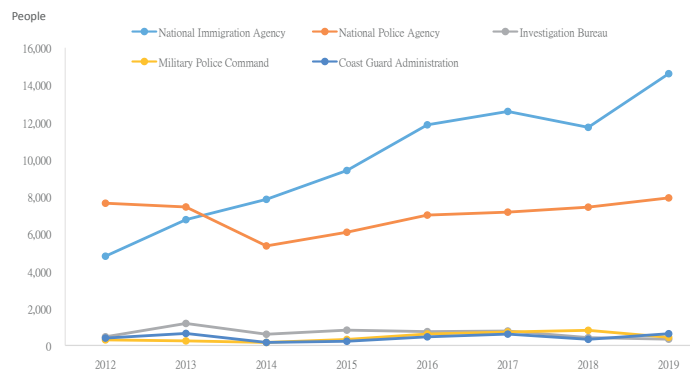
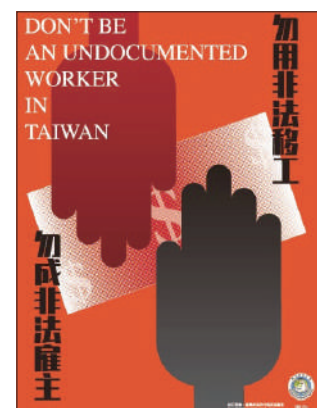


Figure 2-2 Number of undocumented migrant workers detained by national security agencies

To effectively reduce the number of visitors who overstay their visas, the NIA has expanded the scope of the Voluntary Departure Program for self-reporting foreigners with an expired visa (the “Expanded Overstayers Voluntary Departure Program”). In 2019, the Agency processed 26,373 expired visas, up 171% percent from 10,962 in 2018. Of these, 17,195 foreigners surrendered themselves to the authorities in 2019, up 227% from 7,562 in the previous year. The results proved to be quite fruitful, as the number of undocumented migrant workers fell under 50,000 to a five-year low of 46,980.



Posters encouraging foreigners with expired visas to surrender to the authorities

The NIA has also been working to improve the transparency of its law enforcement efforts. In 2019, the Agency brigades stationed across all counties

and cities as well as national security agencies to crack down on venues where illegal immigrants tend to gather. We organized five joint detection missions and apprehended 2,165 foreigners with expired visas/ARCs, 694 employers of illegal immigrants, and 135 illegal employment agents. With these significant results, the NIA is demonstrating its commitment to enforcing immigration regulations.

3. Preventing Human Trafficking

The government launched the Human Trafficking Prevention Action Plan in November 2006 and established the Executive Yuan's Coordination Conference for Prevention of Human Trafficking in 2007 to consolidate resources from different departments. The NIA is responsible for implementing human trafficking prevention measures and related administrative duties. The Human Trafficking Prevention Act, promulgated and implemented in June 2009, helped lay the foundations of human trafficking prevention measures in Taiwan.

(1) Ten consecutive years of Tier 1 ranking in the Trafficking in Persons Report

On June 20, 2019, the US Department of State announced the results of the 2019 Trafficking in Persons Report (TIP). Among the 187 countries (regions) that were evaluated, Taiwan has been ranked as Tier 1 country for ten consecutive years, showing that Taiwan's overall performance in human trafficking prevention continues to gain international recognition.

(2) Continued implementation of the 4Ps of human trafficking prevention

i. Prosecution

The various prosecution and judicial law enforcement agencies have designated units responsible for planning the investigation and prosecution of human trafficking. In 2019, the judicial law enforcement agencies investigated a total of 143 human trafficking cases, of which 32 were cases of labor exploitation and 111 were cases of sexual exploitation. Local

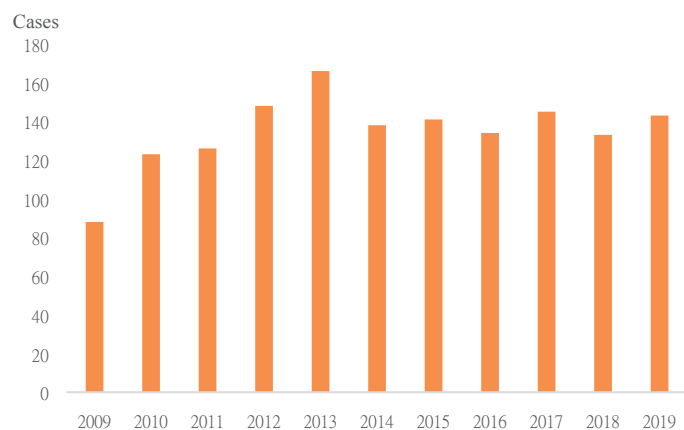


Figure 2-3 Number of human trafficking cases

district prosecutors prosecuted a total of 71 cases of human trafficking involving 122 defendants.

ii. Protection

(i) Placement and Protective Services for Victims

A. Cross-border human trafficking victims: In conjunction with the Ministry of Labor and private organizations, the NIA has set up 23 shelters for the placement and protection of cross-border human trafficking victims in Northern, Central, Southern, and Eastern Taiwan, of which two are privately-owned shelters. In 2019 alone, 92 new victims received placements in these shelters.

B. Domestic human trafficking victims: Placement for domestic human trafficking victims is arranged by local social affairs organizations and non-governmental organizations (NGO). Among cases of human trafficking investigated and prosecuted in 2019, 21 victims were Taiwan nationals aged over 18. Six of these victims received placements through a local social welfare organization. The remaining 15 victims were unwilling to accept placements. There were 71 sex trafficking cases involving 107 victims who were Taiwan nationals under the age of 18, of whom 63 received placements through local social welfare organizations and the remaining 44 either returned to their homes, received placements through the NIA, or were picked up by their parents.

(ii) In order to thoroughly screen suspected human trafficking victims for the purpose of providing proper placement and protection, a formalized set of procedures for detention centers to report suspected human trafficking victims has been implemented for screening and classifying detainees. A total of 13 detainees were reclassified as human trafficking victims in 2019; they were transferred from the detention centers to other protective placements.

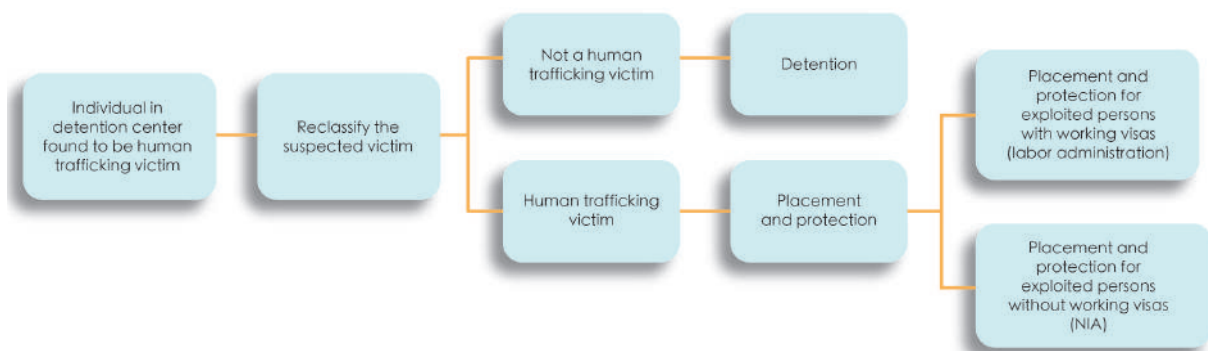


Figure 2-4 Procedures for Detention Centers to Report Suspected Human Trafficking Victims

- (iii) Temporary residence and work permits are issued to human trafficking victims to help them rebuild their lives. A total of 56 temporary residence permits were issued in 2019, and 107 applications for temporary residence permit extension were approved.
- (iv) To implement protections during the investigative process, the judicial police authorities are required to provide interpretation services and make arrangements for accompaniment during interviews with human trafficking victims. In 2019, interpretation services were provided to 324 people, and accompaniment was provided to 194 people.

iii. Prevention

- (i) Human trafficking prevention education, training, and awareness-raising

For the 2019 International Workshop on Combating Human Trafficking, the NIA released a conference handbook and a variety of promotional giveaways. The agency also held two online training seminars on human trafficking prevention (one focusing on basic training and the other covering advanced topics) as well as an international workshop. Advertisements promoting public awareness of human trafficking prevention were displayed at Taoyuan International Airport. Furthermore, the Agency printed 10,000 packs of travel-size tissues with public service messages attached and also worked in conjunction with Taipei Songshan International Airport to broadcast the animated promotional short *The End of the Bad Wolves*. The short film was shown at airport terminals 176,030 times.



The 2019 Seminar on Human Trafficking Prevention—Basic Training

- (ii) Performance review of municipal and county/city governments in human trafficking prevention

To emphasize and strengthen human trafficking prevention efforts by municipal and county/city governments, experts and scholars together with representatives from the Ministry of Labor, the National Police Agency of the Ministry of the



Awarding of the 2019 Human Trafficking Prevention Outstanding Performance Awards

Interior, and the NIA conducted field assessments of 12 municipal and county/city governments including the Taipei City Government from April 9 to May 30, 2019. The governments of Changhua County, Taichung City, Chiayi City, New Taipei City, and Pingtung County were publicly commended for their outstanding performance in 2019 by the Ministry of the Interior on September 19, 2019.

iv. Partnership

The 2019 International Workshop on Combating Human Trafficking was held from July 25 to July 26, 2019. It was attended by Vice President Chen Chien-jen, American Institute in Taiwan (AIT) Deputy Director Raymond Greene, and Minister of the Interior Hsu Kuo-yung as well as experts, scholars, and representatives from a variety of local and overseas organizations. 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.



The 2019 International Workshop on Combating Human Trafficking

Chapter III. Care and Counseling for New Immigrants

As of the end of 2019 the number of new immigrants in Taiwan stands at 557,450. In response, the NIA has implemented a wide range of care and service measures for new immigrants to assist foreign and mainland Chinese spouses in adapting to the life in Taiwan and utilizing the advantages of their cultural diversity to increase Taiwan's competitiveness. By focusing on eight key points of adjustment counseling—medical and pre- and post-natal care, employment rights, cultural education, parenting assistance, personal safety protections, legal system improvements, and awareness raising campaigns—the lives of new immigrants in Taiwan can be improved and Taiwan's human resources can also be strengthened.

1. A Helping Hand: Care and Counseling Services for New Immigrants

(1) Convening the Executive Yuan's Immigrant Affairs Coordination Committee

To ensure the rights of new immigrants, the Executive Yuan approved the establishment of the Immigration Affairs Coordination Board on June 16, 2015. A meeting is convened every six months, and important issues related to new immigrants are raised to the Executive Yuan level. Services for new immigrants have been improved by adopting a cross-ministerial model. The board is headed by a minister without portfolio while a deputy minister of the Ministry of the Interior serves as the vice chair; the NIA's director-general serves as the executive secretary. Currently, there are 31 members on the board, including fourteen deputy ministers of concerned ministries and councils, 6 deputy chiefs of municipalities and counties/cities, and 10 scholars, specialists, or representatives from social groups.

(2) Cultivating the advantages of diversity in new immigrants and their children

The NIA initiated several projects in 2019 to develop the strengths of new immigrant communities and create a friendly environment that allows new immigrants and their children to use their language and cultural diversity as an

advantage and adapt to life in Taiwan, with the aim of cultivating immigrant children as international talent for a southbound future and creating a harmonious, flourishing society. Achievements in 2019 are outlined below:

i. Cultivation Program for First- and Second-Generation New Immigrants – Living and Learning Abroad Experience

To celebrate new immigrants' native languages and diverse cultural backgrounds, the Living and Learning Abroad Cultivation Program arranges for children of new immigrants to return to their parents' country of birth during summer vacations. There, they can experience family life, practice their mother tongue, and engage in cultural exchanges to broaden their horizons. The program is divided into four types of group: family groups, parent-teacher groups, social services groups, and the peer interest groups. A total of 207 participants took part in the program during the 2019 summer vacation.



The 2019 Cultivation Program Presentation Ceremony

ii. Nova Training Camp for Children of New Immigrants

The Nova Training Camp for Children of New Immigrants was held between July 15 and 19, 2019 at the Chientan Youth Activity Center. Courses included career exploration, international workplace environment development, corporate visits, and presentations. The program helped children of new immigrants understand their own possibilities and the future job market, and helped develop the talents of the international community for the future of the country. The camp was attended by 60 participants.



The 2019 Nova Training Camp for Children of Immigrants

iii. Dream-Building Program for New Immigrants and their Children

The Dream-Building Program for New Immigrants and their Children helps

new immigrants and their children accomplish their dreams. The candidates exhibited their vitality and passion for life as well as their devotion and desire to contribute to their families during the dream-building process. In 2019, the program helped a total of 25 teams fulfill their dreams.



The 2019 Dream-Building Program for New Immigrants and their Children

iv. Empowerment and scholarships for new immigrants and their children

The scholarships provide care and support in the form of an award to immigrants in Taiwan who demonstrate outstanding performance in the face of straitened conditions. It provides an incentive for them to work hard, helps reduce the family burden, and cultivates talent for the country. In 2019, a total amount of NT\$ 25,561,000 in scholarship money was issued to 6,190 recipients.

(3) Providing guidance on cultural adaptation for new immigrants

The NIA launched the Mid- to Long-Term Adaptation Assistance Plan for New Immigrants to help them adapt to the lifestyle and living environment in Taiwan while retaining their own cultural identity to create a culturally diverse society. In 2019, a total of NT\$2,242,000 was appropriated for the 22 municipal and county/city governments in the country to conduct 87 cultural adaptation courses, 2 seed workshops, 18 multicultural activities, and 38 lifestyle adaptation advocacy events. A total of 20,563 new immigrants attended these classes and activities.

(4) Increasing the effectiveness of the New Immigrant Development Fund

To help new immigrants adapt to Taiwanese society, the NIA continues to implement new immigrant care measures to help these new members of our society become a fresh source of empowerment for the nation. The Agency established the Foreign Spouse Care and Assistance Fund in 2005 to facilitate intercultural exchanges. In 2016, the fund was renamed the New Immigrant Development Fund. The Fund has a NT\$ 300 million annual budget. In 2019, 238 applications were approved and a total of NT\$ 388,483,115 in subsidies was granted.

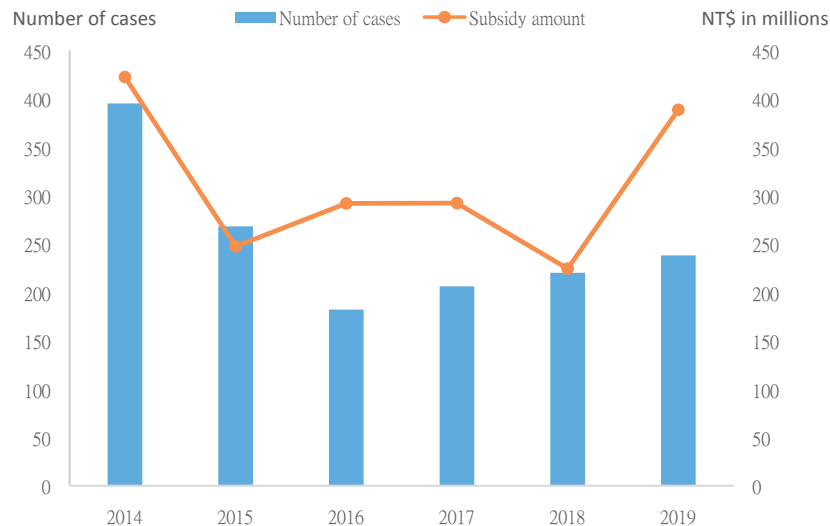


Figure 3-1 The number of cases and subsidy amount funded by the New Immigrant Development Fund

In 2019, the New Immigrant Development Fund was used to fund the Diverse Culture Promotion and Awareness-Raising Program. The status of the program is detailed below. Details regarding dates, promotional media, publication/broadcast times, number of publications/broadcasts, total expenses, and broadcasting channels for the promotional projects are listed on the NIA website and the Immigrant Empowerment and Development Information Network website.

Table 3-1 Funding status of the Diverse Culture Promotion and Awareness-Raising Program in 2019

Item	Applying organization (department)	Project title	Description	Promotional medium
1	Juridical Association for the Development of Women's Rights in Pingtung	The "Nanyang A-Kao International Family—You Are Not Alone" Special International Issue, 6th Anniversary Project	Nanyang A-Kao International Family—You Are Not Alone Special International Issue	Physical publication
2	Kaohsiung City Christian Family Service Association	Publication project for the 2019 "Big Family of the South" Quarterly	Big Family of the South Quarterly	Physical publication
3	Penghu County Government	Project to compile a New Immigrant care & counseling publication in 2019	New Aura of Penghu Islands—New Immigrant Semiannual Magazine	Physical publication
4	Tainan City Government Public Health Bureau	Multilingual children's book on oral hygiene and eye care	Picture Books <i>There Will Be No Next Time and A Pair of Eyes That See Thousands of Miles</i>	Picture book

5	Kaohsiung City Christian Family service Association	<i>Families United by Love</i> Radio Program Project, 2019	Radio program <i>Families United by Love</i>	Radio broadcast
6	Health Media Industry Foundation	<i>Diverse Cultures of Love</i> —New Immigrant Radio Program Promotion Project in 2019	Radio program <i>Diverse Cultures of Love</i>	Radio broadcast
7	Chinese Association for Foreign Spouses & Laborers	2019 subsidy application for the Formosa Radio national awareness-raising radio program	National radio program <i>Formosa Radio</i>	Radio broadcast
8	National Immigration Agency, Ministry of the Interior	New Immigrant Information Promotional TV Program Production (2019 season)	TV program <i>We Are Family</i>	Television
9	National Immigration Agency, Ministry of the Interior	Maintenance of New Immigrant News Portal in 2019	The Global News Website for New Immigrants	Website
Total			NT\$51,173,340	

(5) Promoting primary interview services and family education advocacy for marital migrants

To improve guidance for new immigrants, when they visit NIA service centers to apply for resident certificates or other documents after entering Taiwan for the first time, immigration counselors interview them, tell them about regulations for foreign residents in Taiwan and provide the necessary information. A total of 10,392 new immigrants were interviewed in 2019. 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. In 2019, 334 sessions were held, attracting a total of 8,187 attendees.



Family education activity for new immigrant families

(6) Optimizing the New Immigrant Care and Services Network

A New Immigrant Care and Services Network was set up for each of the 22 municipalities and counties/cities in the country. Every 6 months, central government agencies and the civil affairs, social affairs, education, labor affairs, and health authorities of each jurisdiction, as well as private organizations, local service centers for families with new immigrants, and community service offices for foreign spouses, meet to examine issues concerning new immigrants. The central and local immigrant assistance networks and corresponding resources coordinate their work through presentations of special reports and discussion of individual cases. Twenty-two meetings were held in 2019.

(7) Information and counseling service channels

To prevent new immigrants from being unable to use the assistance system due to language barriers and to offer convenient counseling services regarding daily life needs and ease adaptation for foreigners, the NIA set up the free 24/7 Foreigner Information and Counseling Service Hotline (0800-024-111). The hotline service is available in Mandarin Chinese, English, Japanese, Vietnamese, Indonesian, Thai, and Cambodian. Callers can find answers to questions about visas, residency, entry and exit procedures, work, taxes, National Health Insurance, transportation, medical care, personal safety, child-rearing, traffic information, social welfare, legal affairs, family relations, and other life issues. A total of 38,320 calls were received in 2019.

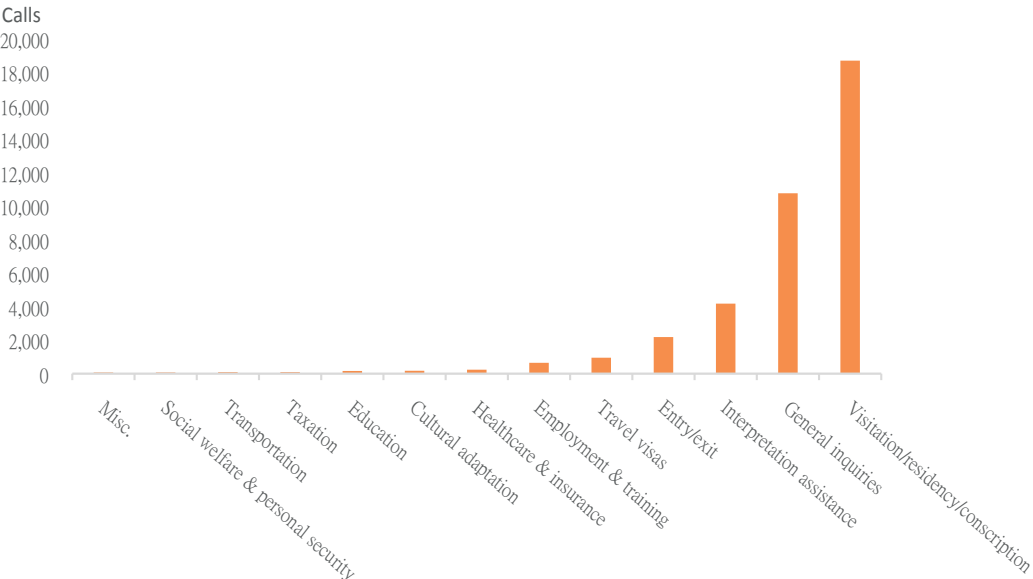


Figure 3-2 Number of calls made to the Foreigner Information and Counseling Service Hotline and the category of the service requested in 2019

(8) Optimizing the New Immigrant Empowerment and Development Information Network

The NIA has set up an official website called the Immigrant Empowerment and Development Information Network (<http://ifi.immigration.gov.tw>) that consolidates the resources of different ministries and councils to provide comprehensive protection of the rights and interests of Taiwan's new immigrants. The website is available in seven languages, namely Chinese, English, Vietnamese, Thai, Indonesian, Burmese, and Cambodian. An official Line account (ID: @iftw) has also been set up to provide new immigrant families and Taiwan nationals with information regarding the welfare and rights offered to new immigrants by various national government agencies as well as municipal and county/city governments. The website recorded 669,652 page views in 2019.

(9) Organizing the New Immigrant Forums

To encourage civic participation and exchanges between government agencies and the public as well as provide immigrants with more convenient services, the NIA organized four New Immigrant Forums (on October 18, 20, and 27, and November 10, 2019) as a platform for face-to-face communication between stakeholders.



Photo taken at the New Immigrant Forum in 2019

These forums were attended by central government officials, representatives of civic organizations, and new immigrants and their children. Through open discussion, the government provided a two-way communication channel that allowed new immigrants to voice their concerns.

(10) Optimizing the Interpreter Database

The NIA set up the Interpreter Database in 2009 to provide interpreting services to protect the rights and interests of new immigrants and encourage them to participate in public affairs. As of the end of 2019, 1,800 interpreters were available to provide interpreting services in 23 languages including Vietnamese, English,

Indonesian, Thai, Burmese, Filipino, Japanese, and Cambodian. These interpreters also provide services in the following 10 areas: immigration counseling, home visits, comprehensive social welfare, medical care, employment counseling, prevention of domestic violence and sexual assault, accompaniment for court appearances and police interviews, and other police-related services.



Training and education of volunteers and interpreters

(11) Managing cross-border matchmaking services

To promote non-profit cross-border matchmaking services and prevent the commercialization of cross-border matchmaking, the NIA had approved 33 associations to engage in these services as of the end of 2019. To further improve these associations' competence and the quality of these matchmaking associations, and to strengthen their social responsibility, the NIA performed service quality evaluations and operational training on 32 associations in 2019. Furthermore, the NIA's Cross-border Matchmaking Administration and Review Board reviewed and imposed sanctions on illegal cross-border matchmaking cases in 2019. A total of NT\$ 6.43 million in fines were imposed on 61 cases.

(12) Strengthening the management of immigration consultancy services

As most Taiwan nationals who intend to emigrate overseas choose to commission immigration consultancy services, the NIA has continued to strengthen its oversight of immigration consultancy services and stop illegal operations, while in turn protecting consumer rights. As of the end of 2019, 119 immigration consultancies were granted approval by the NIA and received registration certificates. The NIA's Immigration Consultancy Administration and Review Board has also reviewed and imposed sanctions on cases of illegal immigration consultancy services. In 2019, a total of NT\$ 400,000 in fines were imposed on two cases.

(13) Promoting the New Immigrant Digital Equal Opportunity Project

Mobile computer classrooms visited each service location to provide new immigrants in rural areas and their children with IT courses. The project included

both brick-and-mortar training and digital learning sessions. A total of 425 brick-and-mortar IT training sessions were offered to 5,442 people, with a satisfaction rate of 98.85%. Seven seed teachers fluent in new immigrant native languages and 39 teaching assistants were trained, with 30 students obtaining IT certification. In addition, 12 new digital courses were provided for 5,386 people, with a satisfaction rate of 99.97%. In total, 10,828 people underwent IT education in 2019. Among them were 6,277 residents in rural areas, who successfully completed all training requirements.



A course provided by the New Immigrant Digital Equal Opportunity Project

(14) Promoting the New Immigrant Broadband Internet Access Project

To ensure that the principle of net neutrality for the entire populace includes new immigrants, the NIA continues to promote mobile device sharing, the establishment of new immigrant-friendly digital opportunity centers, and the New Immigrant Exchange Platform. The NIA currently offers the iShare free Wi-Fi service across all 25 of its service centers specifically to provide an accessible means for



Free tablet rentals as part of the “New Immigrant Broadband Internet Access Project” program

new immigrants to browse the Internet, thus lowering the barriers posed by linguistic and cultural differences and the digital gap. As of the end of 2019, the NIA had held 85 experience tours/seminars across Taiwan for its tablet computer sharing project, with 6,781 people utilizing this service. In addition, 17 immigrant-friendly digital opportunity centers were built, giving 63,010 people free and convenient access to a wide range of computer and Internet resources. As for the New Immigrant Exchange Platform, 120 articles in six languages have been published on the platform and 12 online events organized. This platform is the perfect place for netizens, regardless

of their country of origin, to share cultural insights regarding food and drink, architecture, tourist attractions, or linguistic and cultural differences. The platform has been accessed by 20,504 visitors, facilitating cultural exchange between Taiwanese locals and new immigrants.

2. Innovative Value-Added Services

(1) Cross-sector cooperation through strategic alliances

In order to cultivate an appreciation for multicultural beliefs, extend immigrant services, and create a friendly international environment, governments, schools, and private organizations have been making a joint effort through resource sharing, the training of talents, lectures on special topics, project coordination, idea exchanges, legal services and lawyer referrals, and promotion of multiculturalism. These efforts serve to enhance the effectiveness of public services. As of the end of 2019, the NIA had entered into strategic alliances with 84 universities and four NGOs located in or outside of the country.

(2) Mobile outreach services

The NIA continues to promote its services through its program of mobile vehicle outreach services to rural areas. Through the program, the NIA promotes the government's services for new immigrants, processes residency extensions, offers legal consultation, processes changes of address, and provides counseling and information. Individuals that need assistance are referred to local social welfare organizations. This makes the locations and services more flexible, shortens the urban-rural divide, and helps balance regional development. In 2019, mobile service vehicles were out on duty 458 times and processed a total of 7,933 service requests (including certificate pickups, application submissions, inquiries, and consultations.) The vehicles also visited special cases in rural areas in need of medium or high level care. A total of 630 new immigrant families were visited.



The mobile service team out on duty visiting new immigrants

(3) Promoting cultural diversity through special television program productions

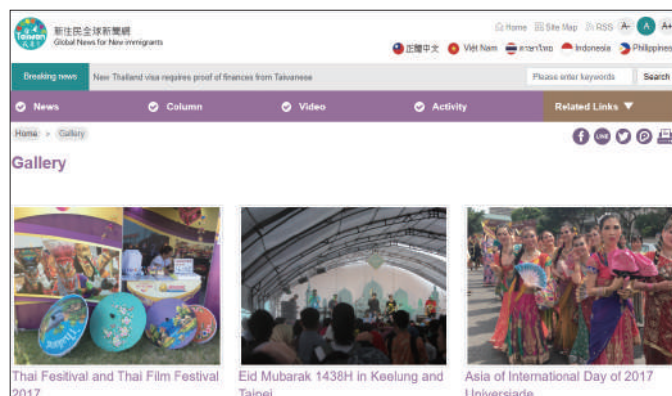
The NIA produces the television program *We Are Family*. The program's producers use a sympathetic lens and the narrators' perspectives to record stories of the lives of new immigrants in Taiwan, providing both native-born Taiwanese and new immigrants with channels for effective communication, and helping locals understand and appreciate Taiwan's increasingly multicultural society. In doing so, the government offers a helping hand to Taiwan's new immigrants by enhancing their quality of life and promoting a harmonious society. In 2019, the NIA produced 52 hour-long episodes in news magazine format and 313 two-minute special news broadcast segments, for a total of 365 episodes.



Title card for *We Are Family*

(4) Optimizing the New Immigrant Global News Network website as an integrated web portal

The New Immigrant Global News Network website was established with a subsidy granted by the New Immigrant Development Fund and has been in operation for five years. The website's staff conducts interviews and collects, edits, and produces news articles and videos as well as in-depth reports on topics of importance to new immigrants. The multi-lingual website supports multiple languages, including Chinese, English, Vietnamese, Thai, and Indonesian, and provides an integrated portal for local news and other information for new immigrants. The website also integrate resources from the public, private, and academic sector, increase awareness of the public via media promotions, and enlarges its vertical and horizontal capacities through digital marketing among many other promotional means, providing new immigrants with rich, easy-to-access resources.



Global News for New Immigrants

(5) Promoting the New Immigrant Employment Service Website for employment assistance

In order to offer job opportunities to new immigrants and recruitment channels to employers, the NIA cooperated with a job bank to set up the New Immigrant Employment Service Website. As of the end of 2019, the website recorded a total of 1,187,505 page views, 19,647 new immigrant members, and 17,668 job matches.



New Immigrant Employment Service Website

Chapter IV. Immigration Policy and Immigrant Human Rights

Globalization has brought about transnational population movements, and immigrant populations have changed our society's demographic structure, creating issues involving cultural adaptation, the economy, employment, parenting methods, and global competitiveness in attracting talent. In response to national population policies and trends in international development, the NIA has invested considerable effort into improving existing immigration laws and regulations, integrating and utilizing resources to reinforce immigrant rights, building an immigrant-friendly environment, and retaining talent in Taiwan.

1. Immigration Policy

(1) Implications of immigration policies

- i. As declining birth rates, a declining working-age population, and an increasingly aging population and growing immigration rates became serious challenges for the future development of Taiwan, the Executive Yuan approved amendments to Taiwan's population adaptation strategies in 2014 as an early response and countermeasure. This includes 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; formulating policies that respond to demographic changes by adapting to domestic economic, educational, technological, and cultural developments, and actively recruiting a diversity of professionals; facilitating immigrant social participation, advocating multiculturalism, and developing new and favorable human resources; and creating a friendly environment for immigrants and their families and ensuring equal treatment and rights. In addition, the relevant departments have requested reviews and formulated concrete measures, and employed a rolling assessment approach to the reviews.

- ii. Evolution of the Immigration Policy Panel

The Immigration Policy Panel was added under the Executive Yuan Population Policy Board on December 19, 2016, convened by the National Development

Council’s Minister. The panel is divided into two small working groups, one for devising immigration objectives and the other for implementing immigration policies. The teams study developments in the immigrant population, propose immigration objectives, organize and coordinate departmental resources, as well as formulate and promote immigration policies.

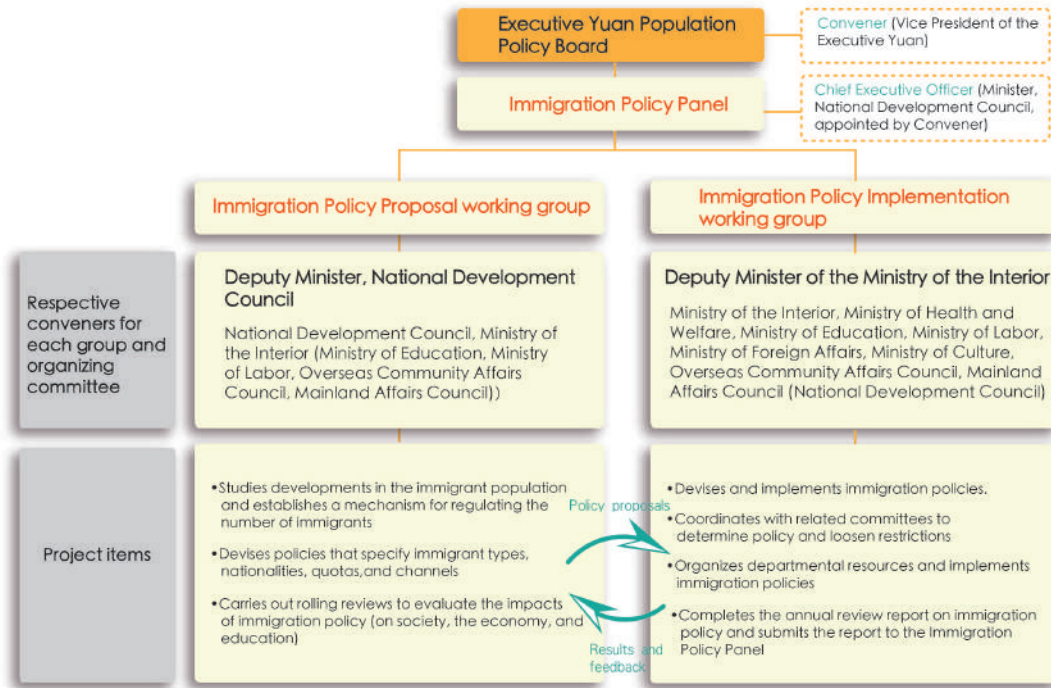


Figure 4-1 Organizational Structure of the Executive Yuan’s Immigration Policy Panel

In the face of society’s changing demographic makeup, the Executive Yuan has conducted exploratory conferences on the country’s population, manpower, talent recruitment, and immigration policy via special conferences. Since November 21, 2017, the Executive Yuan has convened numerous special conferences regarding the development of talent and immigration policy, with discussions on issues such as childbearing, parenting and nurturing, talent recruitment and retention, and immigration. The Executive Yuan implements policies based on the decisions made in these meetings. As of the end of 2019, six such conferences have been convened, and NIA operations have been carried out in accordance with national immigration policies.

(2) Creating an immigrant-friendly environment

- i. In coordination with the implementation of the *Act for the Recruitment and Employment of Foreign Professionals*, the *Regulations Governing Employment Gold Card Permits for Foreign Special Professionals* was promulgated by the NIA on February 6, 2018, and was implemented on February 8 in the same year. Foreigners possessing the specified professional skills who wish to take up

employment may apply for an Employment Gold Card, which is a combination of work permit, resident visa, alien resident certificate, and re-entry permit. In 2019, we improved the online application system by adding a cross-departmental review system that greatly increased administrative efficiency in terms of talent attraction and resulted in the issuance of 546 Employment Gold Cards as of the end of 2019.



Promotional poster for the Employment Gold Card

- ii. In order to protect the rights of mainland Chinese spouses of Taiwan nationals, and in recognition that the legislative background underlying existing regulations no longer applies in the present day, the NIA referenced similar regulations in other countries and announced the amendment of certain provisions in the *Regulations Governing Stays, Residency, and Permanent Residency as Dependents for the People of the Mainland Area* on October 8, 2019. The amendment addresses other regulatory changes regarding foreign spouses as well as the current status of youth rights protections and family reunification practices. In particular, divorced mainland Chinese spouses who have custody of or visitation rights with their children under 20 years of age, and those facing deportation and thus potential irreparable harm to the parent-child relationship, may continue to be granted residency status. In addition, widowed mainland Chinese spouses who lived in Taiwan as dependents may now apply for permanent residency following at least two years of residency in Taiwan just as with other mainland Chinese spouses.

(3) Migrants Day multicultural activities

To celebrate International Migrants Day on December 18, and to express the local community's respect for and appreciation of new immigrants, in 2011 the Ministry of the Interior declared December 18 to be Taiwan's Migrants Day as well. On December 8, 2019, the NIA hosted an early Migrant's Day celebration titled "Taiwan Diversity Calls It Home" at the Chimei Museum in Tainan City. The event was attended by ambassadors to the ROC, representatives from private organizations, thousands of first- and second-generation new immigrants, and migrant workers who all came together at this festival dedicated to and celebrating them. The NIA hopes that everyone living in Taiwan, regardless of where they come from or when they arrived, can join hands in building a prosperous society filled with love and respect.



Opening ceremony of the 2019 Migrants Day event

2. Immigrants' Human Rights

(1) Promoting the human rights of detainees

- i. To implement the human rights protection of detainees, the NIA's major detention centers coordinate with religious and private organizations such as medical facilities to provide medical and other necessary care and services. Monthly seminars are also conducted, and annual festivities are organized for Chinese New Year, Dragon Boat Festival, the Mid-Autumn Festival, and other special holidays. Regular outdoor activities, visits, telephone calls, and entertainment (such as television, magazines, and books) are provided. In addition, training for a variety of skills is offered. Regular maintenance staffs ensure basic sanitation and safety at the centers. Such humanitarian management balances the human rights of detainees with security control.



Family visitation time at the Kaohsiung Detention Center



Free medical consulting services at the Nantou Detention Center

- ii. The Regulations for Detainees brochures are printed in various languages to inform detainees of their basic rights, responsibilities, and channels for complaints. The NIA also acts as an intermediary between detainees and the Legal Aid Foundation, which provides them with legal consultation and helps those unable to hire a lawyer with litigation and defense.

iii. Food services at detention centers are outsourced to external businesses, which are responsible for the routine submission of samples for testing and ensuring the dietary health and safety of detainees. For Muslim detainees, the external businesses provide meals that conform to their religious practices to protect their dietary rights.

iv. 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

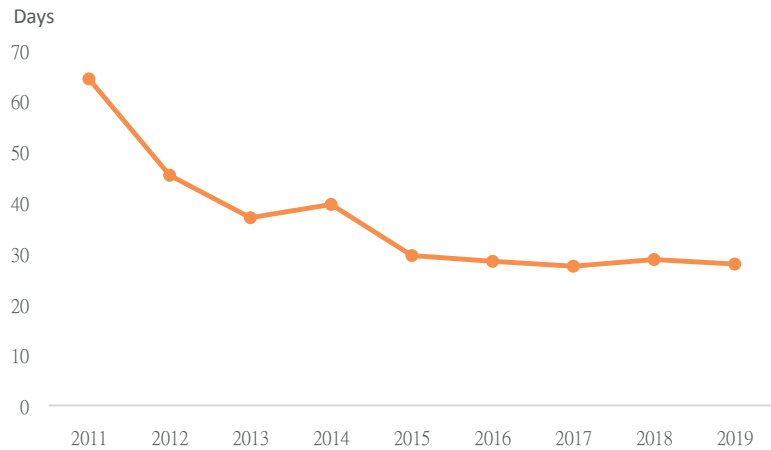


Figure 4-2 Average duration of detention for detainees

avoid using detention as a substitute for custody. The average duration of detention for detainees in 2019 has been reduced to 27.84 days.

(2) Improving interview mechanisms

To protect the rights of mainland Chinese spouses of Taiwan nationals to reunite with their families, the NIA provides an interview notification that contains detailed information on the interviewee’s rights and channels for complaints prior to the interview. When the interview is completed, an anonymous questionnaire on satisfaction with the interview is administered for reference for future review and improvement. In order to improve interviewers’ professional skills, the NIA regularly conducts workshops on interview law as well as experience sharing seminars. The interview mechanism balances human rights with law enforcement to protect legitimate marriages and stop fraudulent ones.

(3) Ensuring the rights of children born to non-nationals

The NIA follows the *Procedural Table and Flow Chart for the Establishment of Children Born to Non-Citizens in Taiwan as Stateless Individuals and the Standard Procedure for Issuance of Alien Resident Certificates to Disenfranchised Non-Citizen Children and Youth* established by the Ministry of the Interior to ensure the fundamental rights of these children and youths. By doing so, helpless disenfranchised children and youth are able to receive proper care, medical attention, and education in Taiwan. As of the end of 2019, 21 stateless individuals were issued resident certificates, among whom 13 were granted Taiwanese nationality.

(4) Providing free health clinics for foreign fishermen to demonstrate humanitarian care without borders

The Suao Port of Yilan, the Donggang Port of Pingtung, and the Cianjhen Port of Kaohsiung are important bases of operation for Taiwan's deep-sea fishing industry. As such, The NIA assembled external resources to organize free clinics for foreign fishermen and invited the Buddhist Tzu Chi Compassionate Relief Foundation and local Fishermen's Associations to participate. The free clinics provide fishermen with accessible, attentive medical services near the ports. In addition to physicians from the Tzu Chi International Medical Association and Tzu Chi volunteers, new immigrants volunteering as interpreters also helped medical personnel communicate with the fishermen. This is a testament to the NIA's promotion of humanistic care and diversity through the incorporation of social resources.



Free health checkups for fishermen

To care for foreign fishermen, the NIA further incorporated resources from both the public and private sectors to organize welfare forums and equipment donation, providing them with free haircuts and organizing Eid al-Fitr celebrations as well as community cleanup activities. As a means of showing support for immigrant human rights, the NIA hopes that these measures can improve the quality of life and reduce incidences of maltreatment and disappearances of foreign fishermen.



Foreign fishermen taking part in community cleanup events

Chapter V. Cross-Strait Exchanges

In response to increasing cross-strait travel and exchanges, the NIA continues to consolidate regulations and streamline procedures to facilitate the development of tourism between the two shores, reduce travel document issuance time, enhance the efficiency of services, and improve the tourist experience. The NIA also supports cooperation in combating criminal activities by promoting stronger cross-strait joint crime-fighting mechanisms to maintain border security and prevent cross-strait organized crime, and to safeguard the welfare of the people on both sides of the Taiwan Strait. In the future, the NIA shall continue to simplify administrative procedures and speed up the issuance of documents through the use of new technologies to ensure both openness and security management mechanisms and maintain normal contacts between people on both sides of the strait.

1. Robust Cross-Strait Exchanges

Mainland Chinese apply to visit Taiwan for a variety of reasons, including sightseeing, social visits, and professional, business, and medical purposes. There were a total of 2,683,093 visits from mainland Chinese visitors to Taiwan in 2019. Tourism accounted for 1,903,705 of these visits (including 951,991 visits by individual travelers); 66,717 were social visits, 90,994 were visits for professional purposes; 102,676 for business purposes; and 41,878 for medical services. Another 312,357 visits were from passengers arriving via the Mini Three Links; the remaining 101,966 visits were for miscellaneous purposes.

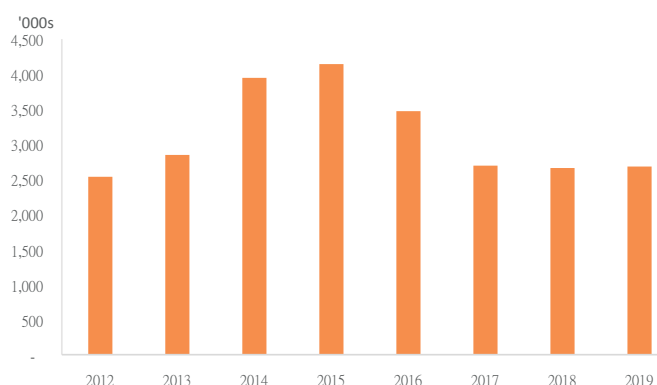


Figure 5-1 Number of mainland Chinese visits (2012–2019)

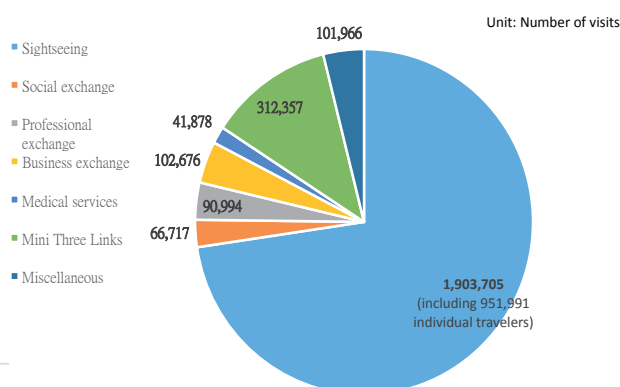


Figure 5-2 Breakdown of Mainland Chinese Visits to Taiwan in 2019

For the purpose of enhancing the management of Chinese professionals and businesspersons from mainland China entering Taiwan, the NIA conducts investigative visits for some cases, in accordance with Article 15 of the Rules Governing Permits for Chinese People Entering Taiwan. This is to ensure national security and that the normal order of cross-strait exchanges is maintained. In 2019, the NIA visited 5,780 persons related to such cases.

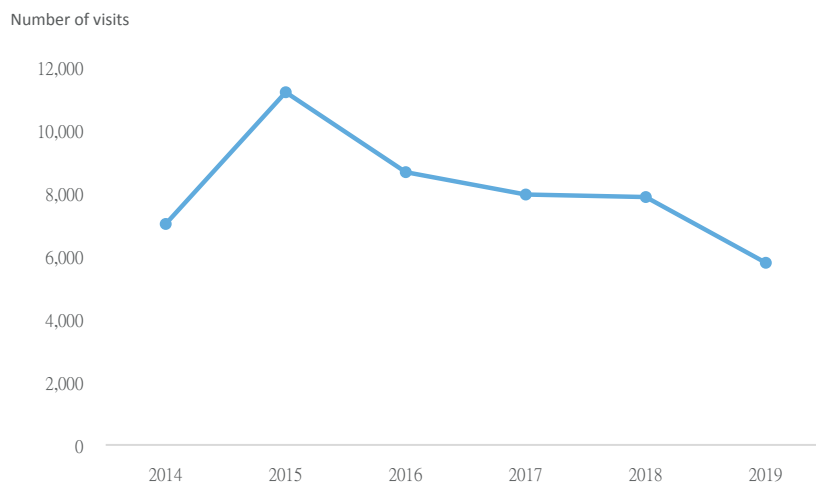


Figure 5-3 Number of investigative visits to mainland Chinese visitors for professional/business purposes

2. Regulatory Amendments and Drafts

To encourage mainland Chinese to visit Taiwan on vacation, improve the quality of cross-strait tourism, and enhance human flow management, the NIA amended the *Regulations Governing the People of the Mainland Area Visiting Taiwan for Sightseeing Purposes* on April 15, 2019. Specific changes to the Regulations include a lower requirement for financial resources for mainland Chinese visiting Taiwan, the option of using a valid visa issued by another country in place of proof of financial resources, and the addition of a maximum stay of 120 days per year. On July 30 of the same year, the NIA amended the *Regulations Governing the People of the Mainland Area Entering Taiwan* to relax qualifications for short-term family visits by spouses from mainland China and immediate family members, as well as enhance the family reunification rights of Taiwan nationals without household registrations, the spouses and children under 20 of Taiwan-based Hong Kong and Macau government officials. These regulatory amendments are part of the government's effort in caring for new immigrants and meeting their need to connect with family members across the Taiwan Strait.

3. Services Available to Mainland Chinese Visiting Taiwan

(1) Convenient services through the Online Application System for Mainland Chinese Visitors

The Online Application and Certificate Issuance System for Short Term Visitors from Mainland China, Hong Kong, and Macau provides 12 types of application services, including Type 1 personal visits (including cruises) for mainland Chinese, Type 3 personal visits, self-guided tours, two-day tours of Kinmen, Matsu, and Penghu, and business and professional visits. Applications are reviewed within 2–5 days of submission. In 2019, the NIA accepted a total of 2,345,874 applications. The aforementioned system is integrated with the entry/exit verification system to facilitate the entry/exit of visitors, and is capable of instantly reporting the number of overstaying mainland Chinese visitors to the relevant authorities, strengthening enforcement capabilities and thus ensuring national security.



The Online Application and Certificate Issuance System for Short Term Visitors from Mainland China, Hong Kong, and Macau

(2) Credit card payment function for online applications

In September, 2014, the NIA began offering a credit card payment function for mainland Chinese visitor applications in addition to the original bank transfer and online ATM transactions on the e-government service platform, thus providing applicants with a greater variety of payment methods for online applications. The NIA accepts credit cards from 29 credit card issuers. A total of NT\$569,569,400 in 89,439 credit card payments were made in 2019.

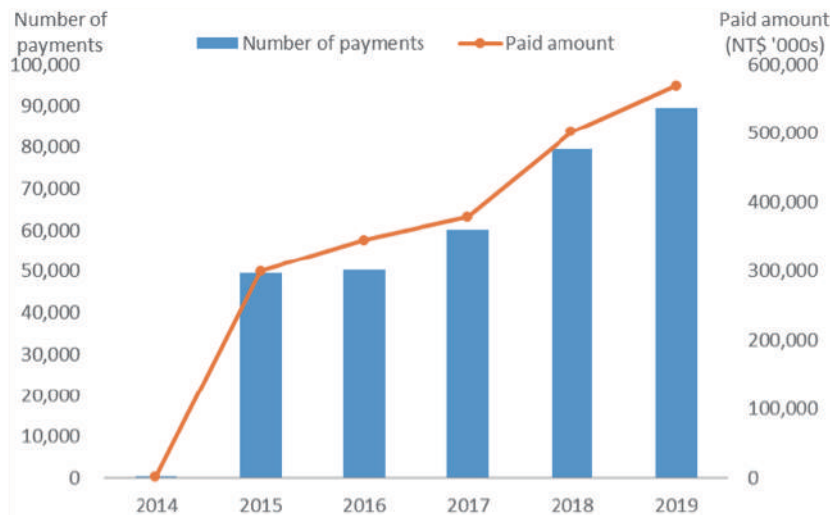


Figure 5-4 Number of credit card payments and paid amount

(3) Reduced processing fee for Mini Three Links landing visa

The *Regulations Governing Landing Visa Fees for the Trial Operation of Transportation Links Between Kinmen/Matsu/Penghu and the Mainland Area* was amended on March 29, 2019 to reduce the landing visa fee for short-term visits from NT\$ 600 to NT\$ 400 per application. The amendment is expected to attract more mainland Chinese to visit Kinmen, Matsu, and Penghu and spur the development of the local tourist industry. In 2019, 67,048 mainland Chinese used a landing visa to visit Kinmen, Matsu, and Penghu through the Mini Three Links, up 18.8% from 56,541 in 2018.

(4) Increased utilization rate of the online mainland Chinese student application system

To streamline the permit application process for mainland Chinese students studying in Taiwan, the NIA began accepting individual online applications for the issuance, extension, and revision of multi-entry permits on June 27, 2019. Meanwhile, schools are no longer required to upload a list of enrolling mainland Chinese students to the system. Currently, multi-entry permit applications can be submitted either online or over the counter. As of December 2019, online applications accounted for 68% of overall applications. The NIA plans to continue to promote the online application system to increase the adoption rate and ultimately move all applications online.



The screenshot shows the login page of the 'Students Online Application System'. At the top, it features the logo of the National Immigration Agency, Republic of China (Taiwan), and the system title in Chinese and English. Below the title, there is a dropdown menu for '陸生換發多次證申請 - 個人申請'. The main content area is titled '帳號登入' (Account Login) and contains three input fields: '帳號' (Account ID), '密碼' (Password), and '請輸入驗證碼' (Please enter the verification code). A '忘記密碼' (Forgot Password) link is next to the password field. A CAPTCHA image with the code 'u75dCe' and a '換下一組' (Change next group) button are positioned to the right of the verification code field. At the bottom left, there are two buttons: '註冊帳號' (Register Account) and '登入' (Login).

Student Online Application System for foreigners, mainland Chinese, citizens of mainland China/Hong Kong/Macau, and R.O.C. citizens without a household registration

4. Cross-Strait Joint Crime Fighting and Mutual Legal Assistance

To prevent cross-strait criminal elements from engaging in major human trafficking, human smuggling, and drug trade operations, and to thwart the attempts of criminals to escape the law by hiding in mainland China, the NIA has continued to promote normal cross-strait exchanges, enhance communication/collaboration on individual cases, and facilitate normal cross-strait interactions pursuant to the Cross-strait Joint Fight against Crime and Mutual Legal Assistance Agreement. These measures ensure the rights and well-being of citizens on both side of the strait and helps achieve the goal of improving the effectiveness of cross-strait joint crime fighting. These achievements are outlined below:

- (1) Cross-strait joint crime-fighting efforts against crimes such as human trafficking, human smuggling, and identity document forgery have continued in the form of information exchange, investigation, and seizure.
- (2) The NIA has implemented its Reporting Mechanism for Restrictions on Personal Freedoms Imposed on Mainland Chinese in Taiwan. A total of 484 individuals were reported to the Ministry of Justice in 2019.
- (3) The NIA has reached a consensus with the Ministry of Public Security in mainland China on how to handle unexpected incidents and overstays as well as

continuing operations of the contact windows at airports and harbors designated for direct flights and shipping. The two sides have also reached agreement regarding the handling of identity verification for people who lose their travel documents while engaged in cross-strait travel and on notifying the other side in a timely manner as well as how such individuals will be repatriated. In 2019, 249 people were repatriated through the cooperative efforts of both sides.

Chapter VI. Cooperation in International Affairs

Under the principle of equal and reciprocal relations with governments and international non-governmental organizations, the NIA spares no effort to promote the mutual use of automated immigration clearance system with other countries to strengthen international cooperation. The Agency has been working alongside major countries in the prevention of human trafficking, the fight against cross-border crime, and the protection of immigrant rights. Furthermore, the Agency makes every effort to offer assistance in cases where a bilateral effort is required to provide emergency relief to expatriates or foreign nationals or assist them with their temporary stays or residency.

1. Providing Overseas Services

In order to strengthen measures to prevent human trafficking, expand collaboration in counterterrorism, and enhance collaboration in immigrant affairs with the International Organization for Migration (IOM) and EU members, the



Figure 6-1 Locations of the NIA' s representative offices

NIA established a new representative office in the EU and Belgium on September 28, 2018. As of present, the NIA has stationed immigration attachés in 28 representative offices (including Hong Kong and Macau) to handle immigrant affairs. In 2019, the representative offices received 174,245 in-person applications and 135,286 online applications and processed 4,353 requests for services or assistance by ROC citizens. They also helped repatriate 87 Taiwanese nationals wanted in Taiwan and another 239 involved in criminal offenses overseas.

2. Strengthening International Exchanges

(1) Foreign government officials

i. March 27, 2019

Mr. Thorsten Schleuning (Secretary General of German Federal Police at the Embassy of the Federal Republic of Germany in South Korea) and Mr. Bernd Kaiser (Contact Officer, Embassy of the Federal Republic of Germany in Malaysia) met with the NIA to exchange views on issues including immigration affairs and future cooperation opportunities in the area of border management.



Secretary General of German Federal Police visiting the NIA

ii. April 17, 2019

Hong Kong-based CBP attaché Therese Randazzo of the United States and Chief of the visa unit of AIT's Consular Section Wilson Ruark met with the NIA to exchange views on bilateral cooperation in border management.

iii. April 24, 2019

Hong Kong-based attaché Christopher Pater of the United States Immigration and Customs Enforcement's Homeland Security Investigations Office met with the NIA to exchange views on issues such as the prevention of human trafficking and forced labor.



Representatives from the United States Immigration and Customs Enforcement's Homeland Security Investigations Office visiting the NIA

iv. May 13, 2019

Ms. Tonya Pentland, Regional Manager of IEI Asia Pacific of the UK Immigration Enforcement, Immigration Liaison Manager of the British Consulate-General in Beijing Mr. James Grace, and Immigration Liaison officer of the British Consulate-General in Guangzhou Mr. Ian Bearwood met with the NIA to exchange views on issues such as immigration affairs and bilateral cooperation in border management.



Representatives from the UK IEI Immigration Enforcement visiting the NIA

v. May 16, 2019

Chief of International Crime Prevention Mr. Norihiko Yomai of the Japan Coast Guard met with the NIA to exchange views on issues such as the prevention of stowaways, smuggling, and falsified or altered travel documents.



Representatives from the Japan Coast Guard visiting the NIA

vi. June 6, 2019

Mr. Elliott Steer (Contact Officer of the UK National Crime Agency at the British Consulate-General in Hong Kong and Macau) met with the NIA to exchange views on bilateral intelligence cooperation.



The Contact Officer of the UK National Crime Agency at the British Consulate-General in Hong Kong and Macau visiting the NIA

vii. June 11, 2019

Consul Fiona McCulloch of the Australian Consulate-General in Hong Kong and Macau met with the NIA to exchange views on bilateral cooperation in border management.

viii. July 8, 2019

A delegation of Canadian legislative assistants met with the NIA to exchange views on human trafficking prevention.

ix. September 25, 2019

Mr. Ngô Ngọc Lâm (Deputy Director of the Directorate-General for External Security, Ministry of Public Security, Vietnam) met with the NIA to exchange views on issues such as international cooperation and border management.



The Deputy Director of the Directorate-General for External Security, Ministry of Public Security, Vietnam visiting the NIA

x. October 2, 2019

Lord David Alton MP of the House of Lords, UK, cofounder of the Arise Foundation for human trafficking prevention Mr. Luke de Pulford, and representative from the Sovereign Military Order of Malta Mr. Anton de Piro met with the NIA to exchange views on issues related to immigration affairs and human trafficking.



Lord David Alton, member of the House of Lords of the United Kingdom, visiting the NIA

xi. November 8, 2019

Senior Officers Tim Ayers and Greg Maxwell of the Australian Federal Police met with the NIA to exchange views on the prevention of telecommunications fraud and cybercrime.

xii. November 12, 2019

Mr. Jaseong Kwan of the Immigrant Integration Division, Korea Immigration Service, Ministry of Justice, South Korea met with the NIA to discuss matters regarding the management of marriage migration and international marriage brokers.



Members of the Korea Immigration Service of the Ministry of Justice of South Korea visiting the NIA

xiii. November 18, 2019

The Canada Border Services Agency's Chief of East Asian Affairs Ms. Ana Maria Couto and Immigration Liaison Officer in Hong Kong Mr. Shawne Gervais met with the NIA to exchange



Canada Border Services Agency's Chief of East Asian Affairs and Immigration Liaison Officer in Hong Kong visiting the NIA

views on issues such as human trafficking prevention and border security management.

(2) Embassies, diplomatic missions, and branch offices

i. February 21, 2019

Representative Mr. Gary Cowan, Deputy Representative Ms. Susan Moore, and Head of Economic and Policy Ms. Hua-Fen Hsu of the Australian Office in Taipei met with the NIA to exchange views on future cooperation opportunities in immigration affairs.



Representatives of the Australian Office in Taipei visiting the NIA

ii. February 25, 2019

Deputy Representative Mr. Nishiumi Shigehiro of the Japan-Taiwan Exchange Association met with the NIA to exchange views on continued cooperation between Taiwan and Japan in bilateral border security management.



Deputy Representative of the Japan-Taiwan Exchange Association visiting the NIA

iii. March 26, 2019

Representative Mr. Nguyen Anh Dung and Director Fan Gong Yang of the Vietnam Economic and Cultural Office in Taipei met with the NIA to exchange views on border security management.



Representatives of the Vietnam Economic and Cultural Office in Taipei visiting the NIA

iv. May 13, 2019

Representative Omer Caspi of the Israel Economic and Cultural Office in Taipei met with the NIA to exchange views on border security management.

v. September 9, 2019

Consuls Mrs. Adriana Raquel López de Puerta and Mr. Carlos Vidal Pintos of the Embassy of the Republic of Paraguay met with the NIA to exchange views on managing residency and stays for foreign nationals.

vi. October 7, 2019

Mr. Filip Grzegorzewski, Head of the European Economic and Trade Office, and Agent Casper Verma met with the NIA to exchange views on immigration affairs cooperation.



Representatives of the European Economic and Trade Office visiting the NIA

vii. November 1, 2019

Consular Section Chief Ms. Deena Parker of the American Institute in Taiwan, Taipei Office met with the NIA to exchange views on future cooperation opportunities.



Representatives from AIT Taipei visiting the NIA

viii. December 5, 2019

Representative Mr. Kang Young-hoon of the Korean Mission in Taipei met with the NIA to exchange views on future cooperation opportunities.



Representatives from the Korean Mission in Taipei visiting the NIA

(3) Non-governmental organizations

On September 17, 2019, the United Kingdom's International Affairs Think Tank (the Chatham House) sent a delegation led by Dr. Champa Patel, Director of the Asia-Pacific Programme, to exchange views on human trafficking prevention with the NIA.

3. Promotion of the Mutual Use of Automated Immigration Clearance Systems with Other Countries

On September 26, 2019, Italy's ePassport gates and Taiwan's e-Gates became available to nationals of both countries, marking the fourth country (after the United States, South Korea, and Australia), and the first country in Europe, that offers the mutual use of automated immigration clearance systems with Taiwan. The



Launch Ceremony of the Mutual Use of Italy's ePassport gates and Taiwan's e-Gates

European Union has always taken a stringent approach to border inspections, and the partnership with Italy is a substantial breakthrough in Taiwan's diplomatic relations that serves as an example for potential international cooperation opportunities in the future. The NIA will continue to work towards increasing the convenience and respect enjoyed by Taiwan nationals when they go abroad and attracting more international tourists to Taiwan.

4. Major International Conferences

(1) The 5th Bilateral Meeting on Immigration Affairs between Taiwan and Vietnam

The 5th Bilateral Meeting on Immigration Affairs between Taiwan and Vietnam was held on May 14, 2019 in Hanoi, co-hosted by NIA Director-General Feng Guang Chiu and Director Pei Mao Quân of the Immigration Control Department of the Ministry of Public Security of Vietnam. The two sides examined the implementation of the cooperative agreement signed in



The 5th Bilateral Meeting on Immigration Affairs between Taiwan and Vietnam

2013 and discussed ways to combat illegal migration between the two countries as well as underground immigration brokers and international criminals. Both sides agree to set up contact point for realtime communication with regard to the forged/lost/stolen passport information. In addition, Vietnamese officials agree to display ads for the Taiwan group tour visa project and the legal amnesty program for self-reporting individuals with expired visas (the Expanded Overstayers Voluntary Departure Program) on the Immigration Control Department's website to strengthen cooperative efforts between the two countries.

(2) The 7th Bilateral Meeting on Immigration Affairs between Taiwan and Indonesia

The 7th Bilateral Meeting on Immigration Affairs between Taiwan and Indonesia was held on August 7, 2019 in Yogyakarta, Indonesia, co-hosted by Director-General Ronny Franky Sompie of the Directorate



The 7th Bilateral Meeting on Immigration Affairs between Taiwan and Indonesia

General of Immigration of Indonesia and Deputy Director-General Bill Chung of the NIA. The two sides discussed ways to further strengthen the two countries' cooperative efforts regarding enhancement of border security, illegal immigration management, international crime intelligence sharing, and telecommunications fraud prevention and punishment.

(3) The 8th Bilateral Meeting on Immigration Affairs between Taiwan and Japan

The 8th Bilateral Meeting on Immigration Affairs between Taiwan and Japan was held on December 17, 2019 at the NIA Home Office, co-hosted by Deputy Director-General Bill Chung of the NIA and Deputy Director Norimitsu Takashima of the Immigration Services Agency, Ministry of Justice, Japan. The two sides exchanged views on bilateral immigration issues.



The 8th Bilateral Meeting on Immigration Affairs between Taiwan and Japan

5. International Exchange Events

The opening ceremony for the 2019 Immigration Benchmark Program was hosted by NIA Deputy Director-General Guo-Hui Liang. Held in Taiwan on July 22–26, 2019, the 5-day training program was attended by 11 immigration officers from 10 countries (including the United States, Belgium, Palau, Vietnam, Thailand, Indonesia, Malaysia, Nauru, and Tuvalu). Through this program, the NIA shared its approaches to international cooperation, immigration information, the management of foreign visitors, border security, detention systems, human trafficking prevention, and advice & guidance for immigrants. The cadets also participated in the 2019 Human Trafficking Prevention Seminar and on-site visits to the NIA's Northern, Southern, and Border Affairs Corps offices.



The immigration officers from 10 different countries were invited to participate in the 2019 Immigration Benchmark Program in Taiwan.

Chapter VII. Administrative Affairs

The administrative units in the NIA include the Personnel Office, Office of Budget, Accounting, and Statistics, Civil Service Ethics Office, Secretariat, and the NIA Training Center. The Personnel Office is responsible for personnel appointments and dismissals, performance evaluations and training, and matters associated with retirement benefits. The Office of Budget, Accounting, and Statistics is in charge of annual budgeting, accounting, and statistics. The Civil Service Ethics Office has the responsibility of setting up networks both in and outside the NIA to prevent corruption and assure transparency in NIA operations. The Secretariat is responsible for public relations, media operations, document compilation and review, file management, daily affairs, word processing, receipts and expenditures, property management, and the processing of legal documents. The NIA Training Center is responsible for the professional training of individuals who have passed the Civil Service Special Examination for Immigration Personnel.

1. Personnel Office

(1) Personnel appointments and dismissals

i. In 2019, the NIA allocated 2,284 personnel openings, 482 contract worker openings, and 53 technical and janitorial staff for a total of 2,819 personnel. As of the end of 2019, there were 2,240 in-service staff, 481 contract workers, and 52 technical and janitorial staff, totaling 2,773 people.

Table7-1 Overview of Personnel Appointments in 2019

Item	Budgeted Staff No.	Actual No. of Staff Members	Vacancies
Staff members	2,284	2,240	44
Contract workers	482	481	1
Janitorial staff (including technicians)	53	52	1
Total	2,819	2,773	46

ii. 176 personnel transfers were made. 11 personnel selection and review committee meetings were convened. 184 people were promoted internally and 11 were transferred from other agencies.

(2) Performance evaluations and training

- i. 14 performance evaluation committee meetings were convened where rewards and penalties were given accordingly as follows:
 - Two major merits: 4 persons
 - One major merit: 25 persons
 - Two minor merits: 41 persons
 - One minor merit: 1,098 persons
 - Two commendations: 2,176 persons
 - One commendation: 18,699 persons
 - One minor demerit: 7 persons
 - Two reprimands: 9 persons
 - One reprimand: 17 persons
- ii. The training courses for different units were consolidated and organized in accordance with the Ministry of the Interior and its Subordinate Agencies and Educational Institutes Training Program of 2019. A total of 645 training sessions to develop professional knowledge and skills and cultivate cultural literacy, and presentations on policy and regulations were conducted with the attendance of a total of 17,485 personnel. Every employee completed more than 20 hours of lifelong learning.

(3) Retirement and benefits

- i. The 2019 Employee Recreational Activity Fund provided every employee with a birthday coupon of NT\$ 1,800. An additional NT\$ 5,000 office birthday party budget was provided to the head office, the Border Affairs Corps, and the Northern, Central, and Southern Administration Corps per quarter.
- ii. 60 employees retired in 2019. Farewell parties were held in their honor, with certificates of service and souvenirs presented to retiring personnel as a sign of appreciation for their lifelong contributions.

2. Office of Budget, Accounting, and Statistics

(1) Final accounting of official business activities

i. Annual incomes

The final accounts in 2019 totaled NT\$ 2,943,354,308, achieving 96.66% of the projected annual income of NT\$ 3,045,119,000. The discrepancy can primarily be attributed to the fact that income from travel document application fees was lower than projected.

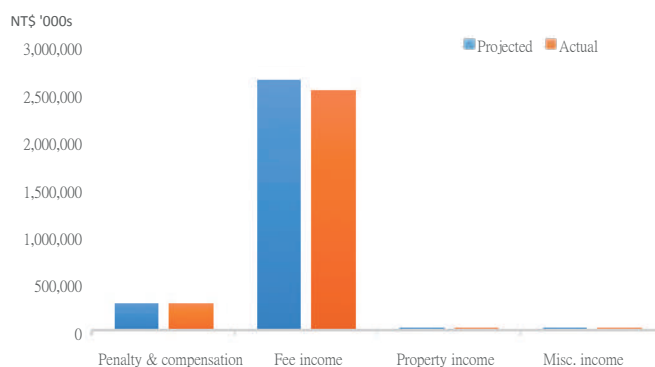


Figure 7-1 Projected and actual income in 2019

ii. Annual expenditures

The projected annual expenditures for 2019 were NT\$ 4,122,009,000 (including NT\$ 43,426,000 from the secondary reserve fund) and actual expenditures amounted to NT\$ 4,121,448,207, executing 99.99% of the annual expenditures.

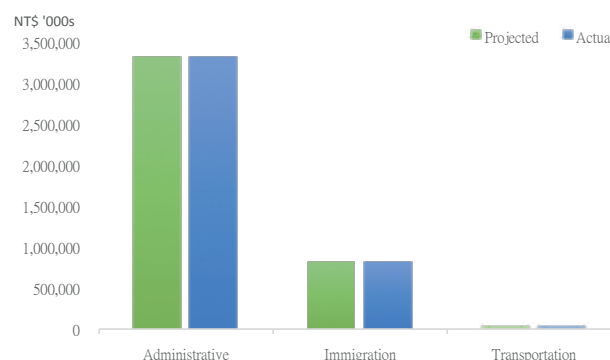


Figure 7-2 Projected and actual expenditures in 2019

(2) Final accounting of the New Immigrant Development Fund

i. Funding sources

The budget was NT\$ 1,214,000, and NT\$ 2,426,699, or 199.89%, was actually received.

ii. Funds utilization

Of an annual budget for 2019 of NT\$ 321,103,000, the realized amount was NT\$ 314,279,541, with an execution rate of 97.87%, mainly because some of the funded projects extended beyond the end of the year and the sums involved could only have been verified upon completion of these projects.

iii. Current surplus

After the amount used was subtracted from income, a deficit of NT\$ 311,852,842 remained, which was NT\$ 319,889,000 less than the predicted deficit of NT\$ 8,036,158.

(3) Compilation of official statistics

i. The NIA's statistics are presented in 31 types of statistical reports: 26 monthly reports, 1 bimonthly report and 4 annual reports.

ii. The statistical reports for each month are presented to the Department of Statistics of the Ministry of the Interior and also posted on the home page of the NIA website along with a description of how they are compiled. The home page also includes a Gender Statistics Section with gender-based statistical data on immigration clearance. The section is also linked to the Ministry of the Interior and the Directorate-General of Budget, Statistics, and Accounting (Executive Yuan).

(4) Internal control

The concept of internal control is reiterated at every meeting. In 2019, the NIA issued the 6th version of the NIA Internal Control System, and approved its implementation on June 24 of the same year. The NIA further signed the 2018 Internal Control System Declaration. According to the results of a self-assessment and internal audit of the adoption and implementation of its internal control system, the overall design and execution of the NIA's internal controls was considered effective as of December 31, 2018.

3. Civil Service Ethics Office

(1) Corruption prevention measures

- i. On May 29, 2019, an anti-corruption board meeting was convened where external scholars were invited to discuss with the Deputy Director-General, chief secretary, and first-level unit chiefs on related issues and provide suggestions for integrity measures and their implementation.
- ii. In the second anti-corruption board meeting held on July 24, 2019, Deputy Minister of the Interior Ching-Chun Hua publicly commended Executive Officer Chin Ding of the NIA's Entry & Exit Affairs Division (Mainland China Affairs Section) for her integrity and outstanding performance as a civil servant in 2019.



Civil servants of the Ministry of the Interior commended for their integrity and ability

(2) Protection of agency security (classified information)

- i. On December 10, 2019, a Security Maintenance Bulletin meeting was convened to evaluate subordinate agencies' security and risk awareness through project presentations and internal reviews for the purpose of safeguarding the Agency's confidential information and national security.
- ii. During major events, the Ethics Office introduces and implements enhanced security maintenance measures which are tailored to specific needs to ensure the safety of protection targets. Events in 2019 included internal written exams for NIA staff, selections of personnel for overseas posts, grand openings of new buildings, major press conferences, firearms relocations, office relocations, military drill escorts, international seminars and workshops, New Immigrant Forums, and Migrants Day celebration events.
- iii. The Ethics Office conducted two inspections of Agency Security (classified information) Maintenance and Internal Information Security/Personal Data Audits in 2019. Among the 70 randomly chosen divisions, the office identified 134 specific deficiencies in agency security, classified information, and general information security compliance. Another 7 areas were identified as needing further improvement.

(3) Corruption risk control measures

- i. Early warning mechanism for the NIA's Performance Management System for Contracted Projects: The Ethics Office reviewed 11 seismic retrofitting projects in 2019 to identify potential problems and deficiencies as a means of strengthening its procurement procedures. 45 recommendations were issued relating to quality control, engineering oversight, design changes, project completion, accounting, and acceptance.
- ii. A comparative analysis of 131 of the 1,121 procurement supervision cases in 2018: The Ethics Office issued 23 recommendations regarding preventive measures in the procurement process in order to effectively utilize the early warning function of the Civil Service Ethics Office, improve the quality of government, and realize the goal of integrity in governance.
- iii. 2019 NIA Anti-Corruption Directives: The Ethics Office invited NIA executives and external experts and scholars to participate in a workshop titled Prevention of Illegal or Unethical Acts in the Performance of Official Duties of the Specialized Operation Brigades. The workshop included case study reviews and discussion

of feasible ways to prevent such acts. The results of the seminar have been made available on the NIA's website to encourage increased awareness of governance integrity among both NIA staff and the general public.

- iv. Conducting Special Audits of Major or Sensitive NIA Procurement Projects as well as the Return Tickets for Immigration Detainees program in 2019 to lower the risk of corruption.
- v. Handling of citizen complaints and investigations assigned by senior officials or the superior civil service ethics office: There were a total of 66 cases, including 3 cases that were transferred to the Prosecutors Office for further investigation, 9 related to administrative liability, 17 related to administrative processing, 19 that had been clarified and closed, and 18 filed for future reference or transferred to the competent authorities.

4. The Secretariat

(1) Editorial and archiving operations

- i. 19 Executive Meetings and 4 Extended Agency Affairs Board Meetings were convened in 2019. A special lecture and training session was held on the underlying ethos of undercover investigations and how media coverage should be handled to help staff members understand the principles of undercover investigations and the importance of human rights protections. The Secretariat hopes to enhance the staff's professional skills and broaden their horizons through such training.
- ii. Statistics on agency operations were posted on the NIA website each month. Items and contents were adjusted as necessary to facilitate access by other agencies, private organizations, academic groups, and the public.
- iii. The Secretariat publishes the Annual Report of the National Immigration Agency, Ministry of the Interior, and Immigration Bimonthly to help foreign embassies and missions, government agencies, private organizations, and the public understand the operations and accomplishments of the NIA.



The Immigration Bimonthly and Annual Report published by the NIA

iv. The Secretariat is responsible for document filing, registration, cataloging, custody, inspection and retrieval, and destruction, as well as other file management duties and maintenance of storage facilities. In 2019, 136,064 documents were filed, and as of the writing of this report, 1,548 volumes of files associated with 8 cases are pending approval for destruction, with another 849 volumes awaiting transfer.

(2) Procurement and related affairs

i. The Secretariat handled purchases/procurements in excess of one-tenth of the public notice amount for the NIA, for a total of 158 items. The relevant operations were as follows:

- (i) 101 service procurement projects totaling NT\$ 520,501,784
- (ii) 37 property procurement projects totaling NT\$ 190,561,860
- (iii) 20 engineering projects totaling NT\$ 109,172,018

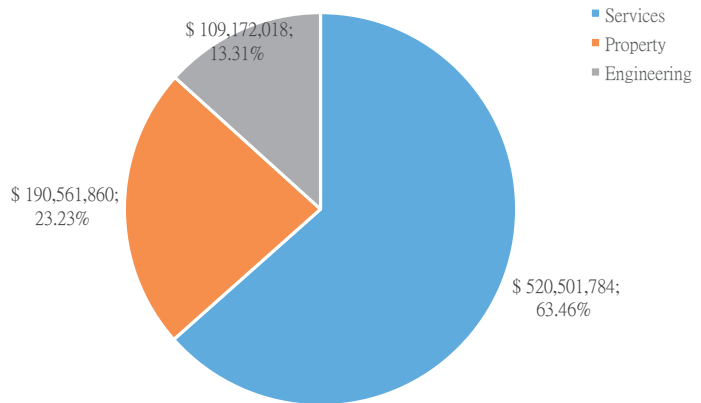


Figure 7-3 Procurement project award values and percentages

ii. Two workshops were conducted on the Government Procurement to help the staff members understand government procurement procedures, so that they can act accordingly when engaging in procurement operations.

iii. Offices and dormitory space were redistributed. The government agency energy-saving policy was applied in the dispatch of government motor vehicles and verification of gasoline consumption as well as during cleaning and repair work throughout the NIA headquarters and during maintenance of the electromechanical and air-conditioning systems and fire equipment. The Secretariat also held fire prevention and civil defense team training workshops, conducted environmental education courses, and procured 24-hour security service.

iv. The Secretariat handled appointments and dismissals, performance evaluations, awards and punishments, retirements, and benefits for 38 technicians and janitorial staff.

(3) Receipts and expenditures and property management

i. The number of receipts in 2019 totaled approximately 2,240,000, which was roughly 60,000 fewer than in 2018.

ii. Application fees were refunded in 4,103 cases, 289 cases more than in 2018, with

amounts totaling approximately NT\$ 5,180,000.

- iii. In 2019 the Secretariat issued more than NT\$ 2,496,220,000 in salaries to a total of 39,690 recipients.
- iv. As of the end of 2019, the Secretariat was in charge of 178 pieces of land (land improvements included) and 63 buildings and facilities, one plot of land more than in 2018. This plot of land is a new parking lot located at the Southern Administration Corps' Kaohsiung Detention Center.
- v. The Secretariat completed a property inventory of 19,836 items. The total property value was NT\$ 2,619,608,984. There were 65,627 articles in total.

(4) Legislative liaison and media operations

i. Legislature

- (i) In 2019, the Agency accepted the requests for assistance and meeting participation from legislators and their assistants in regard to 359 cases.
- (ii) In 2019, the Agency accepted requests for advice from legislators and their assistants by making visits to the offices of legislators at the Legislative Yuan and headquarters of political parties totaling over 20,000 times (approx. 80 meetings per day).
- (iii) All NIA units were given support to enhance their communication with legislators and explain the budgeting and law amendments to win their support, so that budget review could be smooth and amendments could be approved.

ii. Media operations

(i) *We Are Family* production

The NIA commissioned Sanlih E-Television (SET) to produce the TV series *We Are Family* to promote and market multiculturalism. As of the end of 2019, episodes of the program had aired 3,945 times (including reruns), attracting a cumulative viewership of 127,375,952 people. The program is broadcast in multiple languages (Mandarin Chinese, English, Indonesian, Thai, Vietnamese, and Cambodian) and is available for streaming on video sharing platforms to reach a wider audience of New



Promotional poster for *We Are Family*

Immigrants. The program has received 1,546,978 views on YouTube and 2,263,993 exposures on Facebook. It also serves as an important channel for communicating government policies. The NIA used lower thirds, tickers, and news inserts 62 times during the program to promote immigration- and New Immigrant-related policies.

(ii) Optimizing the New Immigrant Global News Network

The NIA launched the New Immigrant Global News in 2014 to provide new immigrants with an integrated platform of news and information accessible in Mandarin, English, Vietnamese, Thai, and Indonesian. In order to provide an optimal browsing experience to meet users' needs, the NIA revamped the website to feature responsive web design for its homepage and content pages. In addition, the NIA will continue to optimize the categorization of news articles and other contents so that users can find what they are looking for with ease and speed, which will in turn increase traffic to the website. The NIA continues to work with I-Mei Multimedia e-Content Production and Marketing Co., Ltd. in 2019, publishing 9,788 news articles. These were viewed 7,929,243 times, and the number of fans of the website's official Facebook fan page (@news.immigration.gov.tw) totals 46,210.



Taiwan, Here I Come Facebook fan page

(iii) Press relations and media coverage

To promote its policies and increase public awareness of said policies, the NIA actively engages with the media through press releases, press conferences, newspaper op-eds, and media interviews to communicate the core values behind its policies as well as their outcomes. The Agency hopes to establish a positive public image through transparency and information sharing.

In 2019, the NIA issued 110 press releases to promote the effectiveness of its implementation, policy including as the group tour visa program for Southeast Asian nationals, the Expanded Overstayers Voluntary Departure Program, Mobile Outreach Services, National Joint Investigation into Illegal Immigrants, the International Workshop on Human Trafficking Prevention, Cases Solved by the NIA Brigades, the National Day Automobile Parade, the New Immigrant Forums. Media coverage amounted to 3,000 exposures in total. In addition, the NIA held 7 press conferences, wrote 4 op-eds, and accepted 8 media interviews.

(5) Document operations

- i. The number of documents received and issued by the NIA in 2019 totaled 603,605, among which 503,679 documents were received, an increase of 18.06% from 2018 levels; 99,926 documents were issued, an increase of 7.74% compared to 2018 levels.

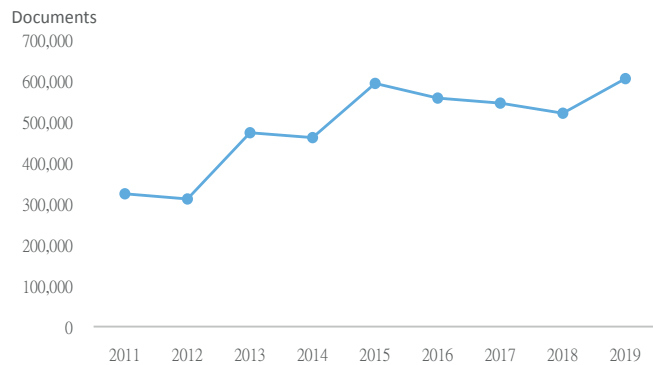


Figure 7-4 Number of documents received and issued

- ii. 75.04% of documents were signed online and 87.83% were exchanged electronically as a result of our effort to promote the use of e-documents to save energy and reduce the use of paper.
- iii. To strengthen the NIA's internal control mechanisms and enhance staff members' knowledge of official document handling, a workshop on documentation was conducted on November 27, 2019. Discussion case studies of regulations concerning document handling were held to improve staff members' document writing skill and urge them to follow relevant regulations, procedures, and control mechanism.

(6) Legal operations

The Secretariat is responsible for reviewing and coordinating the enactment, amendment, and interpretation of laws and regulations by the various NIA departments, and overseeing the handling of cases involving state compensation, administrative appeal, and administrative litigation. The Secretariat also holds workshops on the legal system and administrative appeals in order to improve legal literacy among staff members. In addition, the Secretariat tracks and reviews departmental progress in enacting and amending laws and regulations in accordance with annual regulatory developments and changes. The implementation of these operations is summarized below:

- i. Enactment and amendment of laws and regulations

The Secretariat helps coordinate departments on the reporting and compilation of annual regulatory developments and changes, and carries out monthly progress checks. In 2019, the NIA enacted/amended 4 administrative regulations and 6 administrative directives. The details are as follows:

- (i) Administrative regulations

Regulations Governing Landing Visa Fees for the Trial Operation of Transportation Links Between Kinmen/Matsu/Penghu and the Mainland Area

Article 3 of the Regulations was amended on March 29, 2019 pursuant to Ministry of the Interior Order No. Tai-Nei-Yi-Zi 10809312782, effective on the date of issuance.

Regulations Governing People of the Mainland Area Visiting Taiwan for Sightseeing Purposes

A partial amendment of the Regulations was jointly issued on April 9, 2019 pursuant to Ministry of the Interior Order No. Tai-Nei-Yi-Zi 10809313262 and Ministry of Transportation and Communications Order No. Jiao-Lu-Zi 10800092031, effective on April 15, 2019.

Regulations Governing People of the Mainland Area Entering Taiwan

The Regulations were amended on July 30, 2019 pursuant to Ministry of the Interior Order No. Tai-Nei-Yi-Zi 10809324692, effective on the date of issuance.

Regulations Governing Stays, Residency, and Permanent Residency as Dependents for the People of the Mainland Area

Partial amendments of the Regulations were issued on October 8, 2019 pursuant to Ministry of the Interior Order No. Tai-Nei-Yi-Zi 10809331412, effective on the date of issuance.

(ii) Administrative directives

Standards for the Review of Residency Applications Submitted by Nationals Without a Household Registration

The Standards were revised on March 25, 2019 pursuant to Ministry of the Interior Order No. Tai-Nei-Yi-Zi 10809311952, effective immediately upon revision.

Principles for Processing People of the Mainland Area Applying to Enter Kinmen/Matsu/Penghu During the Temporary Entry Ban

The Principles were issued and enacted on April 2, 2019 pursuant to National Immigration Agency, Ministry of the Interior Order No. Yi-Shu-Ru-Zi 10800414762, effective immediately upon issuance.

Standards for the New Immigrant Development Fund Subsidy Applications and Eligible Items

A partial revision of the Standards was issued on July 26, 2019 pursuant to Ministry of the Interior Order No. Tai-Nei-Yi-Zi 10809324052, effective immediately upon issuance.

Principles for Processing People of Mainland China Applying to Enter Taiwan During the Temporary Entry Ban

The Principles were revised on August 1, 2019 pursuant to Ministry of the Interior Order No. Tai-Nei-Yi-Zi 10809324822, effective immediately upon revision.

Guidelines for Foreigners Applying for Scholarly and Business Travel Cards and Expedited Immigration Inspections Procedures

Article 2 of the Guidelines was revised on August 5, 2019 pursuant to Ministry of the Interior Order No. Tai-Nei-Yi-Zi 10809324702, effective immediately upon revision.

Guidelines for Subsidies Funded by the New Immigrant Fund

Articles 9 and 10 of the Guidelines were revised on October 21, 2019 pursuant to Ministry of the Interior Order No. Tai-Nei-Yi-Zi 10809332662, effective immediately upon revision.

ii. Establishment of individual case files on laws and regulations and administrative rules:

To facilitate the enactment and amendment of laws and regulations, the NIA continuously collects and collates data on legal regulations and, as of the end of 2019, has completed 328 individual case volumes of operational management regulations and administrative rules.

5. The NIA Training Center

The NIA began holding the Professional Immigration Personnel Training for Civil Service Special Examination Recruits in 2012. Initially, due to limited manpower and resources, the NIA sent people passing the examination for Grade 2 and Grade 3 positions for professional training at Central Police University and had to seek appropriate venues to train those recruited for Grade 4 positions. After the Ministry

of Defense moved out of Dejing Base, it was then renovated in September 2015. On Jan. 1, 2016, the NIA Training Center was established and the venue was completed and inaugurated on Jan. 30, 2016. Since 2016 (the 4th class), all new recruits passing the Civil Service Special Examination for Immigration Personnel have been trained within the NIA Training Center.

In 2019, the 7th class of the Immigration Personnel Training Program consisted of 124 people recruited for Grade 2–3 (including recruits graduated from the Immigrant Affairs Program of the Department of Border Police, Central Police University) as well as Grade 4 positions. Interior Minister Kuo-Yung Hsu presided over the Closing Ceremony of the Seventh Immigration Personnel Training Program on November 15, 2019. In his speech, the Minister noted that immigration officers must not only be equipped with the professional skills of a police officer and the language ability of a diplomat, but they must also demonstrate the humility, politeness, and dedication of a good civil servant. The Minister encouraged the trainees to strictly abide by the rules, take care of each other, and build a true team.



Interior Minister Kuo-Yung Hsu and the outstanding trainees of the Immigration Personnel Training Program

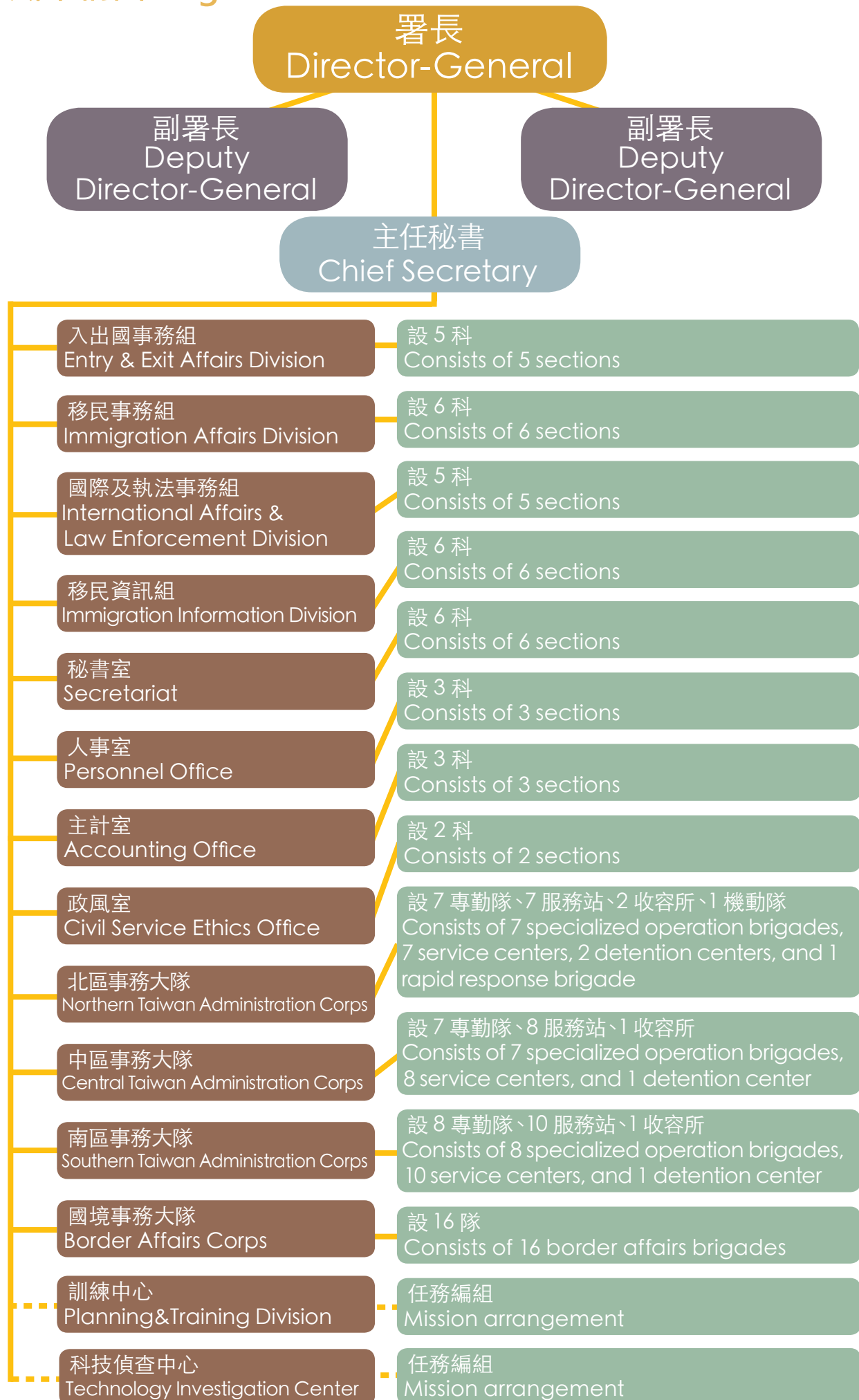


附 錄

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- 本署國內、外服務據點
NIA Domestic and Overseas Office Locations
- 重要業務統計
Statistics on Key Policy Achievements

組織架構圖 Organizational Structure



本署國內、外服務據點 NIA Domestic and Overseas Office Locations

一、本署海外服務據點

A. OVERSEAS OFFICES

亞太地區單位 (Asia-Pacific Region Unit)	地址 (Address)	電話 (Phone)	傳真 (Fax)
臺北駐日經濟文化代表處 Taipei Economic and Cultural Representative Office in Japan	東京都港區白金台五丁目 20 番 2 號 No.20-2 Shirokanedai, 5-chome, Minato-Ku, Tokyo 108-0071, Japan	(+81-3) 32807807, 32807808	(+81-3) 32807783
臺北駐大阪經濟文化辦事處 Taipei Economic and Cultural Office in Osaka	大阪市北區中之島二丁目 3 番 18 號 17 樓及 19 樓 Nakanoshima Festival Tower 17 and 19 th FL., 3-18-12-chome Nakanoshima Kita-KU, OSAKA 530-0008, Japan	(+81-6) 62278623	(+81-6) 62278214
駐韓國臺北代表部 Taipei Mission in Korea	韓國首爾市鐘路區世宗大路 149 號 (光化門大樓 6 樓) 6 th Fl., Gwanghwamun Bldg., 149, Sejongdaero, Jongno-Gu, Seoul 03186, Korea	(+82-2) 63296000	(+82-2) 63296010
臺北經濟文化辦事處 (香港) Taipei Economic and Cultural Office (Hong Kong)	香港金鐘道 89 號力寶中心第一座 11 樓 1106 室 Room 1106, 11/F, Tower One, Lippo Centre, 89 Queensway, Hong Kong	(+852) 25258316	(+852) 28685460
臺北經濟文化辦事處 (澳門) Taipei Economic and Cultural Office (Macau)	澳門新口岸宋玉生廣場 411-417 號皇朝廣場 5 樓 J-O 座 A1.Dr.Carlos d'Assumpcao No.411-417, Edif.Dynasty Plaza 5 Andar J-O, Macau	(+853) 28306289	(+853) 28710437
駐菲律賓臺北經濟文化辦事處 Taipei Economic and Cultural Office in the Philippines	41F, Tower 1, RCBC Plaza, 6819 Ayala Avenue, Makati City 1200, Metro Manila, Philippines	(+63-2) 88876688	(+63-2) 88877828
駐越南臺北經濟文化辦事處 Taipei Economic and Cultural Office in Hanoi	21F, PVI Tower, No.1, Pham Van Bach Street, Yen Hao Ward , Gau Giay District, Hanoi, Vietnam	(+84-4) 383-35501~5	(+84-4) 37957782
駐胡志明市臺北經濟文化辦事處 Taipei Economic and Cultural Office in Ho Chi Minh City	336 Nguyen Tri Phuong, Dist.10, Ho Chi Minh City , Vietnam	(+84-28) 38349183	(+84-28) 38349185
駐泰國臺北經濟文化辦事處 Taipei Economic and Cultural Office in Thailand	40/64 Vibhavadi-Rangsit 66, Laksi 10210 Bangkok, Thailand	(+66) 21193555	(+66) 21193566
駐馬來西亞臺北經濟文化辦事處 Taipei Economic and Cultural Office in Malaysia	Level 7, Menara Yayasan Tun Razak, 200 Jalan Bukit Bintang, 55100 Kuala Lumpur, Malaysia.	(+60-3) 21628167	(+60-3) 21620902
駐新加坡臺北代表處 Taipei Representative Office in Singapore	460 Alexandra Road #23-00 PSA Building, Singapore 119963	(+65) 65000107	
駐印尼臺北經濟貿易代表處 Taipei Economic and Trade Office in Indonesia	Lt. 12, Gedung Artha Graha, Jl. Jend. Sudirman, Kav. 52-53 Jakarta 12190, Indonesia	(+62-21) 5151111	(+62-21) 5152451
駐雪梨臺北經濟文化辦事處 Taipei Economic and Cultural Office in Sydney	Suite 1902, Level 19 M.L.C. Centre, King St. Sydney, NSW. 2000 Australia	(+612) 86504205	(+612) 86504206
駐印度代表處 (駐印度臺北經濟文化中心) Taipei Economic and Cultural Center in India	34, Paschimi Marg, Vasant Vihar, New Delhi-110057, India	(+91-11) 4607-7777	(+91-11) 46077721
駐奧克蘭臺北經濟文化辦事處 Taipei Economic & Cultural Office in Auckland	Level 15, Tower 2, 205 Queen Street, Auckland 1010, New Zealand	(+64) -9 303-3903#204	(+64) -9 302-3399
駐緬甸代表處 (駐緬甸臺北經濟文化辦事處) Taipei Economic and Cultural Office in Myanmar	97/101(A), Dhammazeddi Road, Kamayut Township, Yangon, MYANMAR	(+95) 1-527-249	(+95) 1-658-216 (傳真前請先電聯)
非洲地區單位 (Africa Region Unit)	地址 (Address)	電話 (Phone)	傳真 (Fax)
駐南非共和國臺北聯絡代表處 Taipei Liaison Office in the Republic of South Africa	1147 Francis Baard Street Hatfield, Pretoria, Republic of South Africa	(+27-12) 4306071	(+27-12) 34027110
歐洲地區單位 (Europe Region Unit)	地址 (Address)	電話 (Phone)	傳真 (Fax)
駐法國臺北代表處 Bureau de Représentation de Taipei en France	78 rue de l'Université 75007 Paris France	(+33-1) 44398819	(+33-1) 44398871
駐英國臺北代表處 Taipei Representative Office in the U.K.	50 Grosvenor Gardens, London SW1W OEB, United Kingdom	(+44-20) 7881-2650	(+44-20) 7730-6390
駐歐盟兼駐比利時代表處 Taipei Representative Office in the EU and Belgium	Square de Meeus 26-27 ,1000 Brussels, Belgium	+32(0)2-287-2854	+32(0)2-513-9590
北美地區單位 (North America Region Unit)	地址 (Address)	電話 (Phone)	傳真 (Fax)
駐美國臺北經濟文化代表處 Taipei Economic and Cultural Representative Office in the United States	4201 Wisconsin AVE.N.W., Washington, DC 20016-2137 U.S.A.	(+1-202) 8951800	(+1-202) 2370285
駐洛杉磯臺北經濟文化辦事處 Taipei Economic and Cultural Office in Los Angeles	3731 Wilshire Boulevard, Suite 700 Los Angeles, CA 90010, U.S.A.	(+1-213) 3827720	(+1-213) 3833245
駐邁阿密臺北經濟文化辦事處 Taipei Economic and Cultural Office in Miami	2333 Ponce de Leon Boulevard, Suite 610 Coral Gables, FL 33134 U.S.A.	(+1-305) 4438917	(+1-305) 5693068
駐紐約臺北經濟文化辦事處 Taipei Economic and Cultural Office in New York	4F, 1 East 42 nd Street, New York, NY 10017 U.S.A.	(+1-212) 3177381	(+1-212) 4217866
駐舊金山臺北經濟文化辦事處 Taipei Economic and Cultural Office in San Francisco	555 Montgomery Street, Suite 501 San Francisco CA94111 U.S.A.	(+1-415) 3645633	(+1-415) 7887066
駐多倫多臺北經濟文化辦事處 Taipei Economic and Cultural Office, Toronto	151 Yonge Street, Suite 501, Toronto, Ontario, M5C 2W7 Canada	(+1-416) 3699030	(+1-416) 3699189
駐溫哥華臺北經濟文化辦事處 Taipei Economic and Cultural Office, Vancouver	Suite 2200, PO Box 11522, 650 West Georgia Street, Vancouver, BC V6B 4N7 Canada	(+1-604) 6894111	(+1-604) 6893113

南美地區單位 (South America Region Unit)	地址 (Address)	電話 (Phone)	傳真 (Fax)
駐巴拉圭共和國大使館 Embassy of the Republic of China(Taiwan)in the Republic of Paraguay	Avda,Aviadores del Chaco3100,Torre Aviadores,Piso 11y 13, Asuncion, Paraguay	(+595-21) 662500	(+595-21) 601122

二、本署北區事務大隊服務據點

B. NORTHERN ADMINISTRATION CORPS OFFICES

單位 (Unit)	地址 (Address)	電話 (Phone)	傳真 (Fax)
北區事務大隊 Northern Administration Corps	新北市板橋區三民路 2 段 37 號 5 樓 5F., No.37, Sec. 2, Sanmin Rd., Banqiao Dist., New Taipei City	02-29611356	02-29612817
基隆市專勤隊 Keelung City Brigade	基隆市信義區義七路 9 巷 2 號 No.2, Lane 9, Yi 7 th Rd., Xinyi Dist., Keelung City	02-24287172	02-24284718
基隆市服務站 Keelung City Service Center	基隆市中正區義一路 18 號 11 樓 (A 棟) (Building A) 11F., No.18, Yi 1 st Rd., Zhongzheng Dist., Keelung City	02-24276374	02-24285251
臺北市專勤隊 Taipei City Brigade	臺北市文山區興隆路 3 段 306 號 No.306, Sec. 3, Xinglong Rd., Wenshan Dist., Taipei City	02-22396393	02-22396396
臺北市服務站 Taipei City Service Center	臺北市中正區廣州街 15 號 No.15, Guangzhou St., Zhongzheng Dist., Taipei City	02-23885185	02-23310594
新北市專勤隊 New Taipei City Brigade	新北市中和區民安街 135 號 2 樓 2F., No.135, Min'an St, Zhonghe Dist., New Taipei City	02-82215701	02-82267760
新北市服務站 New Taipei City Service Center	新北市中和區民安街 135 號 No.135, Min'an St, Zhonghe Dist., New Taipei City	02-82282090	02-82282687
臺北收容所 Taipei Detention Center	新北市三峽區大埔路 150 號 No.150, Dapu Rd., Sansia Dist., New Taipei City	02-26730091	02-26730093
桃園市專勤隊 Taoyuan City Brigade	桃園市蘆竹區龍安街 2 段 968 號 3 樓 3F., No.968, Sec. 2, Long'an St., Luzhu Dist., Taoyuan City	03-2174577	03-2174887
桃園市服務站 Taoyuan City Service Center	桃園市桃園區縣府路 106 號 1 樓 1F., No.106, Xianfu Rd., Taoyuan Dist., Taoyuan City	03-3310409	03-3314811
宜蘭縣專勤隊 Yilan County Brigade	宜蘭縣冬山鄉梅花路 255 巷 22 弄 35 號 No.35, Aly. 22, Ln. 255, Meihua Rd., Dongshan Township, Yilan County	03-9615700	03-9615066
宜蘭縣服務站 Yilan County Service Center	宜蘭縣羅東鎮純精路 3 段 160 巷 16 號 4 樓 4F., No.16, Ln. 160, Sec. 3, Chunjing Rd., Luodong Township, Yilan County	03-9575448	03-9574949
宜蘭收容所 Yilan Detention Center	宜蘭縣冬山鄉梅花路 255 巷 22 弄 33 號 No.33, Aly. 22, Ln. 255, Meihua Rd., Dongshan Township, Yilan County	03-9615100	03-9616033
花蓮縣專勤隊 Hualien County Brigade	花蓮縣花蓮市港口路 35 號 No.35, Gangkou Rd., Hualien City, Hualien County	03-8223363	03-8223477
花蓮縣服務站 Hualien County Service Center	花蓮縣花蓮市中山路 371 號 5 樓 5F., No.371, Zhongshan Rd., Hualien City, Hualien County	03-8329700	03-8339100
連江縣專勤隊 Lienchiang County Brigade	連江縣南竿鄉福沃村 135-6 號 2 樓 2F., No.135-6, Fu'ao Vil., Nangan Township, Lienchiang County	0836-23736	0836-23740
連江縣服務站 Lienchiang County Service Center	連江縣南竿鄉福沃村 135-6 號 2 樓 2F., No.135-6, Fu'ao Vil., Nangan Township, Lienchiang County	0836-23736	0836-23740

三、本署中區事務大隊服務據點：

C. CENTRAL ADMINISTRATION CORPS OFFICES

單位 (Unit)	地址 (Address)	電話 (Phone)	傳真 (Fax)
中區事務大隊 Central Administration Corps	臺中市南屯區文心南三路 22 號 4 樓 4F., No.22, Wenxin S.3Rd., Nantun Dist., Taichung City	04-24725101	04-24725075
新竹市專勤隊 Hsinchu City Brigade	新竹市松嶺路 122 號 No.122, Songling Rd., Hsinchu City	03-5254336	03-5258542
新竹市服務站 Hsinchu City Service Center	新竹市中華路 3 段 12 號 1 樓、2 樓 1-2F., No.12, Sec. 3, Zhonghua Rd., Hsinchu City	03-5243517	03-5245109

單位 (Unit)	地址 (Address)	電話 (Phone)	傳真 (Fax)
新竹縣專勤隊 Hsinchu County Brigade	新竹市崧嶺路 122 號 No. 122, Songling Rd, Hsinchu City	03-5251343	03-5278342
新竹縣服務站 Hsinchu County Service Center	新竹縣竹北市三民路 133 號 1 樓 1F., No.133, Sanmin Rd., Zhubei City, Hsinchu County	03-5519905	03-5519452
苗栗縣專勤隊 Miaoli County Brigade	苗栗縣苗栗市中正路 1297 巷 5 號 No.5, Lane 1297, Zhongzheng Rd., Miaoli City, Miaoli County	037-379045	037-379052
苗栗縣服務站 Miaoli County Service Center	苗栗縣苗栗市中正路 1291 巷 8 號 No.8, Ln. 1291, Zhongzheng Rd., Miaoli City, Miaoli County	037-322350	037-321093
臺中市專勤隊 Taichung City Brigade	臺中市南屯區文心南三路 22 號 3 樓 3F., No.22, Wenxin S.3Rd., Nantun Dist., Taichung City	04-24725102	04-24725045
臺中市第一服務站 Taichung City First Service Center	臺中市南屯區文心南三路 22 號 1 樓 1F., No.22, Wenxin S.3Rd., Nantun Dist., Taichung City	04-24725103	04-24725017
臺中市第二服務站 Taichung City Second Service Center	臺中市豐原區中山路 280 號 No.280, Zhongshan Rd., Fengyuan Dist., Taichung City	04-25269777	04-25268551
彰化縣專勤隊 Changhua County Brigade	彰化縣彰化市中山路 3 段 2 號 2 樓 2F., No.2, Sec. 3, Zhongshan Rd., Changhua City, Changhua County	04-7270109	04-7270103
彰化縣服務站 Changhua County Service Center	彰化縣彰化市中山路 3 段 2 號 1 樓 1F., No.2, Sec. 3, Zhongshan Rd., Changhua City, Changhua County	04-7270001	04-7270702
南投縣專勤隊 Nantou County Brigade	南投縣南投市文昌街 87 號 2 樓 2F., No.87, Wunchang St., Nantou City, Nantou County	049-2240146	049-2246841
南投縣服務站 Nantou County Service Center	南投縣南投市文昌街 87 號 1 樓 1F., No.87, Wenchang St., Nantou City, Nantou County	049-2200065	049-2247874
南投收容所 Nantou Detention Center	南投縣草屯鎮中正路 1776 巷 43 號 No.43, Lane 1776, Chung Cheng Rd., Caotun Township, Nantou County	049-2565261	049-2565263
澎湖縣專勤隊 Penghu County Brigade	澎湖縣馬公市新生路 177 號 2 樓 2F., No.177, Xincheng Rd., Magong City, Penghu County	06-9263556	06-9261850
澎湖縣服務站 Penghu County Service Center	澎湖縣馬公市新生路 177 號 No.177, Xincheng Rd., Magong City, Penghu County	06-9264545	06-9269469

四、本署南區事務大隊服務據點：

D. SOUTHERN ADMINISTRATION CORPS OFFICES

單位 (Unit)	地址 (Address)	電話 (Phone)	傳真 (Fax)
南區事務大隊 Southern Administration Corps	高雄市新興區六合 1 路 113 號 3 樓 3F., No.113, Liuhe 1 st Rd., Xinxing Dist., Kaohsiung City	07-2353268	07-2352326
雲林縣專勤隊 Yunlin County Brigade	雲林縣斗六市府前街 38 號 2 樓 2F., No.38, Fuqian St., Douliou City, Yunlin County	05-5346119	05-5346143
雲林縣服務站 Yunlin County Service Center	雲林縣斗六市府前街 38 號 1 樓 1F., No.38, Fuqian St., Douliou City, Yunlin County	05-5345971	05-5346142
嘉義市專勤隊 Chiayi City Brigade	嘉義市西區中興路 353 號 10 樓 10F., No.353, Zhongxing Rd., West dist, Chiayi City	05-2313609	05-2313705
嘉義市服務站 Chiayi City Service Center	嘉義市東區吳鳳北路 184 號 2 樓 2F., No.184, Wufeng N. Rd., East Dist., Chiayi City	05-2166100	05-2166106
嘉義縣專勤隊 Chiayi County Brigade	嘉義縣朴子市祥和二路西段 6 號 2 樓 2F., No.6, West section, Xianghe 2 nd Rd., Puzi City, Chiayi County	05-3625162	05-3621441
嘉義縣服務站 Chiayi County Service Center	嘉義縣朴子市祥和二路西段 6 號 1 樓 1F., No.6, W. Sec., Xianghe 2 nd Rd., Puzi City, Chiayi County	05-3623763	05-3621731
臺南市專勤隊 Tainan City Brigade	臺南市善化區中山路 353 號 2 樓 2F., No.353, Zhongshan Rd., Shanhua Dist., Tainan City	06-5813019	06-5816328
臺南市第一服務站 Tainan City First Service Center	臺南市中西區府前路 2 段 370 號 No.370, Sec. 2, Fuqian Rd., West Central Dist., Tainan City	06-2937641	06-2935775
臺南市第二服務站 Tainan City Second Service Center	臺南市善化區中山路 353 號 1 樓 1F., No.353, Zhongshan Rd., Shanhua Dist., Tainan City	06-5817404	06-5818924
高雄收容所 Kaohsiung Detention Center	高雄市永安區維新路光明三巷 17 號 No.17, Guangming 3rd Ln., Weixin Rd., Yong'an Dist Kaohsiung City	07-6916910	07-6917300

單位 (Unit)	地址 (Address)	電話 (Phone)	傳真 (Fax)
高雄市專勤隊 Kaohsiung City Brigade	高雄市新興區六合一路 113 號 1 樓 No.113, Liuhe 1 st Rd., Xinxing Dist., Kaohsiung City	07-2367524	07-2360446
高雄市第一服務站 Kaohsiung City First Service Center	高雄市苓雅區政南街 6 號 5、6 樓 5&6F., No.6, Zhengnan St., Lingya Dist., Kaohsiung City	07-7151660	07-7151306
高雄市第二服務站 Kaohsiung City Second Service Center	高雄市岡山區岡山路 115 號 No.115, Gangshan Rd., Gangshan Dist., Kaohsiung City	07-6212143	07-6236334
屏東縣專勤隊 Pingtung County Brigade	屏東縣屏東市中山路 60 號 2 樓 2F., No.60, Zhongshan Rd., Pingtung City, Pingtung County	08-7662250	08-7661882
屏東縣服務站 Pingtung County Service Center	屏東縣屏東市中山路 60 號 1 樓 1F., No.60, Zhongshan Rd., Pingtung City, Pingtung County	08-7661885	08-7662778
臺東縣專勤隊 Taitung County Brigade	臺東縣臺東市長沙街 59 號 2 樓 2F., No.59, Changsha St., Taitung City, Taitung County	089-342095	089-342874
臺東縣服務站 Taitung County Service Center	臺東縣臺東市長沙街 59 號 No.59, Changsha St., Taitung City, Taitung County	089-361631	089-347103
金門縣專勤隊 Kinmen County Brigade	金門縣金湖鎮蓮庵里西村 46-3 號 No.46-3, Xicun, Lianan District, Jinhua Township, Kinmen County	082-333531	082-333443
金門縣服務站 Kinmen County Service Center	金門縣金城鎮西海路 1 段 5 號 2 樓 2F., No.5, Sec. 1, Xihai Rd., Jincheng Township, Kinmen County	082-323695	082-323641

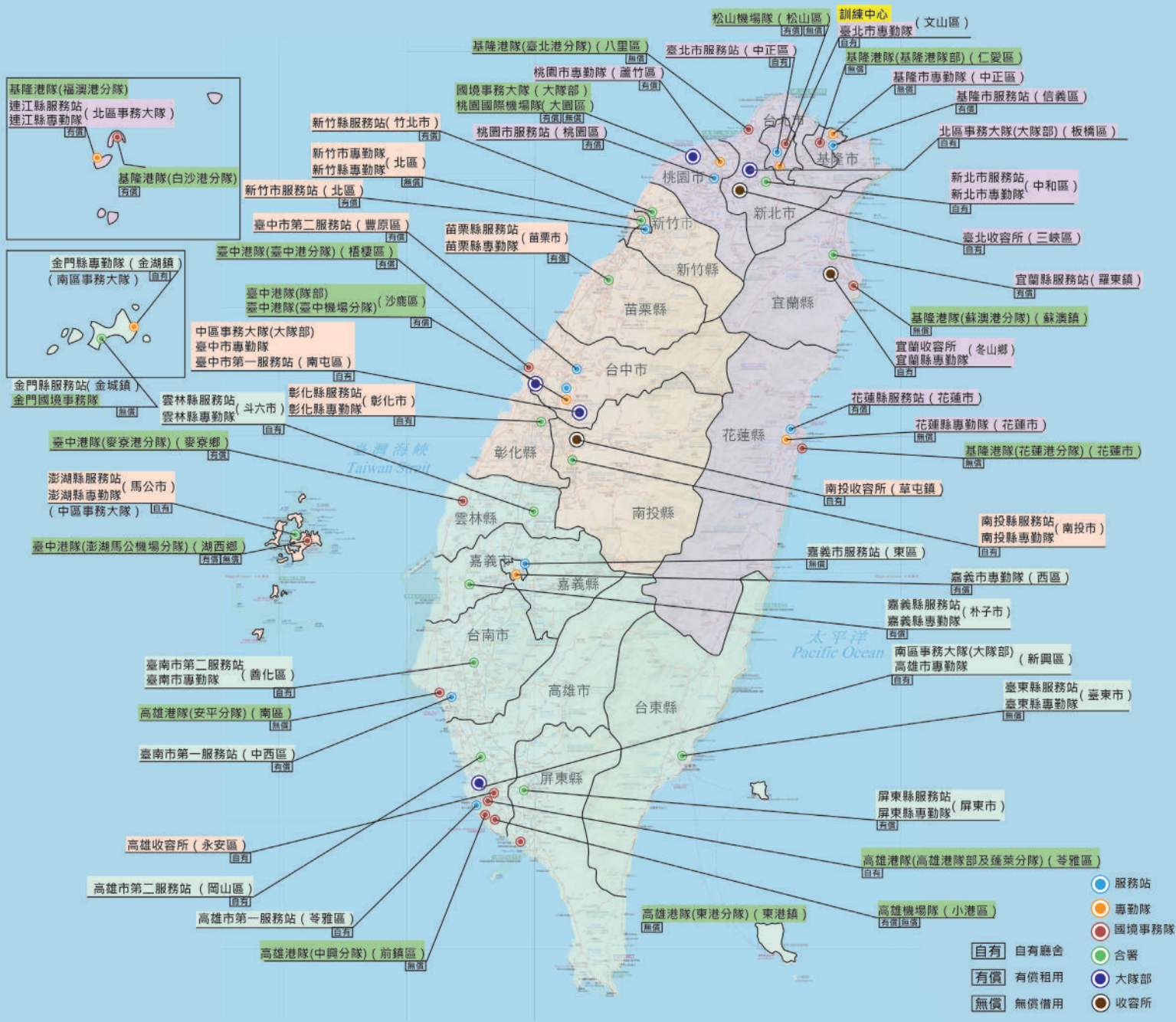
五、本署國境事務大隊服務據點：

E. BORDER AFFAIRS CORPS OFFICES

單位 (Unit)	地址 (Address)	電話 (Phone)
桃園國際機場國境事務大隊 (大隊部) Headquarters, Taoyuan International Airport Border Affairs Corps	桃園市大園區航站南路 9 號 No.9, Hangjhan S. Rd., Dayuan Dist., Taoyuan City	03-3985010 #7401-7402
桃園國際機場國境事務隊 (第一航廈) First Terminal, Taoyuan International Airport Border Affairs Brigade	桃園市大園區航站南路 15 號 No.15, Hangjhan S. Rd., Dayuan Dist., Taoyuan City	03-3985010 #1311-1313
桃園國際機場國境事務隊 (第二航廈) Second Terminal, Taoyuan International Airport Border Affairs Brigade	桃園市大園區航站南路 9 號 No.9, Hangjhan S. Rd., Dayuan Dist., Taoyuan City	03-3985010 #2311-2314
松山機場國境事務隊 Songshan Airport Border Affairs Brigade	臺北市松山區敦化北路 340-9 號 No.340-9, Dunhua N. Rd., Songshan Dist., Taipei City	02-25474161
高雄機場國境事務隊 Kaohsiung Airport Border Affairs Brigade	高雄市小港區中山四路 2 號 No.2, Jhongshan 4 th Rd., Siaogang District, Kaohsiung City	07-8017311
基隆港國境事務隊 (基隆港隊部) Keelung Port Headquarters, Keelung Port Border Affairs Brigade	基隆市仁愛區港西街 6 號 210 室 Rm. 210, No.6, Gangsi St., Ren' ai Dist., Keelung City	02-24273005
基隆港國境事務隊 (臺北港分隊) Taipei Port Squad, Keelung Port Border Affairs Brigade	新北市八里區商港路 123 號 (行政大樓 2 樓) 2F., No.123, Shanggan Rd., Bali Dist., New Taipei City	02-86304169
基隆港國境事務隊 (蘇澳港分隊) Su'ao Port Squad, Keelung Port Border Affairs Brigade	宜蘭縣蘇澳鎮港區路 1 號 (行政大樓 5 樓) 5F., No.1, Gangqu Rd., Suao Township, Yilan County	03-9967021
基隆港國境事務隊 (花蓮港分隊) Hualien Port Squad, Keelung Port Border Affairs Brigade	花蓮縣花蓮市港口路 1-3 號 No.1-3, Gangkou Rd., Hualien City, Hualien County	03-8223951
基隆港國境事務隊 (福澳港分隊) Fu'wo Port Squad, Keelung Port Border Affairs Brigade	連江縣南竿鄉福沃村 135-6 號 1 樓 1F., No.135-6, Fu'ao Vil., Nangan Township, Lienchiang County	0836-22606
基隆港國境事務隊 (白沙港分隊) Baisha Port Branch, Keelung Port Border Affairs Brigade	連江縣北竿鄉白沙村 72 號 No. 72, Baisha Village, Beigan Township, Lienchiang County	0836-55631
臺中港國境事務隊 (臺中港隊部) Taichung Port Headquarters, Taichung Port Border Affairs Brigade	臺中市沙鹿區中航路 1 段 168 號 4 樓 421 室 Rm.421,4F.,No.168, Sec. 1, Zhonghang Rd., Shalu Dist., Taichung City	04-26153351

單位 (Unit)	地址 (Address)	電話 (Phone)
臺中港國境事務隊 (臺中港分隊) Taichung Port Squad, Taichung Port Border Affairs Brigade	臺中市梧棲區臺灣大道 10 段 2 號 No.2, Sec. 10, Taiwan Blvd., Wuqi Dist., Taichung City	04-26564424
臺中港國境事務隊 (臺中機場分隊) Taichung Airport Squad, Taichung Port Border Affairs Brigade	臺中市沙鹿區中航路 1 段 168 號 4 樓 421 室 Rm.421,4F., No.168, Sec. 1, Zhonghang Rd., Shalu Dist., Taichung City	04-26153351
臺中港國境事務隊 (麥寮港分隊) Mailiao Port Squad, Taichung Port Border Affairs Brigade	雲林縣麥寮鄉六輕工業區 1 號 (港區大樓 6 樓) 6F., No.1, Liucing Industrial Park, Mailiao Township, Yunlin County	05-6812751
臺中港國境事務隊 (澎湖馬公機場分隊) Magong Airport, Penghu, Taichung Port Border Affairs Brigade	澎湖縣湖西鄉隘門村 126-5 號 No.126-5, Aimen Village, Hushi Township, Penghu County	06-9228710
高雄港國境事務隊 (高雄港隊部蓬萊分隊) Penglai Squad, Kaohsiung Port Headquarters, Kaohsiung Port Border Affairs Brigade	高雄市苓雅區海邊路 33 號 No.33, Haibian Rd., Lingya Dist., Kaohsiung City	07-2692807
高雄港國境事務隊 (安平分隊) Anping Squad, Kaohsiung Port Border Affairs Brigade	臺南市南區新港路 23 巷 30 號 No.30, Alley 23, Singang Rd., South. Dist., Tainan City	06-2616002
高雄港國境事務隊 (中興分隊) Zhongxin Squad, Kaohsiung Port Border Affairs Brigade	高雄市前鎮區亞太路 4 號聯合辦公大樓 A 棟 2 樓 2F., No.4, Yatai Rd., Cianjhen Dist., Kaohsiung City	07-8231538
高雄港國境事務隊 (東港分隊) Donggang Squad, Kaohsiung Port Border Affairs Brigade	屏東縣東港鎮朝隆路 35 號 2 樓 2F., No.35, Jhaolong Rd., Donggang Township, Pingtung County	08-8323376
金門國境事務隊 Kinmen Border Affairs Brigade	金門縣金城鎮西海路一段 5 號 No.5, Sihai Rd., Jincheng Township, Kinmen County	082-312131

內政部移民署各事務大隊 及所屬站隊收容所分布圖



108年度各機場、港口入出國(境)人數統計表

Number of Entries and Exits by Place

月份 Month	總計 Total	桃園機場 Taoyuan Airport	高雄機場 Kaohsiung Airport	松山機場 Songshan Airport	臺中機場 Taichung Airport	花蓮機場 Hualien Airport	馬公機場 Magong Airport
1月Jan	4,582,376	3,492,833	468,688	265,883	132,395	334	-
2月Feb	4,605,900	3,502,056	479,878	242,560	132,452	59	-
3月Mar	5,008,204	3,755,383	519,136	287,604	146,487	431	-
4月Apr	5,014,880	3,702,326	522,798	284,536	135,649	149	-
5月May	4,996,545	3,629,513	518,095	284,585	141,703	25	281
6月Jun	4,980,215	3,678,846	521,435	276,655	139,605	26	-
7月Jul	5,168,438	3,786,409	550,510	285,830	144,670	1,445	-
8月Aug	5,092,406	3,777,731	550,919	288,888	149,841	717	7
9月Sep	4,321,217	3,274,706	459,072	248,049	133,373	13	-
10月Oct	4,860,045	3,701,055	507,818	262,687	144,180	1,568	-
11月Nov	4,651,486	3,525,699	495,097	272,121	141,537	3,768	-
12月Dec	4,691,876	3,560,588	503,001	257,613	148,038	3,789	-
總計Total	57,973,588	43,387,145	6,096,447	3,257,011	1,689,930	12,324	288

單位：人次
Unit：Passengers

基隆港 Keelung Sea Port	臺中港 Taichung Sea Port	高雄港 Kaohsiung Sea Port	花蓮港 Hualien Sea Port	麥寮港 Mailiao Sea Port	金門 Kinmen	馬祖 Mazu	其他 Others
27,783	4,734	3,511	37	318	157,869	4,485	23,506
53,400	6,884	4,725	50	242	153,690	5,211	24,693
81,513	7,972	7,775	1,968	344	171,206	5,862	22,523
116,046	11,016	13,291	1,969	296	188,098	6,087	32,619
149,156	9,044	17,973	1,061	311	203,002	8,987	32,809
119,899	10,080	7,285	185	252	187,480	6,354	32,113
117,238	11,975	19,164	101	297	205,107	7,109	38,583
71,296	10,658	19,312	37	305	183,983	5,706	33,006
62,403	8,174	3,406	60	329	108,033	3,940	19,659
66,002	5,711	4,011	31	396	142,406	4,705	19,475
42,144	3,153	11,578	45	301	137,039	3,777	15,227
57,080	2,397	14,713	33	228	124,348	3,086	16,962
963,960	91,798	126,744	5,577	3,619	1,962,261	65,309	311,175

108年自動查驗通關系統註冊及通關人數統計表

Number of e-Gate Registrations and Users

月份 Month	總計 Total		金門水頭商港 Kinmen Shuitou Harbor		高雄機場 Kaohsiung Airport	
	註冊 Registrations	通關 Users	註冊 Registrations	通關 Users	註冊 Registrations	通關 Users
1月Jan	89,544	1,467,607	3,840	52,354	7,706	131,797
2月Feb	92,303	1,529,545	3,943	46,859	8,156	135,693
3月Mar	105,088	1,715,491	4,372	57,628	9,585	156,202
4月Apr	104,351	1,725,628	4,876	61,693	8,765	153,534
5月May	101,462	1,702,882	4,876	61,565	9,760	154,125
6月Jun	103,064	1,703,270	5,202	65,723	9,368	151,611
7月Jul	106,975	1,493,998	4,750	61,732	8,779	129,284
8月Aug	105,051	1,581,303	4,305	57,715	9,325	142,860
9月Sep	94,397	1,740,453	4,529	57,010	8,742	157,538
10月Oct	109,594	1,869,957	4,961	60,465	10,045	165,945
11月Nov	99,482	1,750,555	4,601	58,521	9,686	165,215
12月Dec	89,939	1,632,645	3,642	55,319	9,530	152,764
總計Total	1,201,250	19,913,334	53,897	696,584	109,447	1,796,568

單位：人次
Unit：Passengers

松山機場 Songshan Airport		桃園機場-T2 Taoyuan Airport-T2		桃園機場-T1 Taoyuan Airport-T1		臺中機場 Taichung Airport	
註冊 Registrations	通關 Users	註冊 Registrations	通關 Users	註冊 Registrations	通關 Users	註冊 Registrations	通關 Users
10,282	80,433	31,713	660,865	31,723	502,065	4,280	40,093
8,103	73,385	31,810	690,822	36,054	541,844	4,237	40,942
8,772	90,074	39,960	798,867	37,919	565,472	4,480	47,248
8,175	92,352	44,415	807,356	34,058	568,452	4,062	42,241
8,743	91,655	41,216	807,204	32,351	542,552	4,516	45,781
8,292	91,277	42,141	750,323	33,802	600,514	4,259	43,822
8,741	82,886	46,375	649,359	34,512	532,779	3,818	37,958
7,887	83,209	46,857	742,974	32,411	511,900	4,266	42,645
5,474	87,260	35,575	817,843	36,200	574,862	3,877	45,940
7,396	97,877	44,885	881,546	37,595	613,642	4,712	50,482
6,703	98,631	39,549	838,929	34,069	540,589	4,874	48,670
6,749	95,497	32,717	773,797	32,481	509,263	4,820	46,005
95,317	1,064,536	477,213	9,219,885	413,175	6,603,934	52,201	531,827

108年大陸地區專業、商務人士進入台灣地區申請案件統計表

Number of Mainland Chinese Visitors for Business Purposes and Professional

月份 Month	申請 Applicants			核准 Approval		
	合計 Total	男 Male	女 Female	合計 Total	男 Male	女 Female
1月Jan	16,536	10,494	6,042	15,718	9,725	5,993
2月Feb	8,842	6,036	2,806	8,272	5,585	2,687
3月Mar	16,763	11,456	5,307	14,376	9,839	4,537
4月Apr	19,141	13,037	6,104	16,274	11,211	5,063
5月May	25,450	15,238	10,212	21,373	13,432	7,941
6月Jun	23,823	14,064	9,759	20,927	12,022	8,905
7月Jul	22,821	14,513	8,308	24,274	14,770	9,504
8月Aug	19,849	13,890	5,959	17,667	12,143	5,524
9月Sep	17,946	12,655	5,291	16,518	11,662	4,856
10月Oct	17,749	12,481	5,268	17,476	12,289	5,187
11月Nov	19,743	13,421	6,322	16,916	11,812	5,104
12月Dec	17,332	11,547	5,785	17,009	11,298	5,711
總計Total	225,995	148,832	77,163	206,800	135,788	71,012

Inbound Exchanges				單位：人次 Unit: Passengers		
	入境 Entries			出境 Exits		
	合計 Total	男 Male		女 Female	合計 Total	男 Male
	11,647	8,286	3,361	22,002	12,753	9,249
	15,150	8,369	6,781	6,675	4,617	2,058
	13,236	9,489	3,747	12,320	8,926	3,394
	13,239	9,279	3,960	12,962	9,170	3,792
	18,313	12,491	5,822	15,531	10,702	4,829
	16,773	11,399	5,374	24,851	14,863	9,988
	19,438	12,293	7,145	18,184	11,629	6,555
	17,075	11,734	5,341	19,658	12,971	6,687
	22,509	13,234	9,275	14,798	10,638	4,160
	15,652	11,044	4,608	13,503	9,429	4,074
	14,828	10,682	4,146	15,892	11,351	4,541
	15,810	11,659	4,151	15,897	11,707	4,190
	193,670	129,959	63,711	192,273	128,756	63,517

各縣市外裔、外籍與大陸(含港澳)配偶人數-按性別及原屬國籍分 (76年1月至 Foreign and Mainland Chinese Spouses by City and County - Gender and C

縣市別 City / County	合 計 Total			越 南 Vietnam			印 尼 Indonesia			泰 國 Thailand			菲 律 賓 Philippines			東
	計 Total	男 Male	女 Female	計 Total	男 Male	女 Female	計 Total	男 Male	女 Female	計 Total	男 Male	女 Female	計 Total	男 Male	女 Female	計 Total
新北市 New Taipei City	108,428	11,926	96,502	19,073	422	18,651	3,843	150	3,693	1,698	425	1,273	1,658	181	1,477	449
臺北市 Taipei City	62,560	9,602	52,958	5,768	130	5,638	1,150	83	1,067	541	61	480	647	66	581	187
桃園市 Taoyuan city	62,153	5,927	56,226	11,409	380	11,029	4,893	227	4,666	2,391	873	1,518	1,884	194	1,690	304
臺中市 Taichung City	58,436	4,931	53,505	11,462	245	11,217	2,367	49	2,318	894	454	440	954	63	891	755
臺南市 Tainan City	34,743	2,539	32,204	8,496	139	8,357	1,112	20	1,092	539	231	308	521	39	482	333
高雄市 Kaohsiung City	63,234	4,414	58,820	12,426	151	12,275	2,149	41	2,108	638	164	474	1,028	54	974	439
宜蘭縣 Yilan County	8,820	463	8,357	2,445	21	2,424	470	5	465	122	31	91	106	5	101	133
新竹縣 Hsinchu County	14,101	877	13,224	2,654	51	2,603	2,490	41	2,449	328	60	268	640	24	616	54
苗栗縣 Miaoli County	14,568	582	13,986	3,280	50	3,230	1,947	19	1,928	281	91	190	320	17	303	72
彰化縣 Changhua County	23,786	1,074	22,712	7,500	151	7,349	1,799	14	1,785	506	207	299	439	28	411	412
南投縣 Nantou County	11,060	496	10,564	3,501	36	3,465	939	7	932	178	63	115	132	5	127	225
雲林縣 Yunlin County	16,459	471	15,988	4,628	37	4,591	1,868	8	1,860	227	86	141	177	2	175	259
嘉義縣 Chiayi County	13,250	418	12,832	3,917	40	3,877	1,226	3	1,223	149	52	97	140	6	134	168
屏東縣 Pingtung County	19,576	1,000	18,576	5,098	39	5,059	1,758	14	1,744	215	55	160	813	12	801	241
臺東縣 Taitung County	4,416	304	4,112	1,013	3	1,010	256	-	256	29	6	23	86	-	86	42
花蓮縣 Hualien County	7,932	772	7,160	1,163	7	1,156	550	4	546	67	26	41	74	7	67	63
澎湖縣 Penghu County	1,887	53	1,834	592	1	591	319	1	318	1	-	1	8	-	8	42
基隆市 Keelung City	10,436	715	9,721	1,835	18	1,817	315	5	310	114	15	99	107	4	103	67
新竹市 Hsinchu City	9,466	814	8,652	1,530	29	1,501	714	24	690	157	39	118	293	8	285	24
嘉義市 Chiayi City	5,101	360	4,741	973	12	961	198	3	195	43	13	30	69	3	66	64
金門縣 Kinmen County	2,764	112	2,652	183	-	183	114	1	113	5	1	4	5	-	5	3
連江縣 Lienchiang County	600	94	506	51	-	51	6	-	6	3	-	3	1	-	1	3
不詳 Unknown	3,674	324	3,350	-	-	-	-	-	-	-	-	-	-	-	-	-
總 計 Total	557,450	48,268	509,182	108,997	1,962	107,035	30,483	719	29,764	9,126	2,953	6,173	10,102	718	9,384	4,339

(108年12月底)

Original Nationality from Jan 1987 to Dec 2019

單位：人

Unit: Persons

柬埔寨 Cambodia		日本 Japan			韓國 South Korea			大陸地區 Mainland China			港澳地區 HongKong and Macau			其他國家 Others		
男 Male	女 Female	計 Total	男 Male	女 Female	計 Total	男 Male	女 Female	計 Total	男 Male	女 Female	計 Total	男 Male	女 Female	計 Total	男 Male	女 Female
1	448	1,050	458	592	484	170	314	68,930	4,552	64,378	5,817	2,656	3,161	5,426	2,911	2,515
1	186	1,671	712	959	483	154	329	43,160	3,212	39,948	4,062	1,906	2,156	4,891	3,277	1,614
-	304	427	193	234	138	51	87	37,039	2,317	34,722	1,663	669	994	2,005	1,023	982
1	754	553	269	284	174	74	100	37,491	1,636	35,855	1,582	638	944	2,204	1,502	702
1	332	265	138	127	79	39	40	21,785	1,037	20,748	680	262	418	933	633	300
1	438	506	266	240	173	73	100	42,796	2,032	40,764	1,352	533	819	1,727	1,099	628
-	133	50	32	18	12	6	6	5,099	171	4,928	152	48	104	231	144	87
-	54	90	35	55	53	30	23	7,000	245	6,755	220	84	136	572	307	265
-	72	40	15	25	11	3	8	8,231	253	7,978	139	29	110	247	105	142
1	411	69	23	46	20	8	12	12,389	360	12,029	291	74	217	361	208	153
-	225	24	20	4	4	3	1	5,716	198	5,518	140	53	87	201	111	90
-	259	28	12	16	14	8	6	8,949	215	8,734	127	24	103	182	79	103
-	168	16	5	11	3	2	1	7,401	225	7,176	100	26	74	130	59	71
1	240	55	28	27	14	8	6	10,810	597	10,213	247	64	183	325	182	143
-	42	34	23	11	6	2	4	2,755	150	2,605	50	14	36	145	106	39
-	63	48	33	15	18	6	12	5,557	473	5,084	155	57	98	237	159	78
-	42	8	5	3	1	-	1	859	20	839	26	5	21	31	21	10
-	67	55	28	27	31	8	23	7,383	395	6,988	267	99	168	262	143	119
-	24	132	59	73	57	13	44	5,823	255	5,568	257	88	169	479	299	180
-	64	29	12	17	10	2	8	3,489	193	3,296	93	34	59	133	88	45
-	3	4	1	3	1	-	1	2,377	75	2,302	52	27	25	20	7	13
-	3	-	-	-	-	-	-	526	93	433	3	-	3	7	1	6
-	-	-	-	-	-	-	-	3,567	271	3,296	107	53	54	-	-	-
7	4,332	5,154	2,367	2,787	1,786	660	1,126	349,132	18,975	330,157	17,582	7,443	10,139	20,749	12,464	8,285

108年移民照顧輔導成果統計表

Immigrant Counseling and Assistance

月份 Month	外籍配偶 諮詢專線 Foreign Spouses Counseling Hotline	外來人士在臺生 活諮詢服務熱線 Foreigner Information and Counseling Hotline	諮詢服務 Counseling Service	轉介服務 Referral Service	關懷訪視 Home Visit
1月Jan	3,481		10,290	187	1,382
2月Feb	2,658		8,208	114	1,550
3月Mar	3,675		9,221	119	1,468
4月Apr	3,279		8,941	141	1,241
5月May	3,460		9,681	178	1,438
6月Jun	3,064		9,147	121	1,606
7月Jul	3,265		10,077	128	1,938
8月Aug	3,293		10,254	116	1,648
9月Sep	3,210		12,703	107	2,672
10月Oct	3,208		9,836	133	1,307
11月Nov	2,863		9,071	136	1,292
12月Dec	2,864		9,975	116	1,354
總計Total	38,320		117,404	1,596	18,896

單位：次
Unit: Times

宣導法令 Declaring Decree	參與活動 Participating Activity	宣導單張放置 Leaflet Placement	參與地方 聯繫會報 Participating in Local Contact Bulletins	志工服務 Volunteer Service	通譯服務 Interpretation Service
18	12	2,015	20	58,024	19,412
14	10	694	18	43,217	13,299
17	13	1,373	59	51,643	15,000
18	23	599	21	52,688	15,060
19	22	1,132	26	52,590	18,071
32	34	870	27	50,453	16,690
18	13	1,698	27	60,636	19,065
18	23	1,168	36	50,221	20,854
24	23	1,106	42	53,423	21,288
24	28	1,958	32	52,166	19,168
28	45	1,298	53	47,354	17,742
20	34	2,893	46	47,763	19,050
250	280	16,804	407	620,178	214,699

108年大陸地區配偶申請來臺團聚面談

Interviews Conducted to Mainland Chinese Spouses for Family Reunification

月份 Month	合計 Total	通過訪查 Passed	未通過訪查需訪談 Visits and Interviews				計 Sub-Total
			計 Sub-Total	通過訪談 Passed	不予通 過訪談 Refused	不予通 過比率 Refused Rate(%)	
1月Jan	503	264	239	176	63	12.52	516
2月Feb	305	166	139	89	50	16.39	343
3月Mar	445	280	165	115	50	11.24	386
4月Apr	449	265	184	125	59	13.14	358
5月May	563	330	233	139	94	16.70	392
6月Jun	490	287	203	134	69	14.08	408
7月Jul	576	351	225	149	76	13.19	495
8月Aug	550	363	187	120	67	12.18	404
9月Sep	508	327	181	109	72	14.17	500
10月Oct	581	366	215	118	97	16.70	424
11月Nov	554	379	175	95	80	14.44	389
12月Dec	570	349	221	133	88	15.44	417
總計Total	6,094	3,727	2,367	1,502	865	14.19	5,032

單位：件、百分比%
Unit: Cases; %

國境線面談 Border Interviews				二度面談 Secondary Interviews			
通過面談 Passed	不予通 過面談 Refused	需二度面談 Require Secondary Interviews	不予通過 面談比率 Refused Rate(%)	計 Sub-Total	通過面談 Passed	不予通 過面談 Refused	不予通過 面談比率 Refused Rate(%)
483	6	27	1.23	25	24	1	4.00
313	4	26	1.26	16	14	2	12.50
335	7	44	2.05	26	24	2	7.69
325	7	26	2.11	26	24	2	7.69
347	9	36	2.53	30	27	3	10.00
378	12	18	3.08	28	27	1	3.57
449	13	33	2.81	14	13	1	7.14
363	14	27	3.71	36	34	2	5.56
461	6	33	1.28	28	27	1	3.57
390	12	22	2.99	22	22	-	-
359	7	23	1.91	19	15	4	21.05
389	6	22	1.52	29	24	5	17.24
4,592	103	337	2.19	299	275	24	8.03

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 Foreign Residents by Occupation and Region from Jan 1987 to Dec 2019

縣市別 City / County	合計 Total			計 Sub-Total	商 Business	工程師 Engineer
	合計 Sub-Total	男 Male	女 Female			
新北市 New Taipei City	111,603	43,705	67,898	110,956	734	365
臺北市 Taipei City	69,982	17,762	52,220	67,594	2,897	578
桃園市 Taoyuan city	123,279	67,172	56,107	122,893	132	197
臺中市 Taichung City	109,651	61,515	48,136	109,060	581	315
臺南市 Tainan City	65,401	34,203	31,198	65,171	77	176
高雄市 Kaohsiung City	70,808	31,677	39,131	70,355	347	396
宜蘭縣 Yilan County	13,434	5,664	7,770	13,408	13	12
新竹縣 Hsinchu County	32,322	13,771	18,551	32,111	142	289
苗栗縣 Miaoli County	22,370	8,730	13,640	22,322	25	59
彰化縣 Changhua County	55,753	34,342	21,411	55,702	15	10
南投縣 Nantou County	14,162	5,837	8,325	14,144	14	3
雲林縣 Yunlin County	21,144	9,926	11,218	21,032	19	32
嘉義縣 Chiayi County	15,017	6,958	8,059	14,987	9	6
屏東縣 Pingtung County	17,091	7,431	9,660	17,045	15	10
臺東縣 Taitung County	2,761	682	2,079	2,736	18	4
花蓮縣 Hualien County	7,207	2,060	5,147	7,180	16	4
澎湖縣 Penghu County	2,867	1,817	1,050	2,867	3	-
基隆市 Keelung City	7,195	2,132	5,063	7,169	27	5
新竹市 Hsinchu City	17,947	5,798	12,149	17,509	121	552
嘉義市 Chiayi City	3,897	727	3,170	3,876	16	17
金門縣 Kinmen County	1,209	315	894	1,208	3	5
連江縣 Lienchiang County	241	99	142	241	-	-
總計 Total	785,341	362,323	423,018	779,566	5,224	3,035

至108年12月底)

單位：人

Unit: Persons

年滿十五歲以上居留外僑按經濟活動分 15 Years Old and Above by Economic Activities							未滿十五歲者 Under 15 years Old
教師 Teacher	傳教士 Missionary	技工技匠 Skilled Worker	外籍勞工 Foreign Migrant Worker	其他 Others	失業 Unemployed	非勞動力 Not in Labor Force	
1,234	192	72	88,348	8,364	1,565	10,082	647
1,758	240	28	38,739	12,679	1,494	9,181	2,388
374	84	49	107,644	8,320	1,698	4,395	386
1,011	284	85	95,161	2,851	1,214	7,558	591
435	74	54	57,436	1,665	796	4,458	230
730	180	37	56,737	2,520	705	8,703	453
88	32	7	12,132	215	33	876	26
280	52	17	28,144	582	547	2,058	211
75	18	2	20,468	345	463	867	48
122	32	7	51,753	619	254	2,890	51
69	22	16	12,320	310	349	1,041	18
73	20	20	18,575	765	173	1,355	112
35	27	13	12,294	145	86	2,372	30
59	57	9	14,677	293	148	1,777	46
67	21	2	2,228	121	98	177	25
72	26	4	5,344	427	471	816	27
13	2	1	2,720	28	54	46	-
52	6	2	5,474	212	280	1,111	26
383	94	6	12,152	943	246	3,012	438
78	29	7	3,209	99	89	332	21
15	4	1	993	89	36	62	1
-	-	-	189	33	15	4	-
7,023	1,496	439	646,737	41,625	10,814	63,173	5,775

108年各司法警察機關查緝人口販運案件統計表

Human Trafficking Cases Investigated by the Judicial Law Enforcement Agencies

月份 Month	合計 Total			內政部警政署 National Police Agency, MOI			National Im
	合計 Total	勞力剝削 Labor Exploitation	性剝削 Sexual Exploitation	計 Sub-Total	勞力剝削 Labor Exploitation	性剝削 Sexual Exploitation	
1月Jan	10	2	8	8	2	6	2
2月Feb	4	1	3	4	1	3	-
3月Mar	6	2	4	4	1	3	1
4月Apr	7	-	7	2	-	2	3
5月May	8	3	5	3	1	2	5
6月Jun	9	3	6	7	2	5	1
7月Jul	18	3	15	17	3	14	1
8月Aug	32	5	27	27	1	26	4
9月Sep	11	2	9	7	1	6	-
10月Oct	18	4	14	15	2	13	3
11月Nov	12	5	7	4	1	3	5
12月Dec	8	2	6	4	-	4	1
總計Total	143	32	111	102	15	87	26

Agencies								單位：案件 Unit：Cases
內政部移民署 Immigration Agency, MOI		海洋委員會海巡署 Coast Guard Administration, OAC			法務部調查局 Investigation Bureau, MOJ			
勞力剝削 Labor Exploitation	性剝削 Sexual Exploitation	計 Sub-Total	勞力剝削 Labor Exploitation	性剝削 Sexual Exploitation	計 Sub-Total	勞力剝削 Labor Exploitation	性剝削 Sexual Exploitation	
-	2	-	-	-	-	-	-	
-	-	-	-	-	-	-	-	
1	-	1	-	1	-	-	-	
-	3	-	-	-	2	-	2	
2	3	-	-	-	-	-	-	
-	1	1	1	-	-	-	-	
-	1	-	-	-	-	-	-	
3	1	-	-	-	1	1	-	
-	-	1	1	-	3	-	3	
2	1	-	-	-	-	-	-	
2	3	-	-	-	3	2	1	
-	1	-	-	-	3	2	1	
10	16	3	2	1	12	5	7	

108年各司法警察機關查獲失聯移工人數統計表

Undocumented Migrant Workers Arrested by the Judicial Law Enforcement

月份 Month	合計 Total			內政部移民署 National Immigration Agency, MOI			內政部警政署 National Police Agency, MOI		
	計 Total	男 Male	女 Female	計 Sub-Total	男 Male	女 Female	計 Sub-Total	男 Male	女 Female
1月Jan	2,582	1,320	1,262	1,229	568	661	1,091	593	498
2月Feb	1,525	721	804	886	349	537	532	299	233
3月Mar	2,168	1,031	1,137	1,319	546	773	730	416	314
4月Apr	2,541	1,070	1,471	1,700	625	1,075	723	391	332
5月May	2,863	1,263	1,600	1,995	803	1,192	760	403	357
6月Jun	3,243	1,296	1,947	2,542	937	1,605	614	316	298
7月Jul	1,220	629	591	514	239	275	658	350	308
8月Aug	1,495	779	716	768	363	405	646	357	289
9月Sep	1,407	719	688	720	329	391	583	311	272
10月Oct	1,716	841	875	981	431	550	585	301	284
11月Nov	1,752	852	900	1,051	453	598	542	291	251
12月Dec	1,422	757	665	900	460	440	465	268	197
總計Total	23,934	11,278	12,656	14,605	6,103	8,502	7,929	4,296	3,633

Unit: Persons								
海洋委員會海岸巡防署 Coast Guard Administration, OAC			法務部調查局 Investigation Bureau, MOJ			國防部憲兵指揮部 Military Police Command, MND		
計 Sub-Total	男 Male	女 Female	計 Sub-Total	男 Male	女 Female	計 Sub-Total	男 Male	女 Female
71	47	24	23	8	15	168	104	64
43	32	11	21	10	11	43	31	12
80	53	27	28	9	19	11	7	4
55	25	30	47	18	29	16	11	5
58	30	28	29	13	16	21	14	7
43	22	21	23	4	19	21	17	4
30	25	5	11	9	2	7	6	1
57	44	13	13	9	4	11	6	5
64	50	14	11	6	5	29	23	6
53	34	19	35	22	13	62	53	9
51	41	10	63	35	28	45	32	13
24	12	12	32	16	16	1	1	0
629	415	214	336	159	177	435	305	130

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