



內政部移民署

National Immigration Agency, Ministry of the Interior

109 年 年 報

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Annual

Report

部長序



109 年面臨前所未有衝擊與挑戰，真是個充滿驚心動魄又艱辛的一年，剛經歷非洲豬瘟處置得宜，成功防堵疫情於境外，嚴重特殊傳染性肺炎 (COVID-19) 卻接踵而至，肆虐全球，造成無數生命殞落，衝擊社會、經濟、教育及人與人交流等各個層面，產生嚴重且不可逆的影響，疫情真是一波未平，一波又起。臺灣身為地球村的一員，大家齊心協力，成功阻絕 COVID-19 疫情於境外，曾維持無社區感染紀錄達五百餘日；惟現今疫情嚴峻，更須發揮同島一命精神，以共同抵抗病毒侵襲。

自從去 (109) 年 1 月 21 日，國內發現第一個 COVID-19 確診案例，政府旋即於翌 (22) 日宣布暫停旅行團前往大陸地區湖北省武漢市，同年 2 月 23 日宣布中央流行疫情指揮中心 (以下簡稱疫情指揮中心) 二級開設，本部亦進駐疫情指揮中心，嚴密監控疫情，移民署同仁更是站在國境防疫第一線，不顧自身安危，查驗旅客入出境證件，為守護國人健康安全，堅守崗位。此外，該署為支援邊境防疫資訊，利用國人及外來人口旅客入出境資料，協助建置健保雲端旅遊史查詢系統，使得第一線醫護人員能透過健保卡勾稽病患出入境旅遊史，除此之外，在入境檢疫系統、口罩實名制、發放振興三倍券及提供多國語言宣導防疫措施等工作，移民署亦以協助者的角色在後臺默默付出，為而不恃，功成不居，是名副其實的隱形防疫英雄。

本部移民署除了努力對抗 COVID-19 疫情一波又一波的侵襲外，亦不忘自身職責所在，建置了第三代自動查驗通關系統、人別確認輔助系統及自動防闖偵測系統，並成立科技偵查中心，開設臨櫃多元支付，優化外國專業人才申辦窗口平臺，亦廣續推動新住民及其子女培力計畫，結合民間團體關懷外籍移工

等，更利用科技技術，協助外部顧客及內部顧客，加速為民服務，並減輕同仁工作壓力。此外，桃園國際機場優質通關服務更獲得英國非營利獨立調查機構 Skytrax 公布「2020 年最佳證照查驗服務機場 (Best Airport Immigration)」評比為第 2 名，超越韓國仁川機場與新加坡樟宜機場，僅次於香港國際機場；另防制人口販運成效顯著，已連續 12 年經美國國務院評列為第 1 級國家，顯示整體防制作為持續獲得國際社會肯定。值此疫情嚴峻之際，移民署仍兢兢業業亟思精進業務，未曾懈怠，誠屬難能可貴。

在此，除了感謝同仁勇於任事、守護寶島臺灣外，並提醒在身先士卒的同時，亦應注意自身健康及安全，臺灣社會慶幸有移民署同仁作為堅強的後盾，才能在一次又一次緊要關頭中度過危機，相信 COVID-19 疫情帶給世人的啟示不是放棄，而是彼此團結、互相打氣，並堅守自身職責，定能克服難關，謹此與移民署優秀同仁共勉。



內政部 部長

徐國勇

署長序



本署肩負國安及內政雙重任務，值此嚴重特殊傳染性肺炎 (COVID-19) 肆虐之際，亦全力守護臺灣安全。當國外疫情嚴峻，一批批專案包機乘載國人返國時，同仁穿戴防疫裝備，全身包得密不透風，即使汗流浹背，仍專注對專案包機返臺旅客進行人別確認及證照查驗，就是為了守護邊境安全，有效阻絕疫情於境外，俾維護國人健康；此外，編印多國語言防疫措施，並自動延長合法來臺外來人口停 (居) 留期限，以及推動線上申辦系統，俾減少人與人接觸，避免疫情擴散。

本署除了上述專案性任務外，並職掌外來人口管理、防制人口販運、移民照顧輔導、兩岸交流往來、國際交流合作、移民人權保障及移民政策推動，各項勤 (業) 務專業且龐雜，千頭萬緒，尤其外來人口管理更是重中之重，包括外來人口停 (居) 留管理、失聯移工與其他各類案件查處及收容管理問題等，涉及的工作細項繁複，實際執行面向亦相當多元，有勞同仁費心費力，上下一條心，實實在在做事，發揮縱向及橫向加乘效果，方得在員額及資源有限之情形下，努力找出存在的價值及願景，同心協力，穩步向前，而得以在內政部多項勤 (業) 務績效評比中拔得頭籌。

另一方面，外來人口在臺居留已突破百萬人，本署除了硬實力管理面外，亦在軟實力輔導面上，提供新住民各項服務，協助渠等儘速適應我國生活，如修改外來人口統一證號編碼原則，比照國民身分證字號編碼方式，俾促使外來人口在臺順暢進行網購、訂票、醫療掛號等日常事務，並增加其歸屬感。且不僅關注新住民自身需求，亦延伸關注面向，投注心力於新住民下一代，執行新住民及其子女海外培力計畫與築夢計畫，舉辦新住民子女多元文化創意體驗營

等活動，以及辦理發放新住民及其子女培力與獎助（勵）學金等措施，以求為國培育人才，期使新住民第二代拓展視野、接軌國際，俾成為新國力。

藉由一年一度年報的出版，與同仁共勉本署核心價值與願景，本人秉持以身作則、身先士卒之理念，冀求大家彼此站在一起，相互展現真切關懷，本署並將加強培育人才，讓每位同仁展現能力，且給予優秀同仁發揮所長的空間；我們堅信有人才就有未來，相信只要有心，天下沒有解決不了的事情。最後，由於本署業務龐雜，年報內容難免有掛一漏萬，抑或刊誤之處，尚請讀者不吝指正為禱！



內政部移民署 署長

陳景璣

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本書簡介

本書為本署109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」，並建置「人別確認輔助系統」及「自動防闖偵測系統」，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

為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，協助查察賄選防制暴力，開啟科技偵查新世代，落實人口販運之預防、查緝追訴、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、辦理新住民子女多元文化創意體驗營、優化通譯人員資料庫、跨界合作策略聯盟、便民行動列車、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，推動修改外來人口統一證號編碼原則，建構友善移民環境，進一步為我國留才攬才；此外，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，落實移民人權保障。

第伍章 - 兩岸交流暨國際合作

為因應兩岸交流便捷，推動法規整併與流程簡化，提升服務效能，並兼顧安全管理，增進國家競爭力；此外，以平等互惠原則，加強國際合作關係，共同打擊跨國境犯罪及防制人口販運，協助解決雙邊僑民、外僑停留、居留或急難救助等事宜。

第陸章 - 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、考核訓練及退休福利工作；主計室為本署各項經費編列、審核及執行控管工作；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。

第柒章 - 防疫 (COVID-19) 相關作為

嚴重特殊傳染性肺炎 (COVID-19) 疫情爆發以來，配合中央流行疫情指揮中心政策，落實境管措施及防疫作為，跨部會合作建置健保雲端旅遊史查詢系統，勾稽、注檢及通報疫情高風險入境旅客，強化人流管制，阻絕疫情於境外；此外，為避免外來人口成為防疫缺口，執行轉機旅客巡查，超前部署收容所防疫作為，加速遣返受收容人返國，為國人守護防疫第一線，展現國門防疫零容忍決心。

第壹章 國境安全管理

109年1月爆發嚴重特殊傳染性肺炎(COVID-19)疫情，各國為防範疫情擴散，陸續實施撤僑、禁航、關閉邊界等境管措施，我國為確保國人安全與健康，亦進行邊境管制，減少非必要跨境移動，故入出境旅客人數創下歷史新低；惟本署並未因此鬆懈勤(業)務，仍持續運用資訊科技，推動自動查驗通關，優化與升級通關設備，以減少人員接觸，符合公共衛生趨勢，並兼顧國境安全及優質服務，提供旅客健康安全的通關環境，此外，亦精進人員證照查驗職能，以守護國境防線，阻絕不法於境外。

一、提升通關效率，優化便民服務

(一) 持續推動自動查驗通關

受嚴重特殊傳染性肺炎(COVID-19)疫情影響，中央流行疫情指揮中心宣布自109年3月21日起，國際旅遊疫情「第三級：警告」涵蓋全球，建議旅客避免所有非必要旅遊，故109年全國入出境旅客人數驟減，計787萬5,617人次。

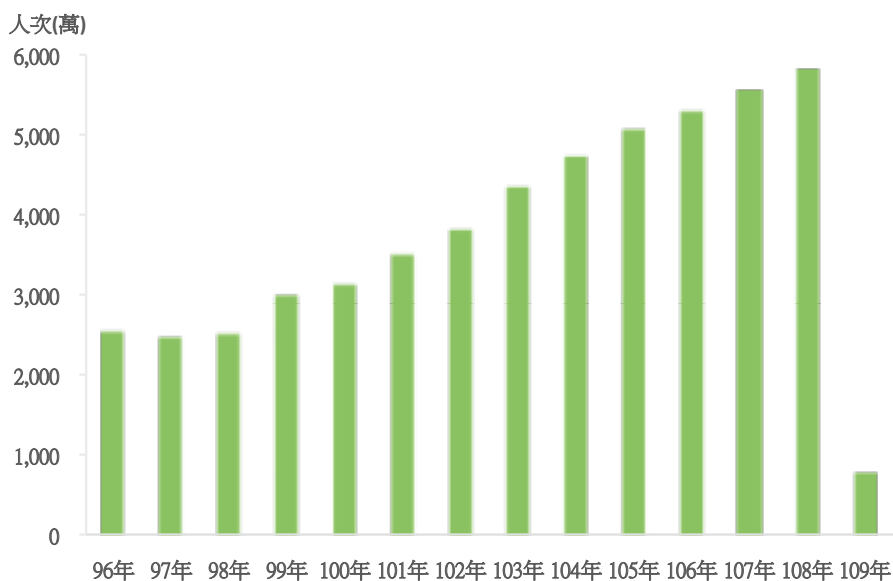


圖 1-1 歷年入出境人次統計

為防範疫情蔓延，減少人員接觸，符合公共衛生趨勢，使用「自動查驗通關系統」(e-Gate)為降低接觸感染風險最佳選擇，本署持續推動自動查驗通關，全國各入出境機場、港口共計設置自動查驗通關閘門66座，使旅客入出境更加便捷；截至109年底止，累計使用e-Gate通關達9,811萬9,068人次，累計申請e-Gate註冊已達750萬7,457人次。

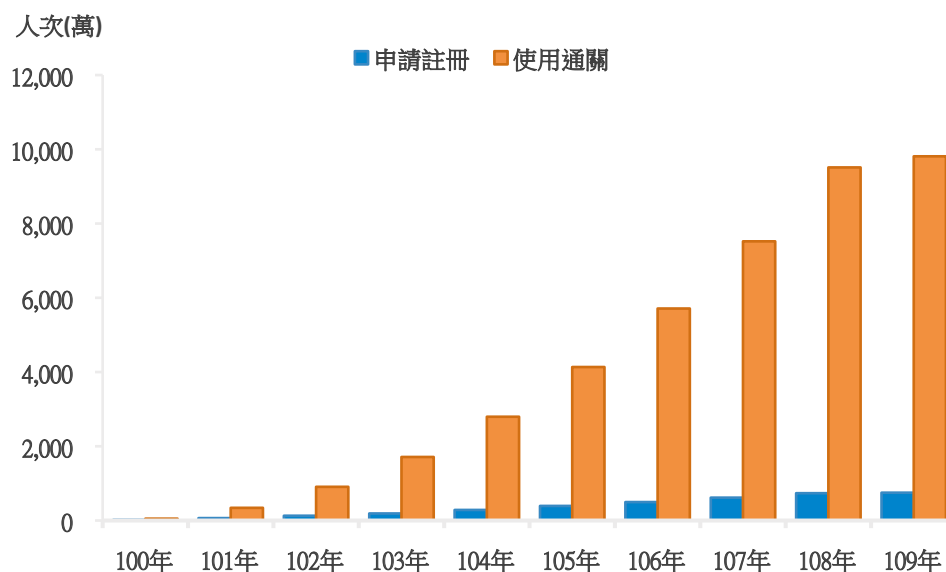


圖 1-2 自動查驗通關系統申請註冊及使用累計人次統計

(二) 推動第三代自動查驗通關

為同時提供國人及外來人口使用自動查驗通關，本署整合「自動查驗通關系統」(e-Gate)及「外來人口出境快速查驗通關閘門」(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，並採取行進間進行臉部辨識方式，以提升操作便利性，且縮短旅客通關時間；截至109年底止，於基隆港東岸、臺北松山機場、桃園國際機場、高雄國際機場及金門水頭港等入出境機場、港口共計建置第三代自動查驗通關系統37座。



桃園國際機場第三代自動通關閘門

(三) 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，爰提供「前站查驗」服務，派遣移民官先行至郵輪抵臺前一港口登輪，在郵輪於公海航行中，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；109年受嚴重特殊傳染性肺炎（COVID-19）疫情影響，我國於109年2月6日起，禁止國際郵輪靠岸，於發布禁航令前，計派遣移民官21名，執行前站查驗4航次，查驗旅客通關1萬3,521人次。



圖 1-3 郵輪前站查驗流程

(四) 溫馨便民通關服務

為提供旅客便捷的通關服務，本署對於不同需求旅客建置貼心通關設施，包括「行動不便及嬰兒車專用櫃檯」、「亞太經濟合作商務旅行卡」、「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。



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 座國際機場中脫穎而出，獲得英國非營利獨立調查機構 Skytrax 公布「2020 最佳證照

查驗服務機場 (Best Airport Immigration) 」評比第 2 名之成績，超越韓國仁川機場與新加坡樟宜機場，僅次於香港國際機場。

(五) 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 日起實施外籍旅客線上填寫「入國登記表」(Arrival Card) 措施，並自 106 年 7 月 1 日起，結合「東南亞國家人民來臺先行上網查核系統」，由外籍旅客事先於網頁輸入個人資料，通關過程無須繳交紙本入國登記表，亦無須列印網頁輸入資料，俾縮短入境通關時間。104 年旅客線上填寫「入國登記表」次數為 2 萬 1,274 人次，至 108 年已增加為 70 萬 1,130 人次，呈現大幅成長之趨勢；惟 109 年受嚴重特殊傳染性肺炎 (COVID-19) 疫情影響，自 109 年 8 月 14 日起暫停使用，以強化入境人士查核作業。



電子化服務 - 網路填寫入國登記表

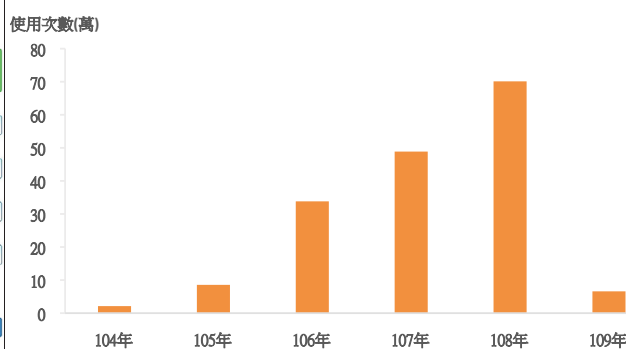


圖 1-4 網路填寫入國登記表統計

(六) 推動入出境即時資料開放

為配合政府資料開放措施，爰於 109 年新增開放全國 5 大機場即時資料介接，於「政府資料開放平臺」提供花蓮機場、嘉義機場、臺東機場、臺南機場及澎湖馬公機場入境與出境人次預報資料共 10 項；截至 109 年底止，累計開放 31 項。

花蓮機場入境人次預報	
花蓮機場入境人次每小時更新近3小時出境人次 <small>評估品質指數： ◎ 品質優良 ◎◎ 品質良好 ◎◎◎ 品質差</small> <small>平均 0.99 (0 人投票)</small>	
瀏覽次數: 30	下載次數: 2
主要欄位說明	paxCnt - gender - InOutTransit - nationality - age - airport
資料資源下載網址	JSON 備用網址 花蓮機場入境人次每小時更新近3小時出境人次
提供機關	內政部移民署
提供機關聯絡人姓名	郭明惠先生 (02-23889393#2404)
更新頻率	每小時
授權方式	政府資料開放授權條款, 第1版
計算方式	免費
上報日期	2020-05-19
資料集類型	系統介接程式

政府資料開放平臺 - 花蓮機場入境人次預報

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 109 年底止，累計建檔資料 3,573 萬 7,518 筆，累計比對資料 5,442 萬 4,432 筆。



國境線上採擷外來人口生物特徵

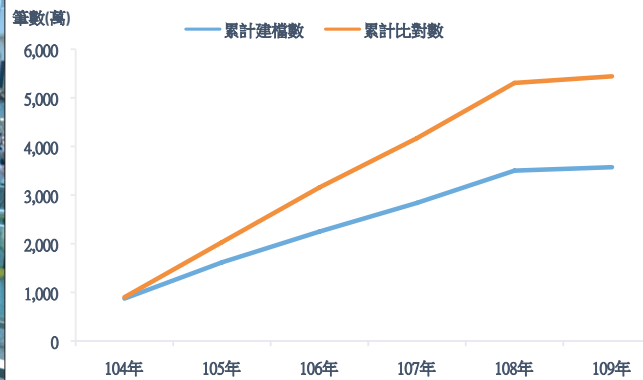


圖 1-5 外來人口生物特徵建檔及比對統計

(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 Advance Passenger Processing, APP-OUT)，即時進行資訊交換傳送，防堵管制出境對象取得登機證，有效防杜犯罪於未然；另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 Advance Passenger Processing, APP-IN)；此外，持續透過「航前旅客資訊系統」(Advance 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，109 年攔獲通緝對象及禁止入出國對象計 886 人。

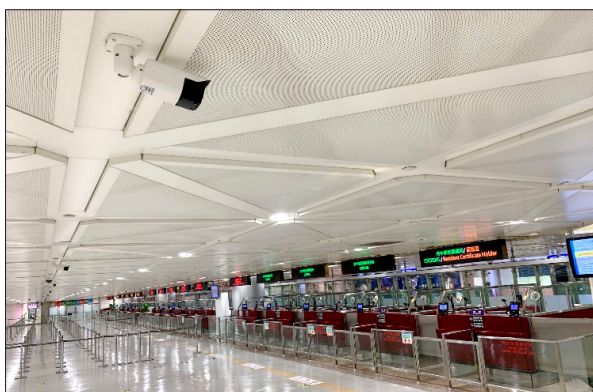
(三) 建置「人別確認輔助系統」

為防止不法分子冒用證件或持用偽(變)造證件潛逃出國，阻絕國際恐怖分子與禁止入境對象意圖闖關入境，爰自 109 年 7 月起，於桃園國際機場啟用「人別確認輔助系統」，運用影像辨識技術，加強管制對象及失聯移工查核比對工

作，以縮減人別辨識時間，俾提升旅客通關速度，並強化國境安全監控防護能力。

(四) 建置「自動防闖偵測系統」

自 109 年 7 月 28 日起，於桃園國際機場啟用「防闖偵測系統」，旅客如進入未開放之證照查驗櫃檯與自動通關閘門週邊，即自動偵測，並提出警告，同時顯示即時影像供監控人員採取應變措施，以加強非法入侵管制區偵測與即時預警機制，俾確保國境安全。



桃園國際機場自動防闖偵測系統

三、精進證照查驗職能

(一) 舉辦證照辨識達人比賽

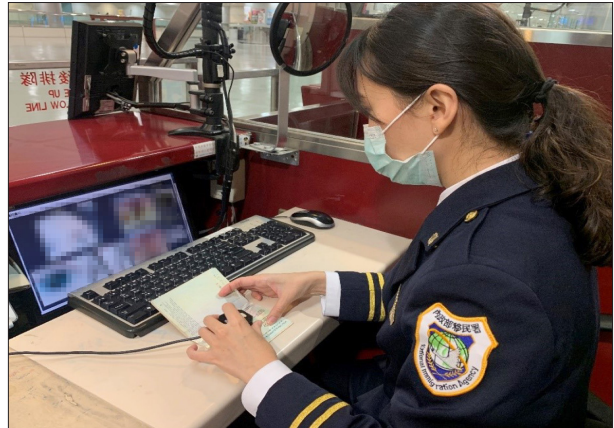
為檢視各類專業訓練及工作成果，藉由競賽方式激勵榮譽感，帶動自主學習風氣，提升整體證照辨識職能，爰定期舉辦「證照辨識達人比賽」，來自全國各機場、港口之優秀移民官透過護照實作、證照防偽原理等題組，證明其辨識功力，成績前 3 名者獲得辨識達人頭銜，並遴選為儲備幹部，擔任證照辨識種子教官。



證照辨識達人比賽

(二) 持續更新「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）造護照入出境；截至 109 年底止，已蒐集 204 個國家或地區，總計 1,098 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

(一) 查獲違反護照條例及臺灣地區與大陸地區人民關係條例案件

1. 查獲國人江○毅等人掩護大陸地區人民偷渡及買賣護照案，於 109 年 3 月 5 日移送 8 人至臺灣桃園地方檢察署偵辦，主嫌與其他犯嫌等 6 人經判處 4 月至 1 年有期徒刑。
2. 查獲國人鄭○文等人掩護大陸地區人民偷渡至美國案，於 109 年 4 月 17 日移送 7 人至臺灣高雄地方檢察署偵辦。
3. 查獲國人蘇○勝等人掩護大陸地區人民偷渡及買賣護照案，於 109 年 6 月 9 日執行拘提、搜索，嗣移送 33 人至臺灣桃園地方檢察署偵辦。
4. 查獲國人賴○伶違反護照條例案，於 109 年 10 月 28 日報請臺灣新北地方檢察署指揮偵辦。
5. 查獲國人張○瀚等人涉嫌買賣護照、掩護大陸地區人民持偽（變）造護照偷渡前往美、加等國，於 109 年 12 月 4 日移送 35 人至臺灣桃園地方檢察署偵辦。



拘提犯嫌解送臺灣桃園地方檢察署

(二) 查獲轉機偷渡人蛇案件

1. 109 年 1 月 1 日查獲敘利亞籍男子持用偽造申根簽證，企圖來臺轉機偷渡德國。
 2. 109 年 2 月 26 日查獲印度籍男子持用變造保加利亞護照，企圖來臺轉機偷渡加拿大。
- (三) 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 109 年底，計遣返 275 人。
- (四) 辦理(現有)管制人數共計 29 萬 3,565 筆，含國人禁止出國計 14 萬 8,204 筆、外國人禁止入出國計 14 萬 5,283 筆及其他(大陸地區人民、香港澳門居民及臺灣地區無戶籍國民)計 78 筆。

第貳章 外來人口管理

為因應國際間經濟商務往來、旅遊、求學、工作及結婚等跨國人口移動，本署爰加速各類停（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，同時秉持「保障合法、打擊非法」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，俾落實安全管理。另積極整合各部會資源，落實推動人口販運之預防、查緝追訴、保護被害人及建立夥伴關係等工作，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. 「境外人士線上申辦系統」

自 106 年 3 月 28 日起，「境外人士線上申辦系統」正式上線，提供旅居海外之大陸地區人民申請來臺觀光及香港澳門居民申請入出境許可證；109 年配合多元支付服務上線，新增信用卡線上繳費功能，且刷卡免手續費；此外，因嚴重特殊傳染性肺炎（COVID-19）



境外人士線上申辦系統

疫情，暫緩受理第三類觀光大陸人士及港澳人士申請來臺；截至 109 年底止，受理申請案 54 萬 7,091 件。

2. 「外籍移工線上申辦系統」

自 106 年 4 月 20 日起，「外籍移工線上申辦系統」正式上線，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、資料異動及重入國許可等；此外，自 109 年 2 月 25 日起，新增安置中心協助外籍移工線上送件功能；截至 109 年底止，受理申請案 125 萬 3,456 件。



外籍移工線上申辦系統

3. 「外國與外僑、大陸與港澳、無戶籍國民學生線上申辦系統」

自 106 年 7 月起，提供中、英文介面，便利全國各大專院校學生自行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；此外，自 109 年新增信用卡線上繳費功能，且刷卡免手續費；截至 109 年底止，受理申請案 8 萬 4,438 件。



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

「入出國及移民管理系統」於 104 年 5 月全面改版上線，除簡化臨櫃申請案件收件流程外，並將流程管理透明化，提供申請進度查詢功能；此外，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；109 年外人居留證明書申請案件計 1 萬 3,887 件，包括臨櫃受理 1,525 件及內政部（戶政司）透過資料介接受理 1 萬 2,362 件，資料介接已占全體 89%。

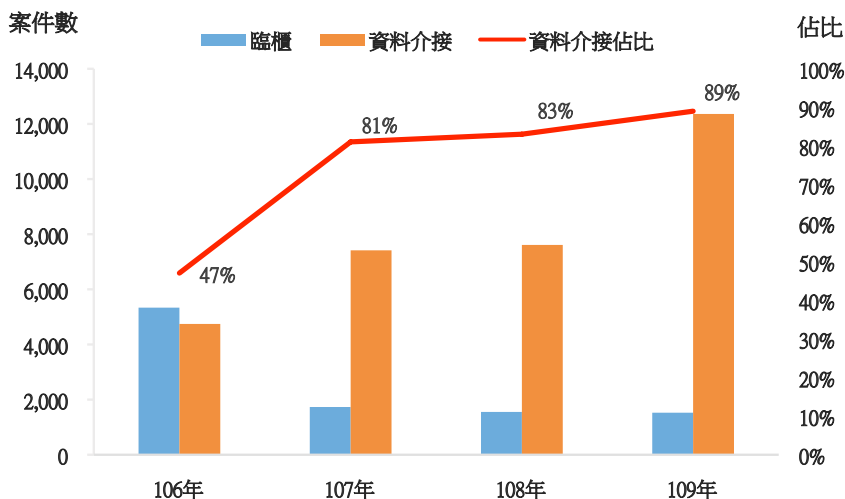
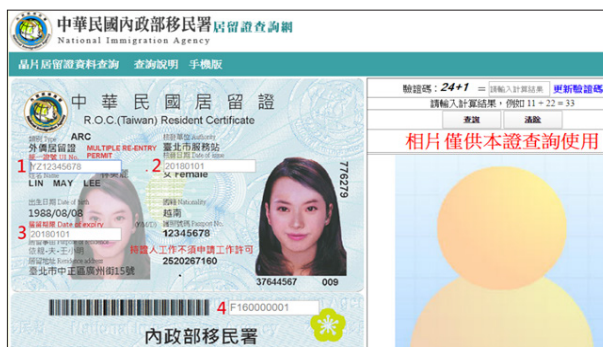


圖 2-1 外人居留證明書申請件數統計分析

(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，爰建置居留證查詢網，輸入居留證之必要資料即能快速驗證居留證有效性，並可於各類型載具使用，呈現最佳視覺效果；109 年成功查詢紀錄計 84 萬 9,479 次。



居留證查詢網

(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，如網路報稅、電子公路監理報繳規費、勞保及健保網路查詢等 E 化服務，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，外來人口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 109 年底止，受理驗證身分申請計 3,189 件。

(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」制(訂)定施行，加速延攬外國人才，提升我國競爭力，本署爰與外交部、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」4證合1之就業金卡，並以網路代替馬路，於線上即可完成申請及審核程序；截至109年底止，受理申請案3,391件，核發就業金卡1,945張。



外國專業人才申辦窗口平臺

(六) 推動臨櫃多元支付繳納規費

為落實國家推動電子及行動支付普及政策，以便利民眾繳納各項申辦作業規費，並降低同仁收受現金風險，本署爰自109年7月起，全面提供臨櫃多元支付繳納規費服務，其中，信用卡繳費免手續費，減輕民眾負擔，便捷性頗獲好評；109年完成信用卡及行動支付繳費計2,125筆，繳費金額新臺幣(以下同)473萬8,300元。



臨櫃多元支付繳費

(七) 各式線上申請諮詢服務

本署「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，透過一對一通話，向民眾說明案件申辦流程、審查進度及法規疑義等，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，有效提高民眾諮詢服務品質；109 年受理線上諮詢服務計 5 萬 6,621 件。



線上申請平臺服務中心線上諮詢服務

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；109 年實施大陸地區配偶面（訪）談計 2,246 件，其中，訪談不予通過計 332 件，國境線上面談不予通過拒入計 97 件，二度面談不予通過計 6 件。



移民官執行面（訪）談勤務

(二) 提升查處非法外來人口效能

為強化外來人口安全管理，本署爰與內政部警政署自 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）等各國安單位，實施加強查處失聯移工在臺非法活動專案工作；惟 109 年受嚴重特殊傳染性肺炎（COVID-19）疫情影響，為避免強勢查處非法外來人口導致其藏匿更為隱蔽，不利防疫工作，故暫緩大規模掃蕩勤務，查處工作以受理自行到案為主，109 年查處（含查獲及自行到案）失聯移工計 1 萬 7,669 人。

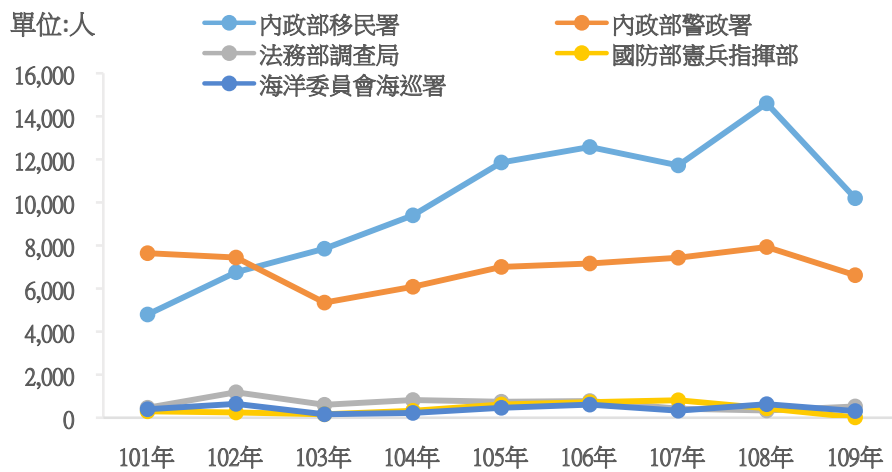


圖 2-2 國安單位查處失聯移工人數統計

(三) 協助查察賄選防制暴力

為維護社會治安，並保障新住民選舉權益，本署爰於選舉期間，除向新住民加強宣導投票相關規定外，更加入跨部會選舉查賄行列，協同治安機關加強蒐集賄選情資，且配合地方檢察署檢察官調度指揮，合力執行查賄工作；此外，亦藉由訪視，辦理反賄選宣導活動計 361 場。



多國語言反賄選宣導海報

(四) 開啟科技偵查新世代

鑑於犯罪手法日新月異，運用資訊設備從事犯罪案件層出不窮，本署爰於

109年3月2日成立科技偵查中心及各事務大隊科技偵查隊，並購置科技偵查設備，俾強化科技辦案能量、精進數位鑑識及科技偵蒐技能、發展科技偵查技術、培育新世代科技偵查人才及提升執法效能，且與友軍科技偵查單位合作交流，以共同維護國家安全及社會安定。

109年邀請研究學者及實務經驗豐富之科技偵查人員講授新興犯罪趨勢、數位證物勘驗、公開來源情資技術(OSINT)及無人機操作實務等科技偵查專業課程，以求提升整體科技偵查能量，俾避免犯罪調查之手段落後於科技發展之腳步。



無人機操作實務講習

此外，值此嚴重特殊傳染性肺炎(COVID-19)疫情嚴峻時刻，外籍移工入境後隨即失聯或未依規定進行居家檢疫成為防疫缺口，造成社會民心動盪不安；本署爰利用網路偵蒐技術，清查渠等來臺可能去處及啟動在臺社群網絡關聯分析，並運用科偵設備追查行蹤，俾嚴格執行邊境防疫工作，且展現防疫政策零容忍決心。

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」，嗣於96年成立「行政院防制人口販運協調會報」，該會報於109年5月8日更名為「行政院防制人口販運及消除種族歧視協調會報」，負責整合各部會資源，並由本署落實推動人口販運防制各項具體幕僚工作；而「人口販運防制法」於98年1月23日制定公布，並於同年6月1日施行，奠定我國在防制人口販運工作上之良好基礎。

(一) 人口販運防制績效連續11年第1級

美國國務院於109年6月26日公布「2020年人口販運問題報告」，全球計188個國家(地區)受評，我國防制績效連續11年經評列為第1級國家，顯示我國在推動防制人口販運之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. 追訴 (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；各司法警察機關 109 年共查緝人口販運案 159 件，其中勞力剝削計 29 件、性剝削計 130 件，被害人共 322 人；各地方檢察署起訴人口販運案件計 78 件，被告共 132 人。

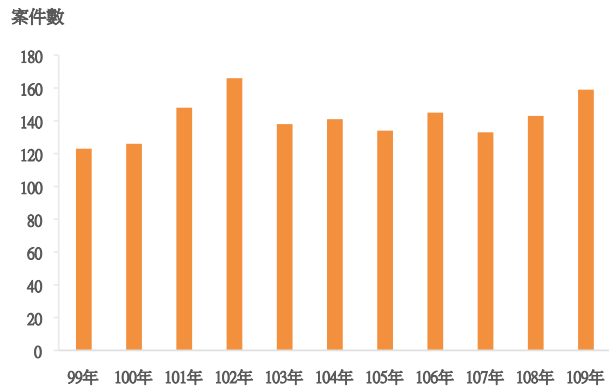


圖 2-3 查緝人口販運案件數

2. 保護 (Protection)

(1) 提供人口販運被害人適當安置及保護服務

A. 外籍人口販運被害人：本署結合勞動部與民間團體於我國北、中、南及東部共計設置 23 處庇護所，提供外籍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；109 年新收安置外籍被害人計 108 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安置本國籍人口販運被害人；109 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 11 人，其中 1 人由當地社政單位安置，其餘 10 人無意願接受安置；被害人為本國籍未滿 18 歲遭性剝削者計 167 人，其中 96 人交由當地社政單位安置，71 人由家長領回或自行返家。

(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，爰持續執行「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；109 年受收容人經鑑別為人口販運被害人計 9 人，並自收容所移轉至安置保護處所。

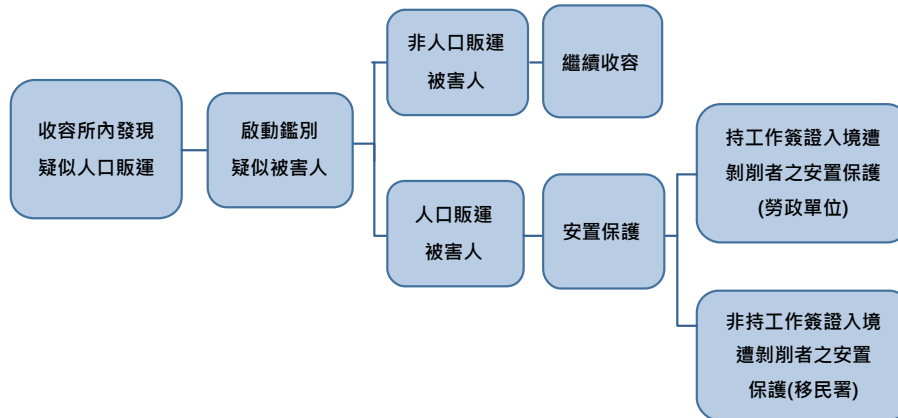


圖 2-4 收容所發現疑似人口販運被害人通報作業程序

- (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；109 年核發臨時停留許可證計 58 件，延長臨時停留許可證效期計 48 件；核發工作許可計 69 人。
- (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；109 年提供通譯服務計 203 人次，陪同偵訊計 265 人次。

3. 預防 (Prevention)

(1) 辦理防制人口販運教育訓練及宣導活動

109 年除結合「2020 防制人口販運國際工作坊」，印製大會手冊及發放各類宣導品以外，並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，計 113 人參訓，以及舉辦國際工作坊 1 場次，計 550 人次參加，且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，另委託桃園機場股份有限公司於機場內多媒體看板播放防制人口販運「拍狼末日」動畫短片及「打擊人口販運 全民一起努力」圖檔，託播期間自 109 年 4 月 9 日至 7 月 9 日共 3 個月，並製作發放宣導品 2 萬 1,900 份。

(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之重視，並強化防制工作，爰於 109 年 8 月由專家學者、勞動部、內政部警政署及本署代表對苗栗縣等 12 個直轄市、縣(市)政府進行書面評核；109 年考核成績特優

為基隆市及苗栗縣，並於 109 年 9 月 2 日之「2020 防制人口販運國際工作坊」晚宴公開頒獎表揚。

4. 夥伴關係 (Partnership)

109 年 9 月 1 日至 2 日舉辦「2020 防制人口販運國際工作坊」，行政院羅政務委員秉成、內政部陳政務次長宗彥、美國在台協會副處長英傑、國內外專家學者及來自 37 國工作夥伴共同參與，擴大與各國建立交流機制，並強化中央與地方、政府與民間之合作管道，以周延我國人口販運防制策略。



2020 防制人口販運國際工作坊

第參章 新住民照顧輔導

截至 109 年底止，我國新住民人數共計 56 萬 5,299 人，新住民子女也已逾 44 萬人之多，為協助渠等儘速適應我國生活，故本署透過跨部會合作，推動「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，行政院爰於 104 年 6 月 16 日成立新住民事務協調會報，將新住民相關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，政務委員 1 人、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，109 年計召開會議 1 次。

(二) 培力新住民及其子女發揮多元文化優勢

為落實「新南向政策綱領」及「新南向政策推動計畫」工作主軸，並發揮新住民力量，爰營造友善移民環境，促使新住民及其子女發揮語言、多元文化優勢及順利適應在臺生活，且培育新住民子女成為新南向國際人才，俾共創和諧共榮之多元社會，109 年推動相關計畫如下：

1. 新住民及其子女海外培力計畫

為求新住民善用母語及多元文化優勢，爰規劃新住民子女於寒暑假期間回到（外）祖父母居住地進行家庭生活、語言學習及文化交流



109 年新住民及其子女海外培力計畫行前說明會

體驗，以提升國家競爭力，並開拓視野及接軌國際。計分為家庭組、親師組、社會服務組及同儕主題組等 4 組，109 年寒假計 77 人成行。

2. 新住民子女多元文化創意體驗營

109 年 8 月 17 日至 21 日假臺北捷運北投會館舉辦「新住民子女多元文化創意體驗營」，研習課程包括職涯發展、臺灣發展與新住民優勢、國際職場環境介紹、創意行銷及企業參訪等，協助新住民子女瞭解自身優勢及未來就業市場，俾為國家培育國際人才，參與人數計 59 人。



109 年新住民子女多元文化創意體驗營

3. 新住民及其子女築夢計畫

為幫助新住民及其子女完成夢想，爰執行「新住民及其子女築夢計畫」，藉由築夢過程之成長與感動，展現對於生命之熱情與活力，以及對家庭之用心付出與貢獻；109 年計協助 28 組共 63 人完成夢想。



109 年新住民及其子女築夢計畫獲選者與子女共同討論

4. 新住民及其子女培力與獎助（勵）學金

為激勵新住民及其子女努力向學，爰提供全國清寒及優秀之新住民適當關懷扶助及獎勵，藉由協助減輕家庭負擔，俾培育人才；109 年計核發 6,424

人，獎助（勵）學金共 2,681 萬 5,000 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，促使其及早適應我國生活環境，俾共創多元文化社會，爰辦理「新住民生活適應輔導中長程計畫」；109 年補助全國 22 個直轄市、縣（市）政府共 184 萬 9,000 元，計辦理生活適應輔導班 75 班、種籽研習營 1 班、推廣多元文化活動 7 場次及生活適應宣導 38 場次，參與或受益者共 1 萬 3,830 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，爰持續落實照顧新住民措施，俾加強培力新住民及其子女發展成為國家新力量，以及增進社會多元文化交流；並於 94 年設置「外籍配偶照顧輔導基金」，嗣於 105 年更名為「新住民發展基金」，基金預算規模為 10 億元，原則上，每年編列 3 億元，109 年計補助 276 件，補助金額共 3 億 9,846 萬 6,185 元。

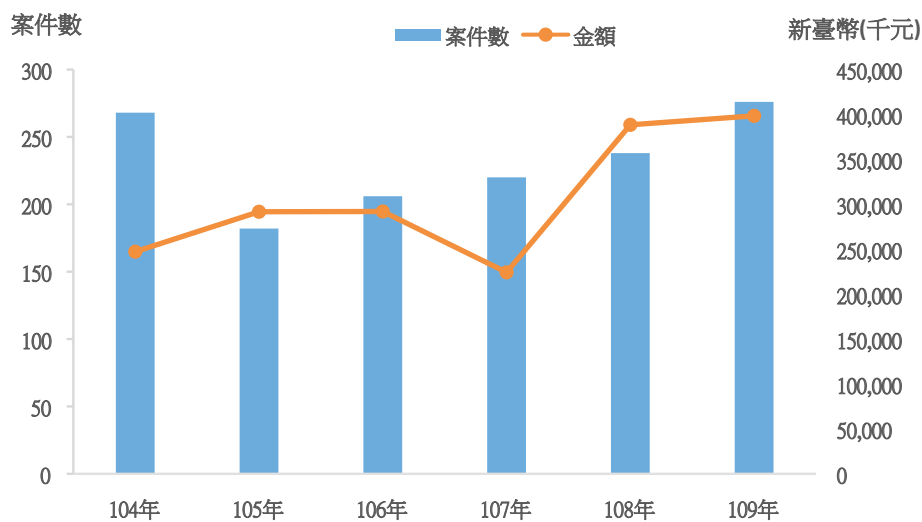


圖 3-1 新住民發展基金補助案件數及金額

109 年新住民發展基金補（捐）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 3-1 109 年補(捐)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)	計畫名稱	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	南洋阿緬國際家庭-你不孤單生活」國際專刊出版第七年計畫	「南洋阿緬國際家庭-你不孤單生活」國際專刊	紙本刊物
2	臺中市政府社會局	109 年度臺中市「心·聲音」新住民季刊出版計畫	「心·聲音」新住民季刊	紙本刊物
3	社團法人宜蘭縣宜萱婦幼關懷協會	109 年度新住民輔導刊物計畫	「新住民輔導刊物」	紙本刊物
4	社團法人中華民國南洋台灣姐妹會	「南洋風·南洋事」季刊東南亞在台灣 108 年度刊物發行推廣計畫	「南洋風·南洋事」季刊	紙本刊物
5	財團法人台北國際社區文化基金會	「新住民心台灣」ICRT 廣播電台節目宣傳專案	「新住民心台灣」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」109 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	「緣來～在寶島」109 年度全國性廣播宣導節目	「緣來～在寶島」全國性廣播宣導節目	廣播媒體
8	苗栗縣政府	「新住民在苗栗」109 年苗栗縣成果影片製播計畫	「新住民在苗栗」影片	影片
9	內政部移民署	110 年度新住民資訊宣導電視媒體製播案	「我們一家人 plus」節目	電視節目
10	內政部移民署	110 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 55,722,453 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，爰於新住民入國（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，109 年提供初入境訪談服務 5,302 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，是以，109 年辦理家庭教育宣導活動計 281 場次，6,127 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，且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，俾串聯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；109 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，並便利外來人口在臺生活需求及生活適應方面之諮詢，爰自 103 年起，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、泰國語及柬埔寨語等 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；109 年提供諮詢服務計 33 萬 6,470 通，包含分流 1922 協助疫情有關入出境問題諮詢服務計 28 萬 5,817 通。

(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，本署爰建置 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 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；109 年網頁瀏覽量計 65 萬 6,818 人次。



新住民培力發展資訊網改版記者會

(九) 辦理新住民生活需求調查

為了解婚姻移入之新住民相關生活狀況及服務需求，是故，本署每 5 年對於新住民在臺生活適應、家庭、就業等狀況辦理 1 次「新住民生活需求調查」，「107 年新住民生活需求調查」透過科學抽樣完成 1 萬 8,260 份有效樣本，並於 109 年 3 月公布，相關調查結果除作為各部會推動各項政策措施之參考外，並公布於本署全球資訊網新住民照顧服務專區及新住民培力發展資訊網。



107 年新住民生活需求調查結果

(十) 優化通譯人員資料庫

為保障新住民權益，並鼓勵其參與公共事務，本署爰於 98 年建置「通譯人才資料庫」，俾適時提供通譯服務；隨著行動網路全面普及與智慧型手機應用

之多元發展，故於 109 年開發通譯人員資料庫 APP，由需求端線上尋找所需通譯服務，即時發出邀約通知及訊息交流等，服務面向包括警政調查、關懷輔導、陪同偵訊出庭及衛生醫療等 8 種；於 109 年底統計，該資料庫通譯員計 876 名，專長語言包含英語、越南語、印尼語、柬埔寨語及泰國語等 20 語種。



通譯人員資料庫網站

(十一) 跨國(境)婚姻媒合管理

為提供尋求跨國(境)婚姻民眾選擇優良婚媒團體之參考，爰辦理婚媒團體服務品質評鑑及業務檢查；此外，為查處違法之跨國(境)婚姻媒合案件，並提升查緝動能，爰辦理「加強查處跨國(境)婚姻媒合案件實施計畫」，109 年查獲違法跨國(境)婚姻媒合案件，並經跨國(境)婚姻媒合管理審查小組會議決議裁罰計 236 件，裁罰金額共 1,968 萬元。

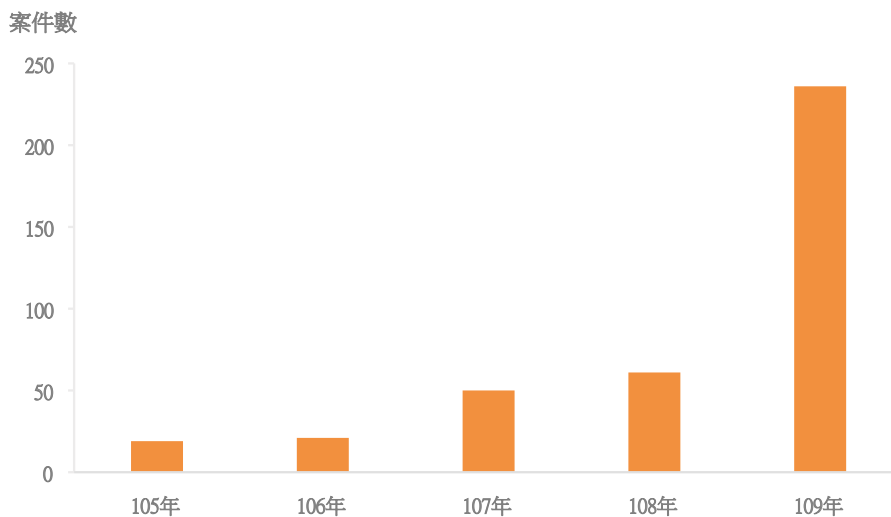


圖 3-2 違法跨國(境)婚姻媒合裁罰案件數

(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，故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，於 109 年底統計，經許可並領

取註冊登記之移民業務機構計 130 家；此外，109 年查獲違法經營移民業務，並經管理經營移民業務審查小組召開會議進行審查，決議裁罰計 8 件。

(十三) 推動「新住民數位應用資訊計畫」

為提供新住民免費之實體及數位資訊教育訓練，爰依據新住民需求，製作專屬課程，採實體及數位併進方式教學，實體課程透過行動學習車，深入偏鄉開設資訊學習課程；數位課程提供多國語言版本，讓新住民隨時隨地進行線上學習。109 年計培訓 1 萬 449 人次，參訓學員滿意度達 98.77%；此外，亦培訓新住民母語能力資訊種子講師 5 名及資訊助教 26 名。



新住民數位應用資訊計畫

(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，爰自 106 年 9 月起，辦理「保障新住民寬頻上網計畫」，109 年廣續推動該計畫之「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 3 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，營造新住民友善上網環境，俾協助新住民透過數位網路，降低語言及文化隔閡，並縮短數位落差；截至 109 年底止，行動設備共享累計辦理平板電腦借用體驗暨服務說明會 95 場次、借用平板電腦 1 萬 2,307 人次、免費使用據點電腦與 Wi-Fi 網路資源 11 萬 3,321 人次及新住民交流平臺共發表 180 篇文案 (6 國語言呈現)，並辦理網路活動 17 場次，累計促成國人與新住民交流達 3 萬 602 人次。



保障新住民寬頻上網計畫

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、拓展移民服務面向及創造友善國際環境，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、法律服務及轉介等方式，宣導多元文化，以提升為民服務成效；截至109年底止，已與國內、外81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，赴偏遠地區宣導政府有關新住民服務措施，並提供辦理居留延期、法令諮詢、變更居留地址等服務，且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



行動服務列車訪視新住民

發展；109年行動服務列車計出勤422車次，服務總量（含領證、收件、查詢、諮詢）共4,894件；此外，針對偏遠地區進行個案關懷，共計訪視599個新住民家庭。

(三) 製播新住民電視節目，推廣行銷多元文化

製播「我們一家人 plus」電視節目，以細膩鏡頭述說人物故事觀點，並記錄新住民在臺生活奮鬥故事，俾提供國人與新住民情感交流管道，深入了解生活週邊多元文化，且增進族群和諧，同時宣導新住民政策及輔導措施；109年電視節目製播專題新聞（長度2分鐘）計313集及報導性節目（長度1小時）52集，共計365集。



「我們一家人 plus」電視節目

(四) 優化「新住民全球新聞網」，提供整合性入口平臺

為服務新住民族群、尊重多元文化、保障新住民資訊取得權益及落實政府照護輔導新住民政策，本署爰持續優化多國語版（中文、菲律賓 - 英文、越南文、印尼文、泰文）新住民專屬新聞網站 - 新住民全球新聞網（網址：news.immigration.gov.tw），並蒐集、編譯、採訪、製作有關新住民之文字、影音新聞及生活資訊，俾提供新住民整合性新聞資訊平臺。



新住民全球新聞網

第肆章 移民政策暨 移民人權

全球化帶來跨國人口遷徙，而人口移入則改變社會結構，並衍生文化適應、經濟就業、子女教養學習及全球人才競逐等議題；本署配合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，以強化移民人權保障及建構友善移民環境，俾為我國留才攬才。此外，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，亦戮力加速遣返受收容人作業，以落實移民人權保障。

一、移民政策

(一) 移民政策內涵

1. 考量我國少子女化、工作年齡人口減少及已進入高齡社會，且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 日設置「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」等 2 個工作小組，以掌握移入人口發展動態及訂定上位移民目標，且統籌協調相關部會資源，俾研擬及推動移民政策。

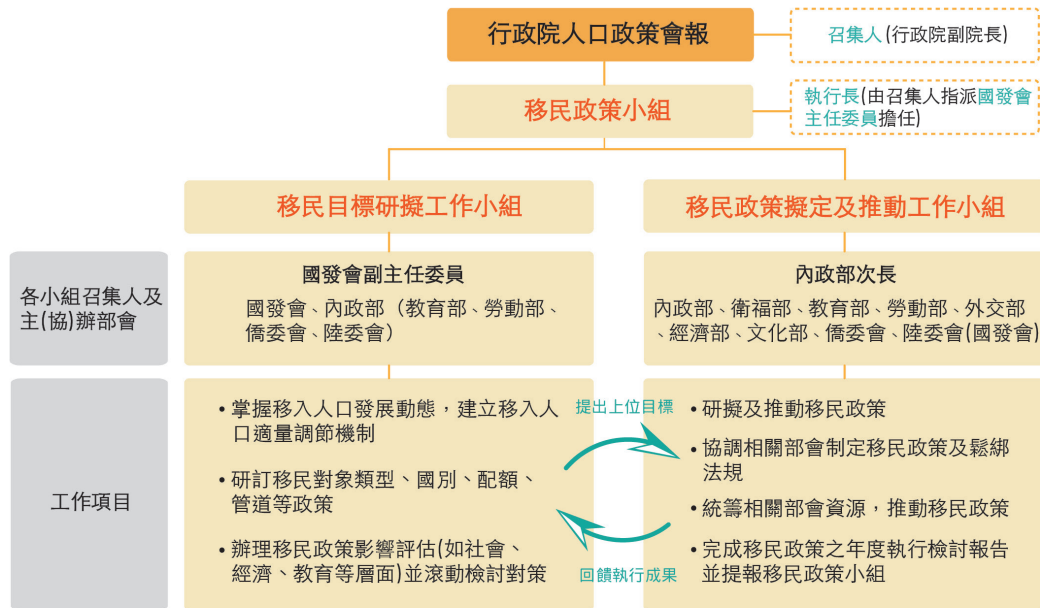


圖 4-1 行政院人口政策會報移民政策小組組織圖

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、延攬等移民議題進行討論，形成決策後據以施行，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」於 106 年 11 月 22 日制定公布，嗣於 107 年 2 月 8 日施行，「外國特定專業人才申請就業金卡許可辦法」爰於 107 年 2 月 6 日訂定發布，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



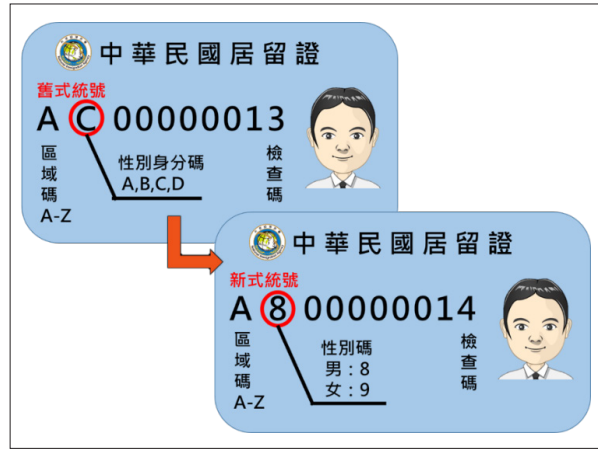
外國特定專業人才申請 4 證合 1 就業金卡宣導海報

證及重入國許可等 4 證合 1 之就業金卡；截至 109 年底止，計核發就業金卡 1,945 張。

2. 為建立友善外來人口環境，促使外來人口得以在臺順暢進行網購、訂票、醫療掛號等日常事務，本署爰推動修改舊式外來人口統一證號編碼原則「前 2 碼英文 +8 碼數字」，比照國民身分證字號「第 1 碼為英文 +9 碼數字」，俾提升外來人口在臺生活便利性，並增加其歸屬感。109 年專案增修相關系統，調整資訊系統功能達 260 項，涵蓋 13 項重要系統及增設新舊統一證號申請結果查詢網，共計 14 個機關申請運用新舊統一證號資訊，並於 110 年 1 月 2 日零時起實施核發新式統一證號，本措施除使外來人口進行食衣住行等日常生活更加順暢外，亦彰顯政府持續努力提升外來人口在臺生活便利性之決心。



換發新式統一證號記者會



新舊統一證號格式對照

(三) 辦理移民節多元文化活動

為響應 12 月 18 日國際移民日，向新住民表達在地社會之尊重與感激，內政部爰於 100 年宣布每年 12 月 18 日國際移民日為我國「移民節」；為慶祝 109 年移民節，本署提前於 12 月 8 日假基隆市國立海洋科技博物館，舉辦「新手相連 海山同遊」慶祝活動，包括駐臺使節、民間社團代表、新住民、新住民第二代及移工朋友，共同歡度屬於自己之節日，同時鼓勵新住民打破一般社會上認知之弱勢及接受



2020 年移民節開幕式

幫助者等刻板印象，並表揚與肯定新住民積極貢獻所長，以及期盼新住民蛻變成臺灣社會之中堅分子及給予者，且展現其堅韌及自信，亦傳達新住民回饋社會及服務人群等正面訊息。

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，本署各大型收容所爰靈活運用民間資源，結合宗教團體力量，提供醫療及必要關懷等服務；此外，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及居住安全，以更多元之人性化管理作為，俾兼顧受收容人權利及安全管理。



受收容人接受義剪

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，且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，以確保受收容人飲食安全衛生外，亦對於信奉伊斯蘭教之受收容人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，本署爰戮力推動加速遣返作業，以降低收容天數；惟 109 年受嚴重特殊傳染性肺炎 (COVID-19) 疫情影響，各國關閉邊境，致無航班遣送受收容人返國，故平均收容天數略增為 36.41 天。

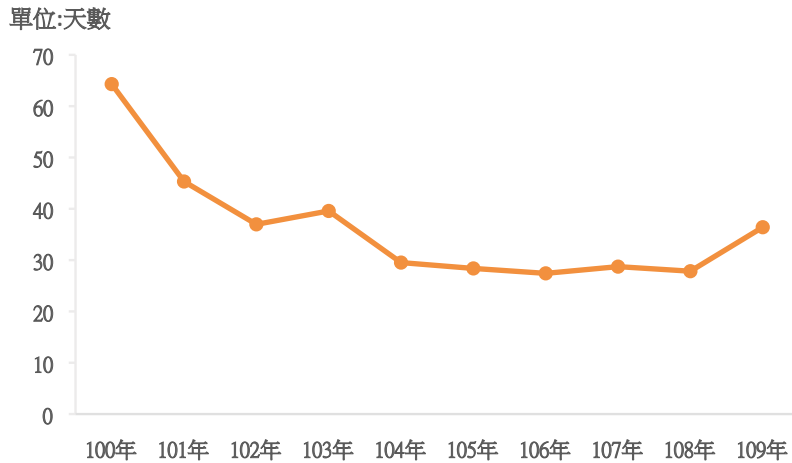


圖 4-2 受收容人平均收容天數

(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)談法令及經驗分享講習，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。

此外，自 109 年 3 月起，實施大陸配偶團聚申請案面(訪)談簡化作業，對於婚姻真實性高、風險低之申請案，如經書面初評符合要件後，即可簡化國人配偶之訪查及訪談流程，而於國境線上進行簡易面談，藉以達到簡政便民及防杜不法之效。

(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，俾保障該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 109 年底止，計協助 21 人取得無國籍外僑居留證，且 16 人已歸化我國國籍。

(四) 辦理外籍移(漁)工關懷及送暖活動

為感謝外籍移(漁)工對我國經濟之貢獻，爰持續辦理關懷及送暖活動，

俾展現無國界人道關懷，本署除結合外部資源辦理外籍移（漁）工義診，邀請國立臺灣大學醫學院附設醫院、三軍總醫院及臺北慈濟醫院等專業醫療團隊，讓身體不適外籍移（漁）工就近接受免費醫療服務以外，並藉由辦理關懷座談、物資捐贈、義剪、開齋節關懷及移民工文學獎頒獎等多元活動，宣導人口販運防制、擴大逾期停（居）留外來人口自行到案專案、非洲豬瘟防疫及嚴重特殊傳染性肺炎（COVID-19）防疫等政策，展現本署結合民間資源，推動人道關懷與尊重多元之宗旨，且彰顯本署重視移民人權之形象。



外籍移（漁）工接受義診

第五章 兩岸交流暨國際合作

為兼顧開放與安全管理，除透過兩岸司法互助合作，並強化兩岸共同打擊犯罪機制，以防制不法分子從事跨境犯罪外，亦持續利用科技設備，簡化行政程序，以加速證件核發，俾維護兩岸人民正向交流；此外，為加強國際合作，爰與相關國家簽訂「移民事務與防制人口販運協定或合作瞭解備忘錄 (MOU)」，以強化與各國及國際非政府組織 (NGO) 合作，包括共同防制人口販運及打擊跨國境犯罪，以及協助解決雙邊僑民停留、居留或急難救助等事宜。

一、兩岸交流

(一) 穩健兩岸交流

為因應嚴重特殊傳染性肺炎 (COVID-19) 疫情，配合中央流行疫情指揮中心之相關邊境管制措施，爰 109 年大陸地區人民入境總數 10 萬 7,531 人次，較 108 年大幅減少；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，分別為觀光入境數計 2 萬 9,128 人次 (其中個人旅遊 3,936 人次)、社會交流入境數 1 萬 1,454 人次、專業交流入境數 1,030 人次、商務交流入境數 8,487 人次、醫療服務入境數 6,141 人次、小三通入境數 1 萬 3,031 人次及其他事由入境數 3 萬 8,260 人次。

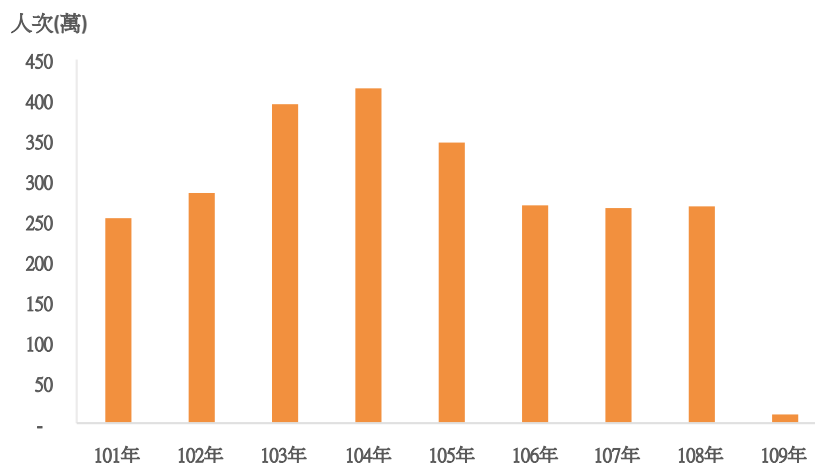


圖 5-1 大陸地區人民 101 年至 109 年來臺入境總人次

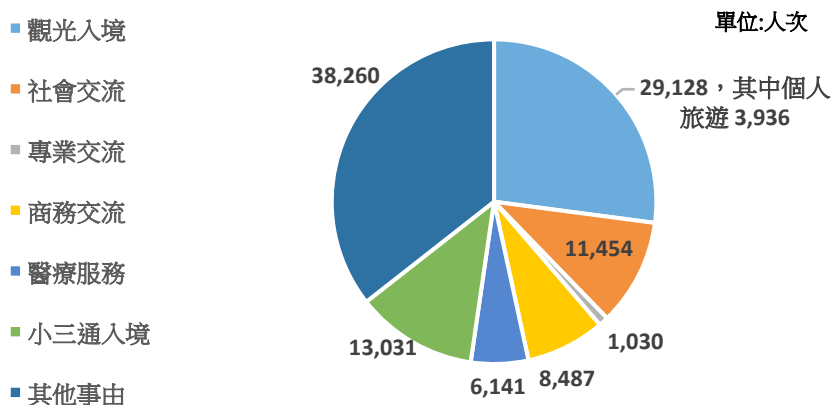


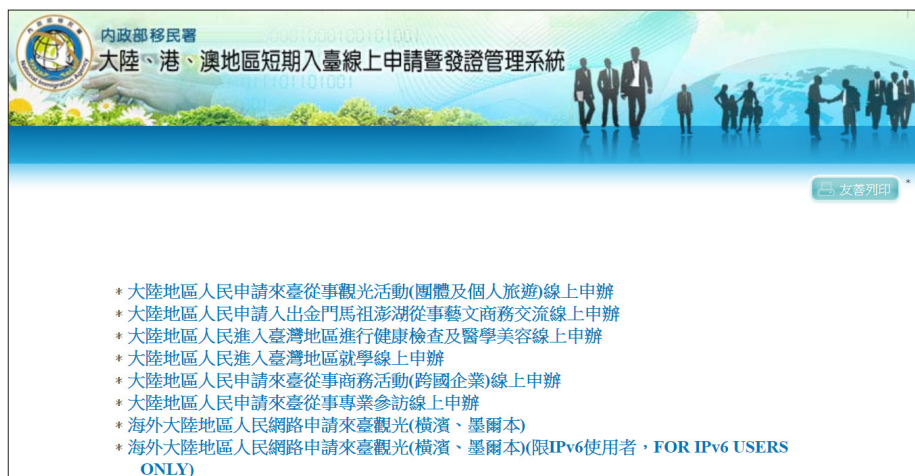
圖 5-2 大陸地區人民 109 年來臺統計

為強化大陸地區專業、商務人士入境後之管理，本署爰依據「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，維護兩岸正常交流秩序；109 年計派員訪視 588 人。

(二) 大陸地區人民來臺相關服務

1. 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，109 年受理申請案計 6 萬 7,523 件；此外，調整線上申辦系統串接入出國查驗系統，以縮短旅客通關時間，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，俾確保國家安全。



大陸、港、澳地區短期入臺線上申請暨發證管理系統

2. 推廣線上申請信用卡繳費功能

為便利民眾線上申辦繳費，本署除提供金融帳戶轉帳支付、網路晶片金融卡轉帳及「e 政府服務平台」信用卡繳費外，更於 109 年 7 月 1 日起，提供信用卡繳費服務，且刷卡免手續費；惟受嚴重特殊傳染性肺炎 (COVID-19) 疫情影響，入出境旅客人數大幅減少，109 年使用信用卡繳費計 3,221 件，總繳費金額共 1,476 萬 1,300 元。

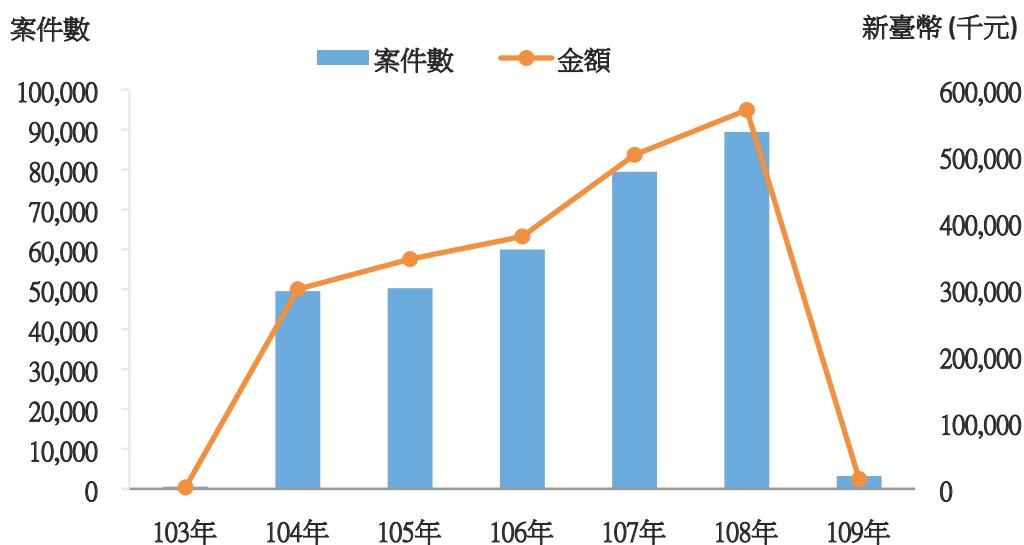


圖 5-3 信用卡線上繳費案件數及金額

(三) 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及深化個案聯繫合作，以健全兩岸人流正常往來及確保雙方民眾權益福祉，俾提升兩岸共同打擊犯罪成效之目標，相關作為摘述如下：

1. 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。
2. 執行「大陸地區人民在臺人身自由限制通報通知」機制，109 年計通報法務部 206 人。

3. 協處雙方人民往來突發事故與逾期停（居）留情形，並持續直航機場、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，109 年計協處 245 人。

二、國際合作

(一) 提供海外服務

本署於海外 28 個駐外館處（含香港、澳門）派駐移民秘書，以利執行移民與國境管理相關業務及協助旅外國人急難救助，109 年辦理海外為民服務與照顧輔導案件計 6,841 件，受理臨櫃申請案件計 2 萬 8,846 件及線上申請案件計 1 萬 1,795 件；協緝遣返外逃通緝犯計 92 人及境外犯案國人計 97 人。



圖 5-4 本署駐外據點分布圖

(二) 促進國際事務交流

1. 109 年 1 月 13 日

秘魯內政部部長室顧問蘿哈絲至本署拜會，雙方就移民事務相關業務進行意見交流。



秘魯內政部部長室顧問至本署拜會

2. 109年1月22日

澳洲辦事處經濟暨政策處副處長蘇奕忱 (Paul Salisbury) 至本署拜會，雙方就移民事務相關業務進行意見交流。



澳洲辦事處副處長至本署拜會

3. 109年4月16日

駐台北印尼經濟貿易代表處移民部主任真理奈 (Marina)、副主任杰弗利 (Jefrico) 至本署拜會，雙方就防疫期間加速旅行文件申辦速度，進行意見交流。

4. 109年5月7日

新加坡駐台北商務辦事處主任洪儀恬與新任主任胡月嫦至本署拜會，雙方就臺新移民事務合作進行意見交流。

5. 109年7月22日

日本台灣交流協會副代表西海茂洋至本署拜會，雙方就臺日移民事務合作成果進行意見交流。

6. 109年7月28日

歐洲在臺商務協會執行長何飛逸至本署拜會，雙方就外籍人士在臺生活遭遇之困境，以及嚴重特殊傳染性肺炎 (COVID-19) 疫情期間，大陸地區人民及香港或澳門居民入境臺灣地區之可行性交換意見。

(三) 簽署合作瞭解備忘錄或協定

為有效增進移民事務合作及打擊人口販運，我國與菲律賓爰於 109 年 10 月 19 日簽署「移民事務及人口販運防制合作瞭解備忘錄」；截至 109 年底止，我國計與 22 國完成簽署移民事務與防制人口販運合作瞭解備忘錄 (MOU) 或協定，實質增進我國與其他國家在移民事務上之國際合作及交流，並共同打擊跨國犯罪及人口販運，以落實防制人口販運工作意旨及精神。

(四) 辦理國際性交流活動

109 年 11 月 26 日邀請澳洲、英國、法國、德國、義大利、印尼、以色列、

日本、韓國、馬來西亞、菲律賓、紐西蘭、新加坡、泰國、越南等 15 國駐臺官員參與「2020 外事工作坊」，宣傳本署年度重要工作成果，包含簡介換發外來人口統一證號、外來人口學生線上申辦系統、我國新版查驗章戳及本署因應嚴重特殊傳染性肺炎 (COVID-19) 防疫作為等事項。

第陸章 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工作，主計室職掌歲計、會計及統計工作，政風室推動建構內、外完整廉政網絡及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、財物及法制等工作，訓練中心負責培育移民特考錄取人員專業訓練等工作。

一、人事業務

(一) 編制任免業務

- 109 年預算員額職員 2,287 人、約聘僱人員 479 人及技工工友 48 人，共計 2,814 人；109 年實際在職職員 2,267 人、約聘僱人員 479 人及技工工友 46 人，合計 2,792 人。
- 辦理相關任免遷調作業，109 年平調作業計 204 人次，召開人事甄審委員會 12 次，計內陞 110 人及外補 3 人。

表 6-1 109 年度員額編制表

類別	預算員額	實際員額	缺額
職員	2,287	2,267	20
約聘僱人員	479	479	0
工友 (含技工)	48	46	2
合計	2,814	2,792	22

(二) 考核訓練業務

- 辦理獎懲作業，109 年召開考績委員會 16 次，總計一次記二大功 1 人次、記一大功 28 人次、記功二次 64 人次、記功一次 1,097 人次、嘉獎二次 1,865 人次、嘉獎一次 24,233 人次、記過一次 4 人次、申誡二次 9 人次及申誡一次 20 人次。
- 依據「內政部及所屬機關學校 109 年訓練進修計畫」，整合各單位訓練項目，109 年辦理專業知能、人文素養及政策法令宣導等訓練計 722 場次，共 1 萬 4,951 人次參訓，同仁終身學習時數 20 小時以上比例達 100%。

(三) 退休福利業務

1. 本署危勞降齡退休方案於 109 年 5 月 15 日經銓敘部同意核備，其中，各專勤隊及收容所之專員兼分隊長以下職務、各機場港口隊(除桃園機場三隊外)及特殊勤務隊之專員兼分隊長以下職務(不含輔導員、書記及雇員)納入危勞降齡退休案適用範圍，列入該方案者自願退休年齡為 55 歲、屆齡退休年齡為 60 歲，且退休年資滿 15 年者，得擇領月退休金。
2. 本署主辦 109 年內政部桌球錦標賽，並於同年 11 月 20 日至 21 日假臺灣警察專科學校舉行，內政部及所屬機關共 19 個機關參賽，計男子甲組 6 隊、男子乙組 12 隊及女子組 5 隊，合計 23 隊，共隊職員 294 人參加。
3. 辦理文康活動經費分配，發放每人生日禮券 1,800 元，另分配署本部每季以 6,500 元為限，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。

二、主計業務

(一) 公務決算

1. 歲入部分

109 年歲入預算數 30 億 1,915 萬 5,000 元，決算數 12 億 4,592 萬 6,844 元，執行率 41.27%，主要係因嚴重特殊傳染性肺炎(COVID-19)疫情影響，核發入出境許可證等證照費收入較預期減少所致。

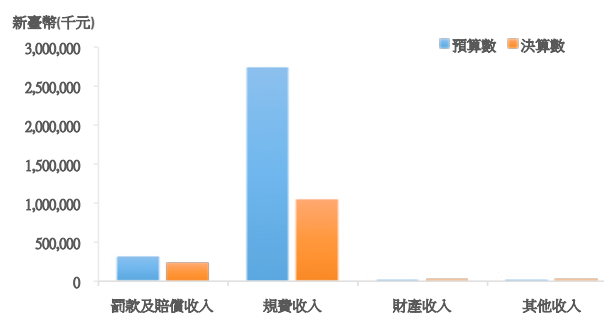


圖 6-1 109 年歲入預算及決算

2. 歲出部分

109 年歲出預算數 44 億 6,628 萬 3,000 元，決算數 44 億 6,602 萬 5,616 元，執行率 99.99%。

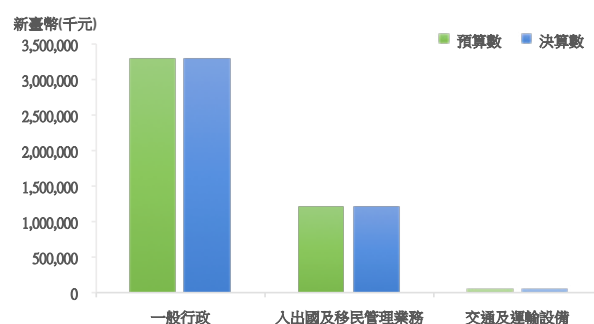


圖 6-2 109 年歲出預算及決算

(二) 新住民發展基金決算

1. 基金來源

109年基金來源預算數5億203萬3,000元，實收數5億200萬7,252元，達成率99.99%。

2. 基金用途

109年基金用途預算數3億4,766萬5,000元，實現數3億2,313萬609元，執行率92.94%，主要係因部分案件申請及核定補助金額未如預期、部分補助案件執行及結報期程未屆，尚未辦理核銷轉正等原因所致。

3. 本期賸餘

以上收支相抵後，實際賸餘數1億7,887萬6,643元，與預算數賸餘1億5,436萬8,000元相較，增加賸餘2,450萬8,643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，並公告統計報表程式及編製說明資訊於本署全球資訊網首頁，提供相關人士查閱；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，109年研擬第7版內部控制制度，於同年6月23日核定實施，並簽署108年內部控制制度聲明書；本署依108年度內部控制制度之建立及執行情形，辦理評估及稽核之結果，認為本署於108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. 召開「廉政會報」

為落實廉能政策，以及檢討反貪、肅貪及防貪等措施推動情形，俾展現

根除積弊及清廉執政之決心，爰於 109 年 7 月 15 日由署長召集副署長、主任秘書及一級單位主管，且邀請外聘學者參與，共同針對相關議題進行研討，並提供各項廉政工作建議；此外，本署為落實性別平等參與政策規劃，出席委員任一性別比例均達三分之一以上。

2. 表揚廉能公務人員

內政部陳主任秘書茂春於 109 年 7 月 28 日內政部廉政會報，公開表揚本署林育如及彭俊霖當選「內政部 109 年度廉能公務人員」。



內政部廉能公務人員表揚

3. 辦理公務員廉政倫理規範及請託關說登錄

為提升本署廉潔政風之形象，並樹立廉潔典範，爰持續加強宣導「行政院及所屬機關機構請託關說登錄查察作業要點」及「公務員廉政倫理規範」相關規定及案例，且落實受贈財物、飲宴應酬、請託關說及其他廉政倫理事件登錄；109 年廉政倫理事件登錄案計 5 件，包括受贈財物 3 件、飲宴應酬 0 件、請託關說 0 件及其他 2 件。

4. 落實公職人員財產申報

為落實陽光法案之公職人員財產申報制度、確立公職人員清廉作為及提升公務體系廉潔度，爰於 109 年 2 月公開抽籤抽出本署 26 名申報人，進行「108 年度公職人員財產申報實質審查」；此外，為避免因不諳法令致申報不實，故秉持廉政愛護、防護及保護等三面向，於 109 年 11 月以同步視訊方式，辦理財產申報宣導說明會，促使公職人員財產申報義務人如期正確完成申報作業，以達成建構廉能政府之理想。

(二) 機關安全 (機密) 維護

1. 109 年 11 月 16 日召開安全維護會報，藉由專案報告及內部研討方式，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. 針對重點期間及人事甄審筆試測驗、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、國際工作坊、國際移民日等重要工作或活動，訂定專案維護計畫，據以執行專案安全維護工作，俾確保維護對象之安全。
3. 辦理 109 年「機關安全、公務機密檢查暨資訊使用管理稽核」2 次，共抽核 50 個單位，計提出具體建議事項 26 項次及興革建議作為 8 項次，以健全機關安全、公務機密及資訊安全之防護措施。

(三) 廉政風險控管及處置

1. 辦理「本署財產管理作業缺失檢討作為」、「本署 108 年度服務站設置專業移民人員委託採購案」及「本署協助收容人代購機(船)票標準作業流程」等 3 項預警作為，並積極研提相關改善措施、訂定相關作業程序及督促業管單位落實執行法令。
2. 為確保政府採購案件品質，爰對於採購案件之「開標」、「比價」、「議價」、「決標」及「驗收」等程序，辦理實地或書面監辦；109 年辦理監辦作業計 957 次及提出興革建議事項 87 件，藉以有效健全採購秩序及提高採購效能，並杜絕採購弊端。
3. 辦理「本署 109 年收容管理業務」專案稽核，檢視本署各收容所業務執行流程有無違失情形，並研提興革建議，俾提升本署收容管理品質與效率，且降低廉政風險。
4. 辦理「本署移民資訊組前組長經辦資訊採購涉犯貪污治罪條例案」再防貪專報，探究不法情事發生之原因，發掘本署相關管理制度及執行措施潛藏之問題，並加以檢討修正，俾提出有效策進作為。

5. 辦理「108 年本署重大及敏感性採購案件專案稽核」及「109 年度各專勤隊辦理檢舉獎勵金作業專案清查」，以降低廉政風險。
6. 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 35 案：移送偵辦 1 案、行政責任 4 案、行政處理 13 案及澄清結案 17 案。

四、秘書業務

(一) 編審及檔案業務

1. 109 年計召開「主管會報」20 次及「擴大署務會報」2 次。
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，提供機關、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」等二種出版品，以利民眾、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。
4. 辦理公文之歸檔點收、立案、編目、保管、檢調與銷毀及


本署移民雙月刊及年報出版品

 其他檔案管理作業、庫房設施維護等事項；109 年計完成公文歸檔作業 12 萬 1,594 件、銷毀檔案 23 案 1,201 卷及移轉檔案 2 案 4 卷 65 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計 139 件，相關作業分述如下：
 - (1) 勞務採購案 94 件，決標金額 6 億 7,318 萬 3,331 元。
 - (2) 財物採購案 32 件，決標金額 7,909 萬 3,298 元。

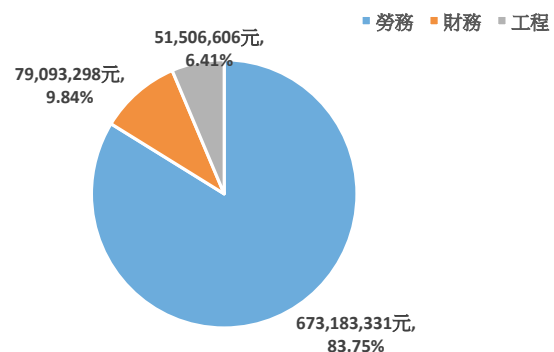


圖 6-3 各類採購案件決標金額與比例

- (3) 工程採購案 13 件，決標金額 5,150 萬 6,606 元。
2. 辦理政府採購法令教育講習，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 48 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. 109 年收據張數計 92 萬餘張，較 108 年減少 132 萬餘張。
2. 退費件數計 2 萬 5,174 件，金額約 1,812 萬元；退費案件數較 108 年增加 2 萬 1,071 件。
3. 發放薪資計 25 億 1,958 萬餘元，共發放 3 萬 9,829 人次。
4. 經管不動產計土地（含土地改良物）計 175 筆、房屋建築及設備 63 棟，較 108 年減少土地 3 筆，主要係南區事務大隊撥用土地 1 筆及中區事務大隊新竹市專勤隊減少土地 4 筆。
5. 完成財產全面清查作業計 1 萬 8,444 件，財產總值 27 億 7,675 萬 8,748 元；完成物品全面清查計 6 萬 6,606 件。

(四) 國會及新聞業務

1. 受理立法委員及助理請託案件及參加協調會、說明會等各項會議計 484 次。
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，俾爭取委員支持本署預算及法律修正案。

4. 製播「我們一家人 plus」電視節目

與三立電視股份有限公司共同製作「我們一家人 plus」新住民電視節目，於三立電視台共 5 個頻道播出，累積播出達 3,848 次，收視達 1 億 919 萬 4,580 人次，並推出多種語言(國語、英語、印尼語、泰語、越南語及柬埔寨語)翻譯版本上傳影音平台，以吸引多國新住民觀看及轉傳分享；本節目於 YouTube 累積觀看次數達 186 萬次，觀看時間達 1,155 萬分鐘；FaceBook 貼文觸及達 256 萬 4,786 人次，影片觀看次數達 147 萬次，觀看時間達 49 萬 4,000 分鐘；另透過各媒體新聞報導、文字快



「我們一家人 plus」電視節目表

新聞短版專訊		週一至週五	週六
三立新聞台 CH54	09:00-10:00 13:00-14:00 19:00-20:00 24:00-01:00	• • • •	• • • •
三立台灣台 CH29	12:00-13:00 18:00-19:00 08:00-09:00	• • •	• • •
三立NEWS台 CH88	11:00-12:00 12:00-14:00 16:00-17:00 19:00-20:00	• • • •	• • • •
三立NEWS MOD台	08:00-09:00 11:00-12:00 13:00-14:00 16:00-17:00 19:00-20:00	• • • • •	• • • • •

訊、節目字卡等方式，露出移民政策及新住民相關輔導措施辦法等宣導事項計 499 次，且全年 365 天以文字快訊方式，於電視新聞台宣傳節目訊息，以提升節目曝光度。

5. 提供新住民獲取新聞及生活資訊之整合性網路平臺

為提供更符合新住民需求之新聞網站，「新住民全球新聞網」(網址: news.immigration.gov.tw) 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，提供新住民新聞及生活資訊之整合性入口平臺。此外，為提供更符合使用者需求之網站介面，網站首頁與內頁版型採用響應式網頁設計 (RWD)，俾優化新聞專區之分類，讓使用者容易找到所需新聞與服務，以提高使用者瀏覽體驗；109 年委託義聯電資訊股份有限公司維運，產出新住民新聞逾 1 萬則，網站瀏覽量逾 982 萬次，網站臉書粉絲團「Taiwan 我來了」粉絲加入人數計 6 萬 672 人。

(五) 文書業務

1. 本署 109 年公文總收文、發文件數計 55 萬 6,644 件，其中，總收文量計 46 萬 1,844 件，較 108 年略減 8.31%，總發文量計 9 萬 4,800 件，較 108 年略減 5.13%。

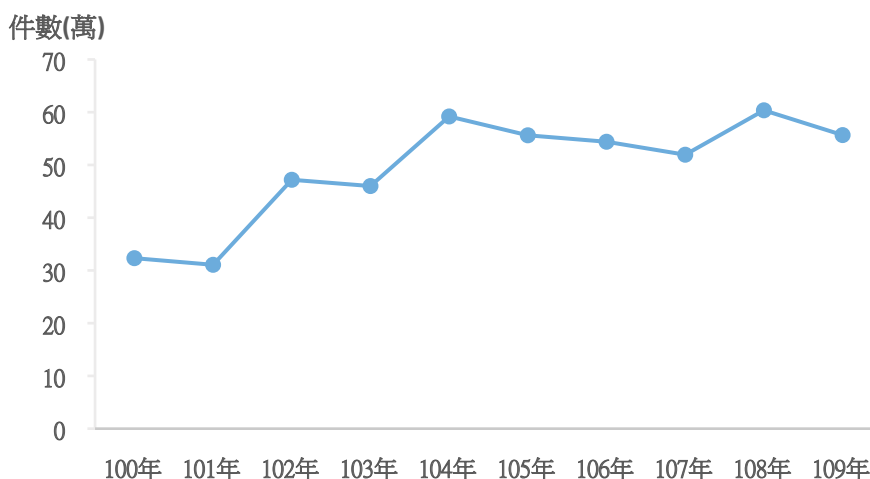


圖 6-4 總收發文件數統計

2. 公文線上簽核比例 77.30%，較 108 年 75.04% 提升 2.26%；公文電子交換比例 89.45%，較 108 年 87.83% 提升 1.26%，落實推動電子公文節能減紙頗具成效。
3. 為強化本署文書作業內控機制，並增進同仁公文書處理知能，爰於 109 年 9 月 14 日辦理公文書作業講習，藉由公文實務研析及講授公務機密應有之認知及作為，以提升同仁公文撰寫技巧，以及對遵守公務機密應有作為之認識。

(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，以及督導有關國家賠償、訴願、行政訴訟案件之處理，並辦政法制及訴願業務講習，俾強化同仁法制素養；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(訂)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，109 年完成制(訂)定、修正之法規命令 7 案及行政規則 8 案，共計 15 案，依次臚列如下：

(1) 法規命令

<p>從事涉及重要國家安全利益或機密業務之退離職人員應經審查許可期間屆滿後進入大陸地區申報辦法 中華民國 109 年 2 月 18 日內政部台內移字第 10909307032 號令訂定發布全文 7 條；並自發布日施行。</p>
<p>臺灣地區公務員及特定身分人員進入大陸地區許可辦法 中華民國 109 年 2 月 18 日內政部台內移字第 10909307042 號令修正發布全文 12 條；並自發布日施行。</p>
<p>就業金卡與就業 PASS 卡及創業家簽證規費收費標準 中華民國 109 年 6 月 15 日內政部台內移字第 10909319092 號令修正發布全文 8 條；並自發布日施行。</p>
<p>舉發違反入出國及移民法事件獎勵辦法 中華民國 109 年 6 月 23 日內政部台內移字第 10909320082 號令修正發布全文 13 條；並自發布日施行。</p>
<p>香港澳門居民進入臺灣地區及居留定居許可辦法 中華民國 109 年 8 月 17 日內政部台內移字第 10909323842 號令修正發布第 22 條、第 30 條條文。</p>
<p>入出國查驗及資料蒐集利用辦法 中華民國 109 年 9 月 8 日內政部台內移字第 10909325202 號令修正發布第 16 條之 1 條文。</p>
<p>臺灣地區無戶籍國民居留配額表 中華民國 109 年 11 月 23 日內政部台內移字第 10909330342 號公告修正發布，並自即日生效。</p>

(2) 行政規則

<p>申請及使用入出國自動查驗通關系統作業要點 中華民國 109 年 2 月 19 日內政部內授移字第 10909307182 號令修正發布名稱及全文 10 點；並自即日生效(原名稱:申請及使用入出國證照查驗自動通關系統作業要點;新名稱:申請及使用入出國自動查驗通關系統作業要點)</p>
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<p>臺灣地區公務員及特定身分人員進入大陸地區作業規定 中華民國 109 年 2 月 20 日內政部台內移字第 10909307342 號令修正發布第 2 點、第 5 點、第 6 點規定；增訂第 11 點規定；並自即日生效。</p>
<p>新住民發展基金補助作業要點 中華民國 109 年 3 月 31 日內政部台內移字第 10909312382 號令修正發布第 3 點、第 7 點、第 10 點規定；並自即日生效。</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 109 年 3 月 31 日內政部台內移字第 10909312386 號令修正發布全文 21 點；並自即日生效。</p>
<p>禁止外國人入國作業規定 中華民國 109 年 5 月 28 日內政部台內移字第 10909317762 號令修正發布部分規定；並自即日生效。</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 109 年 8 月 10 日內政部台內移字第 10909323162 號令修正發布第 2 點、第 13 點；並自即日生效。</p>
<p>通譯人員資料庫運用及管理要點 中華民國 109 年 8 月 10 日內政部移民署移署移字第 10900814792 號令訂定發布全文 10 點，並自即日生效。</p>
<p>通譯人才資料庫管理運用作業規定 中華民國 109 年 8 月 10 日內政部移民署移署移字第 10900814795 號令廢止；並自即日生效。</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，109 年已完成業管法規命令及行政規則個案檔卷計 258 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」，因受限人力及物力，爰二、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，嗣國防部移撥德景營區（現為德景園區），本署於 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 4 期），全部回歸本署自辦訓練。

109 年移民班第 8 期專業訓練二等、三等（含中央警察大學國境警察學系移民事務組畢業錄取者）、四等結訓學員共計 96 人，內政部邱常務次長昌嶽 109 年 11 月 27 日蒞臨本署「移民班第 8 期學員結訓典禮」致詞表示，移民官是新時代的公務員，並期許勉勵學員清廉、專業、無私、努力，未來在工作崗位上，戮力貢獻所學，讓自己成為最優秀的移民官。



內政部邱常務次長昌嶽與移民班優秀學員合影

第柒章 防疫 (COVID-19) 相關作為

嚴重特殊傳染性肺炎 (COVID-19) 疫情爆發以來，本署即配合中央流行疫情指揮中心 (以下簡稱指揮中心) 政策，擬訂各項境管措施及防疫作為，並跨部會合作建置健保雲端旅遊史查詢系統，俾勾稽、注檢及通報疫情高風險地區入境旅客，以強化人流管制，並阻絕疫情於境外；此外，為避免外來人口成為防疫缺口，爰執行轉機旅客巡查，以及超前部署大型收容所防疫作為，並加速遣返受收容人返國，為國人守護防疫第一線，且展現國門防疫零容忍決心。

一、入出境管制及查驗專案

(一) 入境管制措施

依指揮中心規定，隨時調整邊境管制措施及更新入境管制作為，並發文運輸業者配合辦理，俾避免乘載不符入境資格旅客來臺，且加強審查外來人口入國登記表，以利相關單位追蹤掌握個案動向，且落實第一線審查與通報；109 年計攔阻拒入對象 695 人。

此外，為避免旅客轉機及過境時發生防疫破口，爰執行旅客轉機巡查及外籍機組員入住過境飯店監護勤務，以確實掌握轉機旅客及外籍機組員過境動態。

請注意
Attention

配合新冠病毒防疫政策
To Prevent the Spread of
Novel Coronavirus (2019-nCov)

使用自動查驗通關系統前
須出示
COVID-19 核酸檢驗陰性報告

Before Using e-Gate
A Certificate of a Negative
COVID-19 Test Result
MUST BE PRESENTED

1 COVID-19 陰性 NEGATIVE

2 e-GATE

內政部移民署
National Immigration Agency

機場入境大廳防疫政策宣導海報



執行轉機旅客巡查勤務



執行巡簽外籍機組員入住飯店監護勤務

(二) 出境管制措施

為防範疫情擴散，避免我國成為境外傳播來源國，而影響國家形象及國人入境他國之權益，爰協助衛生福利部疾病管制署執行居家檢疫未滿 14 日者禁止出境事宜；109 年計查獲居檢未滿遭禁止出境對象 63 人。

(三) 查驗專案

為維護國人安全及保障國人回國權益，爰協助滯留國外及大陸地區國人返臺，本署配合指揮中心執行包（專）機查驗專案如下：

表 7-1 執行包（專）機查驗專案情形

日期	專案名稱	查驗通關人次
109.2.4	武漢包機	247
109.2.21	鑽石公主包機	19
109.3.10	武漢包機第 2 批	169
109.3.10	武漢包機第 2 批	192
109.3.29	武漢類包機第 3 批	153
109.3.30	武漢類包機第 3 批	214
109.4.20	武漢類包機第 4 批	231
109.4.21	武漢類包機第 4 批	229

109.5.5	印度專機	129
109.5.23	尼泊爾專機	10
109.5.26	俄羅斯專機	96
109.5.30	印度專機	71
109.5.31	南非、印度專機	135
109.6.4	巴拉圭專機	234
109.6.7	波蘭專機	116
109.7.10	波蘭專機	194
109.12.27	英國專機	127
總 計		2,566



執行武漢包機入境查驗通關

為活絡航空及觀光產業，並刺激國內旅遊市場，是以，交通部推動機場樂友會（體驗營）、偽出國（微旅行、異地微旅行）及星夢郵輪「探索夢號」跳島旅遊等產業振興方案，本署爰配合振興方案開設專櫃通關服務，讓國人於疫情期間，享受舒適安全通關環境；109年樂友會及偽出國通關旅客計2萬657人次，星夢郵輪「探索夢號」通關旅客計28萬1,993人次。



樂友會旅客通關情形



微旅行旅客通關情形

二、合法外來人口管理

(一) 停留外來人口

為避免國際人流移動成為防疫破口，並降低社區防疫負荷，爰針對 109 年 3 月 21 日（含）以前已入境且在臺合法停留之外國人、大陸地區人民、香港或澳門居民及臺灣地區無戶籍國民，逐月自動延長停留期限 30 日，並適時檢討調整。

鑑於大陸地區人民因疫情管制，無法使用團體旅遊（含小三通）、專業及商務活動交流（含小三通藝文商務）之單次入出境許可證，爰自 109 年 4 月 30 日至 109 年 9 月 2 日止，辦理退還規費補償專案；另大陸地區人民無法使用個人旅遊、第三類觀光、社會交流、醫療服務交流、陸生及小三通（個人旅遊、社會交流）之單次入出境許可證，俟指揮中心開放渠等入境後，辦理重新受理申請及免收規費專案。

(二) 居留外來人口

為減少疫情期間跨國人流，爰放寬在臺居留之外國人、大陸地區人民及香港或澳門居民等外來人口之相關法令規定，由於外來人口受疫情影響，無法備齊文件辦理居留或定居等相關事項，例如辦理居留證延期、繳附喪失原籍證明書等事宜，均以彈性作為因應；此外，放寬疫情期間外來人口持居留簽證入國後申請外僑居留證之規定，由原本入國後 15 日內放寬為 30 日內至本署申請外僑居留證，並延長居留原因消失者離臺期間及延長離臺期間重新申請居留等規定。

三、非法外來人口管理

(一) 擴大自行到案專案

為避免逾期停(居)留外來人口成為防疫破口，本署爰推動「擴大逾期停(居)留外來人口自行到案專案」，專案期間自109年3月20日起至6月30日止，除採取減免處罰措施，以鼓勵逾期者自行到案外，亦嚴格落實相關防疫作為，防杜自行到案或經查獲到案對象染疫及群聚感染之風險；109年專案執行期間，經查處到案對象計7,939人，其中自行到案者4,642人。



「擴大逾期停(居)留外來人口自行到案專案」記者會

(二) 收容所防疫作為

為避免大型收容所爆發群聚感染，本署爰秉持超前部署精神，積極執行各項防疫工作如下：

1. 辦理新收之受收容人入所前，均口詢其身體狀況、接觸史及測量體溫，並要求佩戴口罩及雙手噴灑酒精消毒。
2. 受收容人依其性別，先行移置觀察區17天，於觀察期滿後翌日，再移置一般收容區。
3. 各收容所每日早晚定時測量受收容人體溫，如發現受收容人身體狀況異常，即戒護就醫；若經醫囑評估非屬應通報對象，先行移置隔離區觀察17天，於隔離期滿後翌日，再移置一般收容區。
4. 各收容所人員入出觀察區時，雙手均噴灑酒精消毒；觀察區及隔離區每日以

酒精或漂白水等用品至少消毒 1 次，受收容人每日配發口罩 1 片；一般收容區之受收容人每週配發口罩 3 片。

5. 邀請醫師到所進行防疫衛教講座，以培養同仁防疫正確觀念及宣導注意事項，並製作多國語言防疫宣導圖卡與衛教影片，俾建立受收容人自我防護觀念，並嚴防發生群聚感染事件。
6. 針對防疫期間可能發生之狀況，訂定應變計畫，預先規劃處置作為，並進行演練。

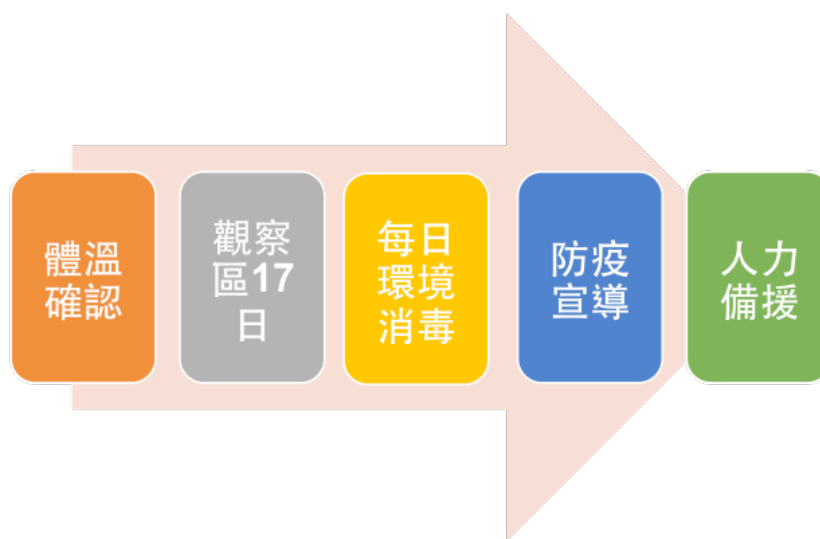


圖 7-1 大型收容所辦理受收容人入所防疫流程

(三) 加速遣返受收容人

為加速遣送受收容人返國，爰協調國籍航空公司提高航班無人戒護機位，以提升現有航班遣送效率，並協調駐臺使館及辦事處，加速旅行文件申辦，並提供包機機位或以專機模式協助受收容人返國。



經遣返之受收容人穿著防護衣搭乘包(專)機

四、邊境暨社區防疫資訊支援服務

(一) 橫向跨系統整合

配合科技防疫，爰進行跨機關合作，提供各防疫機關介接旅客入出境資料，以建置防疫相關系統，包括衛生福利部中央健康保險署「健保雲端旅遊史查詢系統」、衛生福利部「入境檢疫系統」與「居家檢疫追蹤系統」、經濟部國際貿易局「口罩輸出許可證申請系統」，各類資訊系統摘述如下：

1. 「健保雲端旅遊史查詢系統」

自 109 年 1 月 13 日起，提供 14 天內由武漢入境旅客資料，109 年 1 月 27 日「健保雲端旅遊史查詢系統」正式上線，醫事人員透過該系統，即可查詢就醫民眾之國外旅遊史，並隨著全球疫情升高趨勢，逐步擴增提供高風險疫情地區之旅客入出境資料。

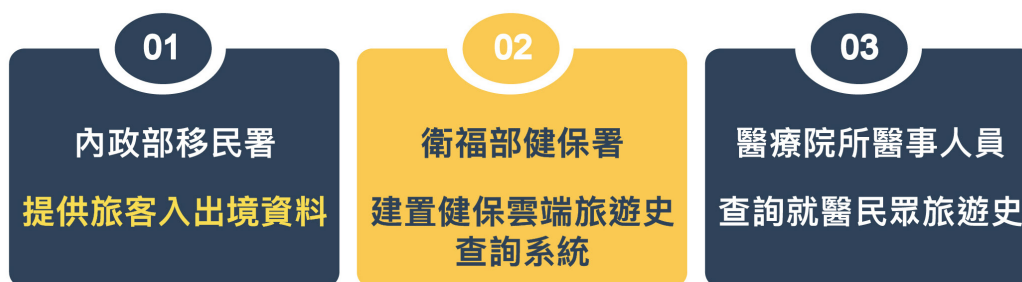


圖 7-2 旅客入出境資料介接健保雲端旅遊史查詢系統流程

2. 「入境檢疫系統」

自 109 年 2 月 14 日起，每半小時提供衛生福利部疾病管制署所有入境航班艙單旅客資料 1 次。109 年 2 月 16 日「入境檢疫系統」上線後，入境旅客可先於網頁輸入健康資料，於航班抵達後，健康申報憑證即經由簡訊自動發送至當事人手機；旅客於入境時，出示手機憑證畫面，即可快速查驗通關，以提升邊境檢疫效能。此外，自 109 年 5 月 19 日起，每半小時提供衛生福利部疾病管制署所有入境船舶艙單旅客資料 1 次。



圖 7-3 旅客入出境資料介接入境檢疫系統流程

3. 「口罩輸出許可證申請系統」

為配合管制口罩寄送海外親屬政策，爰提供雲端資料介接服務，勾稽經濟部國際貿易局「口罩輸出許可證申請系統」口罩收件人是否於境外；109年4月9日「口罩輸出許可證申請系統」上線，開放國人寄送口罩予海外親友；自109年6月1日起，解除口罩出口管制，國人寄送口罩至海外無須向經濟部國際貿易局申請輸出許可證。

(二) 協助居家檢疫及疫調作業執行

為嚴格執行邊境檢疫，並落實防疫工作，爰提供各類國境人流暨相關統計報表，俾支援防疫決策，並勾稽疫情高風險地區旅客之入出境資料予防疫機關，以協助落實居家檢疫措施；109年提供資料逾1,248萬筆。

此外，為避免疫情高風險地區入境旅客造成疫情由境外移入擴散，爰依據掌握之高風險旅客名單，於系統進行入出境管制註記；109年旅客入出境管制註記逾139萬人次。

五、宣導防疫措施

(一) 設置本署全球資訊網防疫專區及振興三倍券專區

為協助各類外來人口清楚掌握最新境管動態，本署爰於全球資訊網設置防疫專區，並依據指揮中心發布之外來人口來臺限制規定，即時更新境管作為，且配合修正多語版本之「各類人士來臺限制一覽表」，提供各政府機關網頁及防疫應答資料(Q&A)連結，使民眾快速且正確掌握防疫等相關資訊。

此外，為配合行政院振興受疫情影響之內需型產業，並協助新住民及外籍永久居留人士了解振興三倍券相關訊息，爰自 109 年 6 月 20 日起，於本署全球資訊網設置振興專區，翻譯振興三倍券宣導品及常見問答之越南文、印尼文、泰文、柬埔寨文及緬甸文等 5 種語言；109 年新住民領取振興三倍券計 12 萬 3,460 人，提供符合請領名冊累計 16 萬 5,557 筆。



新住民請領振興三倍券宣導海報

(二) 提供多語防疫諮詢專線

為便利外來人口詢問疫情期間入出國及證照申請等相關疑問，爰提供多國語言（國語、英語、日語、越南語、印尼語、泰國語、柬埔寨語）0800-024-111 免付費專線，自 109 年 1 月 28 日起至 12 月 31 日止，提供諮詢服務計 1 萬 293 通；此外，自 109 年 2 月 2 日起，協助分流 1922 專線，自同年 2 月 2 日起至 12 月 31 日止，提供諮詢服務 28 萬 5,817 通，合計 0800-024-111 及 1922 專線提供 29 萬 6,110 通諮詢電話服務。

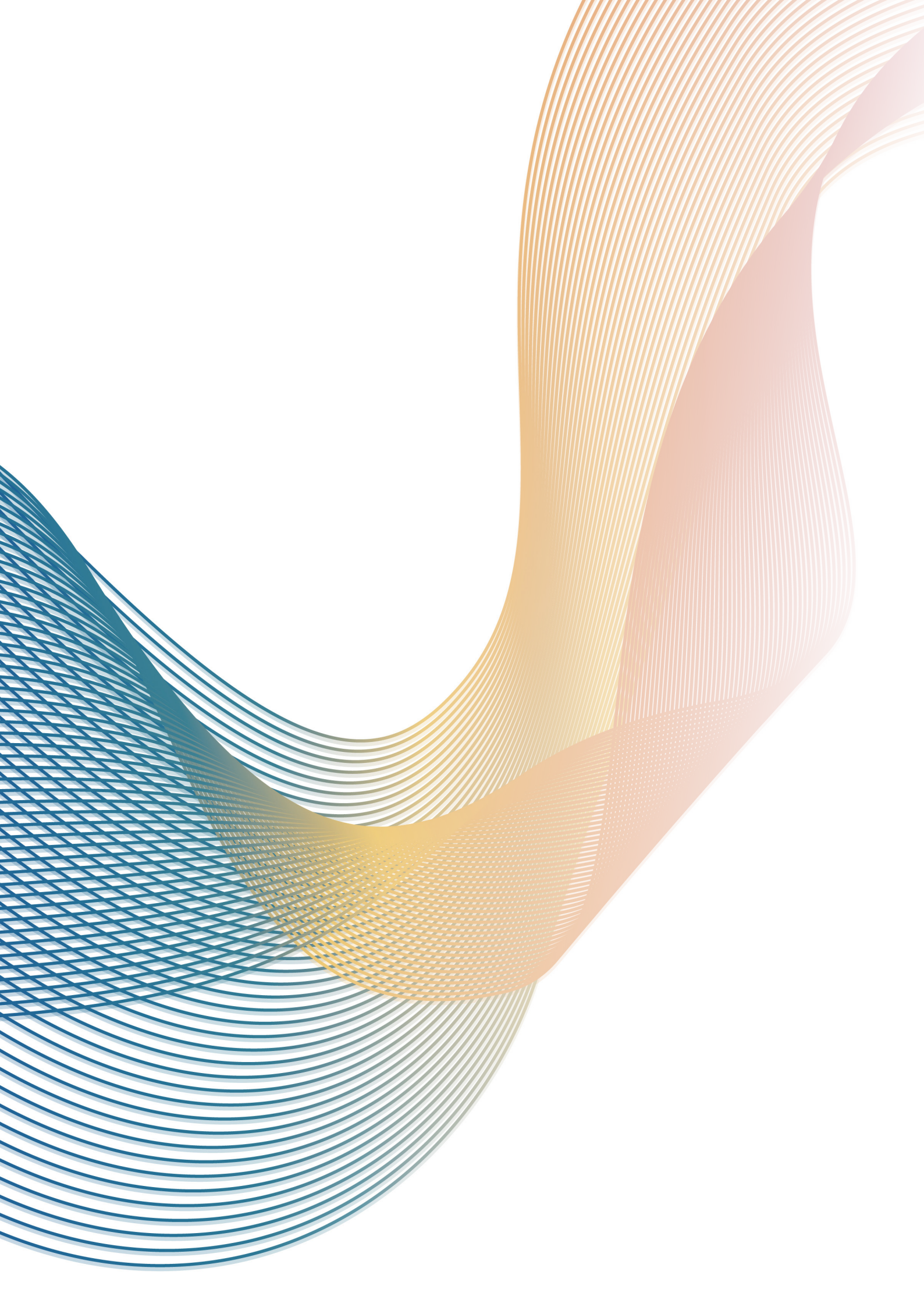
(三) 推播社群媒體防疫最新消息

為協助新住民取得第一手防疫資訊，爰於「新住民培力發展資訊網」刊登多國語防疫資訊，以 LINE 即時推播傳送計 2 萬 4,994 人；並透過 369 個移民團體，以 7 國語言（英語、越南語、泰國語、印尼語、馬來語、緬甸語及菲律賓語）在 47 個 LINE 群組及臉書粉絲專頁，不定期製作防疫懶人包、推文、影片及圖卡等，宣導「防疫大作戰」影片，透過生動活潑、淺顯易懂之圖案，讓不諳中文之新住民清楚了解最新防疫措施。



新住民培力發展資訊網境管防疫及振興專區





**National
Immigration Agency
Ministry of the Interior**

**Annual Report
" 2020**

English Version



Preface by the Minister

Marked by unprecedented impacts and challenges, 2020 was a year filled with uncertainty and hardships. Just as we had successfully handled the African swine fever by keeping it outside our borders, the COVID-19 pandemic came right on its heels, raging across the world and taking countless lives, while simultaneously causing serious and irreversible damages to the various aspects of society, economy, education, and interpersonal relationships. As a member of the international community, Taiwan also played its part in the global fight against COVID-19; through concerted efforts, we have successfully held the pandemic at bay, at one point reaching more than 500 consecutive days without a community outbreak. However, in the face of the severe pandemic situation currently upon us, it is all the more important that we act as one mind and spirit and work together to combat the virus.

After the discovery of the first COVID-19 case in Taiwan on January 21, 2020, the government suspended all tour groups from visiting Wuhan, Hubei in mainland China. On January 23 of the same year, the Central Epidemic Command Center (CECC) raised the epidemic warning to Level 2. Representatives of the Ministry of the Interior were stationed at the CECC to closely monitor the pandemic situation, while colleagues at the NIA further played roles on the front line of border pandemic prevention, putting their lives on the line to carry out immigration inspection and ensuring the health and safety of our people. Additionally, to aid and support border pandemic control measures, the NIA utilized the entry and exit information of domestic and foreign travelers to help establish the NHI MediCloud System, which enables frontline health care workers to inspect the entry/exit information and international travel history of patients using their NHI Card. Lastly, the NIA played a supporting role in the implementation of various pandemic efforts, including the Quarantine System for Entry, the name-based mask rationing system, the issuance of Triple Stimulus Vouchers, and the multi-lingual promotion of pandemic preventive measures. Through their selfless efforts—which were carried out without seeking acknowledgment from others—our colleagues at the NIA are truly the hidden heroes of this pandemic.

While fighting against the unrelenting waves of COVID-19 infections, the NIA did not neglect its original duties, establishing the third-generation e-Gate automated immigration clearance system, Assistive Identity Verification System, and Automatic Illegal Entry Detection System, as well as the Technology Investigation Center; and implementing measures to expedite services and ease the burden of its employees, including offering multiple over-the-counter payment methods, optimizing the Foreign Professionals Online Application Platform, providing empowerment programs for new immigrants and their children, collaborating with non-governmental organizations on migrant worker care, and utilizing technologies to assist external and internal customers. Furthermore, Taoyuan International Airport received

a No. 2 ranking on the 2020 World's Best Airport Immigration Service Survey published by the British independent nonprofit survey organization Skytrax, trailing only behind Hong Kong International Airport and surpassing South Korea's Incheon International Airport and Singapore's Changi Airport. The NIA has also seen great success in human trafficking prevention, helping Taiwan achieve a Tier 1 ranking for twelve consecutive years in the Trafficking in Persons Report released by the U.S. Department of State, which indicates that the country's overall efforts in fighting human trafficking have received international recognition. In these trying times of the pandemic, the NIA has been truly commendable as its employees continue to work tirelessly and strive for excellence in their duties.

I would like to express my gratitude to all our colleagues at the NIA for defending our island nation of Taiwan and wish to remind them to take care of their own health and safety as they perform their duties on the frontline. Taiwanese society has been able to extricate itself from several tight spots and overcome one crisis after another in this pandemic thanks to the NIA's strong support. I believe if the COVID-19 pandemic has taught us any lesson, it is that challenges can be overcome as long as we don't give up, work in unity, support each other, and carry out our responsibilities. I hereby encourage our exceptional colleagues at the NIA to keep this lesson in mind moving forward.



Minister of the Interior

Hsu Kuo-Yung



Preface by the Director-General

The National Immigration Agency (NIA) is charged with the dual mission of national security and home affairs, but on this unprecedented occasion that the COVID-19 pandemic rages around the globe, we also make all-out efforts to protect Taiwan's security. As groups of citizens were boarding charter flights to be brought home from abroad, our colleagues donned airtight PPE suits and persisted in carrying out immigration inspections on citizens despite being drenched in sweat, for the purpose of protecting border security, effectively containing the pandemic at the border, and thus ensuring the health of our people. Furthermore, pandemic preventive measures were promoted in multiple languages, automatic extensions were given for the temporary and permanent residencies of legally residing foreigners, and online application systems were implemented to reduce human contact and curb the spread of the pandemic.

In addition to the aforementioned special projects, the NIA's objectives include foreign population management, human trafficking prevention, immigrant care and counseling, cross-strait exchanges, international exchange and cooperation, immigrant human rights, and immigration policy implementation. Among the wide range of duties carried out by NIA, immigration management is the most important; it entails the management of the temporary and permanent residency of foreign nationals, the investigation of undocumented migrant workers and other immigration-related cases, as well as the management of detainees. Owing to our colleagues' honest efforts and teamwork, the NIA was able to achieve vertical and horizontal synergy in carrying out its various and diverse tasks, allowing us to demonstrate the Agency's value and vision in spite of our limited resources and personnel. By working together and moving forward steadily, the NIA has been able to stand out among the various agencies under the Ministry of the Interior through its outstanding results in performance assessment.

After the number of foreign nationals residing in Taiwan exceeded one million, the NIA complemented hard management with the implementation of soft counseling measures to provide new immigrants with services that help them quickly adapt to life in Taiwan. One example is revising the ARC number format to match that of the national ID number, allowing foreign nationals to more easily complete the everyday tasks of online shopping, ticket buying, and making medical appointments, and providing them with a sense of belonging. Besides attending to the needs of new immigrants, the NIA also extended its focus to children of immigrants and organized the Cultivation Program for First- and Second-Generation New Immigrants and the Dream-Building Program for New Immigrants and

their Children, along with the Cultural Diversity and Creativity Camp for Children of New Immigrants. The Agency also issued scholarships and incentives to empower new immigrants and their children and cultivate talent for the country. Through these efforts, it is our hope that second-generation immigrants can broaden their horizons and align with international trends, thereby becoming the source of Taiwan's future strength.

Through the publication of the annual reports, I want to encourage our colleagues to uphold the NIA's core values and vision. It is my belief that if one leads by example, others will follow. I have striven to abide by this philosophy and hope that we can all stand together and show sincere care for one another. The Agency shall also enhance talent development to help our colleagues demonstrate their capabilities and give outstanding colleagues the opportunity to contribute their strength. We firmly believe that the future lies in talent nurturing and that no hurdle is insurmountable if we put our heart into it. Finally, due to the NIA's wide range of duties, a few errors might have slipped through in this report, in regards to which I am sure our observant readers will not hesitate to point them out to us.



Director-General of the
National Immigration Agency

Bill Chung

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Overview

This annual report is a compilation of the National Immigration Agency's major activities in 2020. 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 Advance Passenger Information System (APIS), the Advance Passenger Processing system (APP), the Biometrics Verification System (BVS) for Foreign Visitors, the Assistive Identity Verification System, and the Automatic Illegal Entry Detection System. 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 nationals 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, assist with vote-buying investigation and violence prevention, implement high-tech crime investigation measures, 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 the organization of the empowerment program for new immigrants and their children and the Cultural Diversity and Creativity Camp for Children of New Immigrants, optimization 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 and make changes to the UI No. format for foreign nationals, so as to 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 NIA 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 and International Cooperation

To facilitate cross-strait exchanges, the laws have been consolidated, streamlined, and simplified. Efforts have also been made to upgrade service efficacy, balance security and management, and promote the nation's competitiveness. Furthermore, the NIA seeks to reinforce international cooperative relations under the principles of equality and reciprocity to crack down on transnational crime and prevent human trafficking. The Agency 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 VI: 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 VII: Pandemic Preventive Measures Against COVID-19

Since the outbreak of COVID-19, the NIA has complied with the policies set forth by the Central Epidemic Command Center through the implementation of border control and pandemic preventive measures, establishment of the NHI Cloud Travel History Query System via cross-ministerial collaboration, review/inspection/reporting of inbound travelers from high-risk locations, and enforcement of enhanced crowd control, so as to contain the pandemic at the border. Furthermore, in order to prevent breaches in pandemic prevention caused by foreign visitors, the Agency carried out inspections of transit passengers, preemptively implemented pandemic preventive measures at detention centers, and expedited the deportation of detainees, thereby securing the people's first line of defense in the pandemic and demonstrating the country's determination in upholding zero tolerance for breaches in pandemic preventive measures.

Chapter I. Border Security and Management

The global outbreak of the COVID-19 pandemic in January 2020 drove countries to gradually enforce measures for border control, including the evacuation of expatriates, travel restrictions, and border closure, to prevent the pandemic from spreading. Taiwan also toughened border control and restricted nonessential travel to ensure the health and safety of its people, resulting in a historic low in the number of entries and exits this year. However, the National Immigration Agency (NIA) has not slackened in its duties, continuing to promote automated immigration clearance systems and optimize and improve clearance equipment, so as to reduce physical contact, comply with public health standards, balance border security and quality service, and provide passengers with a comfortable and secure environment for immigration clearance. The NIA has also strengthened border security by increasing travel document verification proficiency, with the aim of keeping illegal activities outside our borders.

1. Enhancing Immigration Clearance Efficiency and Optimizing Convenience of Services

(1) Continuing the promotion of automated immigration clearance systems

Due to the COVID-19 pandemic, the Central Epidemic Command Center (CECC) announced that effective on March 21, 2020, the travel notice level for all countries would be raised to “Level 3: Warning” and advised against all nonessential travel. This resulted in a sharp decline in the total number of entries and exits to 7,875,617 in 2020.

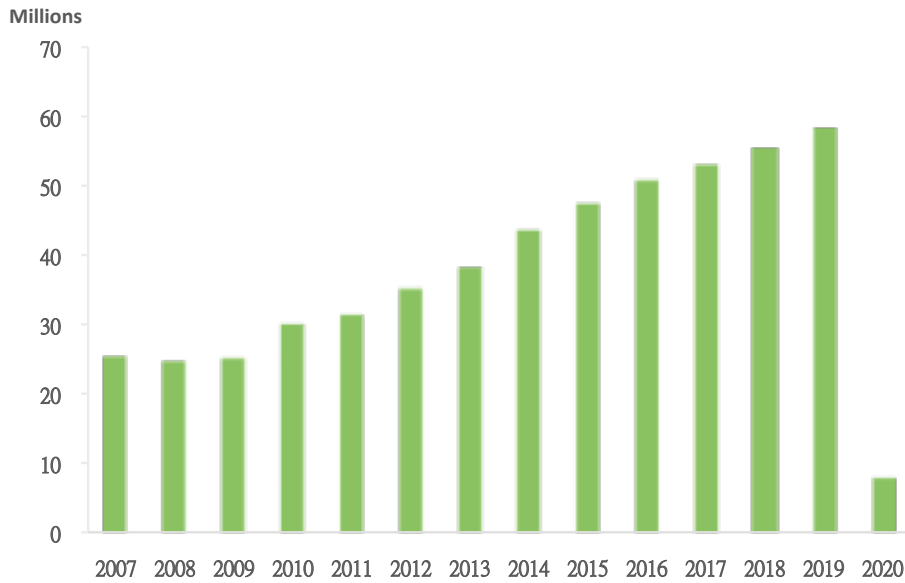


Figure 1-1 Number of entries and exits over the years

With aim to curb the spread of the pandemic, reduce physical contact, and comply with public health standards, the automated immigration clearance system (e-Gate) is the best way to reduce the risk of infection through contact. The Agency continues to promote the use of automated immigration clearance systems and has established a total of 66 e-Gates at international airports and ports of entry/exit to expedite passenger entries and exits. As of the end of 2020, the cumulative number of registered users stands at 7,507,457 and the cumulative number of entries/exits via e-Gates stands at 98,119,068.

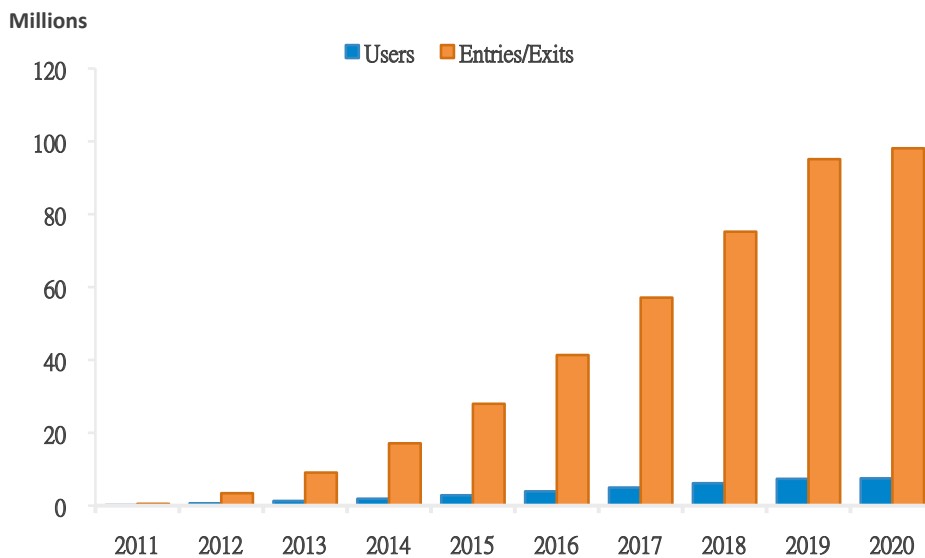


Figure 1-2 Number of e-Gate registrations and users

(2) Third-generation automated immigration clearance system

To provide a unified entry/exit experience for R.O.C. nationals and foreigners alike, the NIA introduced the third-generation automated immigration clearance system, which integrates the functions of the e-Gates (automated immigration clearance system) and f-Gates (expedited immigration inspections for foreign visitors exiting Taiwan), 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 the end of 2020, 37 third-generation e-Gates had been put in service at various international airports and ports of entry/exit including the East Passenger Terminal of the Port of Keelung, Taipei Songshan Airport, Taoyuan International Airport, Kaohsiung International Airport, and Kinmen Shuitou Pier.



The third-generation e-Gates at Taoyuan International Airport

(3) 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. Due to the COVID-19 pandemic in 2020, Taiwan barred all international cruise ships from docking at the country's ports, which became effective on February 6, 2020. Prior to the cruise ship ban, 21 immigration officers were dispatched to perform preclearance ship inspections for four cruises carrying a total of 13,521 passengers.

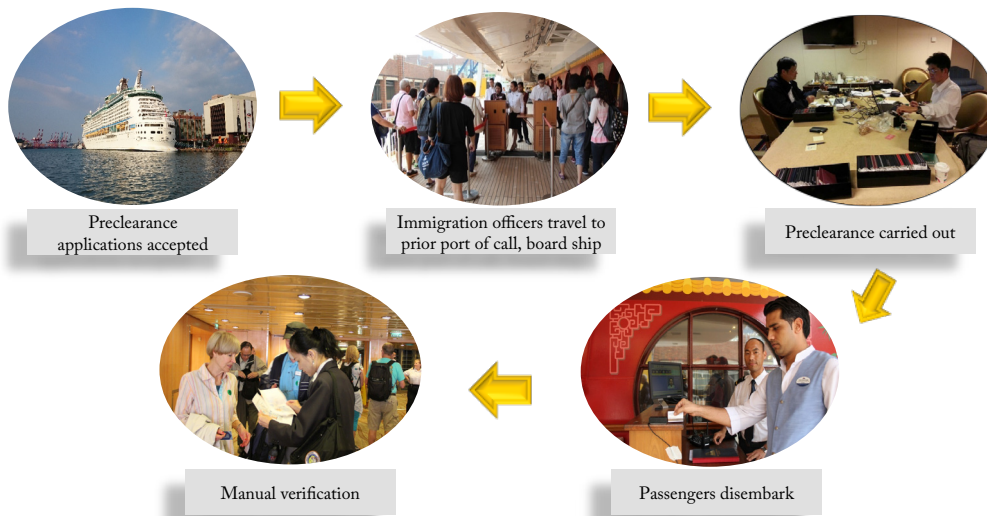


Figure 1-3 Preclearance procedures for cruise ship passengers

(4) Offering convenient, visitor-friendly immigration clearance 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 reduced mobility or strollers, APEC Business Travel Card holders, frequent visitors (expedited immigration clearance counters), Academic and Business Travel Card holders, Employment Gold Card holders, and minor children of passengers who utilize the e-Gates.



Express counters for passengers using wheelchairs or traveling with baby strollers

The excellent quality of the NIA's immigration clearance service has time and again received praise from passengers from all over the world. Taoyuan International Airport ranked No. 2 out of 550 international airports on the 2020 World's Best Airport Immigration Service Survey published by British independent nonprofit survey organization Skytrax, trailing only behind Hong Kong International Airport and pulling ahead of South Korea's Incheon International Airport and Singapore's Changi Airport.

(5) Offering online completion of immigration arrival cards

As part of the 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 countries (India, Vietnam, Indonesia, Myanmar, Cambodia, and Lao) traveling to Taiwan has been integrated. Visitors who have completed the online application are not required to fill out the traditional paper arrival cards nor print out the information they provided online when they arrived in the country, thereby enhancing immigration clearance efficiency. The NIA statistics show that the number of visitors using this service rose from 21,274 in 2015 to 701,130 in 2019, showing an upward trend in growth. However, due to the COVID-19 pandemic in 2020, this service was suspended on August 14, 2020 so as to strengthen inspection procedures for incoming passengers.

Electronic services—online arrival card submissions

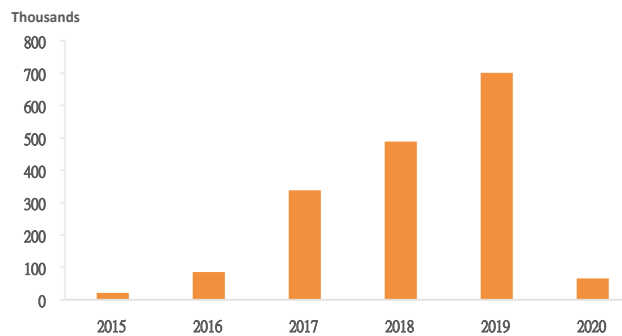


Figure 1-4 Number of online arrival card registrations

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

In keeping with government policy regarding information transparency, in 2020 the NIA disclosed real-time data for an additional five major airports in Taiwan, in which data projections on the number of entries and exits for Hualien Airport, Chiayi Airport, Taitung Airport, Tainan Airport, and Penghu Airport—a total of 10 data entries, were added to the DATA.GOV.TW website. As of the end of 2020, a total of 31 data entries had been disclosed.

項目	內容
主要欄位說明	paxCnt、gender、InOutTransit、nationality、age、airport
資料資源下載網址	https://data.gov.tw/dataset/10000 花蓮機場入境人次每小時更新每3小時出境人次
提供機關	內政部移民署
提供機關聯絡人姓名	郭明熾先生 (02-23889393#2404)
更新頻率	每小時
授權方式	政府資料開放授權條款-第1版
計費方式	免費
上線日期	2020-05-19
資料集類型	系統介接程式

DATA.GOV.TW—projections for entries/exits at Hualien Airport

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 2020, the system had collected 35,737,518 fingerprints and compared 54,424,432 records.



Collection of a foreign visitor's biometric data upon entry

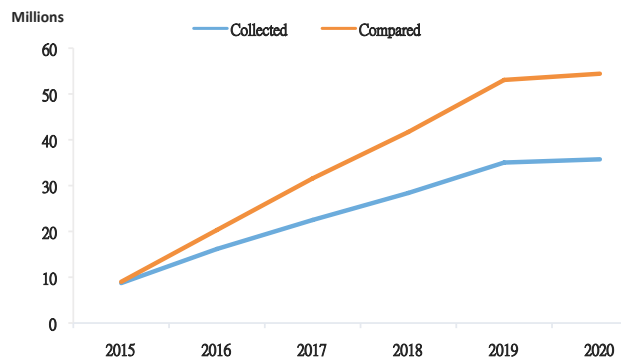


Figure 1-5 Number of foreign visitors whose biometric data were collected and compared

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

The NIA established the Outbound Advance 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 Advance Passenger Processing (APP-IN) system in 2017. The Advance Passenger Identification System (APIS) screens arriving, departing, and transiting passengers to pinpoint high-risk passengers in advance, thus ensuring passenger management and flight security. In 2020, a total of 886 wanted fugitives and individuals banned from entering or exiting the country were intercepted.

(3) Establishing the Assistive Identity Verification System

To prevent criminals from using fake or forged travel documents to flee the country and to block the entry of international terrorists and other individuals barred from entry, the Assistive Identity Verification System was launched at Taoyuan International Airport in July 2020. The system uses image recognition technologies to strengthen security checks and data comparisons on persons of interest and undocumented migrant workers, thereby reducing the time needed to identify individuals, enhancing immigration clearance efficiency, and strengthening the monitoring and protective capabilities of border security operations.

(4) Establishing the Automatic Illegal Entry Detection System

The Automatic Illegal Entry Detection System was launched at Taoyuan International Airport on July 28, 2020. The system automatically detects 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. The system enhances the detection and alerting of illegal entry to restricted areas, thus ensuring border security.



Automatic Illegal Entry Detection System at Taoyuan International Airport

3.Improving Inspection of Travel Documents

(1) Organizing the Travel Document Verification Expert Competition

In order to assess the professional training results and work performance of immigration officers, the NIA regularly organizes the Travel Document Verification Expert Competition to encourage self-learning, instill officers with a sense of honor, and enhance the overall competency of travel document inspection. Outstanding immigration officers from airports and harbors across Taiwan compete to prove their competence in travel document verification through participating in hands-

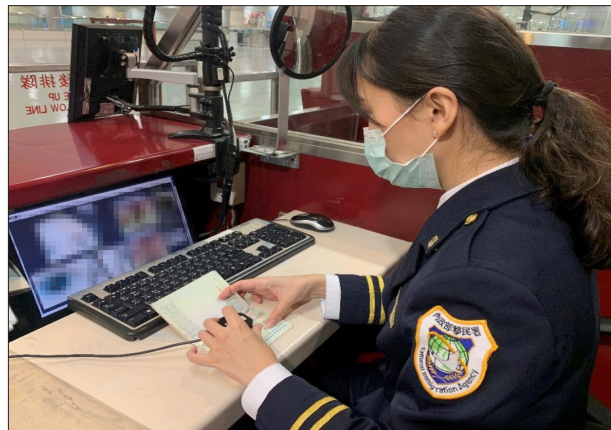
on tests on passport verification and the anti-counterfeiting features of identification documents. The top three scoring officers are awarded the title of Verification Expert, and are further selected as reserve officers that serve as trainers for travel document verification.



Travel Document Verification Expert Competition

(2) Continued update of 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 2020, the database contained samples of passports and travel documents from 204 countries and territories and 1,098 types of passports and travel documents in total.



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

4. Border Enforcement Effectiveness

- (1) Arrests of violators of the *Passport Act* and the *Act Governing Relations between the People of the Taiwan Area and the Mainland Area*
 - i. Arrest of an R.O.C. national surnamed Chiang and other suspects for smuggling illegal immigrants from mainland China and for the fraudulent sale of passports.

The eight suspects were taken to the Taiwan Taoyuan District Prosecutors Office for investigation on March 5, 2020, with the ringleader and six other suspects receiving prison sentences of four months to one year.

ii. Arrest of an R.O.C. national surnamed Cheng and other suspects for smuggling illegal immigrants from mainland China to the US. The seven suspects were taken to the Taiwan Kaohsiung District Prosecutors Office for investigation on April 17, 2020.

iii. Arrest of an R.O.C. national surnamed Su and other suspects for smuggling illegal immigrants from mainland China and for the fraudulent sale of passports. The arrest and search were conducted on June 9, 2020, with the 33 suspects subsequently taken to the Taiwan Taoyuan District Prosecutors Office for investigation.



Arrested suspects being escorted to the Taiwan Taoyuan District Prosecutors Office

iv. Arrest of an R.O.C. national surnamed Lai for violating the Passport Act. The case was submitted to the Taiwan New Taipei District Prosecutors Office for supervision of the investigation.

v. Arrest of an R.O.C. national surnamed Su and other suspects for the fraudulent sale of passports and for smuggling illegal immigrants from mainland China to the US and Canada using fake or forged travel documents. The 35 suspects were taken to the Taiwan Taoyuan District Prosecutors Office for investigation on December 4, 2020.

(2) Arrests of individuals transiting through Taiwan to illegally enter other countries

i. Arrest of a Syrian man on January 1, 2020 for using a fake Schengen visa to transit through Taiwan while illegally immigrating to Germany.

ii. Arrest of an Indian man on February 26, 2020 for using a forged Bulgarian passport to transit through Taiwan while illegally immigrating to Canada.

(3) To keep African swine fever at bay, the NIA repatriated 275 foreign passengers in 2020 who brought pork products to Taiwan illegally and who were not able to pay the associated fine in full.

- (4) Prevention of a cumulative 293,565 persons with travel restrictions from entering or exiting the country, including 148,204 R.O.C.(Taiwan) nationals forbidden from exiting the country, 145,283 foreigners forbidden from entering the country, and 78 people from the mainland area, Hong Kong and Macau residents, and R.O.C.(Taiwan) nationals without household registration forbidden from entering the country.

Chapter II. Foreign Population Management

To deal with the 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 NIA 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 Promote Online Services

(1) Promoting cloud-based applications and simplifying application procedures

The NIA established the Immigrant Information Online Application 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. Online Application System for Overseas Travelers

On March 28, 2017, the Online Application System for Overseas Travelers was made available to people of the mainland area living overseas as well as Hong Kong and Macau residents for entry



Online Application System for Overseas Travelers

permit applications. In 2020, the service began accepting multiple payment methods, including online zero-fee credit card payment. Additionally, due to the COVID-19 pandemic, applications for Category III tourists from people of the mainland area and Hong Kong and Macau residents were temporarily suspended. As of the end of 2020, a total of 547,091 applications were filed through the system.

ii. Online Application System for Foreign Migrant Workers

The Online Application System for Foreign Migrant Workers was formally launched on April 20, 2017 to provide ARC application, extension, change of information, and reentry permit services and is accessible to recruitment agencies and employers of foreign migrant workers. On February 25, 2020, an online submission function was added to the system that allows for placement centers to assist foreign migrant workers. As of the end of 2020, a total of 1,253,456 applications were processed through the system.



Online Application System for Foreign Migrant Workers

iii. Student Online Application System for foreigners, people of the mainland area / Hong Kong and Macau residents, and R.O.C. nationals without a household registration

In July 2017, the NIA introduced a joint online application system with Chinese/English interface 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. The system also began accepting online credit card payments in 2020 and has processed 84,438 applications as of the end of 2020.



Student Online Application System for foreigners, people of the mainland area / Hong Kong residents / Macau residents, and R.O.C. nationals without a household registration

(2) Enhancing ease-of-use of the Entry/Exit and Immigration Administration System

The Entry/Exit and Immigration Administration System was revamped and then relaunched in May 2015 to, in addition to simplifying the over-the-counter application/submission process, create transparency in procedure management and offer an application progress query tracking function. Furthermore, 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 2020, a total of 13,887 applications were processed by the Department of Household Registration, among which 1,525 applications were accepted at the counter and 12,362 applications through the ARC Interface, with the latter accounting for 89% of all applications.

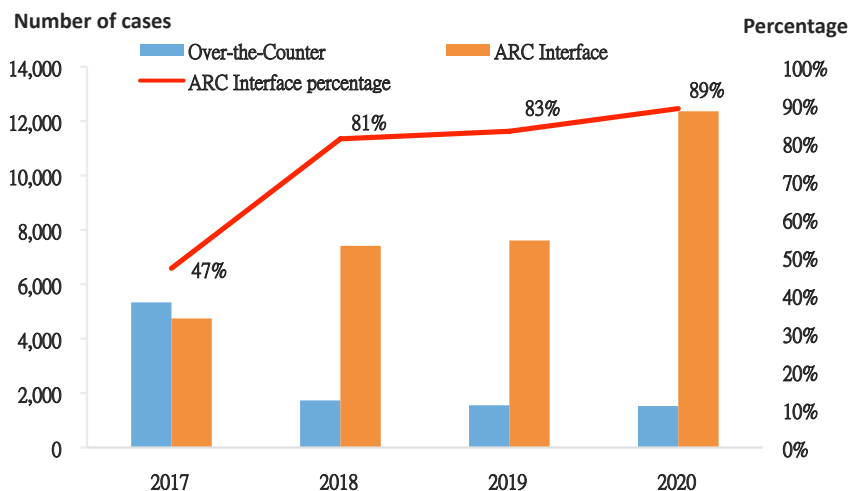


Figure 2-1 Statistical analysis of the number of Alien Resident Certificate applications

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

The ARC 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 849,479 successful inquiries were made using the system in 2020.



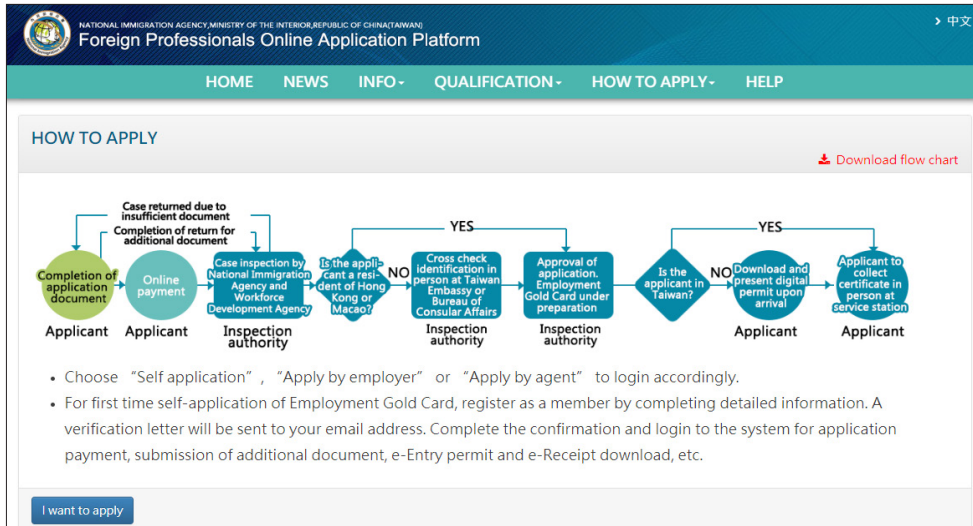
The ARC Information Inquiry System

(4) Promoting Foreign Natural Person Digital Certificate application services

In order to increase the convenience of living in Taiwan and improve the foreign population's accessibility to government electronic services, such as online tax-filing, online payment of road use and motor vehicle fees, and online inquiry of labor insurance and national health insurance, 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 at the age of 18 or above 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 2020, a total of 3,189 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 2020, a total of 3,391 applications have been processed and 1,945 Employment Gold Cards issued.



The Foreign Professionals Online Application Platform

(6) Accepting multiple over-the-counter payment methods for administrative fees and fines

In order to implement the government's policy for the popularization of electronic and mobile payment methods, make the payment process more convenient, and reduce personnels' risk of infection by handling cash, the NIA began accepting multiple payment methods for administrative fees and fines in July 2020, of which the zero-fee credit card payment method effectively reduced user burden and received great acclaim for its convenience. In 2020, 2,125 payments totaling NT\$4,738,300 were made via credit card and mobile payment methods.



The variety of over-the-counter payment methods offered

(7) Consultation services for online application services

The NIA's Online Application Customer Service Center provides consultation services for users of various online application or payment services. Users' questions on the application procedure, review progress, and relevant laws and regulations are answered via



Consultation services provided by the Online Application Customer Service Center

one-on-one calls. The center provides services to schools, travel agencies, businesses, organizations, foreigners, and foreign migrant worker recruitment agencies, and has effectively improved its consultation service quality. A total of 56,621 users were provided with online consultation services in 2020.

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 site 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 of the NIA specialized operation brigades for a second interview in Taiwan. In 2020, the NIA conducted 2,246 interviews, and rejected 332 applications after the preliminary interview, 97 applications at the border, and 6 applications after the secondary interview.



Immigration officers conducting an 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. However, due to the COVID-19 pandemic in 2020, the NIA temporarily paused large-scale sweeps of illegal immigrants to prevent from driving them deeper into hiding and subsequently causing interference to pandemic preventive measures, primarily apprehending migrant workers who surrendered themselves of their own accord. In 2020, the authorities apprehended (including those who were arrested and those who surrendered themselves) a total of 17,669 undocumented migrant workers.

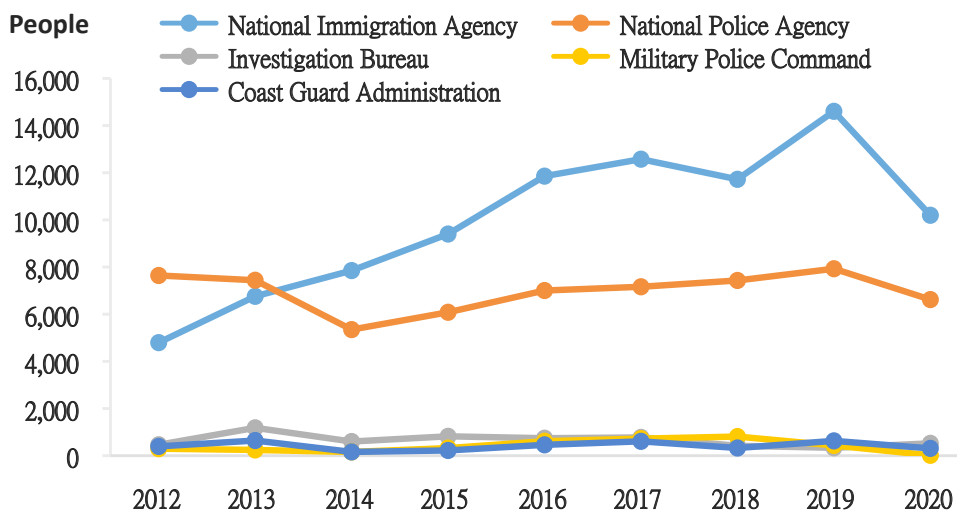


Figure 2-2 Number of undocumented migrant workers investigated by national security organizations

(3) Assisting with vote-buying investigations and violence prevention

In order to maintain public order and protect the voting rights of new immigrants, in addition to propagating voting rules to new immigrants during voting seasons, the NIA also participates in cross-ministerial vote-buying investigations, assists law enforcement agencies to gather intelligence on vote-buying schemes, and complies with local district prosecutors offices to carry out vote-buying investigations. The NIA also visited 361 communities to



An anti-vote-buying poster in different languages

raise awareness on vote-buying schemes.

(4) Implementing high-tech crime investigation measures

To keep up with the ever-changing ways in which people commit crimes and the growing number of high-tech crimes, the NIA founded the Technology Investigation Center on March 2, 2020, and established technology investigation taskforces at all Administration Corps. The Agency procured high-tech investigation equipment to enhance high-tech crime-fighting capabilities, improve digital verification and high-tech information gathering skills, develop high-tech investigation technologies, train a new generation of high-tech crime investigators, and increase crime-fighting performance. The NIA also participated in collaborative exchanges with other high-tech crime investigation units to safeguard national security and social stability.

In 2020, the NIA invited experts, scholars, and high-tech investigators with field experience to hold lectures on various high-tech investigation topics—including emerging trends in crime, digital evidence examination, open-source intelligence (OSINT), and practical drone operation training—to enhance the Agency’s overall capabilities in high-tech investigation and prevent crime investigation measures from falling behind the pace of technological development.



Practical drone operation training lecture

Additionally, under the COVID-19 crisis, foreign migrant workers who become undocumented or fail to undergo home quarantine as stipulated after entering Taiwan can cause panic among the people. The NIA therefore used online information gathering technologies to investigate possible locations and perform association analysis on social networks. The Agency also utilized high-tech investigation equipment to track their whereabouts, so as to enforce strict pandemic control at the border and demonstrate the country’s determination in upholding the policy of zero tolerance for breaches in pandemic preventive measures.

3. Human Trafficking Prevention

The government launched the Human Trafficking Prevention Action Plan in November 2006, and in 2007, established the Executive Yuan’s Coordination

Conference for Prevention of Human Trafficking—renamed the Coordination Conference for Prevention of Human Trafficking and Elimination of Racial Discrimination on May 8, 2020—to consolidate resources from different departments. Meanwhile, the NIA is responsible for implementing human trafficking prevention measures and related administrative duties. The Human Trafficking Prevention Act, promulgated on January 23, 2009 and implemented on June 1, 2009, helped lay the foundations of human trafficking prevention measures in Taiwan.

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

On June 26, 2020, the US Department of State announced the results of the 2020 Trafficking in Persons Report (TIP). Among the 188 countries (regions) that were evaluated, Taiwan has been ranked as a Tier 1 country for 11 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 2020, the judicial law enforcement agencies investigated a total of 159 human trafficking cases, of which 29 were cases of labor exploitation; 130 were cases of sexual exploitation; and the combined number of victims was 322. Local district prosecutors prosecuted a total of 78 cases of human trafficking involving 132 defendants.

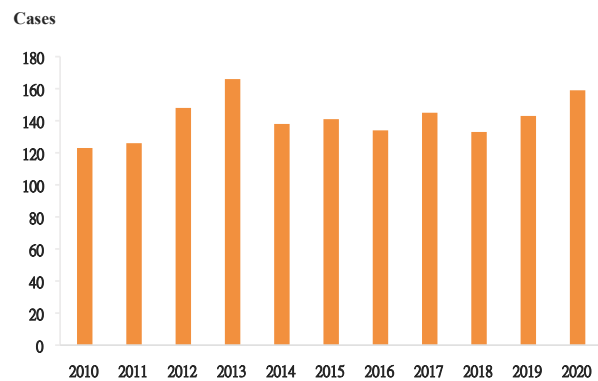


Figure 2-3 Number of human trafficking cases

ii. Protection

(i) Placement and Protective Services for Human Trafficking Victims

A. Foreign 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 foreign human trafficking victims in northern, central,

southern, and eastern Taiwan, of which two are state-owned shelters running by private entities. In 2020 alone, 108 new foreign 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. Among cases of human trafficking investigated and prosecuted in 2020, 11 victims were R.O.C. nationals aged over 18. One of these victims received placements through a local social welfare organization. The remaining ten victims were unwilling to accept placements. Among the 167 Taiwanese victims under the age of 18 who were involved in sex trafficking cases, 96 received placements through local social welfare organizations and the remaining 71 either returned to their homes 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 9 detainees were identified as human trafficking victims in 2020; they were transferred from the detention centers to other protective placements.

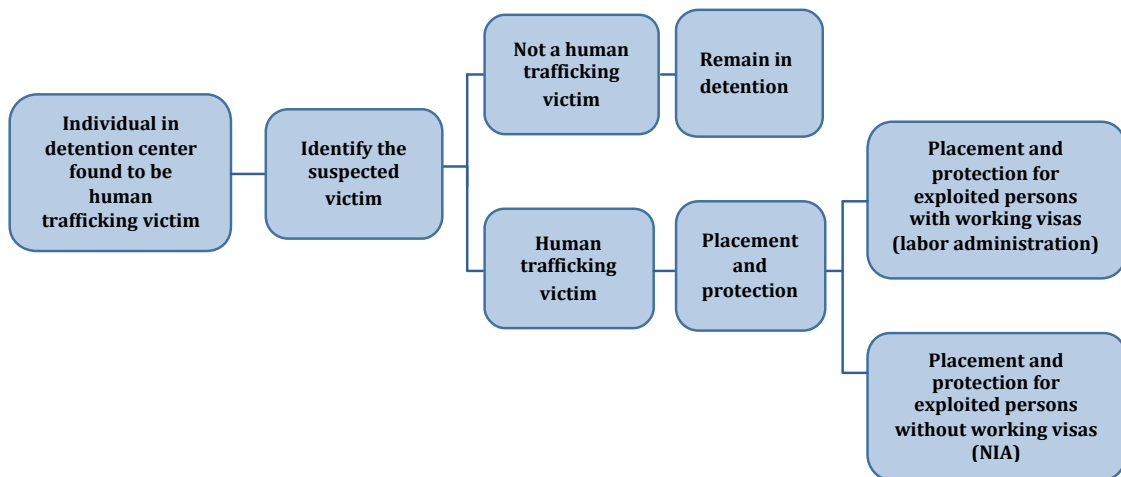


Figure 2-4 Procedures for Detention Centers to Report Suspected Human Trafficking Victims

(iii) Temporary residence and work permits are issued to human trafficking victims to help them rebuild their lives. In 2020, a total of 58 temporary residence permits and 69 work permits were issued, and 48 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 2020, interpretation services were provided to victims in 203 interviews, and accompaniment was provided in 265 interviews.

iii. Prevention

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

For the 2020 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) that were attended by 113 persons; an international workshop was also held and was participated by 550 persons. Advertisements promoting public awareness of human trafficking prevention were displayed on two lightbox advertising displays at Taoyuan International Airport. Furthermore, the Agency printed 21,900 promotional brochures and also worked in conjunction with Taoyuan International Airport Corporation to display the animated promotional short *The End of the Bad Wolves* and the promotional poster *Let's combat human trafficking together* on multimedia displays inside airport terminals in the three months between April 9–July 9, 2020.

- (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 Interior, and the NIA conducted assessments of 12 municipal and county/city governments, including the Miaoli County Government in August 2020. The governments of Keelung City and Miaoli County were publicly commended for their outstanding performance in 2020 during the reciprocal banquet of the 2020 International Workshop on Combating Human Trafficking held on September 2, 2020.

iv. Partnership

The 2020 International Workshop on Combating Human Trafficking was held from September 1 to September 2, 2020. It was attended by Executive Yuan Minister without Portfolio Lo Ping-cheng, Deputy Minister of the Interior Chen

Tsung-yen, American Institute in Taiwan Director William Brent Christensen, as well as experts and scholars from a variety of local and overseas organizations and representatives from 37 partnering countries. 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.



2020 International Workshop on Combating Human Trafficking

Chapter III. Care and Counseling for New Immigrants

As of the end of 2020, the number of new immigrants in Taiwan stands at 565,299 and the number of second-generation new immigrants has exceeded 440,000. In response, the NIA has implemented a wide range of care and service measures for new immigrants through cross-ministerial collaboration to assist them in adapting to the life in Taiwan. By focusing on eight key points—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 Coordination Meeting of Immigration Affairs

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 chairman; the NIA’s director-general serves as the executive secretary. Currently, there are 31 members on the board, including one minister without portfolio, 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. The board held one meeting in 2020.

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

Following the *Guidelines for New Southbound Policy* and the *New Southbound Policy Promotion Plan*, the NIA initiated several projects in 2020 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 2020 are outlined below:

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

To encourage new immigrants to make use of their native languages and diverse cultural advantages, the NIA arranges for children of new immigrants to return to their grandparents' country of residence during summer and winter breaks. There, they can experience family life, practice their mother tongue, and engage in cultural exchanges to



The 2020 Living and Learning Abroad Cultivation Program Pre-Departure Orientation

broaden their horizons, connect with the international community, and improve Taiwan's competitiveness. The program is divided into four types of group: family groups, parent-teacher groups, social service groups, and the peer interest groups. A total of 77 participants took part in the program during the 2020 winter break.

ii. Cultural Diversity and Creativity Camp for Children of New Immigrants – Spark your Creativity

The Cultural Diversity and Creativity Camp for Children of New Immigrants was held between August 17 and 21, 2020 at the Taipei Metro Beitou Resort. The camp included courses on career development, development of Taiwan and advantages of new immigrants, introduction to international workplace environment, creative marketing, and corporate visits. 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 59 participants.



The 2020 Cultural Diversity and Creativity Camp for Children of New 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 2020, the program helped a total of 28 teams consisting of 63 participants fulfill their dreams.



A winner of the 2020 Dream-Building Program for New Immigrants and their Children

iv. Empowerment and scholarships/incentives for new immigrants and their children

To encourage new immigrants and their children to work hard and excel academically, the NIA offers care and support in the form of an award to new immigrants in Taiwan who demonstrate outstanding performance in the face of straitened conditions. It helps reduce their family burden and cultivates talent for the country. In 2020, a total amount of NT\$26,815,000 in scholarship money was issued to 6,424 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 2020, a total of NT\$1,849,000 was appropriated for the 22 municipal and county/city governments in the country to conduct 75 cultural adaptation courses, one seed workshop, seven multicultural activities, and 38 lifestyle adaptation advocacy events. A total of 13,830 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 and facilitate intercultural exchanges. The Agency established the Foreign Spouse Care and Assistance Fund in 2005, which was later renamed the New Immigrant Development Fund in 2016. The Fund is NT\$1 billion in size and has, in principle, an annual budget of NT\$300 million. In 2020, 276 applications were approved and a total of NT\$398,466,185 in subsidies was granted.

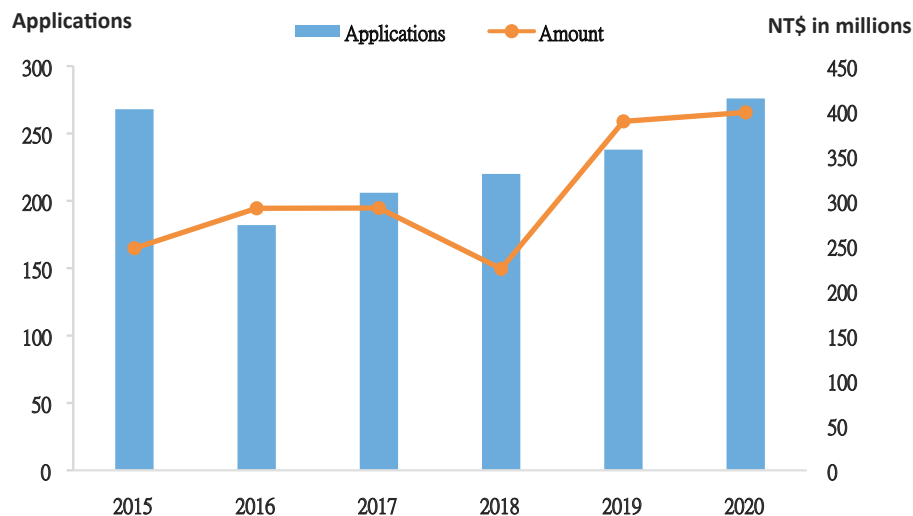


Figure 3-1 The number of applications and subsidy amounts funded by the Immigrant Development Fund

In 2020, 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 2020

Item	Applying organization	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, 7th Anniversary Project	Nanyang A-Kao International Family—You Are Not Alone Special International Issue	Physical publication
2	Taichung City Government Social Affairs Bureau	Publication Project for <i>Sound of Hearts</i> —Quarterly Magazine for New Immigrants in 2020	Quarterly magazine <i>Sound of Hearts</i> for new immigrants	Physical publication
3	Yilan County Yishan Women and Children Care Association	Project for <i>New Immigrant Guidance Publication</i> in 2020	<i>New Immigrant Guidance Publication</i>	Physical publication
4	TransAsia Sisters Association, Taiwan (R.O.C.)	Publication And Promotional Project for <i>Everything Nanyang</i> —Quarterly magazine for Southeast Asians in Taiwan in 2019	Quarterly magazine <i>Everything Nanyang</i>	Physical publication
5	Taipei International Community Cultural Foundation	Promotional project for ICRT's Radio program <i>New Immigrants—Heart of Taiwan</i>	Radio program <i>New Immigrants—Heart of Taiwan</i>	Radio broadcast
6	Health Media Industry Foundation	<i>Diverse Cultures of Love</i> —New Immigrant Radio Program Promotion Project in 2020	Radio program <i>Diverse Cultures of Love</i>	Radio broadcast
7	Chinese Association for Foreign Spouses & Labors' Voice	<i>Formosa Radio</i> national awareness-raising radio program in 2020	National promotional radio program <i>Formosa Radio</i>	Radio broadcast
8	Miaoli County Government	Production project for <i>New Immigrants in Miaoli</i> —Achievement Video of the Miaoli County Government in 2020	Video <i>New Immigrants in Miaoli</i>	Video
9	National Immigration Agency, Ministry of the Interior	New Immigrant Information Promotional TV Program Production (2021 season)	TV program <i>We Are Family Plus</i>	Television
10	National Immigration Agency, Ministry of the Interior	Maintenance of New Immigrant News Portal in 2021	The Global News Website for New Immigrants	Website
Total			NT\$55,722,453	

(5) Promoting primary interview services and family education advocacy for marriage 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 officers interview them, tell them about regulations for foreign residents in Taiwan and provide the necessary information. A total of 5,302 new immigrants were interviewed in 2020. 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. Therefore, 281 sessions were held in 2020, attracting a total of 6,127 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. Meetings between 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 are held regularly 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 2020.

(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) in 2014. The hotline service is available in Mandarin Chinese, English, Japanese, Vietnamese, Indonesian, Thai, and Khmer. 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 336,470 calls were received in 2020, including 285,817 calls redirected from the 1922 hotline, for which counseling service was provided on pandemic-related questions about border entry and exit.

(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 Khmer. An official Line account (ID: @ifitw) 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 656,818 page views in 2020.



Press conference for the update of the Immigrant Empowerment and Development Information Network website

(9) The New Immigrants Daily Life Needs Survey

To better understand the living conditions of new immigrant spouses and their service needs, the NIA conducts the New Immigrants Daily Life Needs Survey every five years to learn about new immigrants' adaptation to life in Taiwan, their family, and employment statuses. The results of the 2018 New Immigrants Daily Life Needs Survey—which was conducted via scientific sampling and with an effective sample size of 18,260, were released in March 2020 to serve as reference for the ministerial implementation of policies and measures, and were also published on the IFI Network+ website and the NIA website's New Immigrants Care and Service section.



2018 New Immigrants Daily Life Needs Survey result

(10) Optimizing the Interpreter Database

To protect the rights and interests of new immigrants and encourage them to participate in public affairs, the NIA set up the Interpreter Database in 2009 to provide timely interpreting services; in 2020, in following with the popularization of mobile networks and the diversity in smartphone app development, the NIA developed the Interpreter Database app, allowing users to browse for their needed interpreting service online and instantly send out invitations and messages. The app offers services for eight different scenarios, including police investigation, care and guidance, accompaniment in interrogation or court, and health care. As of the end of 2020, the number of interpreters on the database totaled 876, with the language combinations available including English, Vietnamese, Indonesian, Khmer, Thai, and 15 other languages.



Interpreter Database website

(11) Managing cross-border matchmaking services

To provide people seeking international or cross-border marriage with a quality

selection of matchmaking associations, the NIA performed quality assessments and operational evaluations on matchmaking associations. Furthermore, the Agency took strong measures against illegal international and cross-border matchmaking, enforcing The Implementation Plan for International and Cross-border Matchmaking Investigation to uncover illegal international and cross-border matchmaking operations. In 2020, a total of 236 cases were reviewed by the NIA's Cross-border Matchmaking Administration and Review Board, with the fines imposed totaling NT\$19.68 million.

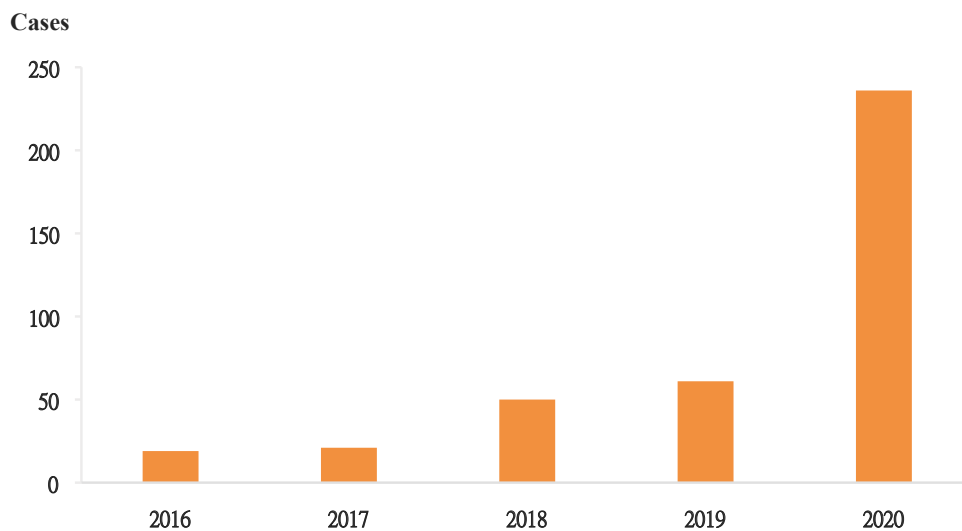


Figure 3-2 Number of illegal cross-border matchmaking cases imposed with fines

(12) Strengthening the management of immigration consultancy services

As most R.O.C. 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 2020, 130 immigration consultancies were granted approval by the NIA and received registration certificates. Furthermore, the illegal immigration consultants discovered in 2020 were subject to review by the NIA's Immigration Consultancy Administration and Review Board, which resolved to impose sanctions on eight cases.

(13) Promoting the New Immigrant Digital Learning Program

To provide new immigrants with free education and training through physical and digital resources, the NIA produced special training courses that included both brick-and-mortar training and digital learning sessions to meet the needs of new immigrants. The brick-and-mortar training session is provided via mobile classrooms

and primarily offers IT education to rural communities; the digital training program is multi-lingual and can be accessed online from anywhere and at any time. In 2020, courses were provided for 10,449 persons and achieved a satisfaction rate of 98.77%. Furthermore, the NIA trained five IT seed lecturers and 26 IT education teaching assistants who speak the mother tongues of new immigrants.



IT application training program for new immigrants

(14) Implementing the New Immigrant Broadband Internet Access Project

To ensure that every new immigrant has access to the Internet, the NIA initiated the New Immigrant Broadband Internet Access Project in September 2017. As of 2020, the Agency continues to implement the three major aspects of this project: mobile device sharing, establishment of new immigrant-friendly digital opportunity centers, and the New Immigrant Exchange Platform.



New Immigrant Broadband Internet Access Project

The NIA currently offers the iShare free Wi-Fi service across all 25 of its service centers specifically to provide an accessible means for 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 2020, the NIA had held 95 experience tours/seminars for its tablet computer sharing project, with 12,307 people utilizing this service. In addition, the free computer and Wi-Fi resources offered by the NIA were used 113,321 times, 180 articles in six languages were published on the New Immigrant Exchange Platform, and 17 online events were organized. The platform has been accessed by 30,602 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 2020, the NIA had entered into strategic alliances with 81 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, offers legal consultation and processes residency extensions and changes of address. Individuals that need assistance are referred to local social welfare organizations. This makes the locations and services more flexible, bridges the urban-rural divide, and helps balance regional development. In 2020, mobile service vehicles were out on duty 422 times and processed a total of 4,894 service requests (including certificate pickups, application submissions, inquiries, and consultations.) The vehicles also visited special cases in rural areas; a total of 599 new immigrant families were visited.



The mobile service team out on duty visiting new immigrants

(3) Promoting cultural diversity through television program productions for new immigrants

The NIA produces the television program *We Are Family Plus*. The program's producers use a sympathetic lens to tell 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, thereby creating a harmonious society. The



Title card for *We Are Family Plus*

program also promotes new immigrant government policies and counseling services. In 2020, 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.

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

In order to provide services to new immigrants, promote cultural diversity, ensure new immigrants' access to information, and implement the government's policies on providing new immigrants with care and counseling services, the NIA continues to optimize the multi-lingual website (including Chinese, Philippine English, Vietnamese, Thai, and Indonesian) of the Taiwan Immigrants' Global News Network (<https://news.immigration.gov.tw/>). The website's staff conducts interviews and collects, edits, and produces news articles and videos on topics of importance to new immigrants, as well as everyday life information, thus providing new immigrants with an integrated news and information platform.



Taiwan Immigrants' Global News Network

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. Furthermore, in keeping with the spirit of the United Nations' International Covenant on Civil and Political Rights (ICCPR) and International Covenant on Economic, Social, and Cultural Rights (ICESCR), the NIA has pushed to avoid using detention as a substitute for custody and expedite the repatriation process for detainees, so as to ensure immigrants' human rights.

1. Immigration Policy

(1) Implications of immigration policies

- i. As declining birth rates, a declining working-age population, the onset of an aged society, 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, so as to formulate and promote immigration policies.

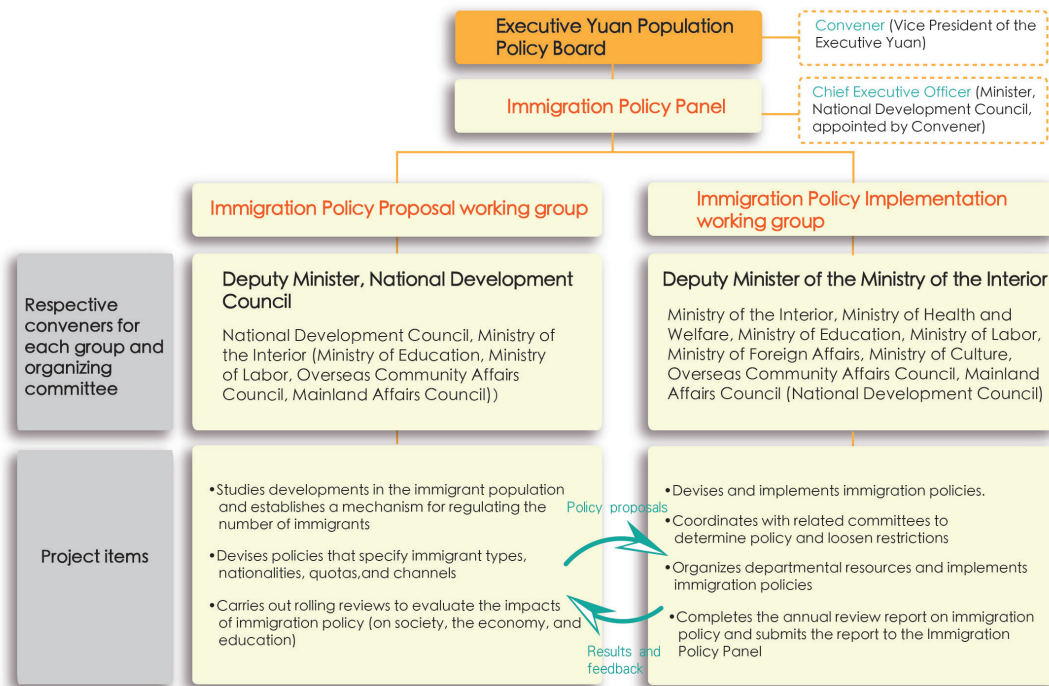


Figure 4-1 Organizational Structure of the Executive Yuan’s Immigration Policy Panel

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 immigrant-related issues in childbearing, parenting and nurturing, and talent recruitment and retention. The Executive Yuan implements policies based on the decisions made in these meetings and the NIA carries out operations in accordance with national immigration policies.

(2) Creating an immigrant-friendly environment

- i. In coordination with the *Act for the Recruitment and Employment of Foreign Professionals* (promulgated on November 22, 2017 and implemented on February 8, 2018), the *Regulations Governing Employment Gold Card Permits for Foreign Special Professionals* was promulgated on February 6, 2018 and later 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. As of the end of 2020, 1,945 Employment Gold Cards had been issued.

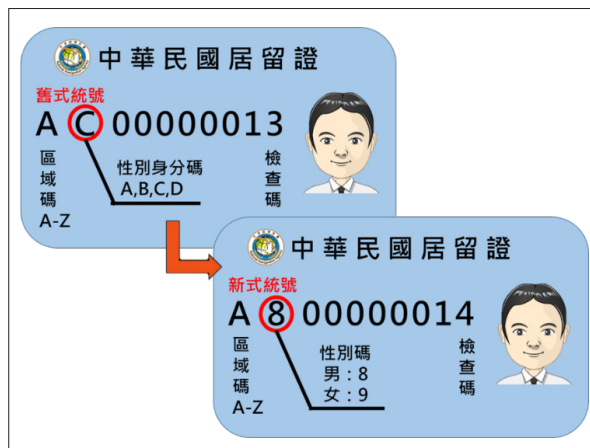


Promotional poster for the Employment Gold Card

ii. In order to establish a foreigner-friendly environment that allows foreign nationals to easily complete the everyday tasks of online shopping, ticket buying, and making medical appointments, the NIA implemented the revision of the ARC number format (formerly two English letters followed by an eight-digit number) to match the national ID number format (one English letter followed by a nine-digit number), in hopes of making their life in Taiwan more convenient and provide them with a sense of belonging. In 2020, a project was implemented to make additions and changes to related systems and 260 adjustments to information system functionalities, including those of 13 major systems and the creation of the NIA UI No. History Query website (for looking up old and new ARC numbers). A total of 14 government agencies requested to use the new and old ARC number data, while the new ARC numbers were assigned at midnight on January 2, 2021. This measure not only allows foreign nationals to more easily acquire the basic needs of life but also demonstrates the government's efforts and determination in improving the quality of life for foreigners living in Taiwan.



New ARC number format announcement press conference



Comparison of the new and old ARC number formats

(3) Migrants Day multicultural activities

In 2011, to celebrate International Migrants Day (December 18) and to express the local community's respect for and appreciation of new immigrants, the Ministry of the Interior declared December 18 to be Taiwan's Migrants Day as well. In celebration of the 2020 Migrants Day, the NIA hosted an early Migrants Day event titled "Hands in Hands Across Land and Sea" on December 8 at the National Museum



Opening ceremony of the 2020 Migrants Day event

of Marine Science and Technology in Keelung City. The event was attended by representatives from foreign embassies and missions, representatives from private organizations, first- and second-generation new immigrants, and migrant workers, who all came together at this festival dedicated to and celebrating them. Through the event, new immigrants were encouraged to break through the stereotypical image of immigrants as underprivileged and needing support and were rewarded and recognized for the active contribution of their strengths, inspiring them to assume roles as the backbone and givers of Taiwanese society and to demonstrate increased resilience and confidence. The event also sent out the positive message that new immigrants can give back to society and help others.

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



A detainee receiving a haircut from a volunteer

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.

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 also provide meals that conform to their religious practices to protect their dietary rights.

iv. In keeping with the spirit of the International Covenant on Civil and Political Rights (ICCPR) and the International Covenant on Economic, Social, and Cultural Rights (ICESCR), the NIA has pushed to accelerate repatriation and reduce detention days to avoid using detention as a substitute for custody. However, due to the COVID-19 pandemic, many

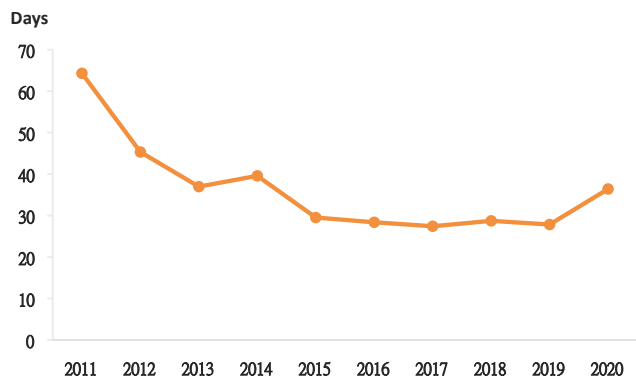


Figure 4-2 Average duration of detention for detainees

countries closed their borders. Without flights to repatriate the detainees, the average duration of detention for detainees in 2020 increased to 36.41 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.

In March 2020, the NIA further simplified the application and interview process for reuniting mainland Chinese spouses with their families. For instance, in low-risk cases where marriage fraud is unlikely, once the preliminary assessment has determined that all criteria have been met, a simplified inquiry process and at-the-border interview may be adopted for the mainland Chinese spouses in question, thereby streamlining the administrative process while preventing legal violations.

(3) Ensuring the rights of children born to non-R.O.C nationals

The NIA follows the *Procedural Table and Flow Chart for the Establishment of Children Born to Non-Nationals in Taiwan as Stateless Individuals* and the *Standard Procedure for Issuance of Alien Resident Certificates to Disenfranchised Non-National 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 2020, 21 stateless individuals were issued resident certificates, among whom 16 were granted Taiwanese nationality.

(4) Providing free health clinics for foreign migrant workers and fishermen

To express our thanks to foreign migrant workers and fishermen for their contribution to Taiwan's economy, the NIA continues to organize activities to provide them with general care and free health care services, so as to demonstrate humanitarian care without borders. The Agency combined external resources to organize free clinics for foreign migrant workers and fishermen, in which professional medical teams from National Taiwan University Hospital, Tri-Service General Hospital, and Taipei Tzu Chi Hospital were invited to participate. These free clinics provide foreign migrant workers and fishermen with accessible medical services, while the wide variety of activities—care seminars, donations, free haircuts, Eid al-Fitr care packages, and the Taiwan Literature Awards for Migrants—help promote human trafficking prevention, the expanded overstayers voluntary departure program, and pandemic prevention policies for African swine fever and COVID-19. These measures are the embodiment of the NIA's goal of combining resources from the private sector to promote humanitarian care and respect for diversity, highlighting the high importance that the Agency attaches to immigrants' human rights.



Free health care services for foreign migrant workers and fishermen

Chapter V. Cross-Strait Exchanges and International Cooperation

In order to balance openness and security in border management, in addition to engaging in cross-strait collaboration on mutual legal assistance and strengthening the cross-strait joint crime-fighting mechanism so as to prevent cross-strait crime, the NIA also continues to utilize high-tech equipment to streamline administrative procedures and expedite certificate issuance, thereby ensuring positive cross-strait exchange. In addition, the NIA has signed memorandums of understanding and agreements on immigration affairs and human trafficking prevention with other countries to strengthen Taiwan’s international cooperation with foreign governments and non-governmental organizations (NGOs). The scope of these collaborations includes international crime-fighting operations, joint prevention of human trafficking, and helping expatriates of both sides resolve issues concerning stays, residence, and emergency aids.

1. Cross-Strait Exchanges

(1) Stabilized cross-strait exchanges

To combat the COVID-19 pandemic, the NIA has complied with the border control policy set forth by the Central Epidemic Command Center, causing the number of visits from people of the mainland area to Taiwan in 2020 to drop to 107,531, showing a sharp decline compared to 2019. People of the mainland area apply to visit Taiwan for a variety of reasons, including sightseeing, social visits,

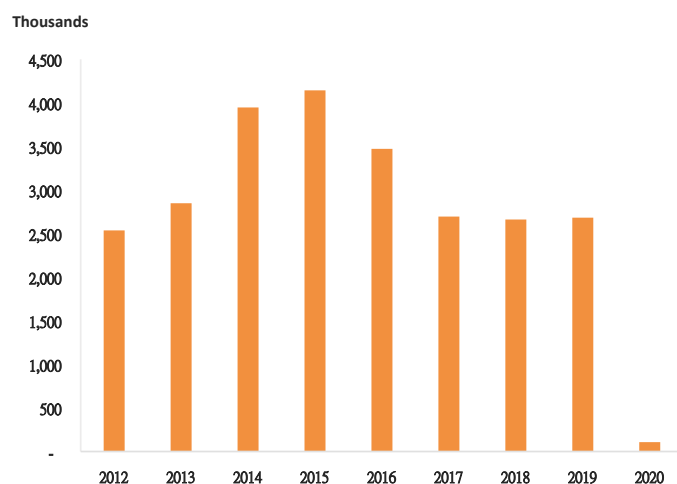


Figure 5-1 Number of people of the mainland area visiting Taiwan (2012-2020)

professional, business, and medical purposes. Of the 107,531 visits from people of the mainland area in 2020, tourism accounted for 29,128 of these visits (including 3,936 visits by individual travelers); 11,454 were social visits, 1,030 were visits for professional purposes; 8,487 for business purposes; and 6,141 for medical services. Another 13,031 visits were from passengers arriving via the Mini Three Links; the remaining 38,260 visits were for miscellaneous purposes.

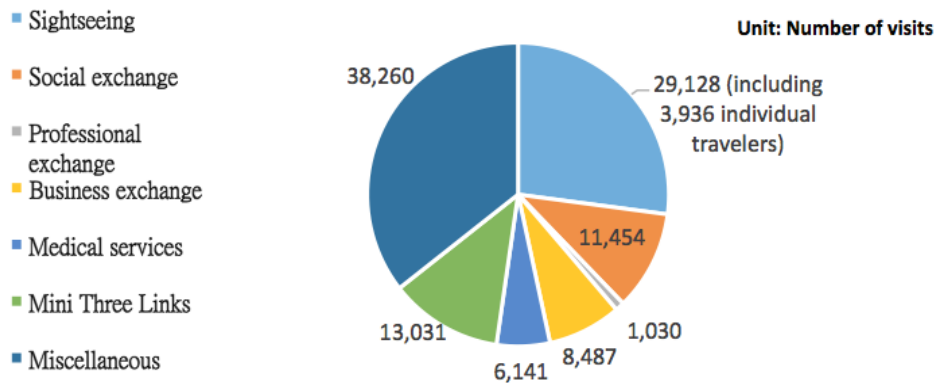


Figure 5-2 Breakdown of people of the mainland area visiting Taiwan in 2020

For the purpose of enhancing the management of professionals and business persons from the mainland area entering Taiwan, the NIA conducts investigative visits for some cases, in accordance with Article 15 of the *Rules Governing Permits for People of the Mainland Area Entering Taiwan*. This is to ensure national security and that the normal order of cross-strait exchanges is maintained. In 2020, the NIA visited 588 persons related to such cases.

(2) Services available to people of the mainland area visiting Taiwan

- i. Convenient services through the Online Application System for visitors from the mainland area

The Online Application and Certificate Issuance System for Short Term Visitors from the mainland area, Hong Kong, and Macau provides 12 types of application services, including Type 1 personal visits (including cruises) for people of the mainland area, 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 business days of submission. In 2020, the NIA accepted a total of 67,523 applications. Additionally, 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 visitors from the mainland area to

the relevant authorities, strengthening enforcement capabilities and thus ensuring national security.



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

ii. Credit card payment function for online applications

To make online application and payment more convenient, in addition to the available payment options—bank transfer, online ATM transactions, and credit card payment made through the e-government service platform—the NIA began offering a zero-fee credit card payment option on July 1, 2020. However, due to the COVID-19 pandemic and the sharp decline in the number of entries/exits, only a total of NT\$14,761,300 in 3,221 credit card payments were made in 2020.

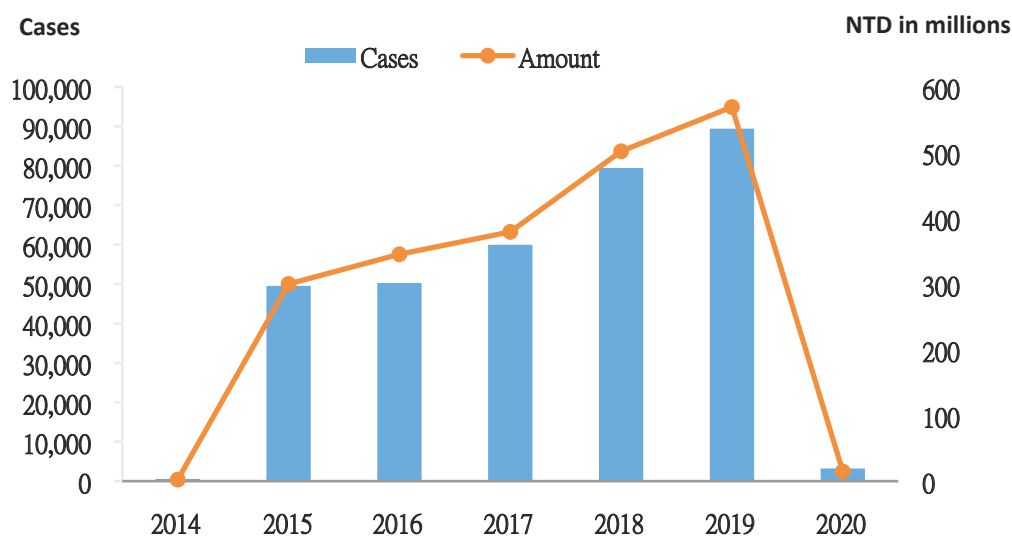


Figure 5-3 Number of credit card payments accepted and paid amounts

(3) Cross-strait joint crime-fighting and judicial mutual 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 justice by hiding in the mainland area, the NIA has continued to 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 promote normal cross-strait exchanges and ensure the rights and well-being of people on both sides of the strait, thereby helping achieve the goal of improving the effectiveness of cross-strait joint crime fighting. These achievements are outlined below:

- i. 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.
- ii. The NIA has implemented its Reporting Mechanism for Restrictions on Personal Freedoms Imposed on People of the Mainland Area in Taiwan. A total of 206 individuals were reported to the Ministry of Justice in 2020.
- iii. Both sides have reached a consensus 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 an 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 2020, 245 cases were handled through the cooperative efforts of both sides.

2. International Cooperation

(1) Providing overseas services

The NIA has stationed immigration attachés in 28 representative offices (including Hong Kong and Macau) to handle immigration and border management affairs and assist R.O.C. citizens traveling overseas. In 2020, the representative offices received 28,846 in-person applications and 11,795 online applications and processed 6,841 requests for services or assistance by R.O.C. citizens. They also helped repatriate 92 R.O.C. nationals wanted in Taiwan and another 97 involved in criminal offenses overseas.



Figure 5-4 Locations of the NIA's overseas offices

(2) Facilitating international exchanges

i. January 13, 2020

María Rojas Aguilar (advisor to the Office of the Minister of the Interior of Peru) met with the NIA to exchange views on issues of immigration affairs.



Advisor to the Office of the Minister of the Interior of Peru visiting the NIA

ii. January 22, 2020

Deputy Director Paul Salisbury of the Economic and Policy Section of the Australian Office met with the NIA to exchange views on issues of immigration affairs.



Deputy Director of the Australian Office visiting the NIA

iii. April 16, 2020

Marina Magdalena Harahap (Head of Immigration) and Jefrico Daud Marturia (Deputy Head of Immigration) of the Indonesian Economic and Trade Office to Taipei met with the NIA to exchange views on expediting the travel document application process during the pandemic.

iv. May 7, 2020

Yi-Tian Hong (former Senior Assistant Trade Representative) and Stephanie Or (current Senior Assistant Trade Representative) of the Singapore Trade Office in Taipei met with the NIA to exchange views on immigration affairs cooperation between the two countries.

v. July 22, 2020

Japan-Taiwan Exchange Association Deputy Representative Nishiumi Shigehiro met with the NIA to exchange views on the results of collaborations in immigration affairs between Taiwan and Japan.

vi. July 28, 2020

European Chamber of Commerce Taiwan CEO Freddie Höglund met with the NIA to exchange views on the challenges faced by foreign nationals in Taiwan and the feasibility of allowing people of the mainland area and Hong Kong and Macau residents to enter Taiwan during the COVID-19 pandemic.

(3) Signing of memorandums of understanding or agreements

To effectively promote collaborations in immigration affairs and the combating of human trafficking, Taiwan and the Philippines signed a memorandum of understanding concerning cooperation in immigration affairs and human trafficking prevention on October 19, 2020. As of the end of 2020, Taiwan had signed memorandums of understanding or agreements concerning cooperation in immigration affairs and human trafficking prevention with 22 countries. The signing of these documents has substantially enhanced Taiwan's cooperation and exchange with other countries in immigration affairs and allowed us to work together to crack down on international crimes and human trafficking, so as to achieve the Agency's goal of preventing human trafficking.

(4) Organizing international exchange events

On November 26, 2020, representatives of foreign missions from 15 countries—Australia, the UK, France, Germany, Italy, Indonesia, Israel, Japan, South Korea, Malaysia, the Philippines, New Zealand, Singapore, Thailand, and Vietnam—attended the Foreign Affairs Workshop 2020, which promoted the NIA's major achievements over the past year, including the change of the UI number format, the student online application system for foreign nationals, the new passport stamp, and the Agency's pandemic preventive measures against COVID-19.

Chapter VI. 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 2020, the NIA allocated 2,287 personnel openings, 479 contract worker openings, and 48 technical and janitorial staff for a total of 2,814 personnel. The actual number of personnel appointed in 2020 is 2,792, including 2,267 in-service staff, 479 contract workers, and 46 technical and janitorial staff.

Table 6-1 Staffing Table 2020

Item	Budgeted Staff No.	Actual No. of Staff Members	Vacancies
Staff members	2,287	2,267	20
Contract workers	479	479	0
Janitorial staff (including technicians)	48	46	2
Total	2,814	2,792	22

- ii. In 2020, 204 personnel transfers were made, 12 personnel selection and review committee meetings were convened, 110 people were promoted internally and 3 were transferred from other agencies.

(2) Performance evaluations and training

- i. In 2020, 16 performance evaluation committee meetings were convened where rewards and penalties were given accordingly as follows:
 - Two major merits: 1 person

- One major merit: 28 persons
 - Two minor merits: 64 persons
 - One minor merit: 1,097 persons
 - Two commendations: 1,865 persons
 - One commendation: 24,233 persons
 - One minor demerit: 4 persons
 - Two reprimands: 9 persons
 - One reprimand: 20 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 2020. A total of 722 training sessions to develop professional knowledge and skills and cultivate cultural literacy, and presentations on policy and regulations were conducted a total of 14,951 personnel in attendance. Every employee completed more than 20 hours of lifelong learning.

(3) Retirement and benefits

- i. The NIA's retirement age reduction plan for positions with hazardous or arduous working conditions was approved and filed for reference by the Ministry of Civil Service on May 15, 2020. The positions applicable for retirement age reduction as specified in the plan include the squad heads of brigades, detention centers, airport brigades (excluding the Taoyuan International Airport's 3rd brigade), port brigades, and special duty brigades, as well as their subordinates (excluding counselors, associate clerks, and assistant clerks). For those covered by the plan, their minimum age of retirement is 55 years old for voluntary retirement and 60 years old for mandatory retirement. Retirees with at least 15 years of tenure may opt for a monthly pension.
- ii. The 2020 Table Tennis Tournament of the Ministry of the Interior was hosted by the NIA on November 20–21, 2020 at the Taiwan Police College and was participated by a total of 294 employees from 19 agencies under the Ministry of the Interior, who were split into 23 teams, including 6 men's teams in Division A, 12 men's teams in Division B, and 5 women's teams.
- iii. The NIA allocated the 2020 Employee Recreational Activity Fund and

provided every employee with a birthday coupon of NT\$1,800. An additional quarterly budget for office birthday parties was provided to the head office (NT\$6,500), as well as the Border Affairs Corps, and the Northern, Central, and Southern Administration Corps (NT\$5,000).

2. Office of Budget, Accounting, and Statistics

(1) Final accounting of official business activities

i. Annual incomes

The final accounts in 2020 totaled NT\$3,019,155,000, achieving 41.27% of the projected annual income of NT\$1,245,926,844. The discrepancy can primarily be attributed to the fact that income from travel document application fees was lower due to the COVID-19 pandemic.



Figure 6-1 Projected and actual income in 2020

ii. Annual expenditures

The projected annual expenditures for 2020 were NT\$4,466,283,000 and actual expenditures amounted to NT\$4,466,025,616, executing 99.99% of the annual expenditures.

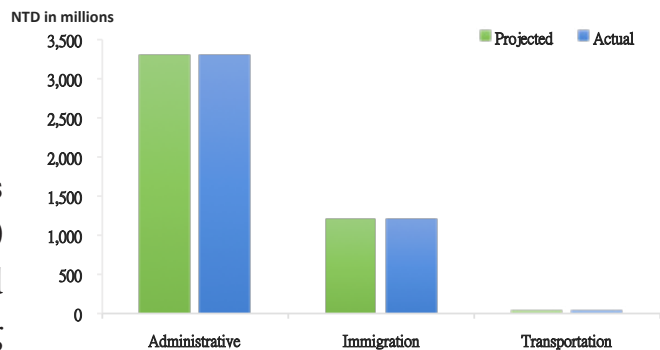


Figure 6-2 Projected and actual expenditures in 2020

(2) Final accounting of the New Immigrant Development Fund

i. Funding sources

The fund's projected income for 2020 was NT\$502,033,000, and NT\$502,007,252, or 99.99%, was actually received.

ii. Funds utilization

The fund's annual budget for 2020 was NT\$347,665,000, the realized amount was NT\$323,130,609, with an execution rate of 92.94%. This was because the amounts applied and approved for some of the projects were lower than expected, some of the funded projects were extended beyond their execution and settlement periods, 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 surplus of NT\$178,876,643 remained, which was NT\$24,508,643 more than the predicted surplus of NT\$154,368,000.

(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 for public access. 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 2020, the NIA developed the 7th version of the NIA Internal Control System, and approved its implementation on June 23 of the same year. The NIA further signed the 2019 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, 2019.

3. Civil Service Ethics Office

(1) Corruption prevention measures

- i. Anti-corruption board meeting

To uphold the government's integrity policy, review the implementation status of anti-corruption and corruption prevention measures, and demonstrate the Agency's determination to root out corruption and enforce integrity in the public sector, an anti-corruption board meeting was convened on July 15, 2020 by the Director-General and attended by the Deputy Director-General, Chief Secretary, and first-level unit chiefs, as well as external scholars. The purpose of the meeting was to discuss corruption-related matters and offer suggestions for integrity measures and their implementation. To ensure gender equality in policymaking, board members of either gender shall constitute at least one-third of all board members in attendance.

ii. Commendation of outstanding civil servants with integrity

In the anti-corruption board meeting held on July 28, 2020, Chief Secretary Mao-Chun Chen of the Ministry of the Interior publicly commended the NIA's Ywh-Ru Lin and Chun-Lin Peng for their integrity and outstanding performance as civil servants in 2020.



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

iii. Implementation of the Ethics Directions for Civil Servants and the disclosure of lobbying records

To elevate the Agency's image by ensuring ethical integrity and setting examples, the NIA continues to promote the *Operational Directions for the Logging and Inspection of Lobbying Made to the Executive Yuan and its Subordinate Agencies and Institutions* and the *Ethics Directions for Civil Servants* and the relevant rules and cases. The NIA also enforced the logging of gifts accepted, business/social events attended, lobbying requests received, and other miscellaneous ethical integrity events. In 2020, five ethical integrity events were recorded, including the acceptance of three gifts and two miscellaneous ethical integrity events. No business/social events were attended and no lobbying requests were received.

iv. Enforcement of asset declaration by civil servants

To enforce the civil servant asset declaration system of the Sunshine Acts, ensure the ethical integrity of civil servants, and improve public sector ethics, the NIA selected 26 civil servants in a public drawing of lots in February 2020 to conduct the Review of Assets Declared by Civil Servants in 2019. Furthermore, to prevent those who are ignorant of the law from making false declaration of assets and to uphold the three major aspects of government ethics—appreciation, prevention, and protection—the NIA held an online briefing on asset declaration

in November 2020. The briefing urged civil servants to complete their asset declaration in a timely and accurate manner, thereby achieving the goal of forming an ethical government.

(2) Protection of agency security (classified information)

- i. On November 16, 2020, 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 Taiwan's 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 2020 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 workshops, and Migrants Day celebration events.
- iii. The Ethics Office conducted two inspections of Agency Security (classified information) Maintenance and Internal Information Usage and Management Audits in 2020. Among the 50 randomly chosen divisions, the office identified 26 specific deficiencies in agency security, classified information, and general information security compliance. Another 8 areas were identified as needing further improvement.

(3) Corruption risk control measures

- i. The NIA implemented three preemptive measures—NIA Asset Management Non-compliance Review, Procurement of Professional Immigration Services at NIA Service Stations, and the Standard Operating Procedures for the Booking of Flight or Ship Tickets for Detainees—and actively discussed improvement measures, established the relevant operating procedures, and oversaw the enforcement of laws by the responsible units.
- ii. To ensure the quality of government procurements, the NIA conducted the in-person and document review of procurement proceedings, including tender opening, price competition under restricted tendering, price negotiation under single tendering, contract awarding, and inspection and acceptance. In 2020, a total of 957 reviews were conducted and 87 areas were identified as needing further improvement. These measures effectively ensured lawfulness and improved efficiency in procurement, thereby preventing corruption.
- iii. The NIA conducted a special audit on the NIA's detainment management in 2020

to identify non-compliances in the operating procedures of the Agency's detention centers. The audit also proposes suggestions for improvement to enhance the NIA's detainment management quality and efficiency and mitigate the risk of corruption.

- iv. The NIA conducted a special corruption prevention briefing on the case of a former director of the Immigration Information Division who was suspected of violating the Anti-Corruption Act in their procurement of IT-related equipment or services. The briefing examined the reasons of corruption, uncovered the NIA's underlying issues in management and implementation that require correction, and proposed effective improvements to be made.
- v. The NIA conducted Special Audits of Major or Sensitive NIA Procurement Projects in 2019 and an audit of the Whistleblower Reward Project for Specialized Operation Brigades in 2020 to lower the risk of corruption.
- vi. Handling of citizen complaints and investigations assigned by senior officials or the superior civil service ethics office: There were a total of 35 cases, including 1 case that was transferred to the Prosecutors Office for further investigation, 4 related to administrative liability, 13 related to administrative processing, and 17 that had been clarified and closed.

4. The Secretariat

(1) Editorial and archival affairs

- i. In 2020, 20 Executive Meetings and 2 Extended Agency Affairs Board Meetings were convened.
- 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



The Immigration Bimonthly and Annual Report published by the NIA

missions, government agencies, private organizations, and the public understand the operations and accomplishments of 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 2020, 121,594 documents were filed, 1,201 volumes of files associated with 23 cases were destroyed, and 4 volumes of files containing 65 documents associated with 2 cases were transferred.

(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 139 items. The relevant operations were as follows:

- (i) 94 service procurement projects totaling NT\$673,183,331
- (ii) 32 property procurement projects totaling NT\$79,093,298
- (iii) 13 engineering projects totaling NT\$51,506,606

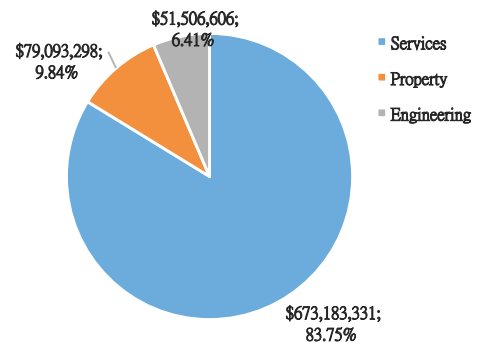


Figure 6-3 Procurement project award values and percentages

- ii. Workshops were conducted on the Government Procurement Act 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 48 technicians and janitorial staff.

(3) Receipts and expenditures and property management

- i. The number of receipts in 2020 totaled approximately 920,000, which was roughly 1,320,000 fewer than in 2019.

- ii. Application fees were refunded in 25,174 cases, 21,071 cases more than in 2019, with amounts totaling approximately NT\$18,120,000.
- iii. In 2020, the Secretariat issued more than NT\$2,519,580,000 in salaries to a total of 39,829 recipients.
- iv. As of the end of 2020, the Secretariat was in charge of 175 pieces of land (land improvements included) and 63 buildings and facilities, three plots of land less than in 2019. These changes are due to the allocation of one plot of land to the Southern Taiwan Administration Corps and the removal of four plots of land from the Central Taiwan Administration Corps.
- v. The Secretariat completed a property inventory of 18,444 items. The total property value was NT\$2,776,758,748. There were 66,606 articles in total.

(4) Legislative liaison and media affairs

- i. In 2020, the Agency accepted the requests from legislators and their assistants for assistance and participation in coordination meetings and explanatory meetings in regard to 484 cases.
- ii. In 2020, 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 in the NIA’s budget review and amendment approval.

iv. *We Are Family Plus* production

The NIA worked with Sanlih E-Television (SET) to produce the TV series *We Are Family Plus* for broadcast on five SET channels. As of the end of 2020, episodes of the program had aired 3,848 times, attracting a cumulative viewership of 109,194,580 people. The program is broadcast in multiple languages (Mandarin Chinese, English, Indonesian, Thai, Vietnamese, and Khmer) and is available for streaming on video-sharing platforms

新聞長版節目	
三立新聞台 首播 週日 下午14:00-15:00 重播 下午15:00-16:00	iNEWS 週六 11:00-12:00-20:00-21:00 週日 11:00-12:00-20:00-21:00
iNEWS 週六 11:00-12:00-20:00-21:00 週日 11:00-12:00-20:00-21:00	三立國際台 週六 19:00-20:00 週日 02:00-03:00-09:00-10:00 14:00-15:00
新聞短版專訊	
	週一至週五 週六
三立新聞台 CH54	09:00-10:00 13:00-14:00 16:00-17:00 19:00-20:00 24:00-01:00
三立台灣台 CH29	12:00-13:00 18:00-19:00
三立iNEWS台 CH88	08:00-09:00 11:00-12:00 13:00-14:00 16:00-17:00 19:00-20:00
三立iNEWS MOD台	08:00-09:00 11:00-12:00 13:00-14:00 16:00-17:00 19:00-20:00

Television schedule for *We Are Family Plus*

in order to attract a wider audience of New Immigrants to watch and share the program. The program has received over 1,860,000 views and reached over 11,550,000 minutes viewed on YouTube; while on Facebook, posts related to the program have amassed 2,564,786 engagements, and videos related to the program have received over 1,470,000 views and achieved over 494,000 minutes viewed. The NIA used news inserts, tickers, and lower thirds 499 times during the program to promote immigration- and New Immigrant-related policies. Tickers were also used for the entire year to promote the program on news channels and help it gain exposure.

- v. Integrated online platform for new immigrants to acquire news and everyday life information

The NIA launched the New Immigrant Global News in 2014 to provide new immigrants with a news website accessible in Mandarin, English, Vietnamese, Thai, and Indonesian that serves as an integrated platform



Facebook page for *Taiwan, Here I come*

of news and information catered to their needs. 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, thereby optimizing the browsing experience. The NIA worked with I-Me-I Information Technology Co., Ltd. to maintain the website in 2020, publishing over 10,000 news articles of relevance to new immigrants. The website had over 9,820,000 visitors, and the website's official Facebook page (<https://zh-tw.facebook.com/news.immigration.gov.tw/>) had received 60,672 likes.

(5) Document affairs

- i. The number of documents received and issued by the NIA in 2020 totaled 556,644, among which 461,844 documents were received, a decrease of 8.31% from 2019 levels; 94,800 documents were

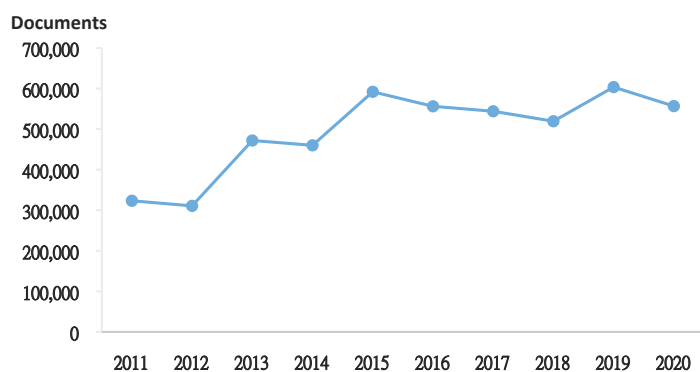


Figure 6-4 Number of documents received and issued

issued, a decrease of 5.13% compared to 2019 levels.

- ii. 77.30% of documents were signed online (an increase of 2.26% compared to 2019) and 89.45% were exchanged electronically (an increase of 1.26% compared to 2019) as a result of our effective 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 September 14, 2020. A practical analysis of official documents was conducted, along with lectures on the necessary understanding of and measures taken in official secrets protection so as to improve staff members' document writing skills and their understanding of the measures required to safeguard official secrets.

(6) Legal affairs

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 2020, the NIA enacted/amended 7 administrative regulations and 8 administrative directives. The details are as follows:

(i) Administrative regulations

Regulations Governing the Declaration of Entry into the Mainland Area by Retired or Discharged Personnel Involved in Major National Security or Interests or Confidential Matters and who are Required to Apply for Approval from the Review Committee in Advance for Permission

The Regulations consist of 7 articles and were issued on February 18, 2020 pursuant to Ministry of the Interior Order No. Tai-Nei-Yi-Zi 10909307032, effective on the date of issuance.

Regulations Governing the Entry of Public Officials and Other Individuals of Special Statuses of the Taiwan Area into the Mainland Area

The Regulations consist of 12 articles and were issued on February 18, 2020 pursuant to Ministry of the Interior Order No. Tai-Nei-Yi-Zi 10909307042, effective on the date of issuance.

Fee-Charging Standards for Employment Gold Cards, Employment Pass Cards and Entrepreneur Visas

The Standards consist of 8 articles and were issued on June 15, 2020 pursuant to Ministry of the Interior Order No. Tai-Nei-Yi-Zi 10909319092, effective on the date of issuance.

Regulations Governing Rewards for Reporting Violations of the Immigration Act

The Regulations consist of 13 articles and were issued on June 23, 2020 pursuant to Ministry of the Interior Order No. Tai-Nei-Yi-Zi 10909320082, effective on the date of issuance.

Regulations Governing the Entry of Hong Kong and Macau Residents into the Taiwan Area and Their Temporary or Permanent Residency in the Taiwan Area

Articles 22 and 30 of the Regulations were amended on August 17, 2020 pursuant to Ministry of the Interior Order No. Tai-Nei-Yi-Zi 10909323842.

Regulations Governing Immigration Inspection and Data Collection and Utilization

Article 16-1 of the Regulations was amended on September 8, 2020 pursuant to Ministry of the Interior Order No. Tai-Nei-Yi-Zi 10909325202.

Residence Permit Quota Table for Nationals Without Household Registration in the Taiwan Area

The Table was amended on November 23, 2020 pursuant to Ministry of the Interior Order No. Tai-Nei-Yi-Zi 10909330342, effective on the date of issuance.

(ii) Administrative directives

Directions Governing Application and Using for Immigration Clearance System

The Directions consist of 10 articles and were amended and had its Chinese title renamed on February 19, 2020 pursuant to Ministry of the Interior Order No. Tai-Nei-Yi-Zi 10909307182, effective on the date of issuance.

<p><i>Operational Directions for the Entry of Public Officials and Other Individuals of Special Statuses of the Taiwan Area into the Mainland Area</i></p> <p>Articles 2, 5, and 6 of the Regulations were amended and Article 11 added on February 20, 2020 pursuant to Ministry of the Interior Order No. Tai-Nei-Yi-Zi 10909307342, effective on the date of issuance.</p>
<p><i>Operational Directions for Funding via the New Immigrant Development Fund</i></p> <p>Articles 3, 7, and 10 of the Regulations were amended on March 31, 2020 pursuant to Ministry of the Interior Order No. Tai-Nei-Yi-Zi 10909312382, effective on the date of issuance.</p>
<p><i>Directions for Subsidy Categories and Criteria of the New Immigrant Development Fund</i></p> <p>The Directions consist of 21 articles and were amended on March 31, 2020 pursuant to Ministry of the Interior Order No. Tai-Nei-Yi-Zi 10909312386, effective on the date of issuance.</p>
<p><i>Operational Directions for the Entry Ban on Foreigners</i></p> <p>Partial provisions of the Operational Directions were amended on May 28, 2020 pursuant to Ministry of the Interior Order No. Tai-Nei-Yi-Zi 10909317762, effective on the date of issuance.</p>
<p><i>Directions for Subsidy Categories and Criteria of the New Immigrant Development Fund</i></p> <p>Articles 2 and 13 of the Directions were amended on August 10, 2020 pursuant to Ministry of the Interior Order No. Tai-Nei-Yi-Zi 10909323162, effective on the date of issuance.</p>
<p><i>Directions for the Use and Management of the Interpreter Database</i></p> <p>The Directions consist of 10 articles and were established on August 10, 2020 pursuant to Ministry of the Interior Order No. Tai-Nei-Yi-Zi 10900814792, effective on the date of issuance.</p>
<p><i>Operational Directions for the Management and Use of the Interpreter Database</i></p> <p>The Operational Directions were revoked on August 10, 2020 pursuant to Ministry of the Interior Order No. Tai-Nei-Yi-Zi 10900814795, effective on the date of issuance.</p>

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 has completed 258 individual case volumes of operational management by means of administrative regulations and directives in 2020.

5.The NIA Training Center

The NIA began holding the Professional Immigration Personnel Training for Civil Service Special Examination Recruits in 2012. 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 (now the Dejing Park), the Agency began to carry out renovation in September 2015. On January 1, 2016, the NIA Training Center was established and the venue was completed and inaugurated on January 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 2020, the 8th class of the Immigration Personnel Program received professional training. The class consisted of 96 people recruited for Grade 2–3 (including recruits who graduated from the Immigrant Affairs Program of the Department of Border Police, Central Police University) as well as Grade 4 positions. Deputy minister of the interior Chang-Yueh Chiu visited the NIA to preside over the Closing Ceremony of the Eighth Immigration Personnel Training Program on November 27, 2020. In his speech, the deputy minister noted that immigration officers are civil servants of a new age and urged the trainees to uphold the values of integrity, professionalism, selflessness, and endeavor. He also encouraged the trainees to apply what they had learned in their work and strive to become the most exceptional immigration officers.



Deputy minister of the interior Chang-Yueh Chiu and the outstanding trainees of the Immigration Personnel Training Program

Chapter VII. Pandemic Preventive Measures Against COVID-19

Since the outbreak of COVID-19, the NIA has complied with the policy set forth by the Central Epidemic Command Center (hereinafter “the Command Center”) through the implementation of border control and pandemic preventive measures, establishment of the NHI MediCloud System via cross-ministerial collaboration, review/inspection/reporting of inbound travelers from high-risk locations, and enforcement of enhanced crowd control, so as to contain the pandemic at the border. Furthermore, in order to prevent breaches in pandemic prevention efforts caused by foreign visitors, the Agency carried out inspection of transit passengers, preemptively implemented pandemic preventive measures at large detention centers, and expedited deportation of detainees, thereby securing the people’s first line of defense in the pandemic and demonstrating the country’s determination in upholding zero tolerance for breaches in pandemic preventive measures at the border.

1. Entry/Exit Control and Special Entry Programs

(1) Entry control measures

The NIA complied with the rules set forth by the Command Center and made adjustments to the border and entry control measures accordingly. Furthermore, official letters were sent to transportation service providers to request that they cooperate with the NIA by denying transportation to passengers who do not meet the entry criteria of Taiwan and enforce the review of immigration arrival cards filled out by foreign nationals. This allows the authorities to track the movement of individuals and implement the front-line review and reporting of cases. In 2020, 695 persons were denied entry into Taiwan.



A poster promoting pandemic preventive measures in airport arrival halls

Additionally, to prevent transiting passengers from causing breaches in pandemic prevention efforts, the NIA implemented the inspection of transiting passengers and the monitoring of foreign cabin crew members staying at transit hotels, so as to track the movements of passengers and foreign cabin crew members in transit.



Inspection of transiting passengers



Monitoring of foreign cabin crew members staying at transit hotels

(2) Exit control measures

To curb the spread of the pandemic and prevent Taiwan from becoming an epidemic center and in turn impacting the country's image and compromising citizen's rights to enter other countries, the NIA assisted the Taiwan Centers for Disease Control to implement the prohibition of exit for those who had not completed 14 days of self-quarantine. In 2020, 63 persons were denied exit from Taiwan due to not self-quarantining for the required number of days.

(3) Special entry programs

To ensure the safety of R.O.C. nationals and uphold their right of return to Taiwan, the NIA helped the R.O.C. nationals stranded overseas or in the mainland area return to Taiwan through the implementation of the following special entry programs in collaboration with the Command Center:

Table 7-1 Implementation status of charter flights and immigration clearance programs

Date	Program	Number of entries
2020.2.4	Charter flight from Wuhan	247
2020.2.21	Charter flight taking passengers of the Diamond Princess	19
2020.3.10	Second charter flight from Wuhan	169

2020.3.10	Second charter flight from Wuhan	192
2020.3.29	Third semi-charter flight from Wuhan	153
2020.3.30	Third semi-charter flight from Wuhan	214
2020.4.20	Fourth semi-charter flight from Wuhan	231
2020.4.21	Fourth semi-charter flight from Wuhan	229
2020.5.5	Charter flight from India	129
2020.5.23	Charter flight from Nepal	10
2020.5.26	Charter flight from Russia	96
2020.5.30	Charter flight from India	71
2020.5.31	Charter flight from South Africa and India	135
2020.6.4	Charter flight from Paraguay	234
2020.6.7	Charter flight from Poland	116
2020.7.10	Charter flight from Poland	194
2020.12.27	Charter flight from the UK	127
Total		2,566



Immigration clearance for the passengers of a charter flight from Wuhan

In order to revitalize the airline and tourism industries and stimulate domestic travel demand, the Ministry of Transportation and Communications implemented several industry revitalization programs: an airport tour package, “pretend to go abroad” tours (including destination-free and domestic pleasure flights), and Dream Cruises’ island-hopping Explorer Dream cruise. The NIA subsequently provided border clearance services dedicated to these revitalization programs, allowing citizens to enjoy a comfortable and safe border clearance environment during the pandemic. In 2020, 20,657 participants of the airport tour package and “pretend to go abroad” tours and 281,993 passengers of the Dream Cruises’ Explorer Dream cruise have cleared the border.



Airport tour participants taking part in the immigration clearance procedure



Participants of a “pretend to go abroad” tour queuing for the immigration clearance procedure

2. Legal Immigrant Management

(1) Foreign visitor population

To prevent breaches in pandemic prevention efforts caused by international travelers and to ease the pandemic’s pressure on local communities, the NIA issued automatic 30-day extensions on a monthly basis for foreigners, people of the mainland area, Hong Kong or Macau residents, and R.O.C. citizens without a household registration entering Taiwan on or before March 21, 2020, which were adjusted as circumstances required.

Due to the pandemic restrictions enforced on people of the mainland area, the single-entry Exit and Entry Permits for group tours (including those under the Mini Three Links) and professional and business exchange events (including those under the Mini Three Links for arts, cultural, or business purposes) were not eligible for use between April 30–September 2, 2020, during which applications were accepted for

compensation of fees. Furthermore, people of the mainland area were unable to use single-entry Exit and Entry Permits for individual travelers, Category III tourists, social exchange, health care services and exchange, mainland students, and those under the Mini Three Links (individual travelers and social exchange) and were allowed to reapply for entry and fee compensation once the restrictions were lifted by the Command Center.

(2) Alien resident population

To reduce the number of international travelers during the pandemic, the NIA relaxed restrictions imposed by relevant regulations on foreigners, people of the mainland area, and Hong Kong or Macau residents residing in Taiwan. Due to the pandemic, foreign nationals who were unable to produce all of the documents required in their applications for temporary or permanent residency were given greater flexibility, such as in applications for extension of residency, or the submission of a certificate of loss of original nationality. In addition, regulations governing the ARC application process for foreign nationals who enter the country holding a resident visa were relaxed, with the maximum number of days to apply for an ARC at the NIA following arrival extended from 15 days to 30 days. Furthermore, waiting periods were extended respectively for foreign nationals whose purposes for residency have become invalid and foreign nationals who are reapplying for residency.

3. Undocumented Immigrant Management

(1) Expanded Overstayers Voluntary Departure Program

To prevent breaches in pandemic prevention efforts resulting from overstaying foreign nationals, the NIA implemented the Expanded Overstayers Voluntary Departure Program, which offered reduced penalties to encourage foreign nationals to self-report during the grace period between March 20–June 30, 2020. The Agency also carried out stringent pandemic preventive measures to mitigate the risk of cluster



Press conference for the Expanded Overstayers Voluntary Departure Program

infection among those who surrendered themselves voluntarily and those who were arrested. During the program's implementation in 2020, 7,939 overstayers were found, among whom 4,642 had turned themselves in.

(2) Pandemic preventive measures at detention centers

In order to prevent cluster infections at large detention centers, the NIA preemptively carried out the following pandemic preventive measures:

- i. Prior to admission, new detainees are inquired about their physical condition and contact history, have their body temperature taken, and are required to wear a face mask and sanitize their hands with alcohol spray.
- ii. Upon admission, detainees are first separated by gender and placed in the detention center's designated observation area for 17 days. Once the observation period has passed, they are then moved to the general detention area.
- iii. Detention centers take the temperatures of detainees twice daily (in the morning and evening). Detainees with abnormal conditions shall receive medical attention under escort and, if deemed by the physician as a case for which reporting is not required, are placed in the detention center's observation area for 17 days, after which they shall be moved to the general detention area.
- iv. Detention center personnel shall sanitize their hands with alcohol spray when entering and exiting the observation area. Environmental disinfection is carried out daily in the observation area and isolation area using alcohol, bleach, or other disinfectants. Detainees in the observation or isolation area are issued one face mask daily; detainees in the general detention area are issued three face masks every week.
- v. Physicians were invited to give lectures to detention center personnel on pandemic prevention and hygiene education to promote correct pandemic preventive measures and precautions. Multi-lingual pandemic prevention posters and hygiene education videos were also produced to help detainees protect themselves and prevent cluster infections.
- vi. Contingency plans against potential pandemic emergencies were put in place, countermeasures were preemptively planned, and drills were conducted.

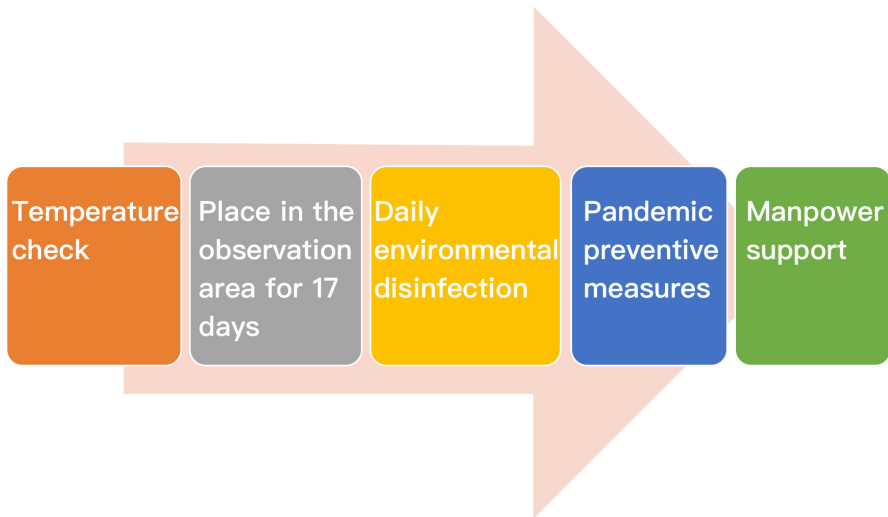


Figure 7-1 Pandemic preventive measures for detainees at large detention centers

(3) Expedited deportation of detainees

To expedite the deportation of detainees, the NIA coordinated with domestic airline companies to increase the number of seats allocated for deportees not under escort, thereby increasing the deportation efficiency of the flights available. The Agency also coordinated with foreign diplomatic missions in Taiwan to expedite the travel document application process and offer group booking or charter flight options to help detainees return to their countries.



Deported detainees in PPE suits waiting to board a charter flight

4. Border and Community Pandemic Prevention Support Information and Services

(1) Horizontal integration of systems

To incorporate technology into pandemic preventive measures, the NIA provided passenger entry/exit information data to other agencies in order to establish pandemic prevention systems. The information systems established include the NHI MediCloud System (National Health Insurance Administration, Ministry of Health and Welfare), the Quarantine System for Entry and Home Quarantine Tracking System (Ministry of Health and Welfare), and the Face Mask Export Permit Application System (Bureau of Foreign Trade, Ministry of Economic Affairs), with descriptions for each provided below:

i. NHI MediCloud System

Starting on January 13, 2020, the NIA has provided past 14-day information regarding inbound passengers from Wuhan. On January 27, 2020, the NHI MediCloud System was officially launched, allowing health care personnel to acquire the international travel history of patients. As the global pandemic escalated, the Agency gradually expanded the information provided to include the information of inbound passengers from other high-risk locations.

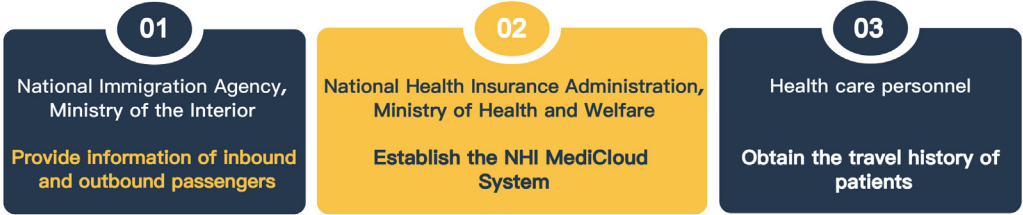


Figure 7-2 Procedures for the integration of passenger entry/exit information into the NHI MediCloud System

ii. Quarantine System for Entry

Since February 14, 2020, the NIA has provided the Taiwan Centers for Disease Control, Ministry of Health and Welfare with information regarding the passengers of all inbound flights at 30-minute intervals. On February 16, 2020, the Quarantine System for Entry was launched, allowing inbound passengers to fill out their health information online beforehand; receive their Health Declaration Certificate on their phone via SMS upon arrival; and present the certificate on their phone for expedited immigration clearance, thereby improving the effectiveness of border measures. Furthermore, since May 19, 2020, the information provided to the Taiwan Centers for Disease Control at 30-minute intervals was expanded to include that of passengers of all inbound ships.



Figure 7-3 Procedures for the integration of passenger entry/exit information into the Quarantine System for Entry

iii. Face Mask Export Permit Application System

In coordination with the government’s policy of controlling the number of face

masks that can be sent by Taiwanese nationals to their relatives overseas, the NIA provided a cloud service that helps to determine whether the face mask recipients recorded in the Face Mask Export Permit Application System established by the Bureau of Foreign Trade, Ministry of Economic Affairs are indeed located overseas. The Face Mask Export Permit Application System was launched on April 9, 2020 to allow Taiwanese nationals to send face masks to their overseas relatives. However, because the face mask export ban was lifted on June 1, 2020, it is no longer necessary to apply for an export permit from the Bureau of Foreign Trade to send face masks overseas.

(2) Assisting with the implementation of home quarantine and outbreak investigation

In order to enforce border pandemic control and pandemic preventive measures, the NIA provided statistical data for all entries and exits at the border to serve as references for pandemic prevention efforts. The entry and exit information of inbound passengers from high-risk locations were also reviewed and provided to other agencies responsible for pandemic prevention, so as to help enforce quarantine measures. Over 12,480,000 data entries were provided in 2020.

Additionally, to prevent the spread of the pandemic caused by inbound passengers from high-risk locations, the NIA obtained lists of passengers from high-risk locations and restricted their entry and exit through the placing of remarks through the system. In 2020, entry/exit restrictions via remarks were placed on over 1,390,000 passengers.

5. Promoting Pandemic Preventive Measures

(1) Establishing the COVID-19 prevention and Triple Stimulus Vouchers sections on the NIA website

In order to help foreign nationals receive the latest border control status, the NIA created a COVID-19 section on its website and made timely adjustments to border control measures according to the entry restrictions for foreigners set forth by the Command Center. The Agency also revised the Entry Restrictions for Foreigners to Taiwan for multiple languages and provided other government agencies with links to relevant web pages and a list of frequently asked questions (FAQs) on pandemic preventive measures, thereby allowing people to quickly and accurately learn about the latest pandemic information.

Furthermore, to coordinate with the Executive Yuan's stimulus measures for domestic demand-driven industries and help new immigrants and permanent

alien residents learn about the Triple Stimulus Vouchers, the NIA created a pandemic stimulus section on its website for promotional materials and FAQs translated in the languages of Vietnamese, Indonesian, Thai, Khmer, and Burmese. In 2020, a total of 165,557 new immigrants were eligible for the Triple Stimulus Vouchers, among whom 123,460 obtained vouchers.



Promotional poster for obtaining Triple Stimulus Vouchers as new immigrants

(2) Multi-lingual pandemic prevention hotline

The NIA offered a multi-lingual (Mandarin, English, Japanese, Vietnamese, Indonesian, Thai, and Khmer) toll-free hotline 0800-024-111 for foreign nationals to inquire about matters related to entry/exit and passport application during the pandemic. The hotline provided consultation services to 10,293 callers between January 28–December 31, 2020 and also helped the 1922 hotline provide consultation services to 285,817 callers between February 2–December 31, 2020. In total, the 0800-024-111 and 1922 hotlines had provided telephone consultation services to 296,110 callers as of the end of 2020.

(3) Distribution of the latest pandemic prevention information via social media

In order to help new immigrants receive the latest pandemic prevention information, the NIA published pandemic prevention information in multiple languages on the New Immigrant Care and Services Network and broadcasted messages to 24,994 persons via Line. The Agency also collaborated with 369 immigrant groups to irregularly produce for dummies, posts, videos, and infographics in seven languages (English, Vietnamese, Thai, Indonesia, Malay, Burmese, and Filipino), which have been shared on 47 LINE groups and Facebook pages. One example is the Fight Against the Pandemic video series, which used vibrant, easy-to-understand graphics to help new immigrants unfamiliar with the Chinese language learn about the latest pandemic preventive measures.



The pandemic border control and stimulus section on the New Immigrant Care and Services Network website

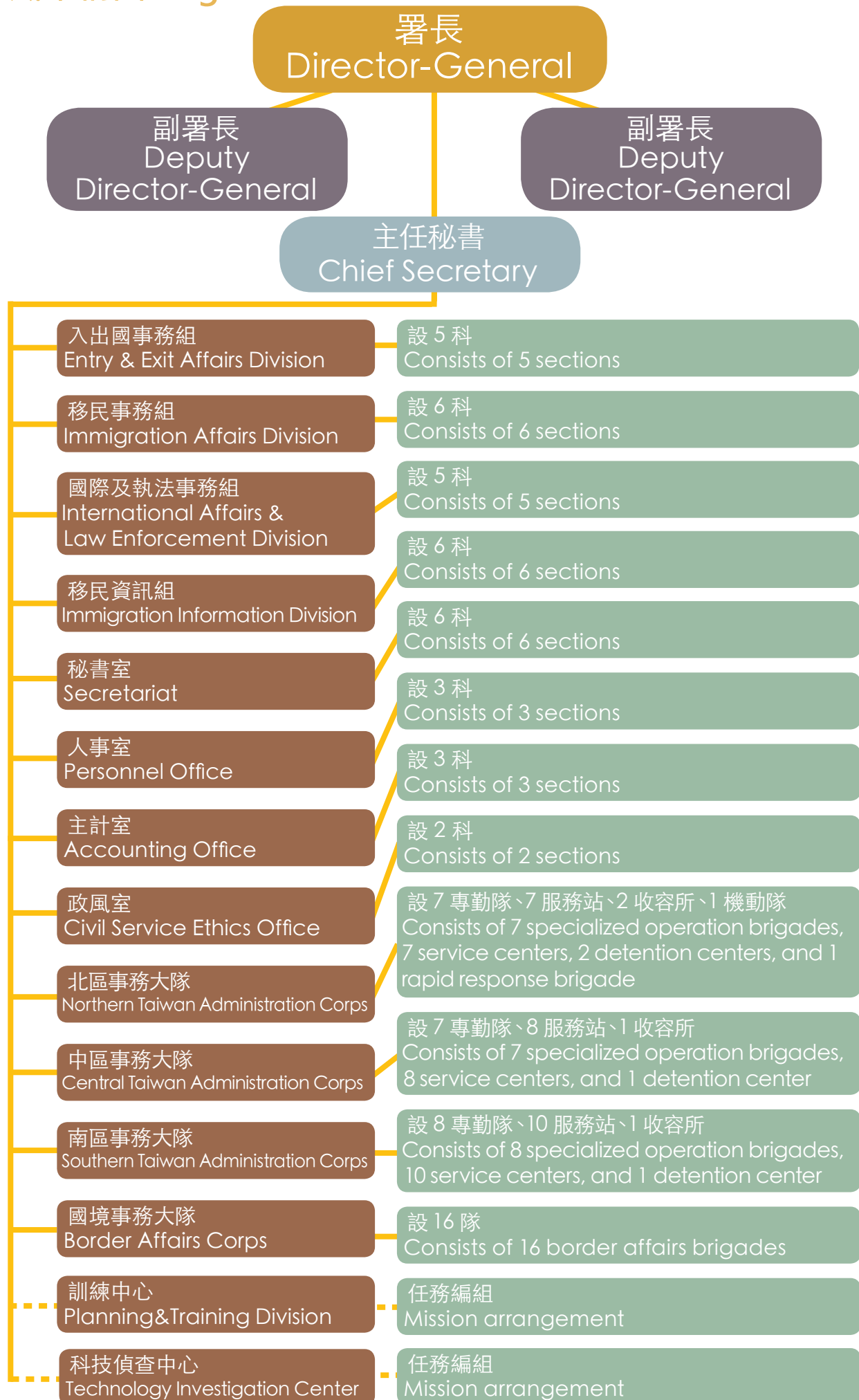


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組織架構圖 Organizational Structure



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 番地 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 番地 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	21 F, PVI Tower, No.1, Pham Van Bach Road, Yen Hoa Ward, Cau 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 Street, Ward 4, District 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), Dhammazedhi 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一段 262 號 No.262, Sec. 1, 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

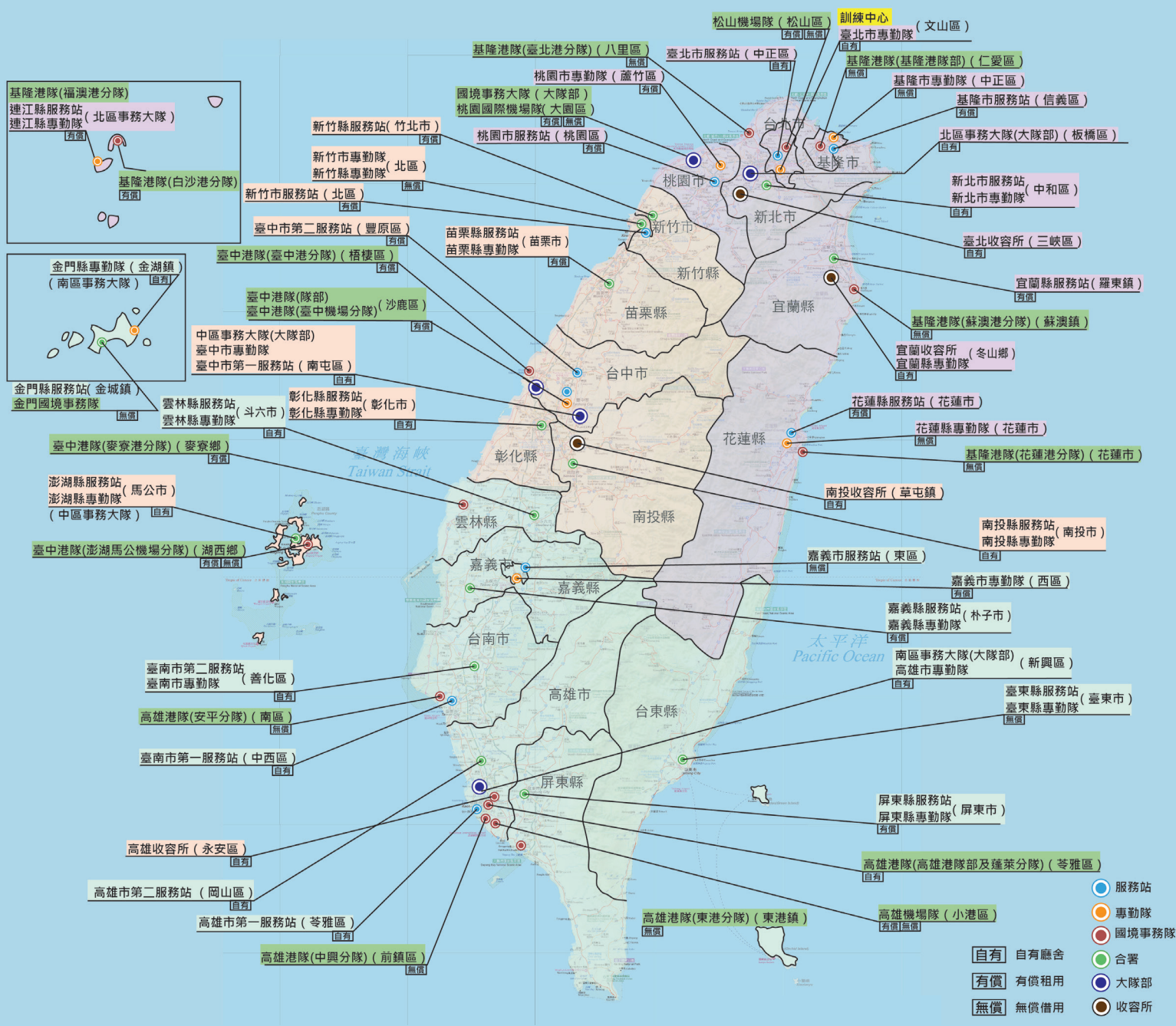
五、本署國境事務大隊服務據點：

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



109年各機場、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	4,661,665	3,577,907	503,424	242,267	143,301	4,975	-
2月Feb	2,092,913	1,680,629	223,453	103,055	52,629	1,327	-
3月Mar	413,402	355,249	23,488	22,558	7,506	-	-
4月Apr	43,505	34,607	960	6,975	4	-	-
5月May	49,030	39,872	1,318	6,872	7	-	-
6月Jun	62,082	52,305	1,898	4,916	-	-	-
7月Jul	89,524	74,866	3,685	7,143	7	-	-
8月Aug	100,820	85,853	4,415	8,149	278	-	-
9月Sep	98,396	84,394	4,191	6,681	493	-	-
10月Oct	86,568	73,620	3,777	6,232	369	1	-
11月Nov	90,764	79,721	3,108	4,786	421	-	-
12月Dec	86,948	72,614	2,987	4,777	381	-	-
總計Total	7,875,617	6,211,637	776,704	424,411	205,396	6,303	-

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
45,810	4,796	5,690	26	329	107,006	3,449	22,685
9,628	743	6,510	37	129	5,877	133	8,763
125	174	1,445	17	100	-	-	2,740
54	25	553	1	10	-	-	316
34	73	524	6	12	-	-	312
34	300	2,253	-	13	-	-	363
32	370	2,727	16	21	-	-	657
132	386	1,068	5	29	5	-	500
48	670	1,192	1	33	1	-	692
111	348	1,479	12	26	3	-	590
181	387	1,496	-	44	2	2	616
256	455	4,675	9	20	-	13	761
56,445	8,727	29,612	130	766	112,894	3,597	38,995

109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	94,107	1,894,900	2,987	49,144	9,571	161,200
2月Feb	34,422	759,397	150	2,732	4,329	57,824
3月Mar	3,200	132,568	2	-	198	4,535
4月Apr	560	5,398	-	-	6	180
5月May	662	8,775	-	-	11	314
6月Jun	891	10,275	-	-	29	216
7月Jul	1,113	24,992	3	-	28	1,021
8月Aug	1,826	35,106	1	-	28	1,559
9月Sep	1,807	34,668	-	-	23	1,648
10月Oct	1,324	31,808	-	-	36	1,639
11月Nov	2,679	30,839	-	-	59	1,258
12月Dec	1,350	26,434	-	-	42	1,236
總計Total	143,941	2,995,160	3,143	51,876	14,360	232,630

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
6,525	88,881	34,020	844,137	36,243	707,849	4,761	43,689
2,025	25,286	15,527	331,357	11,171	329,510	1,220	12,688
300	6,201	1,957	63,498	679	56,653	64	1,681
85	1,792	437	2,813	29	613	3	-
136	2,267	381	4,393	125	1,801	9	-
163	1,430	492	5,407	203	3,222	4	-
203	2,814	544	13,273	311	7,884	24	-
213	3,505	1,061	20,337	493	9,636	30	69
147	2,754	1,416	21,446	208	8,733	13	87
130	3,003	1,019	19,960	122	7,106	17	100
149	2,169	2,237	20,778	223	6,495	11	139
120	1,799	1,039	17,072	141	6,219	8	108
10,196	141,901	60,130	1,364,471	49,948	1,145,721	6,164	58,561

109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 People of the Mainland Area Visiting Taiwan for Business Purposes

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	12,452	8,219	4,233	11,180	7,149	4,031
2月Feb	341	259	82	392	289	103
3月Mar	146	115	31	11	11	-
4月Apr	8	8	-	8	8	-
5月May	18	18	-	18	18	-
6月Jun	42	42	-	30	30	-
7月Jul	73	73	-	69	69	-
8月Aug	84	84	-	81	81	-
9月Sep	58	55	3	56	55	1
10月Oct	143	140	3	113	111	2
11月Nov	461	365	96	272	215	57
12月Dec	917	610	307	557	375	182
總計Total	14,743	9,988	4,755	12,787	8,411	4,376

Visas and Professional 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	女 Female	
8,817	6,252	2,565	20,078	11,852	8,226	
163	137	26	434	271	163	
16	12	4	105	77	28	
7	7	-	60	48	12	
16	16	-	62	51	11	
20	20	-	81	70	11	
61	61	-	107	63	44	
61	61	-	129	94	35	
40	40	-	66	56	10	
92	88	4	89	85	4	
72	71	1	90	72	18	
152	149	3	164	160	4	
9,517	6,914	2,603	21,465	12,899	8,566	

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
	合計 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	
新北市 New Taipei City	110,108	12,642	97,466	19,405	474	18,931	3,912	157	3,755	1,740	433	1,307	1,695	189	1,506	453
臺北市 Taipei City	63,667	10,182	53,485	5,843	154	5,689	1,177	85	1,092	558	59	499	659	64	595	187
桃園市 Taoyuan City	63,130	6,239	56,891	11,643	419	11,224	4,958	242	4,716	2,437	899	1,538	1,919	202	1,717	304
臺中市 Taichung City	59,389	5,290	54,099	11,617	274	11,343	2,401	60	2,341	919	460	459	989	70	919	755
臺南市 Tainan City	35,244	2,699	32,545	8,682	165	8,517	1,133	22	1,111	550	233	317	543	42	501	333
高雄市 Kaohsiung City	63,932	4,645	59,287	12,568	172	12,396	2,164	40	2,124	662	170	492	1,074	54	1,020	438
宜蘭縣 Yilan County	8,974	514	8,460	2,470	24	2,446	482	6	476	123	32	91	111	4	107	134
新竹縣 Hsinchu County	14,343	930	13,413	2,719	55	2,664	2,493	41	2,452	336	62	274	665	24	641	53
苗栗縣 Miaoli County	14,732	624	14,108	3,342	52	3,290	1,963	20	1,943	280	90	190	318	18	300	72
彰化縣 Changhua County	24,072	1,167	22,905	7,621	173	7,448	1,820	17	1,803	509	208	301	447	27	420	412
南投縣 Nantou County	11,198	548	10,650	3,549	45	3,504	948	7	941	186	67	119	130	5	125	226
雲林縣 Yunlin County	16,599	498	16,101	4,689	46	4,643	1,882	9	1,873	230	90	140	184	2	182	259
嘉義縣 Chiayi County	13,328	436	12,892	3,954	44	3,910	1,230	4	1,226	153	56	97	149	7	142	167
屏東縣 Pingtung County	19,684	1,055	18,629	5,128	48	5,080	1,768	16	1,752	215	56	159	815	12	803	241
臺東縣 Taitung County	4,453	319	4,134	1,027	5	1,022	258	-	258	31	5	26	86	1	85	42
花蓮縣 Hualien County	7,995	800	7,195	1,169	7	1,162	550	4	546	68	27	41	72	6	66	63
澎湖縣 Penghu County	1,904	58	1,846	596	-	596	322	1	321	1	-	1	9	-	9	42
基隆市 Keelung City	10,551	749	9,802	1,851	19	1,832	321	5	316	117	16	101	112	5	107	67
新竹市 Hsinchu City	9,779	876	8,903	1,569	31	1,538	743	32	711	161	40	121	320	9	311	24
嘉義市 Chiayi City	5,149	377	4,772	981	16	965	198	3	195	43	13	30	71	4	67	64
金門縣 Kinmen County	2,798	124	2,674	185	-	185	113	1	112	6	2	4	6	-	6	3
連江縣 Lienchiang County	607	96	511	51	-	51	4	-	4	3	-	3	1	-	1	3
不詳 Unknown	3,663	313	3,350	-	-	-	-	-	-	-	-	-	-	-	-	-
總 計 Total	565,299	51,181	514,118	110,659	2,223	108,436	30,840	772	30,068	9,328	3,018	6,310	10,375	745	9,630	4,342

(109年12月底)

Original Nationality from Jan 1987 to Dec 2020

單位：人

Unit: Persons

柬埔寨 Cambodia		日本 Japan			韓國 South Korea			大陸地區 Mainland Area			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	452	1,118	474	644	533	196	337	69,287	4,628	64,659	6,156	2,870	3,286	5,809	3,220	2,589
1	186	1,743	739	1,004	511	171	340	43,406	3,287	40,119	4,305	2,035	2,270	5,278	3,587	1,691
-	304	444	197	247	154	64	90	37,323	2,364	34,959	1,794	731	1,063	2,154	1,121	1,033
1	754	593	282	311	199	88	111	37,742	1,677	36,065	1,764	731	1,033	2,410	1,647	763
1	332	268	138	130	87	44	43	21,856	1,050	20,806	774	312	462	1,018	692	326
1	437	524	278	246	183	81	102	42,977	2,067	40,910	1,498	601	897	1,844	1,181	663
1	133	58	34	24	11	5	6	5,151	176	4,975	170	60	110	264	172	92
-	53	94	33	61	63	32	31	7,051	249	6,802	244	95	149	625	339	286
-	72	46	20	26	16	7	9	8,276	264	8,012	156	36	120	263	117	146
1	411	81	28	53	24	10	14	12,423	367	12,056	327	95	232	408	241	167
-	226	25	18	7	7	5	2	5,752	209	5,543	156	65	91	219	127	92
-	259	30	13	17	17	10	7	8,977	218	8,759	139	27	112	192	83	109
-	167	18	6	12	4	3	1	7,408	223	7,185	110	31	79	135	62	73
1	240	59	30	29	15	10	5	10,818	601	10,217	266	70	196	359	211	148
-	42	33	22	11	8	3	5	2,755	151	2,604	61	21	40	152	111	41
-	63	51	37	14	20	6	14	5,580	475	5,105	171	66	105	251	172	79
-	42	9	5	4	-	-	-	864	20	844	26	6	20	35	26	9
-	67	64	35	29	32	8	24	7,425	398	7,027	285	110	175	277	153	124
-	24	164	60	104	67	15	52	5,855	259	5,596	268	93	175	608	337	271
-	64	33	14	19	12	3	9	3,504	194	3,310	99	35	64	144	95	49
-	3	4	1	3	1	-	1	2,400	81	2,319	58	30	28	22	9	13
-	3	-	-	-	1	1	-	534	94	440	3	-	3	7	1	6
-	-	-	-	-	-	-	-	3,559	262	3,297	104	51	53	-	-	-
8	4,334	5,459	2,464	2,995	1,965	762	1,203	350,923	19,314	331,609	18,934	8,171	10,763	22,474	13,704	8,770

109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	3,774		9,173	145	990
2月Feb	37,341		8,153	120	863
3月Mar	58,660		7,133	98	915
4月Apr	35,719		5,353	80	811
5月May	25,711		5,530	81	760
6月Jun	29,420		6,340	62	993
7月Jul	32,098		6,181	76	1,049
8月Aug	23,260		6,436	78	1,065
9月Sep	21,437		9,423	84	952
10月Oct	19,636		6,338	68	810
11月Nov	22,944		6,628	83	970
12月Dec	26,470		7,277	126	921
總計Total	336,470		83,965	1,101	11,099

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
14	13	1,145	42	46,344	22,450
11	5	885	23	49,932	20,033
14	5	624	22	42,263	17,488
10	2	415	24	19,283	15,544
16	13	609	21	20,639	15,983
20	11	934	32	28,739	16,466
12	17	523	34	37,358	12,802
32	20	1,363	50	38,375	17,252
25	24	1,383	50	38,619	20,398
18	24	1,188	59	33,008	17,706
18	29	1,802	59	35,289	18,896
15	29	1,559	47	32,667	18,346
205	192	12,430	463	422,516	213,364

109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	426	232	194	103	91	21.36	714
2月Feb	370	225	145	77	68	18.38	28
3月Mar	97	27	70	33	37	38.14	-
4月Apr	16	3	13	6	7	43.75	-
5月May	3	2	1	1	-	-	-
6月Jun	9	4	5	2	3	33.33	-
7月Jul	6	4	2	1	1	16.67	2
8月Aug	13	10	3	2	1	7.69	6
9月Sep	23	20	3	-	3	13.04	27
10月Oct	301	264	37	29	8	2.66	196
11月Nov	275	151	124	62	62	22.55	262
12月Dec	253	134	119	68	51	20.16	215
總計Total	1,792	1,076	716	384	332	18.53	1,450

單位：件、比率% 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(%)
680	13	21	1.88	16	16	-	-
26	1	1	3.70	14	13	1	7.14
-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-
2	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-
24	1	2	4.00	-	-	-	-
156	29	11	15.68	1	-	1	100.00
213	31	18	12.70	13	11	2	15.38
176	22	17	11.11	19	17	2	10.53
1,283	97	70	7.03	63	57	6	9.52

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 2020

縣市別 City / County	合計 Total			計 Sub-Total	商 Business	工程師 Engineer
	合計 Total	男 Male	女 Female			
新北市 New Taipei City	112,472	44,635	67,837	111,690	907	534
臺北市 Taipei City	75,493	22,042	53,451	72,093	3,930	932
桃園市 Taoyuan City	125,021	67,944	57,077	124,511	188	280
臺中市 Taichung City	110,552	62,367	48,185	109,791	788	512
臺南市 Tainan City	65,814	34,464	31,350	65,563	112	265
高雄市 Kaohsiung City	72,380	32,680	39,700	71,794	378	587
宜蘭縣 Yilan County	12,689	5,199	7,490	12,649	20	18
新竹縣 Hsinchu County	34,374	14,687	19,687	34,104	187	352
苗栗縣 Miaoli County	22,674	9,015	13,659	22,620	34	75
彰化縣 Changhua County	55,321	34,427	20,894	55,274	17	14
南投縣 Nantou County	14,036	5,917	8,119	14,010	20	6
雲林縣 Yunlin County	21,418	10,358	11,060	21,312	27	49
嘉義縣 Chiayi County	14,873	6,975	7,898	14,845	13	18
屏東縣 Pingtung County	16,999	7,562	9,437	16,950	21	17
臺東縣 Taitung County	2,562	568	1,994	2,548	20	5
花蓮縣 Hualien County	7,056	2,021	5,035	7,021	18	7
澎湖縣 Penghu County	2,576	1,585	991	2,570	2	-
基隆市 Keelung City	7,150	2,113	5,037	7,122	37	8
新竹市 Hsinchu City	18,413	6,308	12,105	17,910	166	676
嘉義市 Chiayi City	3,842	722	3,120	3,820	19	34
金門縣 Kinmen County	1,195	312	883	1,194	3	-
連江縣 Lienchiang County	212	85	127	212	-	-
總計 Total	797,122	371,986	425,136	789,603	6,907	4,389

至109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 Population of 15 Years and Over by Economic Activities							未滿十五歲者 Under 15 years Old
教師 Teacher	傳教士 Missionary	技工技匠 Technician	外籍勞工 Foreign Migrant Worker	其他 Others	失業 Unemployed	非勞動力 Inactive Person	
1,548	237	74	85,889	9,697	6,332	6,472	782
2,318	262	28	37,653	13,991	7,545	5,434	3,400
459	84	55	108,198	8,647	4,515	2,085	510
1,254	212	86	94,318	3,506	4,682	4,433	761
504	80	57	56,938	1,970	3,757	1,880	251
894	206	38	56,589	3,029	5,464	4,609	586
106	31	12	11,323	240	219	680	40
361	78	19	29,914	756	1,322	1,115	270
77	20	3	20,659	447	827	478	54
141	41	10	51,381	710	1,153	1,807	47
93	16	15	12,125	330	893	512	26
87	24	28	18,711	835	849	702	106
40	26	15	12,103	165	1,211	1,254	28
86	57	9	14,471	307	792	1,190	49
57	21	4	2,030	141	98	172	14
91	34	5	5,155	450	908	353	35
19	2	1	2,419	40	69	18	6
66	6	3	5,422	269	873	438	28
451	106	3	12,035	1,069	1,683	1,721	503
90	31	4	3,095	114	236	197	22
18	4	3	970	64	105	27	1
-	1	-	165	31	12	3	-
8,760	1,579	472	641,563	46,808	43,545	35,580	7,519

109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	8	1	7	6	-	6	2
2月Feb	9	3	6	8	2	6	1
3月Mar	7	2	5	6	1	5	-
4月Apr	4	2	2	2	2	-	1
5月May	10	4	6	7	2	5	1
6月Jun	5	1	4	5	1	4	-
7月Jul	28	3	25	27	2	25	1
8月Aug	40	4	36	37	2	35	2
9月Sep	14	1	13	12	-	12	1
10月Oct	9	2	7	8	1	7	1
11月Nov	9	3	6	3	-	3	3
12月Dec	16	3	13	14	1	13	1
總計Total	159	29	130	135	14	121	14

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
1	1	-	-	-	-	-	-
1	-	-	-	-	-	-	-
-	-	-	-	-	1	1	-
-	1	-	-	-	1	-	1
1	-	1	-	1	1	1	-
-	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
1	1	-	-	-	1	1	-
1	-	-	-	-	1	-	1
1	-	-	-	-	-	-	-
1	2	1	1	-	2	1	1
1	-	-	-	-	1	1	-
9	5	2	1	1	8	5	3

109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	1,081	509	572	543	202	341	486	275	211
2月Feb	1,462	630	832	794	292	502	585	288	297
3月Mar	1,589	702	887	939	338	601	583	322	261
4月Apr	1,219	513	706	680	202	478	517	302	215
5月May	1,076	508	568	511	182	329	535	305	230
6月Jun	1,846	822	1,024	1,160	440	720	665	365	300
7月Jul	1,321	785	536	656	367	289	614	385	229
8月Aug	1,870	1,147	723	1,149	713	436	597	340	257
9月Sep	1,323	750	573	679	338	341	568	369	199
10月Oct	1,382	772	610	724	394	330	540	322	218
11月Nov	1,626	923	703	987	541	446	529	317	212
12月Dec	1,874	1,081	793	1,375	783	592	402	245	157
總計Total	17,669	9,142	8,527	10,197	4,792	5,405	6,621	3,835	2,786

Unit Agencies										單位：人 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				
32	23	9	15	8	7	5	1	4				
64	41	23	16	7	9	3	2	1				
45	31	14	22	11	11	-	-	-				
10	4	6	12	5	7	-	-	-				
19	17	2	11	4	7	-	-	-				
12	11	1	9	6	3	-	-	-				
10	8	2	40	24	16	1	1	-				
16	15	1	108	79	29	-	-	-				
6	3	3	70	40	30	-	-	-				
25	16	9	93	40	53	-	-	-				
40	32	8	65	30	35	5	3	2				
31	21	10	63	31	32	3	1	2				
310	222	88	524	285	239	17	8	9				

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