



內政部移民署 103年年報



Annual Report 2014
National Immigration Agency





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內政部移民署 編印

內政部 部長 陳威仁

內政部施政主軸為「安全維護、居住正義、簡政利民」，移民業務做為內政工作的一環，近年來在國際化與全球化浪潮下，呈現其重要性與獨特性。單以入出國境旅客而言，去年全年達4,322萬人次以上的新高，較前兩年成長24%，幾乎是臺灣常住人口的两倍。移民署在「自動查驗通關系統」、「外來人口個人生物特徵識別系統」、「航前旅客審查系統」及「航前旅客資訊系統」等四大資訊科技系統的運作下，有效維持一貫便捷的優質服務，並能確保國境安全。其中「自動查驗通關系統」經中華民國軟體協會評選，榮獲去年「臺灣世界級資訊應用獎」，殊屬難得。

為了國家安全與秩序維護，移民署致力人口販運的防制，還連續第5年獲得美國國務院公布「2014年人口販運問題報告」中的防制人口販運績效第1級國家，也就是肯定了我國持續對起訴及懲罰人口販運罪犯、訓練人員與宣導上做的貢獻。去年移民署並與美國、所羅門群島、貝里斯、聖克萊斯多福及尼維斯、日本等5國簽署相關備忘錄，使全世界與我國完成簽署防制人口販運情資交流等備忘錄國家達到11國之多，穩健有效地在國際社會建構起防制人口販運的行動與資訊平台。

在內政部另一施政主軸「簡政利民」方面，移民署績效更為顯著，首先是移民照顧輔導工作，去年移民署推動「全國新住民火炬計畫」；舉辦「培育新住民二代人才方案」；推動「外籍配偶生活適應輔導實施計畫」；建置「外籍與大陸配偶關懷網絡」；推動「跨界策略聯盟，提升合作夥伴關係」；辦理並製作「新移民輔導就業專區網站」、「新移民全球新聞網」、「臺灣是我家」等電視媒體節目，廣為宣導新移民

人、事、物。這些措施有些係延續過去幾年作法並持續發揚光大，有些則是去年的創新作為，其目的均在周延規劃並落實執行新住民的照顧輔導，使新住民有「年深外境猶吾境，日久他鄉即故鄉」的溫馨感受，而能傾其全力奉獻給這片他們原本陌生的土地。

「吸引人才來臺，放寬居留限制」是內政部「簡政利民」施政主軸的另一重要環節，移民署為營造友善移民環境，去年分別修正發布「外國人停留居留及永久居留辦法」部分條文及「香港澳門居民進入臺灣地區及居留定居許可辦法」部分條文，以吸引優秀人才並落實人才留用政策。另為符合聯合國「公民與政治權利國際公約」與「經濟社會文化權利國際公約」，移民署對受收容之違法外來人口，積極加速遣返作業、降低收容天數，避免發生收容代替羈押情形。另也增進新移民工作權利保障，開闢專為新移民而設的求職平臺，去年全年即為新移民成功媒合7,489個職缺。此外更在各港口結合醫療慈善團體，辦理4次外籍漁工義診，展現無國界人道關懷精神。

去年移民節暨國際移民日活動，在臺北孔廟舉行，我們看到多位才華洋溢的新移民精采演出，也看到新移民故事專區與創業成功專區的感人呈現，讓我國傳統文化與他邦多元文化相互激盪。「彩虹之美，在於多色並存；人性之美，在於多人共榮」，我們期許移民署在此「尊重多元、欣賞差異」的氛圍下，營造新住民生活另一個榮景，寫下內政工作另一頁美麗篇章，是為序。

陳威仁

104年12月

內政部移民署 署長 莫天虎

103年本署各項工作在既有基礎上，展現優異成效。首先國境人流管理方面，在全年總入出國人數達4,332萬人次以上的空前巨量下，本署於全國增設自動查驗通關閘門8座，使總數達到53座，全年藉此系統通關人次達1,712萬以上，維持各機場通關迅捷便利的優質服務。另「外來人口個人生物特徵識別系統」、「航前旅客審查系統」、「航前旅客資訊系統」的持續運作，則有效在航班起飛前、後，執行高風險旅客篩選作業，確保國境安全。

在人口販運防制工作方面，本署透過查緝起訴嫌疑人、保護被害人、預防宣導及建構夥伴關係等「4P」工作，以充實防制工作內涵並統合成效。103年5月至7月間，由專家學者、勞動部、內政部警政署及本署代表，聯合赴臺北市政府等22個直轄市、縣(市)政府進行實地考核，以提升各直轄市、縣(市)政府對人口販運議題的重視，藉以強化防制工作。而建立國際夥伴關係的工作也積極推動，103年全年共與美國、索羅門群島、貝里斯、聖克萊斯多福及尼維斯、日本等國，簽署有關移民事務、防制人口販運或入出境管理事務情資交換合作協定(含備忘錄)，績效堪稱斐然。

在外來人口管理的面向，本署秉持「保障合法，打擊非法」的原則，置重點於強化「外來人口違法查緝」與「兩岸共同打擊犯罪」，尤其兩岸交流日益頻密，本署在「全面合作，重點打擊」的原則下，積極推動兩岸執法機關年度常態互訪與交流；俾強化兩岸共同打擊犯罪機制，為人民爭取最大福祉。

有別於打擊人口販運與查緝取締等剛性作為，移民照顧輔導則展現柔性一面。透過「全國新住民火炬計畫」之推動，103學年度共補助新住民重點學

校362所、辦理8,107場次活動，家庭關懷訪視1萬8,346戶，參與或受益者計47萬人次以上。另外推動「外籍配偶生活適應輔導實施計畫」；提升「外籍配偶照顧輔導基金」效益；建置「外籍與大陸配偶關懷服務網絡」等工作，在103年亦均取得具體成效，嘉惠眾多的國內新住民。

以上所列各項，僅為本署103年全年業務中較為顯著者，更多詳盡內容則綱舉目張、條理分明地收錄在本年報中。此為103年全署同仁揮汗工作辛勤耕耘的榮譽呈現，更是策勵來年更加努力創新、奮發精進的最大動力，特此期許全署同仁再接再厲，使移民工作能更向下扎根、向上發展，以確保國家安全，並提升國際形象。

莫天虎

104年12月

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2014 年報

1 國境人流管理

本署秉持優質服務理念，兼顧安全管理，推動建置「自動查驗通關系統」(e-Gate)、「外來人口個人生物特徵識別系統」、「航前旅客審查系統」(Advanced Passenger Processing，簡稱APP)、「航前旅客資訊系統」(Advanced Passenger Information System，簡稱APIS)等系統，103年7月國際旅遊調查和諮詢機構Skytrax公布桃園國際機場於「世界最佳證照查驗機場」獎項中，榮獲第3名的殊榮，而本署「自動查驗通關系統」亦經評選榮獲「2014年臺灣世界級資訊應用獎」，顯示本署在國境安全管理與服務等面向上之努力獲得外界肯定。



一、擴大辦理自動查驗通關、提供便民服務

為全面提升入出境證照查驗通關效能，100年3月29日本署於金門水頭商港辦理「自動查驗通關系統」(e-Gate)試營運，正式宣告我國入出國查驗通關邁入旅客自動化階段，103年度本署於桃園國際機場第二航廈增設8座自動查驗通關設備，總計全國已達53座自動查驗通關閘門，截至103年底，申請註冊人數達190萬6,744人，通關人次計1,712萬985人次。該系統參加中華民國資訊軟體協會主辦之活動並經評選榮獲「2014年臺灣世界級資訊應用獎」。

目前提供自動查驗通關註冊服務的地點，包括松山機場、桃園國際機場、臺中機場、高雄機場、金門水頭商港入、出境查驗櫃檯、臺北市服務站、臺中市第一服務站、嘉義市服務站及高雄市第一服務站等地；103年7月起，於中央聯合辦公大樓北棟1樓增設自動查驗通關系統註冊櫃檯，提供至外交部領事事務局領取護照之民眾就近申辦，增加申請註冊便利性，103年累計註冊人次達8,368人次。另為提供更即時與便利的註冊服務，本署持續推動「行動申請註冊服務」，至各大型機關、公司及團體活動場地辦理自動查驗通關系統申請註冊服務，103年度共受理3,130件。



近年來，在政府大力推展觀光政策及兩岸直航便利下，我國入出境旅客量持續成長，103年總入出國人數達4,332萬2,316人次，較102年增加528萬9,816人次，較101年增加836萬7,499人次，2年成長達24%。



二、強化境管防線

(一) 推動「外來人口個人生物特徵識別系統」

為整合外來人口入境基本資料，本署建置「外來人口個人生物特徵識別系統」，102年12月18日選定高雄機場試營運，103年度於國內各機場、港口擴大增設。截至103年12月底止，共建置395臺，累計建檔139萬9,067次、比對182萬6,664筆。

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

(二) 建置「航前旅客審查系統」、「航前旅客資訊系統」

本署102年建置「航前旅客審查系統」(APP)，103年計與本國籍、外國籍53家航空公司介接，透過即時資訊交換傳送，於航前將管制對象或依法不允登機之旅客，阻絕於國境之外。截至103年12月底止，該系統篩濾涉嫌對象計748人次，有效防杜犯罪於未然；另持續透過

「航前旅客資訊系統」(APIS)，預先過濾入出國及過境旅客，於航班起飛前或降落前，預先執行高風險旅客篩選作業，將安全審核機制延伸至國外，並與國際性恐怖分子資料庫結合，建構國際間反恐安全機制聯繫網絡及境管防線。



三、精進查驗職能

(一) 舉辦「國境管理國際研討會」

為與國際接軌，汲取他國境管經驗及最新科技，本署定期辦理「國境管理國際研討會」，建立國際合作交流平臺。「2014年國境管理國際研討會」於103年9月25日假臺北諾富特華航桃園機場飯店舉行，邀請來自美國、英國、法國、德國、比利時、義大利、日本、韓國、澳洲、加拿大等18個國家之專家學者及駐臺機構外賓參加。並由美國國土安全部海關暨邊境保護局、法國內政部內部保安處駐香港澳門出入境事務處、德國駐香港總領事館、日本法務省入國管理局、韓國法務部仁川機場移民局、澳洲駐香港總領事館及中央警察大學之移民官員與學者，分享國境管理之最新科技及生物特徵辨識技術，並向各國展示我國目前國境管理之最新科技成果。

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(二) 召開「簽證詐欺防制工作會報」

本署辦理「簽證詐欺防制工作會報」(Anti Fraud Meeting)，邀請美國、英國、義大利、澳洲及加拿大等國移民官員與會，研商建立失竊護照國際通報機制，交流人蛇偷渡資訊，持續針對查驗人員辦理證照辨識訓練，分派教官駐點授課，隨時分析更新資訊，強化查驗職能；另不定期與美國、英國、德國、法國、澳洲及加拿大等國進行實務經驗交流，邀請相關人員講授臉部及證照辨識技巧，強化國境線上第一線證照查驗人員，對偽照、變造護照辨識能力，提升查緝能量，以有效防範不法分子利用偽照、變造及冒用護照闖關。



(三) 辦理「證照辨識達人競賽」

為促進各界對證照查驗工作之認識與重視，本署舉辦「國境證照辨識達人競賽」，除本署國境事務大隊證照查驗人員外，103年度邀請警政署航空警察局、中華航空公司、長榮航空公司、國泰航空公司、昇恆昌股份有限公司及采盟股份有限公司等公私部門組隊參加，親身體驗本署第一線證照查驗人員，執勤時所面臨的壓力與挑戰。



四、國境線上執法績效

本署國境事務大隊103年於國境線上查緝非法入出國、逾期停(居)留、未經許可入國者之取締及航空(運)公司等違規載客之處罰等項目，主要執行成效如下：

- (一) 查獲通緝犯：1,207人。
- (二) 查獲列管禁止出國：856人。
- (三) 查獲列管禁止入國：185人。
- (四) 查緝過境人蛇：71人。
- (五) 查獲冒領(用)及偽變造證件：45件。
- (六) 國境線上面談：8,256件；不予通過(拒入)：157件；需二度面談：1,031件。
- (七) 依法舉發航空(運)公司違規載客：1,199件。
- (八) 查獲並裁罰在臺逾期停(居)留：2,505人。
- (九) 截至103年12月底止，本署依據入出國及移民法等相關法令規定辦理(現有)管制人數共計18萬4,341人次；內含國人管制出國10萬1,268人次，外國人管制入出國計8萬2,764人次，其他(大陸、港澳及無戶籍國民)309人次。
- (十) 103年3月17日偵破「香港籍楊○昌人蛇集團」，經長期監控，分別在桃園國際機場、松山機場及臺中機場攔獲欲潛逃出境人蛇集團

成員，首宗結合兩岸三地各單位同步執行專案勤務，全案依法移送臺灣桃園地方法院檢察署偵辦。

(十一) 103年4月28日偵破「國人李○洋為首之跨國人蛇偷渡集團」，該集團協助欲偷渡者，以交付變造護照之手法偷渡至義大利羅馬機場，全案依法移送臺灣桃園地方法院檢察署偵辦。

(十二) 103年6月27日與駐泰國移民官及各國機場聯絡官跨國合作，於泰國機場成功攔阻「國人巫○輝人蛇集團」，防堵人蛇偷渡至義大利，全案依法移送臺灣桃園地方法院檢察署偵辦。

2 防制人口販運



美國於89年通過「人口販運被害人保護法(TVPA)」,92年通過「人口販運被害人保護再授權法」,責成國務院每年遞交「人口販運問題報告(Trafficking In Person Reports,簡稱TIP報告)」,根據各國政府打擊人口販運之努力程度進行評等。

一、防制人口販運成效連續5年第一級

美國國務院於103年6月20日公布「2014年人口販運問題報告」,全球計有188個國家(地區)受評,而我國防制績效連續5年被評等為第1級國家,亞洲則僅有我國、韓國、以色列及亞美尼亞等4國脫穎而出績效獲得好評。顯示我國在推動防制人口販運的整體作為,持續獲得國際社會肯定。

該TIP報告指出,臺灣當局持續起訴及懲罰人口販運罪犯,並加強對司法警察人員及相關政府機關人員訓練,同時進行宣導大眾對人口販運犯罪的認識,臺灣完全符合消除人口販運標準之基本規定。

我國人口販運防制作為具前瞻視野且成效卓著,行政院於95年11月頒布「防制人口販運行動計畫」,並於96年成立「行政院防制人口販運協調會報」,由本署負責整合各部會資源,積極協調落實推動人口販運之預防、查緝起訴、保護被害人及建立夥伴關係等各項具體工作。



為有效防制國際間之人口販運犯罪,聯合國於89年通過「預防、壓制及懲治販運人口(特別是婦女及兒童)議定書」,於92年正式生效。

98年1月完成「人口販運防制法」的立法工作,同年6月落實推動施行,該法訂定對加害人從重處罰之刑事責任,及提供被害人保護協助措施,幫助被害人重建生活,使我國在防制人口販運工作獲得良好成效。

二、持續推動防制人口販運4P工作

我國人口販運防制工作重點與國際間互相同步,透過查緝起訴(Prosecution)、保護(Protection)、預防(Prevention)以及夥伴關係(Partnership)等4P工作,充實內涵並統合成效,簡要說明如下:

(一) 查緝起訴(Prosecution)

各司法警察機關指定專責單位負責統籌規劃查緝人口販運犯罪之相關勤務,不定期執行掃蕩工作;法務部各地方法院檢察署指定專責檢察官,積極偵辦違反人口販運防制法案件,視犯罪情節輕重,依法具體從重求刑。

103年各司法警察機關共計查緝人口販運案138件,其中涉嫌勞力剝削51件、性剝削87件;案經各地方法院檢察署共計起訴人口販運案件102件,被告184人。

(二) 保護(Protection)

1. 提供被害人適當安置及保護服務

(1) 跨國境人口販運被害人:本署與勞動部結合民間團體,於我國北部、中部、南部及東部設置24處庇護所,其中有3處為本署設置之公設民營人口販運被害人庇護所提供安置保護。103年共計新收安置被害人234人,於安置期間提供被害人生活照顧、心理輔導、通譯服務、法律協助、陪同偵訊及必要之醫療協助等相關保護

措施。另本署臺北、新竹、宜蘭及南投等大型收容所(本署高雄收容所興建中,預計106年7月初啟用),依規定為疑似人口販運被害人進行反覆清查與鑑別。103年受收容人被鑑別為人口販運被害人計有6名,已移轉安置保護。

(2) 國人18歲以上人口販運被害人:統計司法警察機關103年至12月止,查獲並移送人口販運案件中,受害者計10件17人,經詢17人皆無意願接受安置,已自行返家。

(3) 兒少性交易涉人口販運案件之被害人:統計103年至12月止,警政署提報查獲以人口販運案件移送地檢署偵辦之案件中,被害人為未滿18歲少女從事性交易者計47件81人,其中77人交由當地社政單位安置、2人由家長領回、2人已成年自行返家。



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2. 核發被害人臨時停留許可及工作許可

為協助人口販運被害人重建生活，本署103年同意核發117件臨時停留許可證、同意展延228件臨時停留許可證；另為保障工作權，同年勞動部統計核發人口販運被害人工作許可202人，併函知庇護所轄區公立就業服務中心提供就業服務，由公立就業服務中心協助154人求職，輔導推介就業成功者10人。

3. 落實偵審保護制度

為保障被害人權益，落實偵審保護，要求司法警察機關於調查人口販運案件時，務必提供通譯服務及安排陪同偵訊服務，協助說明司法調查程序及相關保護措施。103年司法警察機關偵辦並移送之人口販運案件，合計提供通譯服務193人次、陪同偵訊服務250人次、協助105名被害人結束安置後返回原籍國。

**(三) 預防 (Prevention)****1. 辦理防制人口販運教育訓練及宣導活動**

103年本署辦理2場次防制人口販運通識教育訓練、1場次防制人口販運諮詢網絡研習營、6家無線電視臺公益時段託播30秒宣導短片及臺北廣播電臺等全國各地區電臺宣導，「防制人口販運諮詢網絡研習營」課程後製為數位教學光碟。

另本署為廣續加強宣導讓年輕族群瞭解何謂「防制人口販運」，特別舉辦「防制人口販運短篇漫畫比賽」，希望藉由漫畫風趣、幽默、創新等傳播力之特色，提昇國人對於人權議題的關注度。為結合民間資源，強化政府效能，除以委託方式，並補助非政府組織辦理防制人口販運宣導活動、國際參與交流及研討會等。

2. 辦理各縣市政府人口販運防制工作成果績效評核

為提升各直轄市、縣(市)政府對人口販運議題的重視及強化防制工作，本署於103年5月23日至7月9日由專家學者、勞動部、內政部警政署及本署代表至臺北市等22直轄市、縣(市)政府進行實地考核，並按照會議召開情形、預防宣導、安置保護、查緝、夥伴關係及創新作為等6大面向執行評核。

透過本次實地考核，不僅讓各縣市政府的努力成果能具體呈現，也使中央政府與地方機關執行防制人口販運合作關係更加緊密，讓民眾得以透過網站檢視政府在打擊人口販運上的積極作為，有效宣導並落實我國防制人口販運整體工作之推行。本次考核成績獲特優機關為基隆市政府及嘉義市政府，於103年10月8日利用「2014年防制人口販運國際工作坊」活動，由內政部陳政務次長純敬頒獎表揚。

**(四) 夥伴關係 (Partnership)****1. 辦理「2014年防制人口販運國際工作坊」**

為汲取他國防制人口販運新知與訊息，並納入非政府組織(NGO)力量，與國際社會接軌，強化人口販運被害人保護機制，本署於103年10月8日假福華文教公務人力發展中心舉辦「2014年防制人口販運國際工作坊」，計有20國共236名中外貴賓參加。本次工作坊分為三大議題：第一場次討論議題為夥伴關係之建立；第二場次討論議題為網路犯罪之研析；第三場次討論議題為勞力剝削之探討。



主持人分別為中央研究院歐美研究所兼任研究員焦興鎧、美國休士頓大學城中校區(UHD)刑事司法系教授王曉明及中正大學勞工關係學系助理教授劉黃麗娟等3人。會中共邀請中、外籍公部門與民間團體代表等7名講者發表演講，外籍講者來自美國、澳洲及荷蘭等國。每個議題討論透過與學

員交流分享，對擴大與各國建立交流機制及精進我國防制人口販運策略有極大助益。

**2. 簽署臺美防制人口走私販運之資訊傳佈與交換瞭解備忘錄**

103年5月30日本署與美國防制人口走私販運中心(HSTC)簽署「臺美防制人口走私販運之資訊傳佈與交換瞭解備忘錄」，由我駐美代表處李澄然公使與美國在臺協會執行理事Joseph R. Donovan Jr.於華盛頓代表臺美雙方簽署。推動與美國簽署MOU一直是我國的重要目標。本MOU係經美方「防制人口偷渡與販運中心」、「國土安全部」、「國務院」、「司法部」及「美國在臺協會(華盛頓)」等5個機關審核通過，我國與美國並無正式外交關係，能與美方簽署MOU，不僅是美方對於我國在共同防制國際人口販運工作上的一大肯定，更是我國邁向國際合作的一大里程碑。

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此外，103年6月25日我國與索羅門群島簽署「移民事務及防制人口販運合作協定」；103年8月及9月我國分別與貝里斯、聖克里斯多福、尼維斯簽署「有關移民事務與防制人口販運合作瞭解備忘錄」及「有關移民事務及防制人口販運合作協定」，人口販運防制需要世界各國共同努力並建構國際性的合作，未來將會從法治基礎上合作，在移民事務、反恐資訊和人口販運防制上建立更緊密的合作關係。

3. 參與國際研討會

本署於103年3月6至7日派員前往柬埔寨金邊市參加「歐亞對話計畫(EU-ASIA DIALOGUE)-論述歐亞地區非常態移居和人口販運」國際研討會，並於會中發表標題為「藉由資訊交流強化打擊人口販運國際合作」之簡報，獲得與會者熱烈迴響，成功將我國防制人口販運政策及現況與各國與會代表分享。

103年6月5日另派員赴瑞士日內瓦參加「國際勞工組織大會」，深入瞭解目前勞力剝削定義及其他人口販運議題。103年6月26至27日派代表前往新加坡參加人口販運被害人人道與保護面向圓桌諮詢論壇（Join RSIS-ICRC Consultative Roundtable on the `Humanitarian Dimension and Protection Aspects of Trafficking in Persons`），並發表題目為「回應人口販運被害人需求之機制與策略」之簡報，成功與與會代表分享我國防制人口販運現況及被害人保護措施。

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

查緝起訴
Prosecution

保護
Protection

預防
Prevention

夥伴關係
Partnership

STOP
HUMAN
TRAFFICKING

3 外來人口管理

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

一、強化外來人口管理與違法(規)查緝

目前我國外來人口主要為婚姻移民與工作移民，為加強查緝虛偽結婚、非法工作、逾期停留及違反人口販運防制法等非法行為，本署各專勤隊於103年度共計實施3萬5,485次訪查(察)勤務，較102年增加訪查(察)次數達5,000次以上，除清查轄內外來人口生活狀況，藉由實施訪查(察)勤務，發現急需幫助之個案轉介至相關單位協助外，並可杜絕不肖業者或人蛇集團非法仲介外籍女子假借結婚名義來臺打工、從事賣淫等非法行為。

本署各專勤隊為保障合法婚姻，杜絕虛偽結婚與非法工作，針對大陸配偶申請來臺團聚入境前，先就其臺灣配偶實施訪談，並嚴格審核大陸配偶申請來臺團聚案件，防止以虛偽結婚方式入境來臺從事不法工作或活動。該面談機制於92年9月1日建置，對於企圖以虛偽結婚方式來臺之大陸地區人民及非法仲介集團已產生明顯嚇阻作用。

本署為強化面(訪)談機制之公正性與客觀性，函頒並實施「內政部移民署受理大陸地區人民申請團聚面(訪)談工作稽核作業流程」等作業規定。103年本署各專勤隊共執行4,501件面(訪)

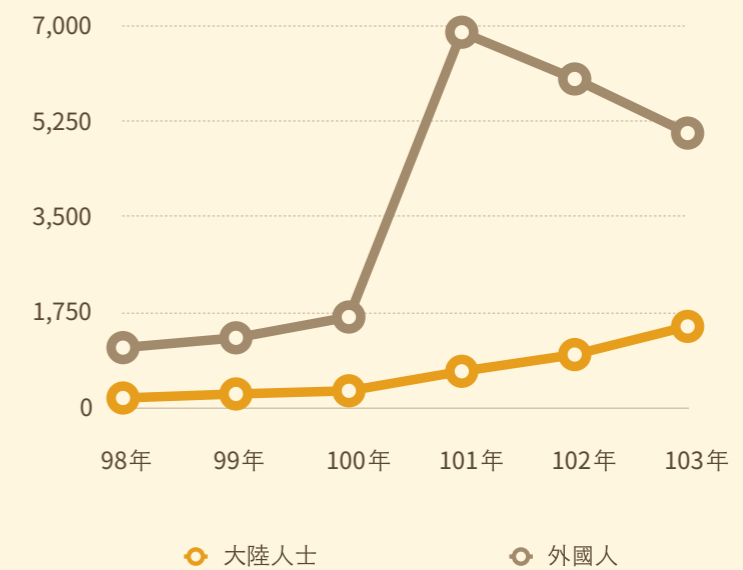
談，不予通過者共1,577件，已有效防堵大陸地區人民以虛偽結婚方式來臺。

103年度本署查獲逾期停(居)留外來人口(不包括行蹤不明外勞)共6,531人(詳如表1)，103年大陸人士查獲數1,492人為歷年最高，較102年查獲數增加517人，顯見本署查處之成效。



在全球化浪潮的推移下，國際間人口快速移動，外來人口管理工作更顯重要。

表1 本署查處外來人口在臺逾期停(居)留人數統計表



年度	大陸人士	外國人	合計
98年	178	1,102	1,280
99年	252	1,282	1,534
100年	310	1,664	1,974
101年	668	6,890	7,558
102年	975	6,032	7,007
103年	1,492	5,039	6,531
Total	3,875	22,009	25,884

備註：一、外來人口逾期停(居)人數不包括行蹤不明外勞人數。
二、本署因統計方式修改，有關表內在臺逾期停(居)留人數，以更新後數據為準。

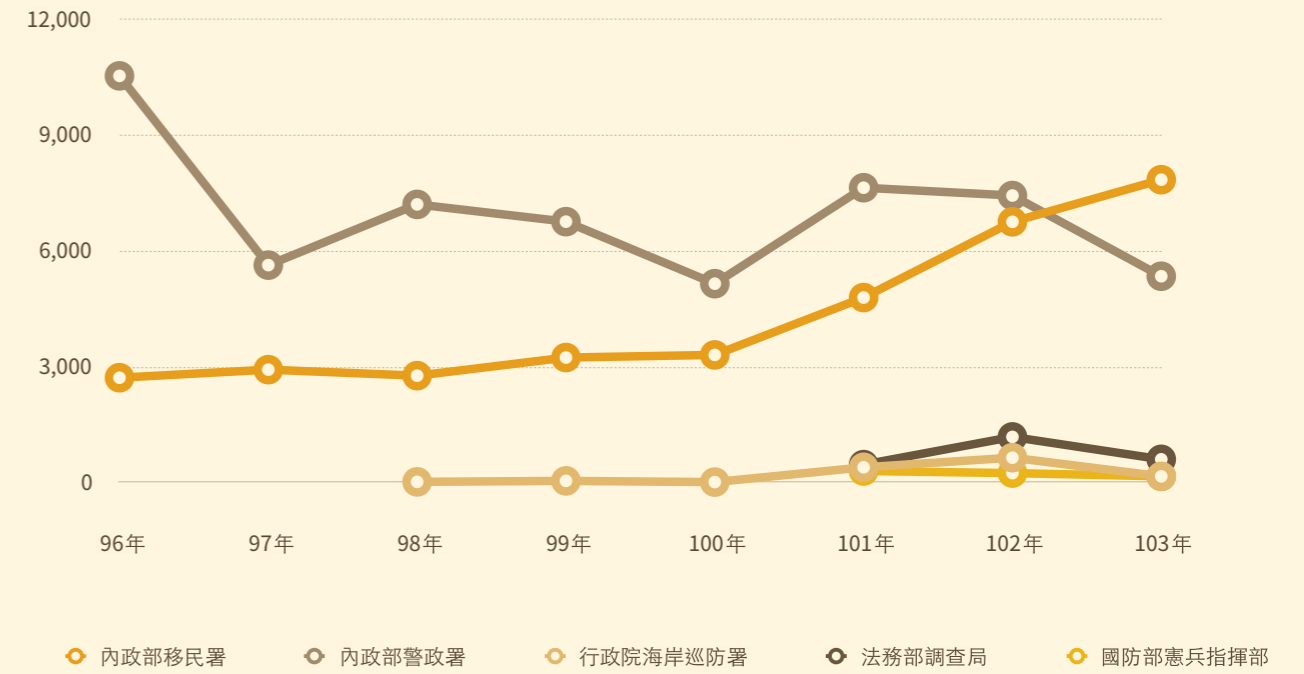
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因應國內產業及長期照護需要，外籍勞工引進人數不斷成長。截至103年底，在臺外籍勞工人數累計已逾55萬人，而行蹤不明外勞人數亦隨之不斷增加。為持續降低行蹤不明外勞在臺人數，並遏止非法聘僱、媒介及防制人口販運，強化外籍勞工之安全管理並進而維護社會安定與國家安全，本署結合行政院海岸巡防署、國防部憲兵指揮部、法務部調查局、

內政部警政署等各國安單位之查察能量，實施「加強查處行蹤不明外勞在臺非法活動專案工作」(祥安專案)，定期實施聯合擴大查察工作，並管控各機關執行成效。雖然面臨太陽花學運浪潮、九合一聯合選舉等重大維安工作，103年度各國安單位合計查獲行蹤不明外勞計達1萬4,120人(詳如表2)，有效發揮整體查緝能量。



表2 96年至103年各國安單位查獲行蹤不明外勞人數統計表



年度	內政部移民署	內政部警政署	行政院海岸巡防署	法務部調查局	國防部憲兵指揮部	合計
96年	2,717	10,543				13,260
97年	2,926	5,636				8,562
98年	2,770	7,211	17			9,998
99年	3,240	6,763	42			10,045
100年	3,308	5,155	11			8,474
101年	4,795	7,643	394	464	298	13,594
102年	6,759	7,441	644	1,182	244	16,270
103年	7,851	5,348	160	601	160	14,120
Total	34,366	55,740	1,268	2,247	702	94,323

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二、兩岸共同打擊犯罪

為防制兩岸不法分子從事人口販運、人蛇偷渡及毒品販賣等重大犯罪，破壞國內治安及影響我國國際形象，並防堵不法分子赴陸藏匿，本署依據財團法人海峽交流基金會與海峽兩岸關係協會共同簽署之「海峽兩岸共同打擊犯罪及司法互助協議」第2條「業務交流」內容，在「全面合作，重點打擊」原則下，積極推動兩岸執法機關年度常態互訪與交流，俾強化兩岸共同打擊犯罪機制，為人民爭取最大福祉。103年本署與陸方進行互訪交流活動及執行遣返成效：

(一) 103年9月11日本署莫署長天虎率團赴陸與大陸公安部部長郭聲琨及出入境管理局局長鄭百崗等人進行工作會談及業務交流，達成主要共識如下

1. 兩岸共同打擊犯罪部分

陸方允諾協緝我方逃陸重大指標性要犯返臺，並就人口販運集團及人蛇偷渡案件犯罪情資交換及查緝合作，以及持續研商擴增兩岸直航機場港口聯繫窗口。

2. 協處兩岸人民往返相關作業程序部分

(1) 簡化金門協議：鑑於大陸偷渡犯逐年減少，雙方研議簡化遣返作業，遵循「金門協議」之精神，維持每年1次以「海峽號」運作，遇個案立即聯繫確認身分及協調遣返事宜。

(2) 兩岸直航機場港口聯絡人機制：本署松山、桃園、臺中、高雄國境隊與陸方北京、上海、深圳、廈門邊檢總站，現已就兩岸民眾往來遺失證件進行即時核對身分及返回聯繫協處，雙方同意未來持續研商擴增聯繫機場及港口之範圍。



(二) 相關業務交流

1. 邀請陸方公安部出入境管理局局長鄭百崗率團一行8人，於103年7月14日至19日來臺與本署工作會談及業務交流。
2. 邀請陸方福建省公安邊防總隊副總隊長彭志平率團一行8人，於103年12月8日至13日來臺與本署業務交流。

(三) 執行金門協議

由本署與我國紅十字會總會、大陸紅十字會及福建省公安邊防總隊等單位共同執行，103年度分別於1月23日及10月22日假馬祖地區辦理，共計遣返大陸偷渡犯24人。

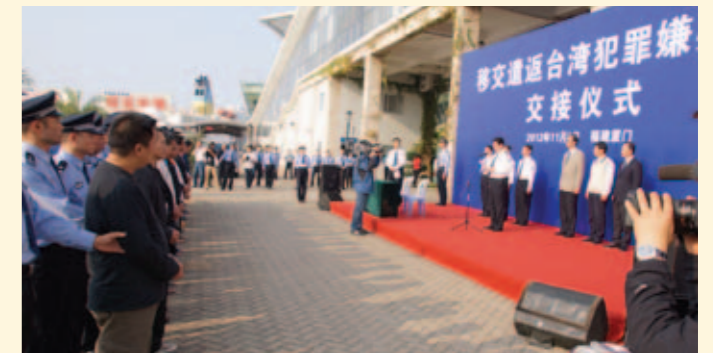


(四) 執行兩岸直航機場港口聯絡人機制

本署國境事務大隊松山、桃園、臺中、高雄國境隊與陸方北京、上海、深圳、廈門邊檢總站，就兩岸民眾往來遺失證件進行即時核對身分及返回聯繫協處，103年全年共計協處29人。

(五) 執行「海峽兩岸共同打擊犯罪及司法互助協議」工作績效

103年度計執行「大陸地區人民在臺人身自由限制通報及通知」機制，計通報法務部527人；執行「海峽兩岸共同打擊犯罪及司法互助協議」與陸方公安部聯繫有關犯罪情資101件；遣返在陸通緝犯及刑事犯3人。



(六) 破獲兩岸共同打擊犯罪指標性案件

1. 103年3月20日本署派員會同法務部調查局人員，自澳門遣返涉嫌違反毒品防制條例通緝犯張○峰返臺歸案。
2. 103年6月9日本署在臺北市、新北市、花蓮縣與各警察機關，及陸方公安部刑事偵查局、福建省公安廳合作執行收網行動，同步破獲「高○」、「聯○」、「花○」、「阿○達」等兩岸跨境賣淫集團，兩岸共逮捕嫌犯34人。



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3. 103年6月18日本署派員會同內政部警政署刑事警察局，自福建省廈門市遣返涉嫌刑法詐欺、侵占及違反入出國及移民法通緝犯吳○子返臺歸案。
4. 103年12月29日本署派員赴陸遣返逃陸涉嫌違反臺灣地區與大陸地區人民關係條例、人口販運防制法、刑法偽造文書及妨害風化等罪嫌疑犯涂○煌返臺歸案。



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

1. 續依「海峽兩岸共同打擊犯罪及司法互助協議」與陸方公安部及所轄下一級機關、各省(市)公安廳(局)進行互訪交流，並將持續拓展重要省市公安首長兩岸共同打擊犯罪合作關係，俾維護臺灣人民權益及福祉。
2. 持續推動兩岸執法機關互訪及工作會談，深化雙方工作互信，擴增協助兩岸人民遺失證件返回之機場港口，以利雙方聯繫協處兩岸人流與出入境各項事宜，進而擴大共同打擊犯罪能量。

3. 雙方廣續就兩岸跨境人口販運集團與人蛇偷渡等重大案件進行犯罪情資交換及同步掃蕩合作，俾有效維護兩岸人流正常往來，強化我入出境管理，鞏固我國境安全。



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移民照顧輔導



一、落實移民輔導措施

(一) 推動「全國新住民火炬計畫」

為建構新住民家庭生活輔導機制，培育新住民子女，增進國人多元文化理解與國際素養，廣續執行「全國新住民火炬計畫」，辦理新住民重點學校、新住民家庭關懷訪視、母語學習課程、多元文化親子共讀、編印母語生活學習教材、新住民及其子女獎助學金等工作。103學年度共補助新住民重點學校362所，辦理8,107場次活動、家庭關懷訪視1萬8,346戶，參與或受益者計47萬3,947人次。

(二) 舉辦「培育新住民二代人才方案」

為培育擁有多元文化背景及母語專長優勢之新住民二代青年，成為新興市場不可或缺的人才，本署首次與國泰慈善基金會、義美食品股份有限公司及聯合報系文化基金會舉辦「培育新住民二代青年培育研習營」，計有就讀於高中(職)及大專院校之新住民二代，共25名報名參加，安排東南亞就業市場分析、職涯規劃與企業參訪等課程，其中有95%以上學員均表示，非常榮幸有機會報名參加，感謝政府舉辦研習營，提升其自我認同感，拓展國際視野，更瞭解學習母語的重要性。

(三) 推動「外籍配偶生活適應輔導實施計畫」

為提升外籍與大陸配偶在臺生活適應，使其能及早順利適應我國生活環境，共創多元文化社會，與國人組成美滿幸福家庭，本署辦理「外籍配偶生活適應輔導實施計畫」，103年計補助全國22直轄市、縣(市)政府新臺幣567萬5,000元，辦理生活適應輔導班178班、種籽研習營3班、推廣多元文化活動5場、生活適應宣導38場次、其他專案80班次，參與或受益者計1萬8,474人。



(四) 辦理「新住民二代培力就業座談會」

為培養新住民二代成為臺灣優質國際人才，提升我國競爭力。103年舉辦「新住民二代培力就業座談會」，邀請經濟部、勞動部、內政部、專家學者、私部門代表及新住民二代進行專題座談，計196人共襄盛舉，藉此鼓勵新住民家庭成員，珍惜

自身多元文化背景優勢，呼籲企業、學校與社會各界重視新住民二代培力相關議題，並發展公私部門合作平臺的開端，拓展國際競爭力，使臺灣成為優質友善的移民國家。



(五) 提升「外籍配偶照顧輔導基金」效益

為推動整體外籍配偶照顧輔導服務，有效整合政府及民間資源，共創多元文化社會。自94年起，設置「外籍配偶照顧輔導基金」，分10年每年籌措新臺幣3億元，補助中央、直轄市、縣(市)政府及立案之財團法人或非以營利為目的之民間團體，推動「辦理醫療補助、社會救助及法律服務計畫」、「辦理外籍配偶學習課程、宣導、鼓勵並提供其子女托育及多元文化推廣計畫」、「辦理家庭服務中心及籌組社團計畫」及「辦理輔導、服務或人才培訓及活化社區服務計畫」等4大方案，103年計核准395案，總金額計新臺幣4.22億元。

(六) 推動「婚姻移民初入境訪談服務及家庭教育宣導」

為強化移民輔導，於外籍與大陸配偶入境後至本署各服務站申請居留證件，由移民輔導人員與外籍(大陸)配偶及家屬進行關懷訪談，宣導在臺居留法令及相關生活資訊，103年訪談服務計

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1萬281人次。另為提升婚姻移民家庭生活適應，倡導跨國婚姻、尊重多元文化及性別平等觀念，增進家庭互動關係，落實尊重多元家庭社會，辦理家庭教育宣導活動，103年計6,129人次參與。



(七) 建置「外籍與大陸配偶關懷服務網絡」

於全國22直轄市、縣(市)建置外籍與大陸配偶關懷網絡，每半年定期邀集中央部會及轄內民政、社政、教育、勞工、衛政、民間團體、外籍配偶家庭服務中心及外籍配偶社區服務據點召開網絡會議，期能串連中央與地方移民輔導網絡，探討新移民關注議題，透過專題報告與個案討論等，發揮資源運用功能。103年召開網絡會議計40場次，1,661人次參與。

(八) 暢通諮詢服務管道

為提供外籍配偶因語言隔閡，無法使用求助系統與便利外來人士在臺生活需求及生活適應方面之諮詢，本署設立「0800-024-111外來人士在臺生活諮詢服務熱線」，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，提供國語、英語、日語、越南語、印尼語、泰語及柬埔寨語等7種語言之免付費電話諮詢服務，103年計5萬1,270件。

(九) 辦理「新住民母語教學人才培訓計畫」

為引發社會各界對新住民母語學習興趣，本署結合策略聯盟之大學院校夥伴，合作辦理「新住民母語教學人才培訓計畫」，提供實務導向之教學互動平臺，匯聚創新教學方式，提升新住民母語教學專業知能，並鼓勵新住民投入母語教學，深耕培育潛在多元文化及國際人才，103年於全國22直轄市、縣(市)政府辦理培訓，招生768人，取得結業證書計506人。

(十) 建置「通譯人才資料庫」

為保障外籍配偶權益，適時提供通譯服務，鼓勵其參與公共事務，本署於98年建置「通譯人才資料庫」，截至103年止，通譯人員計1,450人，提供越南語、英語、印尼語、泰語、緬甸語、菲律賓語、日語、柬埔寨語、.....等18種語言服務；並提供移民輔導、關懷訪視、綜合社會福利、衛生醫療、就業輔導、家庭暴力防治、陪同出庭、陪同偵訊、警政服務及性侵害防治等10項通譯服務協助。

(十一) 跨國境婚姻媒合管理

廣續推動跨國境婚姻媒合非營利化服務，避免跨國境婚姻媒合商品化，截至103年止，已許可44家公益法人從事跨國境婚姻媒合服務；另103年度召開「內政部跨國境婚姻媒合管理審查

小組委員會議」4次，針對違法跨國境婚姻媒合案件，進行審查並予裁罰，計裁罰49件、裁罰金額新臺幣 587萬5,000元。

(十二) 強化移民業務機構管理

鑒於有意移居國外之國人，大多委託移民公司協助蒐集移民資訊或代辦申請程序，為確保移民公司具備一定專業能力，本署持續強化移民業務機構管理及查處違法違規案件，保障民眾權益。截至103年止，本署許可之移民業務機構者計101家。另為培訓足額之移民專業人員，供移民業務機構申請設立、增聘或改聘移民專業人員之用，103年先經公開甄選委託中華民國移民商業同業公會辦理移民專業人員訓練，再由本署自行辦理訓練後舉辦測驗。103年移民專業人員測驗於8月30日假臺北、臺中及高雄試區辦理，報名參加測驗人數計361人，實際到考356人，缺考5人，成績及格人數為266人，及格比率占74%。成績及格者，於103年10月6日核發移民專業人員資格證明書。



二、創新加值服務

(一) 便民行動服務「宅急便」行動服務列車

為傾聽新住民心聲，依個案需求轉介社會福利資源，使服務據點更加靈活化、服務彈性化，推動便民行動服務「宅急便」，以縮短城鄉差距，平衡區域

發展。103年行動服務列車出勤次數計476次，服務總量1萬5,448件；另針對偏遠地區特殊個案進行高關懷訪視，提供即時到宅服務，訪視新住民家庭計670個。



(二) 推動「跨界策略聯盟」，提升合作夥伴關係

本署積極推動與學校及民間團體合作，拓展移民服務面向，藉由資源共享、人才培訓、專題講座、案件申辦及交流合作等5大內容，建立正向互惠關係，整合相關資源，建立交流體系，拓展為民服務成效。截至103年止，本署計與國內、外83所大學校院及民間團體簽署「策略聯盟合作協議書」。

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(三) 辦理「校園行動列車宣導活動」

為使外界瞭解本署重要政策作為，本署自103年，首次辦理「校園行動列車宣導活動」9場次，建立校園師生對移民議題之認識與關注，提升本署之施政滿意度。

(四) 建置「入出國及移民管理系統」

本署整合現有相關系統，建置「入出國及移民管理系統」，其中外事部分，於102年11月全面上線；陸務部分，103年7月1日起，於本署新北市服務站全面改採新系統收件並核發各類證件，藉由簡化收件流程、透明化流程控管，便利外來人士查詢相關申請案件之辦理進度，持續提升行政效能與服務品質。

(五) 辦理「新移民輔導就業專區網站」

本署與人力銀行無償合作，創立「新移民輔導就業專區網站」提供新移民就業職缺與企業主求才管道。截至103年止，網站瀏覽32萬1,097人次，新移民加入會員計8,656人，媒合職缺計7,489個。

(六) 製播「臺灣是我家」

為推廣行銷多元文化，本署與TVBS無線衛星電視臺共同合作「臺灣是我家」新移民電視節目。自103年4月起，於TVBS各頻道播出，以6種語言（國語、英語、印尼語、越南語、泰語及柬埔寨

語）及中印、中越雙語字幕播出，提供新移民在臺生活資訊，增進國人瞭解新移民文化。截至103年止，短版節目高達2,250萬人次觀看，長版節目高達229萬人次觀看。

(七) 製作「新移民全球新聞網」

為加強在臺新移民之照顧輔導服務，本署與義美聯合電子商務股份有限公司合作製作「新移民全球新聞網」，於103年7月28日上線運作，以落實政府照顧輔導新移民並提供新移民資訊管道，讓新移民在第一時間獲得資訊，增進其生活品質與在臺生活能力。



103年辦理防制人口販運宣導、新移民微電影及影像徵選等活動，產出文字新聞1萬58則，影音新聞7,088則，語音新聞7,166則，造訪人數68萬8,000人，訂閱電子報會員2,352人。

(八) 推動「新住民資訊素養教育計畫」

為消弭數位落差，提升新住民資訊應用能力，落實新住民數位關懷，創造公平機會，本署推動「新住民資訊素養教育訓練計畫」，提供16門免費電腦課程供新住民參與，課程由淺入深，從認識電腦到學習上網及使用E-mail、Blog、Facebook、Office文書應用系



列，以及中文輸入、求職系列等，專為新住民量身訂做，打造在臺生活及適應臺灣資訊應用環境的課程。

本計畫自103年1月1日起，於全國22直轄市、縣（市）政府同步開課，至103年10月底課程結束，累計開課2,078班、報名2萬5,908人次、2萬4,045人次結訓。其中，固定教室開班1,240班次、結訓1萬5,841人次；行動教室開班838班次、結訓8,204人次。偏鄉與都會開課比例約1:1.5，達到推廣課程遍地開花之效果。

為新住民建置之入口網站「新住民數位資訊e網」（網址為<https://nit.immigration.gov.tw>），於103年2月10日正式上線營運，提供繁體中文、簡體中文、英語、越南語、泰語、柬埔寨語及印尼語等7種語文之電腦應用線上學習課程及雲端電子書數位閱讀服務，並進行課後關懷外撥電話計

6,209通，以了解新住民學習狀況及提升課後諮詢協助。

本署於103年10月24日舉辦「推動新住民資訊素養教育計畫」成果發表會，邀請內政部長陳威仁蒞臨致詞，科技會報辦公室、教育部、各縣市NGO團體代表及各地新住民學員參與，除展現豐碩執行成果，並宣布104年將續辦本計畫，期望更多新住民朋友受惠。

5 兩岸交流往來

一、調高陸客來臺觀光配額，增加陸客自由行開放城市

103年4月16日實施「調高陸客來臺自由行配額」，由每日3,000人調高至每日4,000人，以帶動國內旅遊景氣；另為保障旅遊旺季權益，103年9月及12月調高團體旅客數額，由每日5,000人調高至8,000人。

為配合「開放陸客來臺自由行政策」，公告新增大陸旅客來臺個人旅遊之指定區域，計有哈爾濱、太原、南昌、貴陽、大連、無錫、溫州、中山、煙臺及漳州等10個城市，並自103年8月18日生效，截至103年止，開放陸客來臺自由行城市計36個。

二、金馬澎小三通落地簽

自97年放寬大陸地區人民以旅行事由，赴金門、馬祖及澎湖得辦理「臨時入出境停留通知單」（落地簽）；100年6月13日起開放大陸地區人民到廈門經商、洽公者，可至金門進行1日遊。101年3月15日起開放「金廈1日遊」線上申辦服務；102年7月16日將「金廈1日遊」延伸為「金廈2日遊」，簡化應備文件，審核時間由24小時縮短為上班時間（8時至17時）內4小時；102年9月1日將線上申辦擴及所有赴小三通離島旅遊（含團體及個人）之大陸地區人民；另行政院於102年7月19日修正發布「試辦金門馬祖澎湖與大陸地區通航實施辦法」，本署配合修正相關作業規定及送件須知，落實法規鬆綁，大幅提高大陸地區人民以小三通往來離島之便利性，促進經濟發展及消費。

為使大陸地區人民赴離島地區觀光更便捷，臨時停留許可證件，於入境前以網際網路申請，增加可於入境時提出申請落地簽之規定，103年12月16

日公告其適用對象、限制方式、人數及應備文件，自104年1月1日生效。

三、陸客來臺觀光速件申請

為因應實務上有緊急發證之需要，考量現行核發外國人簽證及國人護照相關實務作業規定，均有辦理速件處理收費體例。

103年11月11日修正發布「大陸地區人民及香港澳門居民入出境許可證件規費收費標準」及「入出國及移民許可證件規費收費標準」，增訂申請相關證件要求速件處理者，每提前1個工作日製發，每人加收速件處理費新臺幣300元，便利有實際需求陸客，依規定申請繳費後提前領證。



四、持續推動流程簡化政策

103年1月1日起，「大陸地區人民進入臺灣地區許可辦法」、「大陸地區專業人士來臺從事專業活動許可辦法」、「大陸地區人民來臺從事商務活動許可辦法」及「跨國企業內部調動之大陸地區人民申請來臺服務許可辦法」等四法，整併為「大陸地區人民進入臺灣地區許可辦法」，將大陸專業商務人士來臺事由及審查作業流程大幅簡化，103年度申請專業商務來臺者計30萬4,522人次，

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

較102年度增加4萬9,539人次。為提升服務效能，103年12月邀請政府相關部會承審人員及本署第一線業務執行人員，辦理4梯次審件教育訓練，優化行政效益，加速審理發證，活絡各產業優秀人才往來。

五、開放大陸地區專業、商務人士來臺全面線上申辦

103年1月1日起，大陸地區專業、商務人士來臺全面採取線上申辦，臺灣邀請單位使用憑證線上申辦，除可確認使用者身分，亦可增加資料傳輸安全性，案件經審查完成後，邀請單位可自行於線上繳費及下載電子證，大幅縮短取證時程。

為提升友善便民服務，在本署各縣市服務站設置電腦設備，供民眾使用，持續優化系統及操作介面，維持申請案上傳及審查順暢，俾利大陸地區專業、商務人士來臺申請更為便民。



(一) 大陸地區人民來臺觀光申請案件線上申辦系統優化

為配合陸客來臺旅遊政策逐步鬆綁及常態化，本署於100年建置「大陸地區人民來臺申請暨發證管理系統」，提供旅行業者、邀請單位、大陸地區人民更便利、快速及線上即時檢核之來臺入境網路申請作業，以減少收件及人工登錄建檔時間，加速補件撤件及審核等後續作業，達到電子化政府之目標。

因應兩岸陸續新開放航點（機場及港口）與放寬大陸人士來臺自由行城市，申請人數大幅成長，102年陸客自由行已由原先100年開辦之每日500人配額提升至3,000人；另100年一類觀光每日配額為4,000人，102年提高至5,000人，因應103年3月至5月、9月及12月，旺季尖峰時段實施權宜措施，再調高團體旅遊每日配額至8,000人。截至103年止，本署受理大陸人民來臺一類、二類、三類觀光及個人旅遊案件申請量，計331萬6,876件。

為因應陸客來臺人數劇增、不同類申請案複雜申請流程及後臺新投入審件人員，進行系統架構調整。103年規劃現行大陸港澳線上申請平台，進行效能優化，將系統每日總收件量上限，由6,000件提升至2萬5,000件。

(二) 成立陸客申請平台客服中心

為提升客戶來電諮詢服務，103年5月導入線上客服系統，成立「陸客申請平台客服中心」，接受旅行社電話及線上文字客服，亦提供工商企業及民間團體邀請單位，使用線上客服系統，協助處理各類諮詢服務，103年客服中心受理諮詢案件，電話客服2萬4,618件、文字客服1萬2,453件，計3萬7,071件。

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(三) 大陸地區專業、商務人士來臺申請案件線上申辦

為簡化大陸地區專業、商務人士來臺申辦程序，便利兩岸交流，本署積極整合相關資源，推動線上申辦。行政院於102年6月召開「研商縮短大陸專業、商務人士來臺發證時間及簡化作業會議」決議，於102年至103年間分3階段實施，102年已完成第1、第2階段，有關申辦商務活動及跨國企業內部調動案及教育、經貿、農業及交通等專業人士來臺交流案，採線上申辦及審查。

另第3階段，則於103年完成全面線上申辦，加快審查流程，申請文件齊備，紙本申請需10個工作天發證，線上申辦縮短為3至5個工作天，審件過程透明。截至103年止，大陸商務及專業人士線上申請來臺，計30萬4,522件。

(四) 陸客觀光來臺搭乘郵輪旅遊申請快登調整

為促進郵輪觀光，對於國內旅行社反映大陸旅客搭乘郵輪來臺，因集中大量申請入臺證，申辦電子證時間緊迫，本署簡化旅行社線上申辦資料登打作業，行程表改以附件上傳，業者無須輸入來臺行程內容，申請人之教育程度、在臺地址等欄位資料，調整為非必填欄位。以103年陸客郵輪觀光

申請1,149團、受理3萬3,357件計算，每團節省旅行社申請時間10分鐘以上。

(五) 線上申請新增信用卡繳費功能

為提供更多元化線上申辦繳費管道，除提供之銀行帳戶轉帳、晶片金融卡轉帳外，103年9月起新增線上信用卡繳費功能，經由「e政府服務平台」，可使用38家發卡機構信用卡進行線上繳費，便利民眾申請。截至103年止，以信用卡繳費計565件、繳費新臺幣234萬5,100元。



六、強化大陸人士入境動態安全管理

為強化大陸地區專業、商務人士入境後之動態管理，訂定「大陸地區人民進入臺灣地區活動訪視計畫」及「內政部移民署會同目的事業主管機關及相關機關執行大陸地區人民來臺從事專業、商務活動訪視案件標準作業程序」，於大陸人士入境後，透由本署或會同目的事業主管機關及相關機關執行實地訪視，期使法規簡化效益與安全管理機制，得以兼顧，103年訪視計659件。

對於大陸地區官職、黨職人員來臺，除訂有聯審會審查、訪視查核外，積極強化違規查處機制，落實大陸人士入境動態安全管理，防止違反社會秩序及國家安全之情事，103年查處各類違規案計547件。



七、陸客觀光意外事故緊急協處案例

- (一) 103年2月，來臺個人旅遊之陸客陳○駿，於宜蘭縣員山鄉大湖遊樂區踩船遊湖，不慎落水，緊急送往醫院急救後不治，本署協助臺灣及大陸隨團導遊辦理家屬來臺處理後續喪葬事宜。
- (二) 103年4月，來臺團體旅遊之陸客虞○仙，因感染「H7N9病毒」，經臺大醫院轉至加護病房治療後不治，本署主動聯絡臺灣及大陸隨團導遊，協助大陸家屬辦理來臺處理後續喪葬事宜。
- (三) 103年11月，來臺個人旅遊之陸客梁○昕，於宜蘭縣北宜公路發生交通意外事故，經萬芳醫院急救後不治，本署協助家屬來臺處理後續喪葬事宜。

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國際事務合作



103年度本署陸續與美國、索羅門群島、貝里斯、聖克里斯多福及尼維斯、日本等國簽署有關移民事務、防制人口販運或入出境管理事務情資交換合作協定（含備忘錄），並辦理國境管理國際研討會、防制人口販運國際工作坊、移民政策國際研討會等大型國際會議，積極與世界各國及國際趨勢接軌，有效提升我國國際形象與地位。

一、提供海外服務與協緝

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

處理與協調，達成「提供海外服務、協緝犯罪案件、促進國際合作」等任務。

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

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

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

依據本署「駐外人員派用要點」，每年定期辦理移民秘書甄選、儲備及輪調作業，103年度計有越南河內及胡志明市、加拿大多倫多及溫哥華、美國洛杉磯、紐西蘭及印度等地區共7個據點

國際間跨國性人口移動現象日益增加，對國家之經濟、治安及政治各方面均產生影響，本署職司人流管理任務，為加強與各國之交流，積極參與國際事務合作，建立跨國聯繫合作平臺，共同打擊國際人口販運、強化反恐作為及維護國境安全。

辦理輪調，本署除落實定期輪調制度，並適時規劃調整駐外據點，廣續強化移民秘書職能。

另為便利旅居海外之大陸人士提出赴臺觀光申請，本署102年開辦線上核發海外大陸人士來臺觀光許可證作業，截至103年止，受理申請計2萬6,352件；103年辦理海外為民服務與輔導照顧案件1萬9,498件（103年3月調整本署移民秘書服務據點，故案件較102年減少3萬7,735件）；受理申請案件審理19萬2,700人次；處理海峽兩岸共同打擊犯罪及司法互助協議案件101件；查獲註管有案對象527人；查獲偽造冒用護照145件；協緝遣返外逃通緝犯89人；協助遣返境外涉案國人209人。

二、促進國際事務交流

1月3日

越南勞動榮軍社會部海外勞工管理局副局長黃金玉、駐臺北越南經濟文化辦事處代表仲雲一行4人拜會謝前署長立功，雙方就「越南95號議定書」相關事宜進行討論。

1月16日

日本法務省入國管理局官房審議官杵淵正巳一行4人於上午參訪宜蘭收容所及庇護所，下午參加由張副署長琪主持之第4屆臺日入出國管理會議。



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2月12日

美國公司 The asian Group, LLC.營運長Nirav Patel、Polaris Wireless Inc 副總裁 Sridhar Kolar 及特助 Enoch Kim一行拜會何副署長榮村，雙方就定位追蹤設備議題進行交流。

巴拉圭駐華大使館柏馬紹大使率新任武官鳳翱龍上校禮貌性拜會謝前署長立功。

2月26日

駐臺北印尼經濟貿易代表處艾立富代表一行4人拜會謝前署長立功，雙方就駐臺北印尼經濟貿易代表處提出包機遣返印尼逃逸外勞一事進行交流。

3月12日

奈及利亞聯邦眾議院內政委員會副主席 Daniel Effiong Asuquo及聯邦眾議院資本市場委員會副主席 Chris Emeka Ifeanyi Azubogu拜會謝前署長立功，雙方就人口販運及非法移民等議題進行意見交流。

3月28日

越南外交部領事事務局阮局長友照一行5人拜會本署謝前署長立功，雙方就移民事務相關議題進行意見交流。

4月15日

本署舉辦第2屆臺印移民事務會議，會後由謝前署長立功與印尼移民總局長Bambang Irawan共同簽署聯合聲明，穩固雙方既有合作關係，強化移民事務與防制人口販運及人蛇偷渡之合作架構。

5月12日

泰國皇家警察總署副總監Chatchawal Suksomjit一行禮貌性拜會謝前署長立功，雙方並就移民事務及防制人口販運合作MOU事宜進行交流。

5月27日

國際警察首長協會會長Yousry Zakhary伉儷禮貌性拜會莫署長天虎，雙方並就我國參與「失竊及遺失旅行證件資料庫(SLTD)」分享機制一事進行交流。

6月11日

駐臺北韓國代表部趙百相代表拜會莫署長天虎，雙方就洽簽「移民事務與防制人口販運合作協定」案進行交流。

6月17日

帛琉大使館Dilmei L. Olkeriil大使拜會莫署長天虎，討論帛琉人民在臺醫療延長停留問題及就兩國簽署合作瞭解備忘錄(MOU)交換意見。

6月19日

美國在臺協會僑英傑副處長拜會莫署長天虎，遞交人口販運問題報告並就「移民署與衛生福利部協調提供性侵害犯罪資料予美方」案之進展交換意見。

6月26日

蒙古國籍暨入出境總局Purevdorj Bukhchuluun局長一行拜會莫署長天虎，雙方就移民事務交換議題。

6月27日

菲律賓移民局Siegfred Mison局長拜會莫署長天虎，雙方就洽簽「移民事務與防制人口販運合作協定」案進行交換意見。

6月30日

巴西商務辦事處Sergio Taam處長拜會莫署長天虎，雙方就在臺之巴西籍外僑申辦新護照個案交換意見。

7月22日

美國防制人口走私販運中心主任Scott Hatfield拜會本署，雙方就MOU合作機制及防制人口走私販運執行情形進行交流。

7月29日

臺灣日本人會總務部會長岸本恭太拜會張副署長琪，針對加強宣傳自動查驗通關系統及放寬永久居留時間限制等議題討論。

8月14日

美國國會助理第9團樂巨(Large)一行拜會胡主任秘書景富，雙方就防制人口販運及移民事務相關議題進行交流。

9月15日

派員陪同內政部陳部長威仁接見日本交流協會臺北事務所代表沼田幹夫，雙方就移民事務及兩國交流互動等議題進行交流。

9月24日

莫署長天虎會晤新加坡副警察總監兼刑事局局長雲維德，雙方進行工作交流，俾利日後推動移民事務及防制人口販運業務。

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9月29日

蒙古國駐臺北烏蘭巴托貿易經濟代表處代表額勒貝格 (ELBEG Samdan) 率新任副代表雅鋼把塔 (YADMAA Ganbaatar) 拜會張副署長琪，雙方持續落實MOU合作意旨。

10月24日

駐臺北印尼經濟貿易代表處代表艾立富及簽證部主任蘇麗思拜會本署，雙方就移民事務等議題進行交流。

歐洲在臺商務協會執行長何飛逸拜會莫署長天虎，雙方就提升外國人在臺生活品質議題進行討論。



11月12日

派員陪同內政部陳部長威仁接見駐臺北以色列經濟文化辦事處代表何璽夢，雙方就移民事務及防制人口販運議題進行交流。

11月18日

澳洲駐香港總領事館領事 Erica Biddle (白艾嘉) 率澳洲駐香港總領事館聯絡經理 Bao Yin Zhou (包寅洲) 及澳大利亞移民及邊境保護部區域流動警示系統專案經理 Peter Charles Birse 一行到訪我國，介紹區域流動警示系統 (RMAS)。



12月19日

斐濟駐華貿易暨觀光代表處代表鄔凱瑞拜訪莫署長天虎，雙方就移民事務交換意見。



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

5月30日

與美國簽署「臺美防制人口走私販運之資訊傳佈與交換瞭解備忘錄」，我國是亞太地區第一個與美國簽署類此MOU的國家，擔負推動亞洲地區人口販運防制工作的重要角色。



6月25日

與索羅門群島簽署「移民事務及防制人口販運合作協定」，雙方將在法制基礎上攜手，就移民事務、國際反恐資訊與防制人口販運方面建立更緊密合作關係。



8月15日

與貝里斯簽署「移民事務及防制人口販運合作瞭解備忘錄」，雙方將針對移民事務、防制人口販運及反恐議題，進行實質交流與合作。

9月18日

與聖克里斯多福及尼維斯簽署「移民事務與防制人口販運合作協定」，雙方將在法制化基礎上建立更緊密的夥伴合作關係。

11月20日

與日本簽署「有關入出境管理事務情資交換暨合作瞭解備忘錄」，我國是第一個與日本簽署入出境管理事務MOU的國家，雙方將攜手共同強化打擊入出國不法案件及防制恐怖主義之力度，有效提升國境安全管理能量。



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移民政策暨移民人權

一、移民政策

(一) 現階段移民政策內涵

考量我國少子女化、工作年齡人口減少、高齡化及移民現象變遷速度加快，對未來發展的挑戰更是嚴峻，為及早籌謀因應對策，行政院於103年修正核定中華民國人口政策綱領，包括「精進移民政策，保障移入人口基本權益，營造友善外來人口環境，開創多元開放新社會」之基本理念，及「因應人口結構變遷，配合國內經濟、教育、科技及文化等之發展，積極規劃延攬多元專業人才」、「協助移入人口社會參與，倡導多元文化，開發新優質人力資源」、「營造友善移入人口及其家庭環境，平等對待並保障其權益」等政策內涵。並請相關單位研訂各項具體措施，滾動檢討修正人口政策白皮書。

近年來入境我國外來人口中，係以非經濟性婚姻移民為主，其次為外籍勞工。依99年至149年臺灣人口推計資料，我國現階段尚處於人口紅利時期，勞動人口數尚屬充沛，然隨著大陸市場崛起，產生磁吸效應，使得亞洲各國人才競爭日趨白熱化，國內勞動環境及產業結構調整後，人才外流現象日益嚴重。

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



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

現階段人口政策白皮書之移民對策目標如下

掌握移入人口發展動態：確實掌握國家移入人口動態，建立長期性之觀察機制，充分瞭解移入人口需求，確保國家資源配置效能。

深化移民輔導：持續強化入國前輔導及移民業務機構管理，合理保障移入人口各項權益。

吸引所需專業人才及投資移民：建立完善專業和投資移民辦法，透過跨部會合作，吸引我國所需專業多元優秀國際人才。

建構多元文化社會：建構多元文化學習環境，培養國人「多元尊重」價值觀，延續移民原生文化，豐富多元文化社會。

完備國境管理：強化查核與面談機制，兼顧人權與安全，建構嚴密完整之國境內外管理機制，兼顧便民與通關安全。

深化防制非法移民：擴大國際交流合作，共同打擊跨國人口販運集團，提供人口販運被害人完善之保護與安置，並強化非法入境及逾期居留之查緝、遣送效能。

(二) 內政部移民政策小組

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

鑑於移民政策規劃涉及各相關部會業管事項，為強化執行及協調成效，爰於101年5月25日修正移民政策小組設置要點，將移民政策小組之層級由署提升至部，並由內政部部长兼任召集人，次長兼任副召集人，本署署長兼任執行秘書，委員人數由13人增加至27人，包括機關代表17人及學者專家10人。103年度於2月11日、6月11日召開2次會議，就移民政策相關議題進行討論。

(三) 移民政策國際研討會

近10年來我國外籍配偶及外僑居留人數增加快速，為審視政府近年投入資源配置、制度設計及社會動能等議題，於11月19日舉辦「2014年移民政策國際研討會-多面向探討我國移民政策」。內政部政務次長陳純敬、國泰慈善基金會董事長錢復與署長莫天虎等人出席，各國駐華代表、國內外專家學者、民間社團、策略聯盟學校及火炬計畫績優學校約200多人共同與會。

會中就我國對於外籍人士之「環境友善度」、「生活便利性」、「社會創新力」及「二代子女培力-實務分享」進行跨文化、跨國界、跨領域之精采對談。



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(四) 辦理2014移民節暨國際移民日

本署與臺北市政府於12月6日假臺北市孔廟共同舉辦「2014年移民節暨國際移民日-多元文化藝術饗宴」，活動中內政部邱昌嶽次長親臨會場頒發102年度外籍與大陸配偶照顧輔導措施考核表現績優的11個縣市外，並邀請印尼、日、韓、越南駐華代表、民間社團、新移民等1,000多人齊聚孔廟共襄盛舉；活動以多元文化藝術饗宴為主軸，邀請具表演才華的新移民精采演出及匯集「第一」特性的新移民故事區與創業成功區；現場輔以103年剛完成培訓的新移民導覽員負責孔廟說明，讓孔廟文化、多元文化及觀光相互激盪，再次見證新移民的學習成果。

我國移民事務，經緯萬端，為執簡馭繁，規劃一套可長可久的移民政策，爰依據現階段我國人口政策綱領之內涵，規劃掌握移入人口發展動態、深化移民輔導、吸引所需專業人才及投資移民、建構多元文化社會、完備國境管理及深化防制非法移民等各項對策，期建構一個兼容並蓄、多元繁榮之社會。

**(五) 營造友善移民環境****1. 鬆綁法令，吸引優秀人才**

(1) 103年4月22日修正發布「外國人停留居留及永久居留辦法」部分條文，放寬外國人經許可可在臺灣地區居留者，得於年滿20歲以上時申請延期居留，以及外國人來臺應聘與就學者之離境期間為6個月，以吸引外籍優秀人才留臺服務。

(2) 103年6月10日修正發布「香港澳門居民進入臺灣地區及居留定居許可辦法」部分條文，放寬在我國就讀大學以上之港澳學生畢業後，符合一定要件者得申請定居，俾利落實人才留用政策。

2. 落實公民與政治權利國際公約之相關規定

103年8月26日修正發布「外來人口在臺所生新生兒註記標準作業流程」、103年10月22日修正發布「查處非法外來人口及其在臺育有未滿十八歲兒少工作標準作業流程」，以落實公民與政治權利國際公約之相關規定，並保障兒童及少年就學、醫療等社會福利與權益。

3. 製播新移民電視及廣播節目

為繼續推動整體外籍與大陸配偶照顧輔導服務，自103年4月起籌備規劃製作新移民電視節目-《臺灣是我家》及義美聯合電子商務股份有限公



司合作製作新移民全球新聞網，以落實外籍、大陸配偶及其子女資訊取得、生活適應、關懷服務、親職教育、強化家庭功能等，另讓一般民眾能更瞭解新移民母國及生活文化。

**二、移民人權****(一) 移民人權諮詢小組**

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

截至103年12月底，移民人權諮詢小組已召開16次會議，協助檢視各項施政作為與法令增修，結合實務與理論，提升服務效能，主要討論議題包括：

- (1) 衡平外籍及大陸配偶各項權益事項。
- (2) 廣續提升與改善面談運作機制。
- (3) 強化移民署專勤隊同仁面談訓練。
- (4) 設計受面談人問卷調查案，以提升面談工作品質。
- (5) 持續加強關注外籍與大陸配偶家庭及預防家暴事件。
- (6) 廣續實施外籍與大陸配偶家庭性別平權教育。
- (7) 研修外國人收容作業程序及人口販運被害人認定標準。
- (8) 增訂多國語言之驅逐出國處分書(截至103年止已訂定中文、英文、印尼語、泰語、越南語等5國語言版本)。
- (9) 持續辦理通譯人才培訓案。
- (10) 研擬給予無證居留臺灣多年外國人居留權之可行方案。
- (11) 研議精進外籍配偶母國學歷認證事項。

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(二) 推動移民人權保障

1. 促進收容人權益，保障人口販運被害人

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

另印製各國語言之「收容人入所須知」摺頁(包含基本權益保障)，於收容人進入收容所時依國籍發放，以告知其權利義務，俾落實申訴管道。截至103年止，計有17國語言版本(包含英、越、泰、印、德、蒙古及斯里蘭卡.....等)，讓收容人入所後能即時明確知悉收容相關管理規定，保障收容人權益，此外，本署針對涉案之收容人亦提供法律諮詢或訴訟協助，以加速其案件審結，俾使儘速遣返。

為符合聯合國「公民與政治權利國際公約」與「經濟社會文化權利國際公約」兩人權公約精神，本署推動加速遣返作業，降低收容天數，避免發生收容代替羈押情形。在遣返大陸地區非法入境人民作業方面，本署除依「金門協議」執行例行性遣返作業外，並規劃簡化大陸偷渡犯遣送作業，跳脫舊有協議框架、並在官方對口、制度化、有利化及不矮化我方主權之前提下，保持彈性，朝小三通模式前進。

綜覽100年至103年之收容人平均收容天數之數據，100年為64.3天、101年為45.32天、102年為36.97天、103年為39.58天。收容人平均收容天數103年度雖較102年度略微增加2.61天，惟102至103年收容人平均收容天數均維持

在40天以下，與100年度數據已有大幅降低，顯見本署在維護收容人權利上已見成效。

2. 改善面(訪)談運作機制

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

3. 增進新移民工作權益保障-新移民就業專區網站

自102年起，本署透過1111人力銀行的協助，在「1111求職網」開闢一個專為新移民打造的求職平臺，不僅提供新移民各類適合職缺，也為企業主尋覓各種多元人才。截至103年12月止，替新移民朋友媒合了7,489個職缺。



4. 維護婚姻移民家庭團聚權

為適當維護親子生活照顧及家庭人倫相處權益，103年8月11日修正發布「禁止外國人入國作

業規定」，增列曾有持用不法取得、偽造、變造之護照或簽證；冒用護照或持用冒領護照經禁止入國之外國人，因與有戶籍國民結婚並辦妥結婚登記，且育有與配偶所生之在臺灣地區設有戶籍親生子女者，得申請縮短禁止入國期間為2年之規定。

5. 辦理外籍漁工義診，展現無國界人道關懷

來自東南亞等國之外籍漁工，因長時間於海上從事捕魚工作，囿於船上醫療設備有限，故常須忍受身體病痛，無法就醫。103年本署國境事務大隊特在我國兩個遠洋漁業基地(東港、蘇澳)舉辦4次結合外部資源的外籍漁工義診，邀請慈濟基金會與當地漁會共同參與，同時加強義診訊息預告刊登，擴大宣傳，以實際行動關懷漁工的健康，體現本署重視人權與尊重多元的宗旨，期提升國際人權團體對我國的評價，並樹立公部門與民間團體跨域合作的典範，未來亦將廣續辦理義診活動，嘉惠更多外籍漁工。

(1) 本署國境事務大隊高雄港國境事務隊長陳泗村帶領同仁，結合翻譯志工、醫療慈善團隊，於103年3月23日辦理東港地區境外僱用外籍漁工義診，發揮人道關懷精神，

因反應熱烈，於9月14日再次舉辦義診，彰顯人道關懷是無國界。

(2) 本署國境事務大隊基隆港國境事務隊長黃金水帶領所屬同仁，結合翻譯志工、醫療慈善團隊，於103年6月22日辦理蘇澳區漁港境外僱用外籍漁工義診，用實際行動關懷船員健康；於12月14日再續辦義診活動，展現我國無私奉獻的精神。



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移民行政業務

延攬優秀人才執行入出國及移民業務，以落實「黃金十年國家願景、和平兩岸、友善國際」之施政目標，為培育移民行政人才與開拓多元取才管道，101年首度辦理「公務人員特種考試移民行政人員考試」，101年錄取二等、三等及四等共計122人，分別於102年7月15、29日訓練期滿成績及格分發任用。

102年錄取二等、三等及四等共計147人，分別於103年9月1日、12日訓練期滿成績及格分發任用。103年錄取二等、三等及四等共計97人，預計104年10月專業訓練結訓後分配外勤單位實施實務訓練。



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一、人事業務

為配合行政院組織改造「內政部入出國及移民署組織法修正草案」業經立法院三讀通過，總統於102年8月21日公布，內政部入出國及移民署修正為「內政部移民署」，並於104年1月2日施行。依據行政院人力評鑑，調整各大隊組織分工及設置方式，除國境業務外，整合專勤、服務及收容業務，調整為以區域為基礎之整合組織模式，分設北區事務大隊、中區事務大隊及南區事務大隊，進行組織改造，強化組織職能。103年重要業務如下：

(一) 編制任免業務

本署103年度預算員額職員2,202人、約聘僱人員562人及技工工友64人，合計2,828人。截至103年12月底止，實際在職職員為1,983人、約聘僱人員559人、技工工友63人，計2,605人。

本署提列103年公務人員特種考試移民行政人員考試需用名額110名，業經考選部於103年8月16日、17日舉辦是項考試，並於103年11月、12月

揭示榜單，計錄取97人，錄取人員於103年12月起，接受為期1年之基礎教育、專業及實務訓練。

為應本署各單位業務順利推展，相關任免遷調作業，截至103年12月底止，辦理平調作業計191人，另依資績並重、內陞與外補兼顧原則，召開16次人事甄審委員會，計內陞127人、外補15人。

本署102年推動性別主流化績效優良，榮獲行政院第12屆「金馨獎」團體獎，103年3月6日於行政院1樓大禮堂，由行政院毛副院長治國親自主持並進行頒獎，本署由何副署長榮村出席受獎。毛副院長並期勉各政府機關持續推動性別主流化政策，落實性別平等工作平等，並在政府機關澈底落實執行。



103年5月20日辦理本署卸、新任署長交接典禮，由內政部陳部長威仁監交、並邀請內政部人事處陳處長榮順、法務部調查局汪局長忠一、前警政署入出境管理局歷任局長、本署歷任署長及同仁觀禮，參與盛會。



(二) 考核訓練業務

本署為推動公務人員終身學習，訂定推動及管制措施，按月追蹤執行成效，103年公務人員(含約聘人員)終身學習時數40小時以上人數比例達100%。另為應辦理職員訓練之需要，於1月23日訂定「103年度訓練計畫」，整合各單位訓練項目，全年共辦理專業知能、人文素養及政策法令宣導等訓練計417場次，參訓人次計2萬7,450人次。

另為充實新進人員專業知能，預防執行勤(業)務缺失之發生，於103年5月1日訂定「新進人員專業訓練計畫」，規劃辦理學科及術科訓練，充實初任人員應具備之基本觀念、品德操守、服務態度及相關業務之專業知識與執勤技能，配合中央警察大學年度整體容訓量及流路，本署於103年6月9日至7月4日委託中央警察大學代訓新進人員專業訓練，總計參訓人數28人。



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103年9月11日於本署11樓大禮堂，舉行「102年移民特考考試錄取人員結業典禮」，邀請 吳副總統敦義蒞臨會場，給予結訓人員鼓勵與祝福，期許未來服公職，能戮力貢獻所學及專業能力，成為維護國家安全及落實人權保障之公僕。

為應本署業務需要，「103年移民特考考試錄取人員專業訓練」預計於104年2月2日於中央警察大學開訓，施以8個月學科及術科專業訓練，以期透過完整專業訓練，取得基本專業知識，俾能具備執行公權力之基本技能。

為激勵員工工作士氣，激發潛在能力，促進機關團結和諧，特訂定「本署獎勵績優人員實施計畫」及「模範移民官選拔實施要點」，選拔本署103年績優人員17名及模範移民官9名（詳如下表），並於本署擴大署務會報公開表揚。

本署103年績優人員		
單位名稱	職稱	姓名
移民事務組	組長	李臨鳳
入出國事務組	視察	陳鴻旻
移民事務組	科員	陳莉莉
國際事務組	科員	黃嘉儀
移民資訊組	高級分析師	朱文彬
秘書室	技士	尤柏文
主計室	視察	吳慧華
國境事務大隊	專員兼分隊長	黃振邦
國境事務大隊	專員兼分隊長	嚴士斌
專勤事務第一大隊	視察	林俊清
專勤事務第一大隊	專員兼分隊長	瞿瑞祥
專勤事務第二大隊	專員兼分隊長	何照旭
專勤事務第二大隊	專員兼分隊長	陳燕琴
服務事務大隊	專員	李俊吉
服務事務大隊	科員	謝采吟
收容事務大隊	專門委員兼所長	林宏恩
收容事務大隊	科員	黃耀霖

本署103年模範移民官

單位名稱	職稱	姓名
入出國事務組	組長	張素紅
專勤事務第一大隊	科員	李俊揚
專勤事務第二大隊	專員	黃昱仁
國境事務大隊	隊長	孫圖華
移民事務組	科長	黃英貴
國際事務組	專員	蔡宗憲
服務事務大隊	專員	王雅鈺
入出國事務組	專員	黃世華
國境事務大隊	專員	蕭子軒

(三) 退休福利業務

為提倡正當休閒活動、凝聚同仁士氣，並鼓勵各單位創意辦理文康活動，於103年2月11日訂定本署「103年度員工文康活動補助計畫」，補助各單位各類藝文欣賞、戶外活動及聯誼活動經費，以共同思考方式，發揮創意辦理文康活動。署本部103年分別於7月3日、31日辦理「動物園貓空之旅」；7月11日、18日辦理「福隆舊草嶺隧道單車之旅」，共計120位同仁及眷屬參加。

又為增進未婚同仁互動及聯誼機會，於103年7月18日配合文康活動辦理未婚聯誼專屬梯次，辦理「福隆舊草嶺隧道自行車之旅」，採戶外休閒景點自由行方式，促進兩性互動，計有19名未婚同仁參加，配對成功1對。

另為增進同仁親子間情感，使子女能瞭解體會父母親平日上班情形及辛勞，藉由親子活動，以增加交流機會。103年8月8日辦理親子日活動，參觀客家文化園區及自來水博物館，共計41人參加，讓親子一起度過歡樂的一天。

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

為鼓勵本署同仁運動健身，提升身心健康，103年5月6日舉辦「第2屆署長盃保齡球錦標賽」，共計16隊、128人參加，比賽結果由專勤事務第一大隊A隊獲得冠軍、收容事務大隊獲得亞軍及國境事務大隊獲得季軍。

為加強員工意見溝通，凝聚共識並使下情得以上達，分別於103年4月、7月及10月，舉行本署署本部與各區「103年上、下半年加強員工意

見溝通座談會」，由署長親自主持，各組室主管列席，並由員工代表出席。

另為嘉勉退休人員在職期間之辛勞及奉獻，本署定期於貴賓室辦理退休人員歡送茶會，由署長主持及致贈精美紀念獎牌予退休人員，並邀請其單位主管、同仁參與茶敘，場面溫馨感人，103年度計70人退休、辦理9場次歡送茶會。

為貫徹政府照護退休公務人員之意旨，本署於103年2月10日辦理「退休人員聯誼餐會」，退休人員計99人參加，聚餐氣氛溫馨熱絡。



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二、主計業務

主計業務包括歲計、審核及會計3部分。歲計工作以預算編製為主，依年度施政計畫之輕重緩急，將有限資源作最經濟有效之分配運用；審核工作主要係透過內部審核，以防止弊端、減少不經濟支出；會計工作在求財務管理功能之發揮，將預算執行及財務活動情形確實記錄，以瞭解計畫執行之績效，並供以後年度擬定施政計畫及籌編預算之參考。103年度重要業務如下：

(一) 公務決算

1. 歲入部分

103年度歲入預算數27億7,407萬4,000元，決算數36億6,979萬3,653元（含實現數36億5,610萬1,920元、應收數1,369萬1,733元），達成率132.29%，主要係陸客來臺觀光人士增加，證照費收入增加所致。

2. 歲出部分

103年度歲出預算數43億8,881萬6,000元，決算數43億7,275萬4,547元，其中實現數42億7,449萬2,846元、保留數9,826萬1,701元，執行率99.63%。

歲入決算簡表

單位：新臺幣千元

科目	預算數 T	決算數			
		實現數 A	應收數 B	合計 C=A+B	占預算數% R=C/T
合計	2,774,074	3,656,102	13,692	3,669,794	132.29
罰款及賠償收入	228,752	214,802	13,692	228,494	99.89
罰金罰鍰	228,552	209,710	13,692	223,402	97.75
一般賠償收入	200	5,092	0	5,092	2,546.00
規費收入	2,544,364	3,436,990	0	3,436,990	135.08
證照費	2,544,364	3,436,979	0	3,436,979	135.08
資料使用費	0	11	0	11	-
財產收入	958	1,660	0	1,660	173.28
利息收入	0	1	0	1	-
租金收入	858	1,311	0	1,311	152.80
廢舊物資售價	100	348	0	348	348.00
其他收入	0	2,650	0	2,650	-
收回以前年度歲出	0	1,565	0	1,565	-
其他雜項收入	0	1,085	0	1,085	-

(二) 外籍配偶照顧輔導基金決算

1. 基金來源

103年度預算數3億3,570萬元，實收數3億3,999萬1,759元，達成率101.28%，主要係受補助單位繳回之賸餘款所致。

2. 基金用途

103年度預算數4億5,408萬8,000元，實現數4億914萬6,878元，執行率90.10%，主要係各項計畫申請補助件數或金額未如預期所致。

3. 本期賸餘

以上基金來源及用途相抵後，短絀6,915萬5,119元，較預算數1億1,838萬8,000元，減少短絀4,923萬2,881元。

(三) 公務統計

1. 公務統計報表

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

歲出決算簡表

單位：新臺幣千元

科目	預算數 T	決算數			
		實現數 A	保留數 (含應付數) B	合計 C=A+B	占預算數% R=C/T
合計	4,388,816	4,274,493	98,262	4,372,755	99.63
一般行政	3,130,177	3,127,175	0	3,127,175	99.90
人事費	3,106,111	3,103,121	0	3,103,121	99.90
業務費	22,397	22,385	0	22,385	99.95
設備及投資	296	296	0	296	100.00
獎補助費	1,373	1,373	0	1,373	100.00
入出國及移民管理 業務	1,256,694	1,145,406	98,262	1,243,668	98.96
業務費	552,161	546,233	5,655	551,888	99.95
設備及投資	368,511	263,151	92,607	355,758	96.54
獎補助費	336,022	336,022	0	336,022	100.00
交通及運輸設備	1,945	1,912	0	1,912	98.30

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1. 統計資料公布

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

(四) 內部控制制度

利用各項集會場合不斷宣導內部控制概念，讓同仁感受到首長的重視，以激發同仁努力貫徹執行，並持續對全體人員辦理教育訓練，計辦理4場，訓練人數180人；又配合行政院試辦第一階段簽署內部控制制度聲明書之簽署，本署於103年8月14日簽署「102年度內部控制制度聲明書」；並於103年12月15日核定本署第2版內部控制制度，供全體同仁遵循。

三、政風業務

政風業務執行首在「導正政治風氣，恢復人民對政府的信賴」，樹立廉能政治的新典範。沒有廉能的政府，就無優質之公共服務及良好之投資環境。本署廉政工作以全方位面向，採取治標執法、治本防貪及根除教育三管齊下之策略，建構「乾淨政府、廉能施政」實踐藍圖，以廉潔效能為軸心支柱，統籌防貪、肅貪及反貪策略，推動制度興革、強化組織內部控制、貫徹風險管理，有效打擊貪腐，維護機關廉潔形象。103年度重要業務如下：

(一) 預防及廉政宣導

1. 落實採購監辦自主檢核及稽核

為健全採購秩序，提高採購效能，有效杜絕採購弊端，103年監辦逾公告金額十分之一以上採購案件總計126案，其中工程採購7案，占總採購案件5.56%；財物採購41案，占總採購案件32.54%；勞務採購78案，占總採購案件61.9%為大宗，多為限制性招標，持續加強先期防弊及事後稽核作為，以杜防採購弊端。

2. 召開廉政座談會

為增進考試分發人員充分瞭解我國廉能施政現況及防貪、反貪治理對提升國家競爭力之重要性廉能政知能，凝聚政風共識，順利推展本署移民業務，本室於103年4月1日假中央警察大學舉辦「103年公務人員特種考試移民行政人員考試錄取人員廉政座談會」邀請廉政署楊副署長石金、內政部政風處王處長敬前、中央警察大學刁校長建生及臺灣透明組織執行長葉一璋等專家蒞臨並擔任講師，發揮廉政與法治教育宣導成效。

3. 推動廉能問卷調查及辦理廉政研究報告

導入風險管理理念，103年度「廉政研究委託服務」案委託德阜企業股份有限公司，以焦點團體座談會及問卷調查方式辦理。

4. 定期召開廉政會報

103年分別於3月、7月、9月、10月及12月召開廉政會報5次，由署長(委員兼召集人)擔任主持，專題報告計15案、討論提案4案，建置廉政工作整合性平臺，廣納建言，提升施政效能，落實廉政理念。

5. 推動行政透明

因兩岸交流相關法規及政策之開放，本署受理大陸地區人民線上申請來臺案件激增，為提升大陸地區人民線上申請來臺資訊公開透明化，何副署長主持103年第1次行政透明推動小組會議，將「大陸地區人民線上申請來臺資訊公開化」列為推動103年行政透明作為案。透過網路公開相關資訊，使行政資訊充分揭露，強化申請案件透明化，達成外部監督可及性之目標，全案於103年4月18日完成流程規劃並移由移民資訊組進行系統程式開發。另再研提擴充增加申請案審核概況之功能供旅行業者查詢，期藉以建立公平、公正及公開之配賦及審核機制、降低(代)申請人對案件配賦及審核之疑慮、發揮遞補效能，提升陸客來臺數量及減少旅行業者案件浮濫申請之情況。

6. 建立廉政平臺

103年11月前往拜訪與本署業務攸關之業者及民眾，蒐集業務興革建議，提供業務單位參採，積極落實宣導反貪倡廉，研提業務革新措施，達成「反腐敗、除民怨」之廉能政策目標。

7. 鼓勵廉政志願服務

103年訓練完成38名大專生為廉政志工，並前往公益團體為弱勢學童進行廉政教育課程，散播公民法制種子，並積極協助「2014移民節暨國際移民日」及「2014國際反貪日」等大型宣導活動，向新住民(及其子女)及社會大眾宣達移民署廉政資訊及決心。並多次援助人權民意深度訪查及政風電子報刊物編輯，其中5名志工更於擴大署務會報獲得署長公開頒獎表揚，肯定廉政志工推動非法逃逸外籍勞工人權管理及行政透明工作，深植陽光透明種子，廣緒推動透明效能為改革、反貪之首要目標。



8. 推動廉政品管圈

103年召開「廉政品管圈工作小組」會議5次，由何副署長榮村(委員兼召集人)主持，針對相關廉政課題進行問題分析，提出改善方案，確實提升機關施政品質，促進廉潔效能。

9. 辦理公務員廉政倫理規範及請託關說登錄

103年廉政倫理事件登錄案總計29件，包括受贈財物12件、飲宴應酬5件、請託關說12件。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，並落實受贈財物、飲宴應酬、請託關說及其他廉政倫理事件登錄，以提升本署廉潔政風之形象，樹立廉潔典範。

10. 表揚廉潔公務人員

內政部陳部長威仁於103年12月16日內政部廉政會報，公開表揚本署移民資訊組分析師楊之寧、專勤事務第一大隊臺北市專勤隊科員郭春華及桃園縣專勤隊科員朱光耀等3位，當選「內政部103年度廉潔公務人員」。

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11. 提升廉政專業知能

103年2月起辦理本署外勤單位之廉政教育訓練計652人參加；103年6月及9月分別辦理本署署本部103年上、下半年廉政教育講習，共307人參加。

12. 加強公職人員財產申報審核

103年2月公開抽籤抽出本署34名財產申報人員，進行「102年度公職人員財產申報」實質審核作業，並於103年9月藉由同步視訊方式辦理財產申報宣導說明會，使申報義務人了解相關法規及網路申報系統，避免受裁罰。

13. 辦理社會參與，行銷廉政理念

本署致力於紮根學童廉能公民教育，主動前往臺北市私立義光育幼院、善牧基金會新北市東區家庭服務中心及桃園縣愛鄰舍協會等公益團體，除澄清新住民子女及學童廉政公民觀念，並加強宣導移民輔導相關資訊，培養學童反貪腐之廉能觀念外，更透過課程安排達成灌輸尊重多元文化之品格教育。

另於隆冬時節赴中華救助總會(NGO)辦理「冬暖慶團圓」宣導及交流活動，透過湯圓和新住民共同滾動廉潔，蒐集反貪意見，更於「2014移民節」及「2014國際反貪日」公開鼓勵民眾為廉能政風加油打氣，訴說心中對於廉能正義之期望，潛移默化「防制人口販運專線」、「不違背職務行賄罪」、「內政部服務熱線」及「貪瀆檢舉單位」等資訊於互動遊戲中，感染民眾政府廉能施政之決心。

14. 持續強化輿情蒐集及新聞揭露

加強媒體整合，提供各大新聞、平面媒體廉政活動、案例及諮詢之及時採訪，並持續行銷本署廉政具體作為、績優廉政志工表揚等，宣揚廉能施政及專業效能形象。



(二) 執行機關安全維護

1. 召開安全維護會報

103年5月2日由謝前署長立功主持召開「103年第1次安全維護會報」，會議決議列管案件，均轉請權管單位檢討改善。

2. 辦理安全維護檢查

103年1月及9月結合移民資訊組、秘書室組成聯合檢查小組，辦理「本署103年第1次及第2次安全維護檢查」，針對署本部大樓(含臺北市服務站及臺北市專勤隊)與各縣市專勤隊、服務站、大型收容所及國境隊實施抽檢，將檢查結果及發現缺失簽核後，函發本署相關組室就缺失情形確實改善。

3. 推動專案安全維護

(1) 訂定「入出國及移民署103年春安工作期間執行維護工作實施計畫」函發各單位，實施全程未發生危安事故，圓滿完成任務。

(2) 103年5月20日辦理本署卸、新任署長交接班典禮，內政部陳部長威仁擔任監交人，執行首長安全維護工作，圓滿達成任務。

(3) 103年5月24日辦理本署「多元粽香慶端陽」活動，邀請吳副總統敦義、駐臺北越南經濟文化辦事處裴大使仲雲等貴賓蒞臨，執行元首安全維護工作，圓滿達成任務。

(4) 103年9月11日辦理本署「公務人員特種考試移民行政人員考試錄取人員訓練結業典禮」，吳副總統敦義蒞臨致詞，執行元首安全維護工作，圓滿達成任務。

(5) 103年10月8日辦理本署「2014年防制人口販運國際研討會」，吳副總統敦義蒞臨致詞，執行元首安全維護工作，圓滿達成任務。

4. 量化研究陳情請願事件

以103年度陳情請願(抗爭)事件執行量化數據分析，103年10月13日核定後，將策進作為函發本署各單位參考。

5. 擬定緊急應變處理計畫

為防範應變、處理民眾陳情請願(抗爭)事件，建立相關處理程序，加強權責單位相互聯繫及協調配合，俾預防或降低對機關所造成之危害，特訂定「緊急應變處理計畫」，以利事件發生時之及時反應，適切疏處。103年間陳情請願(抗爭)事件總計4件，陳情過程均平和，未發生危安事故。

(三) 鞏固公務機密維護

1. 公務機密維護檢查

(1) 103年1月及8月會同本署移民資訊組、秘書室組成聯合檢查小組，辦理「本署103年第1次及第2次公務機密維護檢查」，以維護公務機密安全，並將檢查結果及發現缺失簽報核定，函發本署相關組室就缺失情形確實改善。

(2) 103年會同本署國際事務組，辦理署本部通信保密裝備清點事宜。

(3) 103年6月4日、6日及10月28日、30日、11月3日分別假署本部、移民資訊組資訊管理科桃園機場及高雄機場辦理「103年第1次、第2次資訊安全內部稽核」，稽核發現缺失及建議事項移請業管單位改善。

2. 撰寫公務機密維護專報

研編本署「降低同仁洩密及違規查詢風險公務機密維護專報」，簽奉核定後，函發本署各單位參處。

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3. 增進公務機密宣導

103年以電子宣導方式(政風電子報)增進民眾及本署人員公務機密維護認知計11次。103年函發宣導方式增進本署人員公務機密維護認知計3次。

4. 強化資訊安全稽核

103年3月27日至4月2日及9月29日至10月3日辦理「103年第1次、第2次資訊安全專案稽核」,稽核重點針對各單位就屬員查詢本署資訊系統情況是否確實勾稽,以防止違規查詢情事,發現缺失及建議事項業移請相關單位矯正改善,並提出興革建議獲本署移民資訊組參採。

(四) 辦理廉政查處與導正建議作為

1. 強化帳號密碼保管概念

強化本署同仁帳號密碼保管之概念,亦建議各單位及移民資訊組加強本署員工留職停薪、調任或辭職時之系統權限控管,避免因保管不周或未停用遭他人冒用,任意查詢民眾個人資料。

2. 清查公積金並檢討使用情形

清查各事務大隊及署本部公積金是否有不當支用,或未符使用規範程序之情形,並依署長核示,請各大隊檢討公積金存廢之必要,並依相關規範成立委員會審議公積金用途,以確保未因公積金之使用衍生不法。

3. 澄清公務車正確使用之觀念

建議各單位公務車輛公務用途,避免公務車輛私用之不法情事,且使用日程及里程數登錄務必確實,公務用途應留相關行政紀錄以供稽核。

四、秘書業務

秘書業務辦理本署幕僚工作,涵蓋重要會報及議事之處理、公共關係及新聞發布、印信典守及文書處理、檔案管理、法制、國家賠償事件之處理、出納、財物、營繕、採購及其他有關秘書事項等,扮演規劃、溝通、協調及執行等角色,配合業務單位推動各項行政工作。103年重要業務如下:

(一) 編審及檔案業務

1. 承辦重要會議

秉承首長施政意旨推動業務遂行,並掌握工作進度,由署長召集2位副署長、主任秘書、一級單位主管及相關人員定期召開「主管會報」及「擴大署務會報」,103年「主管會報」(含臨時主管會報)計召開13次;「擴大署務會報」計召開12次。議程以「重要工作報告」為主,報告內容為本署重要政策、績效管制、檢討報告、需上級或其他單位支援協助或其他重大事項為原則,另新增或修訂法規案之修訂重點,亦皆討論範圍之列。為落實政府節能減碳政策,103年持續推動主管會報與擴大署務會報採「不列印紙本會議資料」。

另為擷節差旅費開支,本署103年擴大署務會報除每季1次集中於署本部11樓大禮堂召開外,其餘改以同步視訊會議方式進行,並辦理下列專題演講,強化同仁相關職能:

(1) 3月7日邀請總統府陳冲資政專題演講—「從總統元旦祝詞看區域經濟整合」。



(2) 7月21日邀請歐盟理事會秘書處司法與內政總署Rafael Fernandez-Pita總署長專題演講—「防處非法移民實際案例專題演講」。



(3) 12月19日邀請外交部領事務局龔局長中誠專題演講—「從外館團隊工作經驗談國內跨機關合作」。



2. 編纂業務統計

按月公告本署業務統計網頁資料,並適時增加及調整公告項目,以方便民眾查閱。

3. 出版品管理與編印

為使社會大眾瞭解本署工作內涵及工作成果,102年度編印出版「101年年報」;另自101年4月起移民月刊改為「移民雙月刊」,以讀者導向之

編輯方式,深入各地採訪獨具特色的新住民朋友,報導更多讓人印象深刻的動人故事;更製作樂活移民官、多元文化移民節及國際研討會等相關系列活動報導。移民雙月刊每期印製2,100份,除公告於本署網站,固定寄送國家書店等地點寄賣外,並置於民眾經常出入場所,例如:各縣(市)戶政事務所、民間團體、機場、本署各收容所、駐外據點,及各縣(市)服務站、專勤隊等地,供自由取閱,有效進行宣導行銷。



公文檔案管理

專責辦畢公文之歸檔點收、立案、編目、保管、檢調與銷毀等,以及其他檔案管理作業及庫房設施維護等事項,103年度計完成13萬8,886件公文歸檔作業,並辦理檔案銷毀作業16案(453卷)。

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(二) 採購及事務業務**1. 採購作業**

為使同仁熟悉政府採購作業程序及依法辦理採購業務，103年度計辦理2次政府採購法令教育講習課程。另辦理署本部及外單位之辦公器具、物品、清潔維護等經常性共同供應契約及逾公告金額十分之一之採購作業，計完成303件，相關作業分述如下：

- (1) 共同供應契約採購案計176件，採購金額890萬8,533元。
- (2) 工程採購案計7件，採購金額1,539萬8,422元。
- (3) 財物採購案計41件，採購金額1億3,994萬7,552元。
- (4) 勞務採購案計79件，採購金額4億7,022萬1,244元。

103年度辦理1,000萬元以上的重要採購案件

- (1) 南投收容所伙食案
- (2) 宜蘭收容所伙食案
- (3) 資訊安全相關軟體租用案
- (4) 大陸港澳線上申請平台功能強化及系統維護案
- (5) 南投人口販運被害人安置保護及疑似被害人分別收容社工人員服務案
- (6) 新移民資訊宣導電視媒體製播案
- (7) 外來人口個人生物特徵識別系統委外建置案
- (8) 新移民專屬新聞影音網站建置案
- (9) 桃園機場自動查驗通關系統設備擴充案
- (10) 署本部資訊機房基礎設施汰換及強化採購案
- (11) 航前旅客系統及自動查驗通關系統維護案
- (12) 外來人士在臺生活諮詢服務熱線委外服務案
- (13) 電腦設備暨相關軟硬體維護案

(14) 各縣市設置專業移民服務人員勞務委託採購案

2. 事務作業

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

3. 技工(工友)管理

辦理技工9人、工友55人之人事任免、考核、獎懲、退休及福利等作業。

(三) 出納及財務業務

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

1. 規費收入

103年約36.52億元，收據張數約216餘萬張，規費收入較上年成長約6.46億元。

2. 退費案件

103年退費件數5,270件、金額498萬2,300元，退費案件數較上年減少。

3. 薪資發收

本署員額多達2,800餘人，且異動頻繁，103年平均每月異動人數約60餘人，103年發收薪資約計23億1,005萬餘元，發收人次共計約3萬7,500人次。

4. 財產及物品管理

103年度經營不動產計土地(含土地改良物)163筆、房屋建築及設備67棟，較102年度新增土地5筆，減少辦公房屋28筆。

完成財產全面清查作業，總計1萬9,115件，較102年減少679件，財產總值計新臺幣34億4,283萬5,942元；完成物品全面清查，總計5萬7,311件，較102年新增957件；另辦理各類消耗品保管及領用作業。

(四) 公關及新聞業務**1. 國會業務****(1) 國會服務案件**

103年度受理立法委員及助理各項諮詢與協調聯繫事項，計1萬5,850件。

(2) 拜會立法委員及黨團辦公室

為加強溝通與業務聯繫，主動拜會立法委員及黨團辦公室逾1,350次。

(3) 協調預算及法律修正案

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

(4) 國會服務成績優異

經臺北市中央公職人員助理職業工會辦理之政府機關國會聯絡評鑑調查結果，本署榮獲「整體表現最好之公務機關」第2名及「值得肯定之國

會聯絡人」第4名，足見本署於國會聯繫及相關業務執行上績效卓著。

2. 新聞業務**(1) 發布新聞稿或召開記者會**

針對本署重要政策及新聞輿情，主動發布新聞稿或召開記者會回應。103年辦理「諾貝爾經濟學獎得主韓森博士來臺獲頒學商卡」、「內政部訂定速件處理費針對陸客適用」、「新移民就業座談會」、「陸客遊金馬澎落地簽，明年元旦上路」、「觀光變打工!印度F4持偽造居留證住工廠賺月薪3萬」、「濫用愛心!業者回收舊衣販賣牟利另涉非法雇用9外勞」、「內政部移民署揭牌，精簡組織提高行政效率，增加管理效能」、「盼提升新住民第二代就業力，移民署新住民二代青年人才培育研習營 免費報名」、「響應藍心行動 終止人口販運」、「移民署破獲雙北最大人口販運集團逮捕20人，不法獲利破億元」、「第二屆移民特考結訓，外配另一半考取特殊語系」、「移民署與美國學校簽署策略聯盟，吸引優秀外籍人才來臺」、「人蛇藏身新板特區豪宅，陸女多元管道來臺賣淫」、「移民署與國泰慈善基金會舉辦研討會，展現新移民新力量」及「防制人口販運，移民署舉辦漫畫比賽」等新聞發布，獲平面及電子媒體廣泛報導。

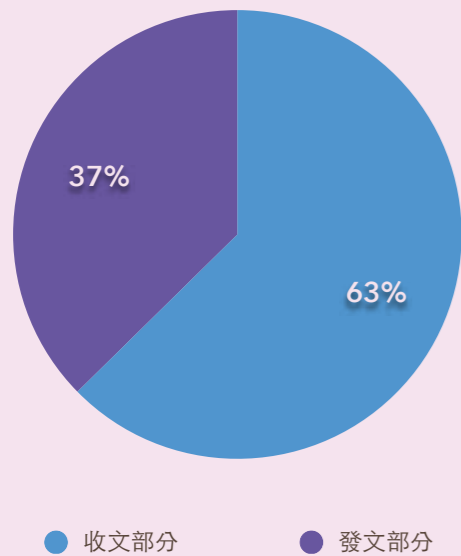
(2) 辦理新移民資訊宣導電視媒體製播案及專屬新聞影音網站建置案

為進一步推動整體外籍與大陸配偶照顧輔導服務，特別籌備規劃製作新移民電視節目及新聞影音網站，以落實外籍、大陸配偶及其子女資訊取得、生活適應、關懷服務、親職教育、強化家庭功能等，另讓一般民眾能更瞭解新移民母國及生活文化。

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(3) 辦理節慶活動

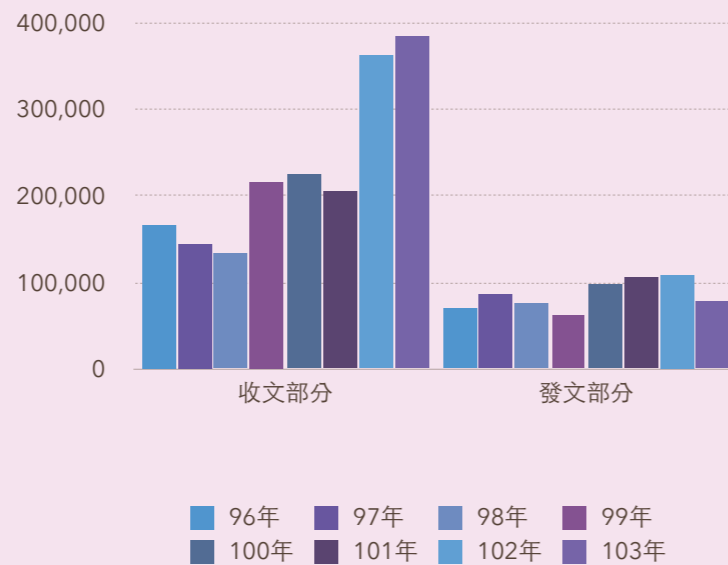
重要節慶主動辦理移民輔導相關活動，創造正面議題，形塑移民署尊重多元文化形象。103年辦理「躍馬奔騰賀新春」、「多元粽香慶端陽」及「藝輪明月躍新空」活動。



(五) 文書業務

文書業務主要重點為綜管文書法規、印信製發與典守、收發文登記與處理、文書繕校、郵資管理、機密文書管理、協助公報業務、公文電子交換作業、推動節能減紙、文書業務電子化及有關文書問題、公文系統操作之諮詢解答等。

1. 歷年收、發文件數統計：本署公文量於99年起即逐年大幅成長，尤其收文量持續不斷增加，分析原因可能為各機關近年皆大力推動電子發文，過去部分類別紙本來文並未登錄於本署公文管理系統，近年是類公文則皆透過公文管理系統電子交換傳送，致收文量仍不斷攀升。發文量則在本署各業務致力推動電子化及簡化作業影響下，有減少之趨勢。相關統計結果如下：



歷年收、發文件數統計

項目	96年	97年	98年	99年	100年	101年	102年	103年
收文部分	166,770	144,776	133,073	216,796	225,050	203,919	362,362	383,705
發文部分	70,035	86,353	76,625	62,209	98,215	106,769	109,526	78,338

(2) 本署電子公文節能減紙(含線上簽核、公文電子交換)執行情形

本署自102年3月18日起全面實施公文線上簽核作業，採循序漸進方式推動，目前以簡單公文(如署2(含)層以下決行、保存年限10(含)年以下之非密件、非代擬部稿(簽)之公文)為主要實施範圍。至103年12月31日止，全署線上簽核比例為85.02%，公文電子交換比例為87.31%，已超過原訂線上簽核比率達42%、公文電子發文(含電子公布欄)比例達65%之目標。

整體而言，線上簽核比例自推動初期僅約3成，至今已達8成多，顯示目標管理策略已達成效，且公文電子化作業已漸為同仁所接受。未來擴大線上簽核，將先行檢討分層負責，配合組織改造，加強授權，針對例行性、定型化公文，應減少會辦，以提升署二層決行之公文量，並加強系統教育訓練，運用系統現有功能，增加組、室、大隊內部簽辦公文，儘量以線上分會辦，或善用後會等機制，以減少彙整性公文須大量影送分會各科之困擾，進而再朝署一層決行線上簽核之目標邁進。

- 2. 簡化文書處理作業，制訂「收、發文標準作業流程」，有效提昇文書處理績效：**強化文書處理內部控制機制，以提高公文管理效率及公文收、分文正確率。103年公文分文後改分案件，約3,702件，正確率約99.4%，未來將持續依本署分層負責明細表等相關規定，加強公文分文之精確度；發文正確率以目前發文寄送錯誤每月在2件以下，正確率高於99.98%。另本署103年以內政部名義刊登行政院公報作業計33件，其中32件皆獲評100分。
- 3. 辦理文書講習作業：**為增進同仁公文書處理知能，提昇本署公文品質與行政效率，於103年3月19日邀請考試院公務人員保障暨培訓委員會邵參事玉琴講授公文撰擬原則、標準格式、公文製作核心要項，並探討應行注意事項、常見缺失等，參訓人數計80人次，另製成數位影片教學，置於本署數位學習網站。
- 4. 為落實行政院「電子公文節能減紙推動方案」及其續階計畫，**本署積極推動電子公文節能減紙作業，實施情形說明如下：

(1) 訂定本署電子公文節能減紙及公文收、發文作業執行情形查核計畫

為使本署各單位如期達成內政部及本署所訂頒之減紙、節能及行政效率提升等績效指標，並建立各單位正確之公文收、發文作業流程，俾提升發文正確率及本署公文品質，103年首次針對派出單位節能減紙及單位收、發文情形進行實地訪查，於4月至5月期間，至桃園縣專勤隊、國境事務大隊、高雄市第二專勤隊、高雄市第二服務站、專勤事務第二大隊、南投收容所、宜蘭縣專勤隊、宜蘭縣服務站等8個單位執行抽訪，會同受訪單位登記桌人員進行檢核，以落實收文登錄、發文繕校及密件、檔案管理等作業，俾免單位收、發文工作發生疏漏。



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(六) 法制業務

負責各業務單位制(訂)定、修正、解釋法規之審查、協調，督導有關國家賠償、訴願、行政訴訟案件之處理，並辦理法制及訴願業務講習，以強化同仁法制素養。103年度並配合政府組織再造提供法制意見，擔任本署法制分組秘書作業，彙整涉及本署名稱應修正法規清冊，另依年度法規整理計畫定期追蹤管考各業管單位制(訂)定、修正法規進度。

1. 制(訂)修法規

協調各業管單位落實提報及彙整年度法規整理計畫，並按其進度每月控管，103年度完成制(訂)定、修正之法規如下：

(1) 外籍配偶照顧輔導基金補助技藝類學習課程計畫經費審查原則

中華民國103年2月25日內政部台內移字第1030950829號令訂定，自即日起生效。

(2) 不予許可或禁止臺灣地區無戶籍國民入國及限制再入國期間處理原則

中華民國103年3月28日內政部台內移字第1030951247號令修正第5點規定，自103年4月15日生效。

(3) 外國人停留居留及永久居留辦法

中華民國103年4月22日內政部台內移字第1030951510號令修正部分條文。

(4) 外國人臨時入國許可辦法

中華民國103年5月7日內政部台內移字第1030951740號令修正第9條、第12條條文。

(5) 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103年6月10日內政部令台內移字第1030952142號令修正部分條文。

(6) 外籍配偶照顧輔導基金補助作業要點

中華民國103年6月12日內政部台內移字第1030952150號令修正部分規定，自即日起生效。

(7) 在大陸地區繼續居住逾四年致轉換身分者回復臺灣地區人民身分並返臺定居申請程序及審查基準

中華民國103年6月24日內政部台內移字第1030952318號令修正第4點規定，自即日起生效。

(8) 外國人申請學術與商務旅行卡及實施快速查驗通關作業要點

中華民國103年6月30日內政部台內移字第1030952387號令修正第5點規定，自即日起生效。

(9) 大陸地區人民申請進入臺灣地區不予許可期間處理原則

中華民國103年6月30日內政部台內移字第1030952439號令修正，自103年8月1日生效。

(10) 外籍配偶照顧輔導基金收支保管及運用辦法

中華民國103年7月16日行政院院授主基法字第1030200695A號令修正第5條條文。

(11) 大陸地區人民來臺從事個人旅遊之指定區域

中華民國103年8月7日內政部台內移字第1030952992號公告修正，自中華民國103年8月18日生效。

(12) 禁止外國人入國作業規定

中華民國103年8月11日內政部台內移字第10309530331號令修正部分規定，自103年8月15日生效。

(13) 臺灣地區無戶籍國民申請入國居留定居許可辦法

中華民國103年8月13日內政部台內移字第1030953025號令修正第6條條文，自103年8月13日施行。

(14) 不予受理邀請單位旅行業或代申請人代申請大陸地區人民進入臺灣地區期間處理原則

中華民國103年8月14日內政部台內移字第1030953036號令訂定，自即日起生效。

(15) 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103年10月28日內政部台內移字第10306063582號令修正第8條條文。

(16) 外籍商務及經常來臺外來旅客快速查驗通關作業要點

中華民國103年11月6日內政部台內移字第1030954356號令修正，自即日起生效。

(17) 入出國及移民許可證件規費收費標準

中華民國103年11月11日內政部台內移字第1030954441號令修正第8條條文。

(18) 大陸地區人民及香港澳門居民入出境許可證件規費收費標準

中華民國103年11月11日內政部台內移字第1030954440號令修正第3條條文。

(19) 試辦金門馬祖澎湖與大陸地區通航入出境許可證件規費收費標準

中華民國103年12月10日內政部台內移字第1030954950號令修正第3條條文。

(20) 內政部移民署處務規程

中華民國103年12月30日內政部台內移字第10309552582號令修正，自104年1月2日施行。

(21) 內政部移民署編制表

中華民國103年12月30日內政部台內移字第10309552582號令修正，自104年1月2日施行。

2. 建立法規及行政規則個案檔卷

配合法規制(訂)定、修正，廣續進行法規資料之蒐集彙整，目前已完成業管法規及行政規則個案檔卷總計239卷。



NIA



Annual Report 2014

National Immigration Agency



English Version



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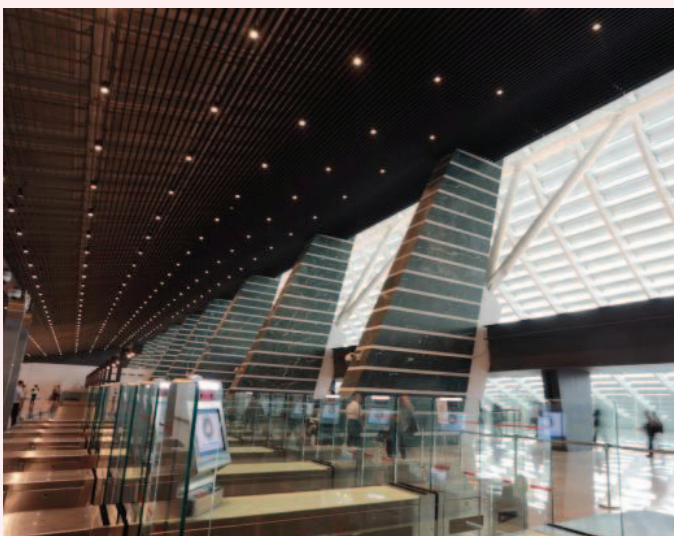


- Personnel Affairs
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2014 Annual Report

1 Border Traffic Control

Compared to 2013, there is an increase of 5,289,816 people, and compared to 2012, an increase of 8,367,499 people, indicating a 24% growth over a 2-year period. To provide quality service and ensure security control, the NIA has launched the e-Gate System, the Biometrics Verification System, the Advanced Passenger Processing (APP) System and the Advanced Passenger Information System (APIS). In July 2014, Taiwan International Airport was awarded 3rd place in the Best Airport Immigration Awards by Skytrax, an international tourism research and consulting institution, while NIA's e-Gate System was awarded the 2014 Taiwan World-Class Information Technology Application Award. Clearly the NIA efforts in border security, control and services have received recognition.



I. Expanding e-Gate for convenient services

To improve immigration efficiency, the NIA began a trail operation of the e-Gate System in the Kinmen Shuitou commercial port on March 29, 2011, thereby officially launching automated immigration in Taiwan. In 2014, the NIA installed 8 e-Gates in Terminal II of Taoyuan International Airport, bringing a total of 53 e-Gate facilities to the nation. By the end of 2014, a total of 1,906,744 people had registered for automated clearance, and a total of 17,120,985 people were cleared using the system. The system won the 2014 Taiwan World-Class Information Technology Application Award organized by the Information Service Industry Association of R.O.C.



Current e-Gate System services are available in places such as Songshan Airport, Taoyuan International Airport, Taichung Airport, Kaohsiung Airport, Kinmen Shuitou Commercial Port, immigration counters, Taipei City Service Center, Taichung City First Service Center, Chiayi City Service Center and Kaohsiung City First Service Center. Since July 2014, an e-Gate System registration counter is available on the first floor of the North Building of the Central Joint Offices, making application convenient for people visiting the Bureau of Consular Affairs for their

In recent years, the government has been actively promoting tourism policy and facilitating direct cross-strait flights. As a result, the volume of entry and exit passengers has increased, and in 2014, total border traffic reached 43,322,316 people.

passports. By 2014, a total of 8,368 people have applied. Furthermore, to provide more immediate and convenient registration service, the NIA continues to promote Mobile Application Services by offering e-Gate registration services at various major agencies, corporations and group event sites, and received a total of 3,130 applications in 2014.



II. Strengthening Border Defense

i. Promoting Biometrics Verification System

To integrate basic immigration information, the NIA has established the Biometrics Verification System, and selected the Kaohsiung Airport for trail operation on December 18, 2013. In 2014, the services were expanded to include all domestic airports and ports. As of December 2014, a total of 395 facilities have been installed, and a database from 1,399,067 individuals have been collected, or the equivalence of 1,826,664 pieces of information. Targeting all foreign visitors, the System coordinates with the MOFA's Bureau of Consular Affairs and Overseas Office visa applications, compares fingerprints of foreign workers, and effectively conducts identity checks, and prevent fraudulent or counterfeit photos and altered passports, thereby verifying foreign visitor's identity and further strengthening security mechanisms and improving Taiwan's border security and convenience.



ii. Advance Passenger Processing and Advance Passenger Information System Installation

The NIA installed the Advance Passenger Processing (APP) in 2013, and interfaced with 53 domestic and foreign airlines in 2014 so that through real-time information exchange, passengers under restrictions or denied boarding can be banned at border before take-off. As of December 2014, the System has screened out 748 suspects, and effectively prevented the commitment of crime. In addition, the Advance Passenger Information System (APIS) also filtered entry, exit and transit passengers in advance to screen for high-risk passengers before take-off or landing. The security review mechanism is extended overseas, and is linked to international terrorist databases to construct an international counter-terrorism and border security network and border defense.



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III. Sophisticated Inspection Functions

i. International Border Control Seminar

To integrate with international standards, learn from the border control of other countries and keep abreast of the latest technology, the NIA regularly conducts international border control seminars for international cooperation and exchange. The 2014 International Border Management Seminar was held at the Hotel Novotel, Taoyuan International Airport on September 25, 2014. Experts and scholars from 18 countries such as the US, Britain, France, Germany, Belgium, Italy, Japan, Korea, Australia and Canada, and guests from foreign agencies in Taiwan were invited to attend. In addition, the US Department of Homeland Security Bureau of Customs and Border Protection, France Ministry of the Interior Internal Security at the Macau Immigration Office in Hong Kong, German Consulate in Hong Kong, the Japan Ministry of Justice Immigration Bureau, the Korea

Ministry of Justice Incheon Airport Immigration, the Australian Consulate in Hong Kong, and immigration officials and scholars from the Central Police University shared the latest border control technology and biometric identification technology. The NIA also demonstrated its latest technological achievements in border control.



ii. Anti Fraud Meeting

The NIA convened the Anti Fraud Meeting, and invited immigration officials from the United States, Britain, Italy, Australia and Canada and other countries to discuss mechanisms for international notification of stolen passports and

exchange human trafficker information, in order to hold document identification training, dispatch instructors to teach, conduct ongoing analysis of updated information and strengthen inspection functions. In addition, occasional exchanges with the United States, Britain, Germany, France, Australia, Canada and other countries are conducted to share practical experience. Relevant instructors are invited to teach facial and document identification skills to strengthen employee ability to identify falsified photo and altered passport, thereby improving employee investigative and countering capability to effectively prevent criminals from using falsified photos, altered or counterfeit passports for illegal immigration.

iii. Document Identification Contest

To promote awareness and recognition of document inspection work by other fields,

the NIA organized the Border Document Identification Contest. In 2014, in addition to inspection personnel from the NIA's Border Affairs Corps, the Aviation Police Bureau, China Airlines, EVA Air, Cathay Pacific Airways, Everrich Duty Free Shop Corporation, Tasa Meng Corporation and other public and private companies were invited to experience the job pressures and challenges confronting NIA's front-line document inspection personnel.



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IV. Border Law Enforcement Performance

In 2014, the NIA Border Affairs Corps efforts in countering illegal border crossing, visa overstay and entry without permit, and penalizing airlines who violated the passenger transport regulation(s) and other tasks resulted in the following:

1. Number of fugitives arrested : 1,207
2. Number of those banned from exit arrested : 856
3. Number of those banned from entry arrested : 185
4. Number of human traffickers arrested : 71
5. Number of impersonated (usage) and falsified documents seized : 45
6. Border interviews : 8,256 cases;
not approved (denied entry) : 157 cases;
required second interview : 1,031 cases
7. Reported airlines / shipping company which violated the passenger transport regulation(s) : 1,199 cases
8. Number of visa expiration/over-stay detained and penalized : 2,505.
9. As of December 2014, the NIA had handled 184,341 controlled individuals in accordance with relevant immigration laws and regulations (existing). Of these, 101,268 are citizens with exit restrictions, 82,764 are foreigners with entry restrictions, and 309 are on other restrictions (Mainland, Hong Kong and Macao nationals, and Taiwan nationals without household registration).
10. On March 17, 2014, the human trafficking ring of Yang X Chang, a Hong Kong national,

was busted. Through long term monitoring and first ever synchronized actions of the competent agencies in the Taoyuan, Songshan and Taichung, members of the human trafficking ring were arrested while attempting respective exits at Taoyuan International Airport, Songshan Airport and Taichung Airport. The case was transferred to the Taoyuan District Court Prosecutors Office for investigation.

11. On April 28, 2014, the international immigrant smuggling ring of Li X Yang, a Taiwan national, was busted. The syndicate assisted stowaway illegal immigrants by using falsified passports to enter FCO International Airport in Rome, Italy. The case was transferred to the Taoyuan District Court Prosecutors Office for investigation.
12. On June 27, 2014, the human trafficking ring of Wu X Huei, a Taiwan national, was busted through joint effort with Thailand immigration officials and liaison officers at various international airports, successfully preventing human traffickers from entering Italy. The case was transferred to the Taoyuan District Court Prosecutors Office for investigation.

2 Human Trafficking Prevention



The United States passed the Human Trafficking Victims Protection Act (TVPA) in 2000, passed the Trafficking Victims Protection Reauthorization Act in 2003, and ordered the State Department to submit an annual Trafficking In Person Reports (TIP Report) to evaluate the efforts of various governments in combating human trafficking.

I. Five consecutive years of Tier 1 performance in human trafficking prevention

On June 20, 2014, the US State Department announced the results of the 2014 TIP. Among the 188 countries (regions) that were evaluated, Taiwan was a Tier 1 country for 5 consecutive years. Together with Korea, Israel and Armenia, Taiwan is one of the only four countries in Asia to achieve outstanding performance, showing that overall, Taiwan's actions in human trafficking prevention is gaining international recognition.

The TIP report indicates that Taiwan authorities are prosecuting and punishing human traffickers, strengthening training for law enforcement and relevant government agencies, and educating the public on human trafficking, and that Taiwan has fully met the basic standards for eliminating human trafficking.



To effectively prevent international human trafficking, the United Nations passed the Protocol to Prevent, Suppress and Punish Trafficking in Persons, Especially Women and Children in 2000, and officially enforced the protocol in 2003.

Taiwan's human trafficking prevention is visionary and has achieved remarkable results. In November 2006, the Executive Yuan issued the Human Trafficking Prevention Action Plan, and in 2007, established the Coordinated Meeting for the Prevention of Trafficking in Person. Responsible for integrating various ministerial resources, the NIA actively coordinates the implementation of human trafficking prevention, prosecution and victim protection, and the establishment of work partnerships. In January 2009, the NIA completed the tasks for legislating the Human Trafficking Prevention Act, which was promoted and implemented in June of the same year. The Act holds perpetrators criminally responsible and ensures severe punishment, and provides measures to protect victims and assist them in rebuilding their lives, thereby contributing to Taiwan's excellent performance in human trafficking prevention.

II. Promoting the 4Ps of Human Trafficking Prevention

Taiwan coordinates with key international efforts to prevent human trafficking, and through the 4Ps, namely prosecution, protection, prevention and partnership, has achieved considerable and integrated outcomes, as summarized below:

i. Prosecution

Various judicial law enforcements have designated units responsible for planning overall investigation

of human trafficking and conducting random raids. Local Prosecutors Offices of the Ministry of Justice have designated prosecutors for investigating cases that violate the Human Trafficking Control Act, and sentencing according to the severity of the violation. In 2014, a total of 138 cases were prosecuted by the judicial law enforcement agencies and police departments. Of these, 51 cases were suspected labor exploitation and 87 cases were suspected sexual exploitation. A total of 102 cases involving 184 defendants were prosecuted by local Prosecutors Offices.

ii. Protection

1. Appropriate placement and protective services for victims

A. Cross-border trafficking victims: In conjunction with the Ministry of Labor and private organizations, the NIA has set up 24 shelters in northern, central, southern and eastern Taiwan, of which three are privately managed shelters for victims of human trafficking. In 2014, a total of 234 new victims were placed in the shelters, and provided with care, counseling, interpretation services, legal assistance, accompanied investigation, necessary medical assistance and other protective measures.

In addition, in accordance to regulations, NIA's four large scale shelters in Taipei, Hsinchu, Ilan and Nantou conduct repeated checks and identification of suspected victims of trafficking (the NIA shelter in Kaohsiung is under

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construction, and is expected to be in operation in July 2017). In 2014, 6 people in the shelter were identified as victims of trafficking, and have been moved to protective placement.



B. Trafficking victims 18 years or older:

Judicial police statistics showed that of the total investigated and prosecuted human trafficking cases as of December 2014, 17 people involved in ten of the cases were not willing to accept placements, and has been sent home.

C. Human trafficking cases involving child sex trade: Statistics showed that in 2014, of the cases reported and investigated by the National Police Agency and sent to the Prosecutors Office, 47 were sex trade cases involving 81 girls under the age of 18. Of these, 77 victims were placed by local organizations, 2 were returned to their parents, and 2 have reached adulthood and have returned home voluntarily.

2. Temporary residence and work permits for victims

To help trafficking victims rebuild their lives, the NIA approved the issuance of 117 temporary visitor visas in 2014, and approved the extension of 228 temporary visitor visas. In the same year, the Ministry of Labor also issued work permits to 202 victims of human trafficking to ensure their employment rights, and notified public employment service centers in the areas of the shelters to provide employment services. The public employment service centers have assisted and counseled a total of 154 people, and 10 were successfully employed.

3. Implementing policies for investigation protection

To protect victim rights and implement investigation protection, the judicial police are required to provide interpretation services and arrange for accompaniment during investigation to help explain the judicial investigation procedures and related protective measures. Among the judicial police investigation and transfer cases in 2014, 193 people were provided with interpretation services, 250 people were accompanied during the investigation, and 105 victims were helped to leave placement and return to their home country.



iii. Prevention

1. Human trafficking prevention education, training and outreach

In 2014, the NIA implemented 2 education and training sessions on human trafficking prevention, 1 conference on human trafficking prevention information counselling network, 30-seconds promotional videos on 6 public service television broadcasts, and outreach on Taipei Broadcasting Station and other radio stations across the nation.

An instructional DVD of the Conference on Human Trafficking Prevention Information Counselling Network was also made.

In addition, to help the younger public further understand the significance of human trafficking prevention, the NIA organized the Human Trafficking Prevention Comic Competition, and used the persuasive power of comic wit, humor and innovation to increase public attention to the issues of human rights. In addition to appointments and commissions, the NIA also subsidizes non-government organizations in their human trafficking prevention activities, international exchanges and seminars to integrate private resources and strengthen government efficacy.

2. Performance review of county and city government human trafficking prevention

To emphasize and strengthen human trafficking prevention by municipal and county (city) governments, the experts and scholars, and representatives from the Ministry of Labor, the Ministry of the Interior and the NIA conducted field assessment of 22 municipal and county (city) governments,

including Taipei City Government and etc., between May 23 - July 9, 2014. The assessment reviews 6 major dimensions, namely meetings, prevention promotion, placement and protection, prosecution, partnerships, and innovation. This field assessment not only demonstrates the achievements of various governmental efforts, but also allows the central government and local authorities to work more closely to prevent human trafficking, provide online access for public review of the government's fight against human trafficking, and effectively promote Taiwan's overall human trafficking prevention efforts. The Keelung City Government and Chiayi City Government showed outstanding performance in this assessment, and were recognized by Ministry of the Interior Deputy Political Minister Chen, Chwen-jing during the 2014 International Workshop on Human Trafficking Prevention on October 8, 2014.



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iv. Partnership

1. The 2014 International Workshop On Human Trafficking Prevention

To gain new knowledge and information on human trafficking prevention, incorporate NGO resources, integrate with the international community, and strengthen mechanisms for protecting victims of human trafficking. The NIA conducted the 2014 International Workshop on Human Trafficking Prevention at the Howard Civil Service International House on October 8, 2014, and 236 R.O.C. and foreign distinguished guests from 20 countries attended. The workshops comprised three topics: The first session was a discussion on establishing partnership; the second session, internet crime research and analysis; and the third session, labor exploitation. The respective hosts for the sessions were part-time researcher Chiao, Cing-Kae at the Academia Sinica Institute of European and American Studies, Professor Wang, Shiao-Ming at the University of Houston-Downtown (HUD) Department of Criminal Justice, and Assistant Professor Huang, Li-Juan at the National Chung Cheng University Department of Labor Relations. Seven representatives from R.O.C. and foreign government departments and private organizations were invited to speak at the conference.



The foreign speakers were from the United States, Australia and the Netherlands. The sharing and exchanges during the discussions were greatly beneficial for expanding international exchange mechanisms and enhancing Taiwan's human trafficking prevention strategies.



2. The Memorandum of Understanding between The Taipei Economic and Cultural Representative Office in the United States and The American Institute in Taiwan On the Dissemination and Exchange of Information Relating to Human Smuggling and Trafficking.

On May 30, 2014, on behalf of the NIA and the US Department of Prevention of Human Smuggling Trafficking Center (HSTC), Taiwan's representative to the United States, Lee Leo Chen-jan and American Institute in Taiwan Director Joseph R. Donovan

Jr. signed the Memorandum of Understanding between The Taipei Economic and Cultural Representative Office in the United States and The American Institute in Taiwan On the Dissemination and Exchange of Information Relating to Human Smuggling and Trafficking, in Washington D.C. Promoting and signing the MOU with the US has always been an important goal for Taiwan. The MOU is approved by 5 US organs, namely the HSTC, Homeland Security, Department of State, Department of Justice and the American Institute in Taiwan (Washington). Given that Taiwan and the US has no formal diplomatic relations, the signing of the MOU with the US is not only a major recognition of Taiwan's joint effort to prevent international human trafficking, but also a major milestone in Taiwan's international cooperation.

In addition, on June 25, 2014, Taiwan signed the Cooperation in Immigration Affairs and Human Trafficking Prevention with the Solomon Islands. In August and September of 2014, Taiwan signed the Memorandum of Understanding for Cooperation in Immigration Affairs and Human Trafficking Prevention and the Cooperation in Immigration Affairs and Human Trafficking Prevention with Belize and the Federation of Saint Kitts and Nevis, respectively. The prevention of human trafficking requires joint effort by every country and international cooperation, and founded on the Rule of Law, there will be closer cooperation in immigration affairs, anti-terrorism information and human trafficking prevention.

3. Participation in international conferences

On March 6-7, 2014, the NIA sent delegates to Phnom Penh, Cambodia, to participate in the

International EU-Asia Dialogue Conference on Addressing Irregular Migration and Human Trafficking in Europe and Asia. During the conference, the delegates successfully briefed international representatives on Taiwan's human trafficking prevention and policies through the report, Enhance International Cooperation in Combating Human Trafficking through Information Sharing. On June 5, 2014, other delegates were sent to participate in the International Labor Conference in Geneva to further understand the current definition of labor exploitation and other trafficking issues. In June 26-27, 2014, representatives were sent to Singapore to attend the Join RSIS-ICRC Consultative Roundtable on the "Humanitarian Dimension and Protection Aspects of Trafficking in Persons". The delegates successfully shared with other delegates Taiwan's human trafficking prevention and protective measures for victims through the report, Mechanisms and Strategies for Responding to the Needs of Victims of Trafficking.

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

3

Alien Population Control

In the face of increasing alien population and corresponding national policies, the NIA upholds the principle of “ensuring legality, combating illegality” in its investigation of illegal immigrants and marriage immigration. In addition, the NIA actively cooperates with national security agencies to strengthen investigative power and common cross-strait anti-crime mechanisms, and uses various common cross-border platforms and resources to combat crimes and implement security management and curb cross-border crimes.

I. Strengthen Alien Population Control and Relevant Laws (Regulations) Violation Investigation

Currently, most of Taiwan's alien population comprises marriage and work immigrants. To strengthen the investigation of illegal activities such as fraudulent marriages, illegal employment, alien visitor permit expiration and violation of the Human Trafficking Prevention Act, NIA corps in different counties and municipalities investigated (policed) a total of 35,485 cases in 2014, which was an increase of 5,000 cases compared to 2013. In addition to monitoring the living conditions of alien populations within the jurisdiction, field investigations (policing) also uncovered cases urgently needing assistance and referral to relevant agencies. As a result, unscrupulous operators or illegal immigrant syndicates and illegal agencies using marriage

to cover illegal activities such as unauthorized employment, prostitution and other illegal activities in Taiwan are circumvented.

To protect legitimate marriages, the various NIA corps attempt to eradicate fraudulent marriages and illegal employment. Before Mainland (P.R.C.) spouses can apply for Taiwan entry for reunion, their spouses in Taiwan are interviewed, and the applications are rigorously examined to prevent the use of fraudulent marriage to enter Taiwan for illegal employment or activities. The interview mechanism was established on September 1, 2003, and has been a significant deterrent for P.R.C. people and illegal agencies attempting to enter Taiwan through fraudulent marriage. To increase impartiality and objectivity in the interview mechanism, the NIA has issued and carried out the National Immigration Agency Procedure for Interviewing and Reviewing Mainland Applicants for Reunion to describe relevant regulations. In 2014, the various NIA corps conducted a total of 4,501 interviews, of which 1,577 were not approved, and effectively preventing P.R.C. nationals from entering Taiwan through fraudulent marriage.

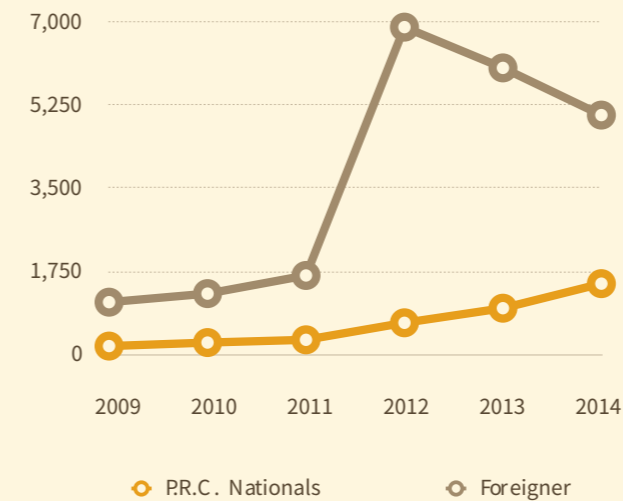


The thrust of globalization has resulted in high population mobility across countries, and alien population control has been becoming increasingly important.

In 2014, the NIA detained a total of 6,531 expired alien visitor/resident permits, excluding foreign labor whereabouts unknown (refer to Table 1 for details).

The highest number over the years, 1,492 P.R.C. nationals were detained in 2014, which was an increase of 517 people detained compared to 2013, thereby manifesting the effectiveness of the NIA investigation.

Table 1. Number of expired alien population visitor/ resident permits, NIA statistics.



Year	P.R.C. Nationals	Foreigner	Total
2009	178	1,102	1,280
2010	252	1,282	1,534
2011	310	1,664	1,974
2012	668	6,890	7,558
2013	975	6,032	7,007
2014	1,492	5,039	6,531
Total	3,875	22,009	25,884

Note:

1. The number of expired alien visitor/resident permits excludes foreign labor whereabouts unknown.

2. Due to the change of tabulation method, the correct number of overstayed visitors and residents in Taiwan is revised and shown on the table above.

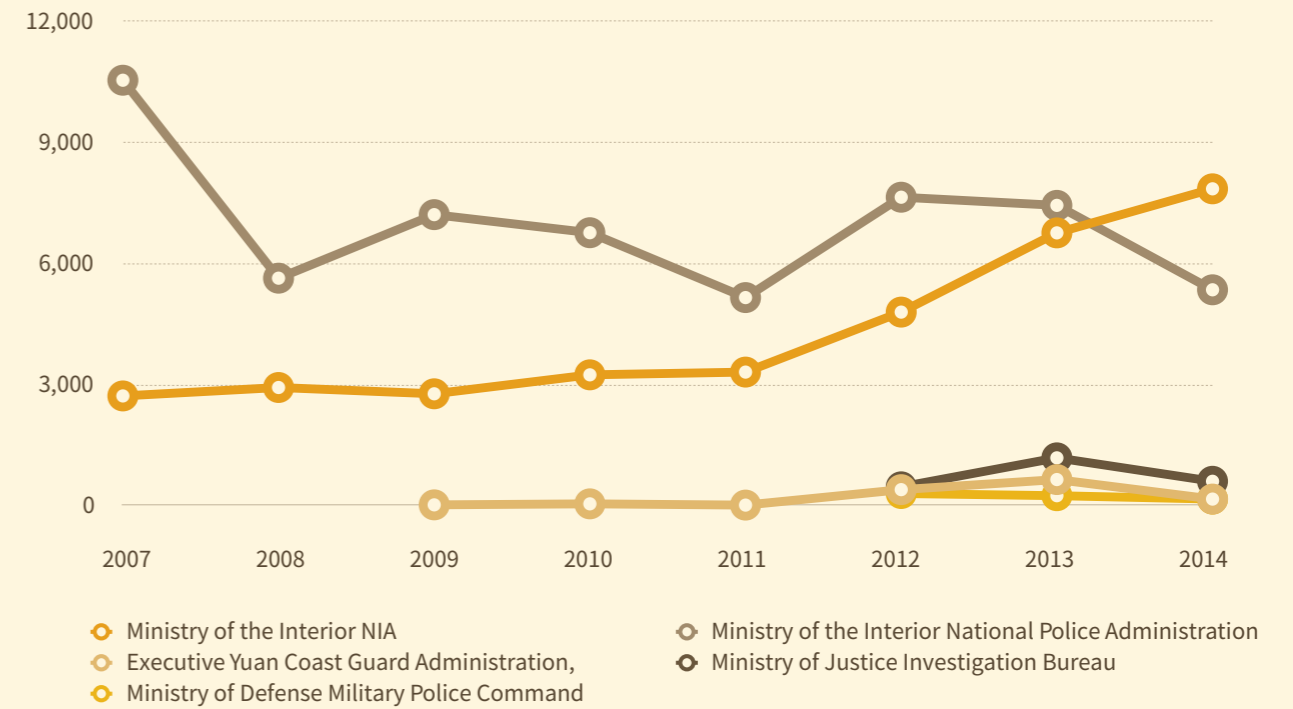
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In response to Taiwan's industrial and long-term care needs, the number of foreign laborers continues to grow. By the end of 2014, the number of foreign laborers in Taiwan reached more than 0.55 million, and the corresponding number of unaccounted foreign laborers is also increasing. To reduce the number of unaccounted foreign laborers in Taiwan, curb illegal hiring and intermediaries, and prevent human trafficking to ensure social stability and national security, the NIA collaborates with other national security investigation authorities such as the Executive Yuan Coast Guard Administration, the Ministry of Defense Military Police Command, the Ministry of

Justice Investigation Bureau, and the Ministry of the Interior National Police Administration to implement the Reinforcing Investigation of Whereabouts Unknown Foreign Labor in Taiwan Project (also known as the Siang-An Project) to conduct regular joint major investigations and manage the efficacy of relevant agencies. Despite maintaining social security in major events such as the Sunflower Student Movement and the Nine-in-One Election, the national security agencies still resolutely investigated and detained a total of 14,120 unaccounted foreign laborers in 2014 (see Table 2).



Table 2. No. of people detained by national security agencies from 2007 to 2014



Year	Ministry of the Interior NIA	Ministry of the Interior National Police Administration	Executive Yuan Coast Guard Administration, Ministry of Defense Military Police Command	Ministry of Justice Investigation Bureau	Ministry of Defense Military Police Command	Sub Total
2007	2,717	10,543				13,260
2008	2,926	5,636				8,562
2009	2,770	7,211	17			9,998
2010	3,240	6,763	42			10,045
2011	3,308	5,155	11			8,474
2012	4,795	7,643	394	464	298	13,594
2013	6,759	7,441	644	1,182	244	16,270
2014	7,851	5,348	160	601	160	14,120
Total	34,366	55,740	1,268	2,247	702	94,323

3

II. Cross-strait cooperation against crimes

To prevent cross-strait criminals from damaging Taiwan's security and international image through serious criminal activities such as human trafficking, illegal immigrant smuggling and drug trafficking, and prevent them from escaping to and hiding in the Mainland, the NIA actively promotes regular annual visits and exchanges with cross-strait immigration agencies according to Article 2 of the Cross-strait Joint Fight Against Crime and Mutual Legal Assistance Agreement signed by the Straits Exchange Foundation and the Association for Relations Across the Taiwan Straits (ARATS). These activities are conducted under the principle of "total cooperation, key actions" to strengthen cross-strait joint mechanism for combating crimes and maximizing the welfare of the people. Visits and exchanges between the NIA and the Mainland in 2014 resulted in the following:

i. On September 11, 2014, NIA Director-General Mo Tian-hu led a delegation for talks and exchanges with Guo Shengkun, Mainland's Minister of Public Security and Zheng Baigang, Mainland's Head of the Exit & Entry Administration Bureau, and achieved the following important consensus:

1. Cross-strait cooperation for combating crimes: Mainland promised to help extradite Taiwan fugitives indicted with serious crimes, exchange information and cooperate in investigation involving human trafficking and illegal immigrant smuggling cases, and explore expanding windows for direct cross-strait airport and harbor links.
2. ARATS Procedure for cross-strait repatriation:
 - A. Simplify the Kinmen Agreement: Given the decrease in Mainland stowaways over the years, the two sides deliberated to simplify repatriation procedure, and in the spirit of



the Kinmen Agreement, agreed to operate the HaiXiaHao ship once a year, and conduct immediate communication to confirm case identities and coordinate repatriation.

- B. Mechanism for direct cross-strait airport and harbor liaison: The NIA Songshan, Taoyuan, Taichung and Kaohsiung Border Affairs Corps have coordinated with the Beijing, Shanghai, Shenzhen, Xiamen border inspection stations to conduct instant identity checks for cross-strait travelers with missing documents and contact the ARATS for their repatriations. Both sides have also agreed to explore expanding the scope of direct cross-strait airport and harbor links.

ii. Relevant Exchanges:

1. Zheng Baigang, Mainland's Head of the Exit & Entry Administration Bureau was invited to lead a delegation of 8 to visit Taiwan on July 14-19, 2014 for talks and exchanges with the NIA.
2. Peng Zhiping, Mainland's Deputy of Fujian Provincial Public Security Frontier Corps was invited to lead a delegation to Taiwan on December 8-13, 2014 for talks and exchanges with the NIA.

iii. Implementing the Kinmen Agreement

1. On January 23 and October 22 of 2014 respectively, the NIA, the Red Cross Society of Taiwan, the Red Cross Society of China and the Fujian Provincial Public Security Frontier Corps met in Matsu to extradite the total of 24 stowaways to China.



iv. Implementing liaison mechanism for direct cross-strait airport and harbor access:

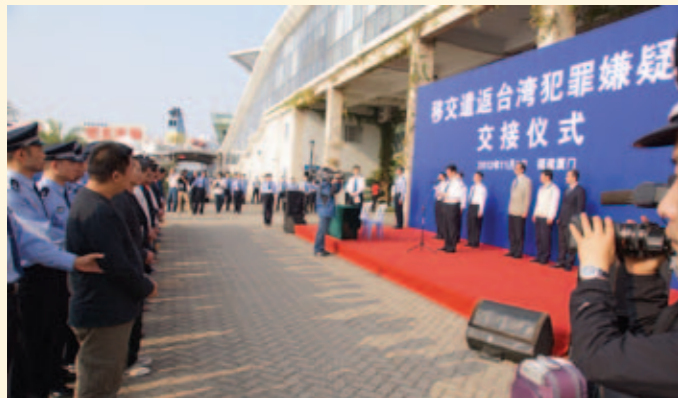
The NIA Songshan, Taoyuan, Taichung and Kaohsiung Border Affairs Corps coordinated with the Beijing, Shanghai, Shenzhen, Xiamen border inspection stations to conduct instant identity checks for cross-strait travelers with missing documents and contact the ARATS for their repatriations. In 2014, a total of 29 people were assisted.

v. Results of the Cross-strait Joint Fight Against Crime and Mutual Legal Assistance Agreement:

In 2014, through the Reporting Restrictions on Personal Freedoms of Mainland Chinese in Taiwan mechanism, a total of 527 cases were reported to the Ministry of Justice; through the Cross-strait Joint Fight Against Crime and Mutual Legal

3

Assistance Agreement, information on 101 criminal cases was exchanged with Mainland's Ministry of Public Security, and 3 fugitive and criminal in Mainland China were extradited.



vi. Criminal cases solved through cross-strait cooperation against crimes:

1. On March 20, 2014, the NIA and the Ministry of Justice Investigation Bureau dispatched officers to Macao to extradite Drug Prevention Act violation suspect, Chang X Feng to Taiwan for criminal prosecution.
2. On June 9, 2014, Taipei City, New Taipei City, Hualien County and various police agencies collaborated with Mainland's Ministry of Public Security Criminal Investigation Bureau, Fujian Province Public Security Bureau to close the net on cross-strait prostitution syndicate, solving the Gao X, Lien X. Hua X and Ah X Da cases and arresting a total of 34 suspects from both sides of the strait.



3. On June 18, 2014, the NIA and National Police Agency dispatched officers to Xiamen in Fujian Province to extradite fraud, embezzlement and Immigration Act violation suspect Wu X Tze to Taiwan for criminal prosecution.
4. On Dec. 29, 2014, the NIA dispatched officers to the Mainland to extradite Act Governing Relations between the People of the Taiwan Area and the Mainland Area, Human Trafficking Prevention Act, forgery and sex offense suspect, Tu X Huang, to Taiwan for criminal prosecution.



The strengthening of cross-strait information exchange and law enforcement cooperation will effectively prevent future cross-border crimes. The NIA will integrate the power of its entire criminal investigation departments, and use various cross-border cooperation platforms and resources to combat cross-border crimes, and promote the following policies:

1. Continue to conduct visits and exchanges with Mainland's Ministry of Public Security and its jurisdictional agencies and provincial (municipal) public security bureaus in accordance with the Cross-strait Joint Fight Against Crime and Mutual Legal Assistance Agreement. In addition, continue to expand important cooperative relationship with provincial (municipal) public security bureau directors to ensure the rights and welfare of the people of Taiwan.
2. Continue to promote exchanges and talks with cross-strait law enforcement agencies, further mutual trust, and increase airport and harbor assistance to help repatriate cross-strait travelers with missing documents, thereby facilitating ARATS cross-strait travel and entry/exit tasks, and subsequently expanding the power of joint combat against crime.
3. Continue criminal information exchange and synchronized crime sweep for major crimes such as cross-border human trafficking and illegal immigrants smuggling to effectively ensure normal cross-strait exchanges and strengthen Taiwan's entry, exit management and border security.

4

Immigrant Care and Counseling



I. Implement counseling measures for immigrants

i. Promote the National New Immigrant Torch Project

The National New Immigrant Torch Project is being continued to help establish family counseling mechanism for new immigrants, nurture their children, and enhance the multicultural understanding and international literacy of the public. The program includes key schools with new immigrants, home visits and outreach to new immigrant families, mother tongue courses, multicultural parent-child reading program, publications for mother tongue learning and daily living, and scholarships and grants for new

immigrants and their children. In School Year 2014, 362 key schools with new immigrants were granted subsidies, 8,107 events were organized, 18,346 home visits were conducted, and a total of 473,947 people participated or benefited from the program.

ii. Organize Programs to Nurture Second Generation Immigrant Talent

To cultivate multicultural background and mother tongue expertise in young second generation immigrants and give them an indispensable competitive edge in emerging markets, the NIA jointly organized the first ever Nurture the Second Generation Immigrant Cultivation Camp with the Cathay Charity Foundation, I-Mei Foods Co., Ltd. and The Cultural Foundation of the United Daily

News Group. Participants were second generation immigrants enrolled in high/vocational schools and colleges, and a total of 25 students signed up to participate. Courses such as Southeast Asia market analysis, career planning and visits to businesses were offered, and 95% of the students expressed that they were honored by the opportunity to participate in the camp. They were grateful to the government for organizing the camp to help enhance their sense of identity, expand their international perspective, and better understand the importance of learning their mother tongue.



iii. Promote the Foreign Spouse Orientation and Counseling Program

The NIA organized the Foreign Spouse Orientation and Counseling Program to help foreign and Mainland spouses quickly and successfully adapt to living in Taiwan, thereby creating a multicultural society and happy families with the people of Taiwan. In 2014, a total of NT\$5.675 million in grants were given to 22 municipal and county/city

governments, and 178 orientation and counseling classes, 3 seed seminars, 5 multicultural events, 38 orientation and promotion, and 80 other projects were conducted. A total of 18,474 people participated or benefitted from the programs.

iv. Second Generation Immigrants Workforce Cultivation Forum



The 2014 Second Generation Immigrants Workforce Cultivation Forum was organized to cultivate excellent international talent among second generation immigrants and enhance Taiwan's competitiveness. The Ministry of Economic Affairs, Ministry of Labor, Ministry of the Interior, experts, scholars, private sector representatives and second-generation immigrants were invited to the forum, and a total of 196 people participated in the event. Through this forum, families of new immigrants are encouraged to cherish their multicultural advantage, and businesses, schools and communities are called to attend to the issues of second-generation immigrant workforce, create public-private cooperation platforms and expand the international competitiveness, making Taiwan into an immigrant-friendly nation.

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iii. Increase benefits of the Foreign Spouse Care and Counseling Fund

To promote overall foreign spouse care and counseling services, effectively integrate government and private resources and create a multicultural society, the Foreign Spouse Care and Counseling Fund was established in 2005. Over a 10-year period, NT\$300 million every year was used to fund central, municipal and county (city) governments, private foundations and non-profit organizations to promote four major programs, namely the Medical Subsidy, Social Aid and Legal Service Program, the Foreign Spouse Educational Courses, Advocacy, Child Care and Development, and Multicultural Promotion Program, the Family Service Center and Association Program, and the Counseling, Service and Personnel Training, and Community Revitalization Program. In 2014, 395 projects were approved for a total of NT\$422 million.



vi. Promote New Immigrant Spouse Interview Service and Family Education

To strengthen immigration counseling, when foreign and Mainland spouses apply to the NIA for resident permit, immigration counselors will interview the foreign/Mainland spouses and their families, and provide relevant residency laws and information on living in Taiwan. In 2014, 10,281 people were interviewed. In addition, family education and promotion events were organized to facilitate immigrant spouse adaptation to family life, advocate transnational marriage, implement multicultural respect and gender equality, enhance family interaction, and promote a society that respects multicultural families. A total of 6,129 people participated in the activities in 2014.

vii. Foreign and Mainland Spouse Outreach Network

Foreign and Mainland spouse outreach networks are established in the 22 municipalities and counties (cities) across the country. Every six months, central and jurisdictional ministries, civil affair, social affair, educational, labor, health, private groups, foreign spouse family service centers and foreign spouse community service offices are invited to the network meetings. Through such a central and local immigration counseling network, it is hoped that new immigrant issues or concerns can be addressed, and resources maximized through presentations and case discussions. In 2014, 40 network meetings were held, and a total of 1,661 people participated.

viii. Facilitate Counseling Services

Language barrier prevents foreign spouses from using the counseling assistance system. To facilitate seeking counsel for their living needs and adaptation to Taiwan, the NIA has set up the 0800-024-111 Aliens Living in Taiwan Counseling Hotline to provide toll free inquiries for visa, residency, entry/exit, work, tax, health, transportation, medical and health, personal safety, parenting, traffic, social welfare, legal, family relationships and other information in seven languages, namely Mandarin, English, Japanese, Vietnamese, Indonesian, Thai and Khmer. In 2014, a total of 51,270 calls were received.



ix. New Immigrant Mother Tongue Teaching and Training Program

To inspire community interest in learning the mother-tongue of new immigrants, the NIA formed strategic partnership with universities to jointly

organize the New Immigrant Mother Tongue Teaching and Training Program. Platforms for practical interactive teaching are provided, and innovative teaching methods are incorporated to enhance the professional competence of new immigrants in mother-tongue instruction and encourage them to teach their mother-tongue, thereby developing potential multicultural and international talent. In 2014, training was organized in the 22 municipal and county (city) governments across the nation, and 768 students were enrolled, of which 506 obtained certificates of completion.

x. Interpreter Resource Bank

To protect the interests of foreign spouses, timely interpretation services are provided to encourage their participation in public affairs. In 2009, the NIA established the Interpreter Resource Bank, and as of 2014, there were a total of 1,450 interpreters for 18 languages, including Vietnamese, English, Indonesian, Thai, Burmese, Filipino, Japanese and Khmer. In addition, interpretation are provided for immigration counseling, visitations, comprehensive social welfare service, health care service, employment counseling, domestic violence prevention, court accompaniment, investigation accompaniment, police service and sexual assault prevention service, 10 services provided in total.

xi. Cross-border Matchmaking Control

As of 2014, 44 public welfare entities had been approved to provide cross-border matchmaking services to promote non-profit cross-border matchmaking services and prevent the commercialization of transnational matchmaking. In addition, the Ministry of the Interior Transnational

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Matching Review Committee met 4 times in 2014 to review and penalize violations in transnational matchmaking. A total of 49 cases were penalized and fined NT\$5.875 million.

xii. Strengthen Management of Immigration Agencies

Most nationals planning to relocate abroad delegate information collection or immigration application to immigration agencies. To ensure the professional competence of immigration agencies and protect public interest, the NIA continues to strengthen immigration agency management and violation investigation. As of 2014, the NIA had licensed 101 immigration agencies. In addition, to cultivate sufficient immigration professionals available for setting up immigration agencies, recruiting or replacing non-professionals, in 2014, the NIA first commissioned the Taiwan Immigration Consultants Association (TICA) to publicly screen and train immigration professionals, then organized a post-training examination. The 2014 examinations for immigration professionals were conducted on August 30 in Taipei, Taichung and Kaohsiung. A total of 361 registered for the test, with 356 applicants showing up for the test and 5 applicants absent. 266 candidates passed the test, accounting for 74% passing rate. Certificate of qualification for the immigration professionals were issued on October 6, 2014.



II. Innovative and Value-added Service

i. Accessible Service-on-Wheels Home Delivery

To hear the voices of new immigrants and offer social resources according to their needs, and provide more flexible services, an accessible Service-on-Wheels Home Delivery is promoted, thereby reducing the gap between urban and rural areas and balancing regional development. In 2014, 476 Service-on-Wheels were dispatched, serving a total of 15,448 cases. In addition, for special cases in remote areas, timely home services were provided to a total of 670 new immigrant families.



ii. Promote strategic interdisciplinary alliances to enhance partnership

The NIA actively promotes cooperation with schools and private groups to expand immigrant services. Through resource sharing, training, seminars, case referral and exchanges, 5 major aspects in total, a positive and mutually beneficial relationship is established, thereby enhancing the effectiveness of public service. As of 2014, the NIA had signed the Strategic Interdisciplinary Alliances Agreement with 83 domestic and foreign universities and junior colleges, hospitals and non-government organizations.



iii. Service-on-Wheels Campus Outreach

In 2014, the NIA organized the first ever Service-on-Wheels Campus Outreach activities to help the community understand important NIA policies. Nine outreach events were organized to build teacher and student awareness of immigrant issues and increase satisfaction with NIA policies.

iv. Entry/Exit and Immigration Management System

The NIA established the Entry/Exit and Immigration Management System to integrate existing systems.

The Foreign Affairs Section of the system became available online in November 2013; and the Mainland Affairs Section, on July 1, 2014.

The NIA New Taipei City Service Office has fully adopted the new system to receive and issue documents. This simplified application and transparent management procedure allows applicants to check their application progress, and continuously improves administrative efficiency and service quality.

v. New Immigrant Employment Counseling Website

In a gratis collaboration with human resource banks, the NIA has established the New Immigrant Employment Counseling Website to provide new immigrants with channels for job openings and business hiring. As of 2014, the website had a total of 321,097 browsers, 8,656 new immigrant membership, and 7,489 job matches.

vi. "Taiwan Is My Home" Production

NIA co-produced the TV program, Taiwan Is My Home, with Television Broadcasts Satellite (TVBS) to promote and market multiculturalism. Since April 2014, TVBS has aired the program in 6 languages (Mandarin, English, Indonesian, Vietnamese, Thai and Khmer), with bilingual subtitles in Mandarin and Indonesian, and Mandarin and Vietnamese to provide new immigrants with information on living in Taiwan and enhance the cultural understanding in the Taiwan public. As of 2014, as many as 22.5 million people had viewed the short programs, and up to 2.29 millions had viewed the long programs.

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vii. New Immigrants Global News Network

To strengthen care and counseling services for new immigrants in Taiwan, the NIA co-produced the New Immigrants Global News Network with I-Mei Multimedia e-Content Production and Marketing Co., Ltd. The program began airing online on July 28, 2014, providing new immigrants with governmental care and counseling and a channel for immediate access to new information, thereby enhancing their living quality and adaptation to Taiwan. In 2014, activities such as human trafficking prevention promotion, new immigrant mini videos and photo competitions were organized; 10,058 pieces of news transcripts, 7,088, audiovisual news and 7,166 voice news were produced; 0.688 million people were interviewed; and 2,352 members subscribed to the e-newsletter.



viii. New Immigrant Information Literacy Education Program

To narrow the digital usage gap, care for new immigrants by increasing their ability to use information, and create an equal employment opportunity, the NIA promoted the New Immigrant Information Literacy Education and Training Program. Sixteen free computer courses are offered to new immigrants, and content ranged from basic to difficult levels, including learning to use the computer, going online to use the E-mail, Blog, Facebook, Office word processing, Chinese data input and job searches. The courses are tailored to new immigrants, and are geared toward living in Taiwan and adapting to Taiwan's IT environment.

The program began simultaneously in Taiwan's 22 municipal and county (city) governments on January 1, 2014, and ran till the end of October 2014. A total of 2,078 classes were completed, and among the 25,908 enrolled, 24,045 completed the training. Of these classes, 1,240 were conducted in regular classrooms, where 15,841 students completed the training; and 838 were conducted in mobile classrooms, with 8,204 completions. The ratio of rural to urban classes was 1:1.5, thereby achieving program popularity.

The New Immigrants in Taiwan website (<https://nit.immigration.gov.tw>) for new immigrants was officially launched on February 10, 2014. Online computer application courses, cloud e-books and digital reading service in 7 languages, namely traditional Chinese, simplified Chinese, English,



Vietnamese, Thai, Khmer and Indonesian, are offered. In addition, 6,209 follow-up calls were conducted to understand the learning progress of new immigrants and enhance after-class assistance.

The NIA organized a New Immigrant Information Literacy Education and Training Program presentation ceremony on October 24, 2014. Minister of the Interior, Chen Wei-jean was invited to speak, and representatives from the Board of Science and Technology, the Ministry of Education, and various counties and cities NGOs, and new immigrant students were invited to participate. In addition to exhibiting the successful outcome of the program, the plan to continue with the program in 2014 to benefit more new immigrants was announced.

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Cross-strait Exchanges

By shortening visa application time while ensuring security control, the quality of tourism and service is enhanced, thereby increasing national competitiveness.

I. Increase quota for Mainland tourists to Taiwan, and permit independent tourists from more Mainland cities.

On April 16, 2014, the quota for Mainland tourists to Taiwan was increased from 3,000 visitors per day to 4,000 visitors per day to stimulate domestic tourism. Moreover, the quota for group tours was increased from 5,000 visitors per day to 8,000 visitors per day in September and December, 2014.

In line with the Free Independent Travel (FIT) in Taiwan for Mainland Tourist policy, independent Mainland tourists to Taiwan are opened to residents of 10 additional Mainland areas, namely, Harbin, Taiyuan, Nanchang, Guiyang, Dalian, Wuxi, Wenzhou, Zhongshan, Yantai and Zhangzhou, effective August 18, 2014. As of 2014, independent Mainland tourists to Taiwan were opened to residents of 36 Mainland cities.

II. Visa on Arrival for Penghu, Kinmen and Matsu

Since tourism was opened to the Mainland in 2008, Mainland travelers to Kinmen, Matsu and Penghu can apply for the Temporary Entry/Exit Travel Notification (Visa on Arrival).

Since June 13, 2011, Mainland business travelers to Xiamen are allowed a one-day tour in Kinmen. Beginning March 15, 2012, application for the Kinmen-Xiamen 1-Day Tour can be submitted online. Beginning July 16, 2013, the Kinmen-Xiamen 1-Day Tour is extended to a 2-day tour, required documents are simplified, and the processing time is reduced from 24 hours to 4 hours during working hours (0800-1700). Beginning September 1, 2013, online application is extended to all Mainland tourists to Penghu, Kinmen and Matsu (for both group and independent tourists). In addition, on July 19, 2013, the Executive Yuan issued the revised Regulations Governing the Trial Operation of Transportation Links Between Kinmen/Matsu/Penghu and the Mainland Area, and the NIA revised corresponding regulations and document requirements.

The deregulations have substantially facilitated exchanges between the Mainland and Kinmen/Matsu/Penghu, and enhanced economic development and consumption.

To further facilitate Mainland tourism to the outlying islands, the Temporary Entry Permit can

In coordination with the government's Economic Boost Measures and Ten Million Tourists Plan, NIA continues to promote the integration and simplification of laws and regulations to facilitate people flow and meet the needs of increasing cross-strait exchanges.

be applied online before entry, and regulations for Visa-on-Arrival is added. On December 16, 2014, announcements regarding qualification, restriction, visitor quota and required documents were posted, effective January 1, 2015.

III. Expedited Application for Mainland Tourist to Taiwan

In response to the emergency application cases for practical needs and regulations for expediting visas for foreigners and passports for nationals, the content on the fees for expedited processing of applications are all included. For the convenience of Mainland travelers, the charging standards of Entry/Exit Permit Fees for Mainland, Hong Kong and Macao Residents and the Fees for Entry/Exit and Immigration Permit amended on November 11, 2014 include the schedule of fees for expedited processing of applications. The expeditious fee per person is NT300 for each advanced day, and upon payment, the expedited documents can be collected according to regulations.



IV. Policy for Procedure Simplification

Beginning January 1, 2014, permit regulations for Mainland tourist, professional and business travelers to Taiwan, and multinational cooperation transfer of Mainland personnel to Taiwan are integrated into The Regulations Governing the Approval of people of the Mainland Area Visiting Taiwan for the purpose of Business Activities thereby greatly simplifying the application and review process for Mainland professional and business travelers to Taiwan. In 2014, a total of 304,522 people applied for professional and business travel, which was an increase of 49,539 applications compared to 2013.

In December 2014, 4 training sessions were organized for relevant government agencies and NIA frontline employees to increase service performance, maximize administrative efficiency, expedite document issuance and vitalize exchanges among industrial talents.

V. Online Application for Mainland Professional and Business Travelers to Taiwan

Beginning January 1, 2014, comprehensive online applications are available to Mainland professional and business travelers to Taiwan. Taiwan sponsors can apply online with their identification key card, thereby not only confirming user identity but also increasing the security of data transmission. Once the

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documents are reviewed, the sponsoring agency can pay online and download the e-receipt, thereby significantly reducing the time needed to obtain the permit.

To facilitate convenient and friendly service, the NIA has set up computer facilities in various county service offices for public use. The systems and interfaces are continually improved to ensure smooth application upload and verification, thereby making application more convenient for Mainland professional and business travelers to Taiwan.

i. Optimizing Online Application System for Mainland Tourists to Taiwan

In line with the gradual deregulation and normalization of policies toward Mainland visitors to Taiwan, the NIA established the Mainland Visitors to Taiwan Application and Permit Management System in 2011. The online Taiwan entry permit application offers convenience to tourism industries, sponsoring agencies and Mainland visitors, and quick and immediate checking, which reduces document collection and manual data input time, accelerates document supplementation and return, verification and other subsequent procedures, thereby achieving the goal of e-government.

Due to new ports (airports and harbors) being opened on both sides of the strait and the increasing freedom of independent Mainland visitors to Taiwan, the number of applicants has increased substantially. The quota for independent Mainland tourists was increased

from the original 500 persons per day in 2011 to 3,000 in 2013. In addition, the 4,000 persons per day quota for Type 1 tourist in 2011 was increased to 5,000 per day in 2013. Moreover, as a contingency measure for peak tourist season, the quota was further increased to 8,000 per day for group tourists in March, May, September and December of 2014.

As of 2014, the NIA had received a total of 3,316,876 Mainland applications for Types 1, 2 and 3 tours and independent tours. Given the sharp increase in the number of Mainland tourists to Taiwan, the diversity and complexity of various application procedures, and the follow-up document reviews by Taiwan personnel, the systems structure was adjusted. Since the effectiveness of the existing online application platform for Mainland, Hong Kong and Macau was optimized in 2014, the daily capacity for the system has been increased from receiving 6,000 applications to 25,000 applications.

ii. Application Platform and Service Center for Mainland Visitors

Online customer service system was introduced in May 2014 to enhance customer and inquiry services. The Application Platform and Service Center for Mainland Visitors accepts telephone and online requests from tour agencies, and also provide various online customer and inquiry services for sponsoring businesses and private groups. In 2014, the service center processed 37,071 inquiries, of which 24,618 were telephone and were 12,453 written inquiries.



iii. Online Application for Mainland Professional and Business Visitors to Taiwan

The NIA actively integrates various resources and advance online application for Mainland professional and business visitors to Taiwan to simplify the application process and facilitate cross-strait exchanges. In June 2013, the Executive Yuan convened and passed the discussion to Shorten and Simplify Permit Processing for Mainland Professional and Business Travel to Taiwan. The resolution was to be implemented in 3 phases from 2013-2014. Phases 1 and 2 were completed in 2013, and online and application and review has been opened to business travelers and transferring multi-national corporation personnel, and educational, economic, agricultural and transportation professionals coming to Taiwan for exchanges. The implementation of Phase 3 in 2014 completed the online application system, and accelerates the verification process. With required documents in order, paper applications require 10 working days for issuing a permit, but with online application, the review process is transparent and reduced to 3-5 working days. As of 2014, a total of

304,522 online applications for Mainland business and professional travelers to Taiwan had been received.



iv. Expedite Travel Permit Application for Mainland Cruise Tourist to Taiwan

In response to the permit applications handled en masse by Taiwan's travel agencies for Mainland tourists arriving by cruise, and the time pressure of data entry in e-application, the NIA has simplified online data entry for travel agencies

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to promote cruise tourism. Details of the itinerary in Taiwan need not be entered, and the itinerary can be uploaded as an attachment. Other information such as applicant educational level and address in Taiwan are no longer required. In 2014, application for 1,149 groups of Mainland cruise tourists were received, totaling 33,357 individual processing, and more than 10 minutes of time saved per group for the travel agencies.

v. Credit Card Payment for Online Application

In addition to bank account and ATM transfers, online credit card payment has been made available since September 2014 to provide more payment methods for online applications. Through the e-Government Service Platform, cards from 38 credit card companies can be used for online payment, making application convenient for the public. As of 2014, 565 payments totaling NT2,345,100 were made using credit cards.

VI. Strengthen Dynamic Security Management of Mainland Visitors

The “Mainland Visitor Activity Plan in Taiwan” and the “Ministry of the Interior NIA Standard Operating Procedures for Competent Industrial Authorities and Relevant Authorities Implementing Mainland Visits to Taiwan for Professional and Business Purposes” are formulated to strengthen the dynamic management of Mainland professional and business visitors following their entry into Taiwan. Post entry field visits by the NIA, competent industrial authorities or relevant authorities following the entry of Mainland visitors are carried out to ensure that security



management mechanism is maintained despite the simplification of regulations. 659 visits were conducted in 2014.

In addition to review by the Joint Review Board and visit verification, the mechanisms of investigation departments are reinforced for visits by Mainland officials and Party members to ensure the dynamic security management of Mainland visitors and prevent violation of public order and national security. In 2014, a total of 547 violations were investigated and processed.



VII. Mainland Tourists Emergency and Accident Assistance

i. In February 2014, independent Mainland tourist, Chen X Jun accidentally fell into the water during a boat trip in Dahu Recreation Area in Yuan Shan, Yilan County, and was pronounced dead despite emergency treatment at the hospital. The NIA assisted his Taiwan and Mainland guides in helping his family come to Taiwan for funeral arrangements.

- ii. In April 2014, Mainland group tourist Yu X Xian contracted the H7N9 virus while in Taiwan, and died despite intensive care at the National Taiwan University Hospital. The NIA initiated contact with the Taiwan and Mainland tour guides to assist his Mainland family come to Taiwan for funeral arrangement.
- iii. In November 2014, independent Mainland tourist Liang X Xin was involved in a traffic accident in the Taipei-Ilan Highway in Ilan County, and died despite treatment at the Wan Fang Hospital. The NIA helped the family come to Taiwan for funeral arrangement.



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Cooperation in International Affairs



The NIA people flow management is intended to strengthen international exchanges, and the NIA actively participates in international affairs and cooperation by establishing cross-border cooperation platforms to combat international human trafficking, strengthen anti-terrorism and maintain border security.

In 2014, the NIA signed immigration, human trafficking prevention and entry/exit control and information exchange agreements (including memoranda) with the United States, Solomon Islands, Belize, St. Kitts and Nevis, Japan and other countries. In addition, the NIA also organized large scale international conferences such as international seminars on border control, international workshops on human trafficking prevention, and international seminars on immigration policies to connect with other countries and integrate with international trends, thereby effectively enhancing Taiwan's international image and standing.

I. Provide Overseas Services and Legal Assistance

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

Immigration secretaries not only review entry applications of Mainland, Hong Kong and Macao residents and Taiwan citizens without household registration to Taiwan, but also assist Taiwan's

The phenomenon of transnational population movements has resulted in significant impact on economics, security and politics and other aspects of the country.

Overseas Office in consular affairs and overseas affairs/education. At the same time, they also initiate assistance in special cases, and actively help the disadvantaged resolve entry/resident issues. Overseas immigration secretaries are on call 24-hours a day to assist Taiwan citizens and residents traveling abroad with emergencies, and immediately coordinate with host government agencies to offer immediate assistance, comprehensive information and responsive crisis management. Furthermore, immigration secretaries collaborate with foreign immigrants and law enforcement agencies to prevent criminal activities such as human trafficking, illegal immigrant smuggling, document forgery, drug trafficking and IT fraud, thereby facilitating people flow and ensuring national security.

According to the NIA Foreign Service Personnel Regulations, immigration secretaries are selected annually, put on reserve and rotated. In 2014, the secretaries are rotated over 7 areas, namely Hanoi and Ho Chi Minh City in Vietnam, Toronto and Vancouver in Canada, Los Angeles in the US, New Zealand and India. In addition to the rotation system, the NIA also plans and adjusts overseas stations as appropriate, and continues to expand the functions of immigration secretaries.

In 2013, to facilitate tourist application to Taiwan for Mainland nationals living or traveling abroad, the NIA provided online permit application, and as of 2014, a total of 26,352 applications were processed. In 2014, care and counseling were provided to 19,498 overseas cases (The NIA has



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adjusted its overseas immigration secretaries stations as appropriate since March 2014. So, the number of such cases decreased by 37,735 compared to 2013.), 192,700 applications were processed, and 101 cases involving joint cross-strait fight against crime and mutual legal assistance were handled, resulting in the arrest of 527 individuals, seizure of 145 falsified documents, arrest and repatriation of 89 fugitives, and of 209 Taiwanese fugitives.

II. Promoting International Affairs Exchange

January 3

The Vietnam Ministry of Labour, Invalids and Social Affairs (MOLISA) Deputy Director Huang Jinyu, and Vietnam Economic and Cultural office in Taipei Representative Pei Zhongyun led a delegate of four to meet with former NIA Director-General Hsieh Li-Kung to discuss the Vietnam Protocol 95.

January 16

Japan's Ministry of Justice Immigration Bureau Deputy Director-General of Immigration Masami Kinefuchi led a delegation of 4 to visit the shelters and detention centers in Ilan, and attended the 4th Conference on Taiwan and Japan Entry/Exit Control chaired by NIA Deputy Director Chang Chi.

February 12

The Operations Chief of US company, The Asian Group, LLC, Nirav Patel, and Deputy

Director Sridhar Kolar and Special Assistant Enoch Kim of Polaris Wireless Inc visited the NIA Deputy Director Ho Rong Chun for exchanges on positioning tracking devices.

Paraguay Ambassador in Taiwan, Marcial Bobadilla Guillén, led newly appointed Military Attaché Colonel Eligio Manuel on a congratulatory and courtesy visit to former NIA Director-General Hsieh Li-Kung.

February 26

Indonesian Economic and Trade Office in Taipei Representative, Arief Fadillah, led a delegation of 4 on a congratulatory visit to former NIA Director-General Hsieh Li-Kung at the Indonesian Economic and Trade Office in Taipei to discuss airplane charters for extraditing fugitive foreign workers to Indonesia.

March 12

Nigeria House of Representatives Internal Affairs Committee Vice-Chairperson Daniel Effiong Asuquo and House of Representatives Committee on Capital Market Deputy Chairperson Chris Emeka Ifeanyi Azubogu paid a congratulatory visit to former NIA Director-General Hsieh Li-Kung and exchanged views on human trafficking and illegal immigration.

March 28

Vietnam Ministry of Foreign Affairs Bureau of Consular Affairs Director Juan, You-Chao led

a delegation of 5 on a congratulatory visit to former NIA Director-General Hsieh Li-Kung and exchanged views on immigration issues.

April 15

The NIA organized the 2nd Taiwan and Indonesia Immigration Affairs Conference. After the conference, former NIA Director-General Hsieh Li-Kung and Indonesian Immigration Director General Bambang Irawan signed a joint statement to cement bilateral cooperation and strengthen the collaboration framework for immigration affairs, prevention of human trafficking and illegal immigrant smuggling.

May 12

The Thai Royal Police Deputy Director Chatchawal Suksomjit paid a courtesy and congratulatory visit to former NIA Director-General Hsieh Li-Kung, and exchanged views on the MOU of immigration affairs and cooperation against human trafficking.

May 27

International Association of Chiefs of Police (IACP) President Yousry Zakhary and his wife paid a courtesy visit to NIA Director-General Mo Tien-hu to discuss mechanism for Taiwan's participation in Stolen and Lost Travel Documents (SLTD) database.

June 11

On behalf of the South Korean Representative Office in Taipei, Representative Chao Baisheng visited NIA Director-General Mo Tien-hu to discuss the signing of the Immigration Affairs and Human Trafficking Prevention Cooperation Agreement.

June 17

Palau Embassy Ambassador Dilmei L. Olkeriil visited NIA Director-General Mo Tien-hu to discuss stay extension for Palau nationals on medical treatment in Taiwan, and exchanged views on signing the bilateral memorandum of understanding (MOU).

June 19

American Institute in Taiwan Deputy Director Brent Christensen visited NIA Director-General Mo Tien-hu to submit a report on human trafficking, exchange views and discuss progress on the Providing the US with NIA and the Ministry of Health and Welfare Coordinated Information on Sexual Assault cooperation.



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June 26

Director-General of the Mongolian Immigration Agency Purevdorj Bukhchuluun visited NIA Director-General Mo Tien-hu to discuss immigration affairs.

June 27

The Philippine Bureau of Immigration Director Siegfred Mison visited NIA Director-General Mo Tien-hu to share views and discuss the progress on the signing of the Immigration Affairs and Human Trafficking Prevention Cooperation Agreement.

June 30

Commercial Office of Brazil to Taipei Director Sergio Taam visited NIA Director-General Mo Tien-hu to exchange views on passport renewal for Brazilians residing in Taiwan.

July 22

US Human Smuggling and Trafficking Center Director Scott Hatfield visited NIA Director-General Mo Tien-hu to exchange views on the MOU on cooperative mechanism and progress on human smuggling and trafficking prevention.

July 29

Representative Office of Japan Director Kyouta Moshimoto visited NIA Deputy Director Chang Chi to discuss strengthening the auto-check

immigration system and relaxing the restrictions on permanent residency.

August 14

The US 9th Congressional Legislative Staff Large visited NIA Chief Secretary Hu Jing Fu to discuss human trafficking prevention and immigration affairs.

September 15

The NIA sent a delegate to accompany Minister of the Interior Chen Wei-jen to jointly receive Interchange Association (Japan), Taipei Office, Chief Representative Mikio Numata to exchange views on immigration affairs and international exchange between the two countries.

September 24

NIA Director-General Mo Tien-hu met with Yun Wei-de, Singapore Deputy Police Commissioner and Director of Criminal Investigation Bureau to discuss future promotion of immigration affairs and human trafficking prevention.

September 29

Mongolia Ulaanbaatar Trade and Economic Representative Office in Taipei Representative Elbeg Samdan led new Deputy Representative Yadmaa Ganbaatar to visit NIA Deputy Director Chang Chi to discuss implementing the intent of the MOU on cooperation.

October 24

Indonesian Economic and Trade Office in Taipei Representative Arief Fadillah visited NIA Visa Department Director Su Li Si to exchange views on immigration affairs.

European Chamber of Commerce in Taiwan Executive Director Freddie Hoeglund visited NIA Director-General Mo Tien-hu to discuss enhancing the quality life for foreigners living in Taiwan.



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The NIA sent a delegate to accompany Minister of the Interior Chen Wei-jen to jointly receive the Israel and Cultural Representative Office in Taipei Representative Simona Halperin to discuss immigration affairs and human trafficking prevention.

November 18

The Australian Consulate-General in Hong Kong Consul Erica Biddle led Bao Yin Zhou, the Consulate Communication Manager, and, Peter Charles Birse, Regional Movement Alert System (RMAS) expert for the Australian Immigration and Border Protection on a visit to Taiwan to introduce the RMAS.



December 19

Fiji Trade and Tourism Representative Office in Taiwan Director Karai Vuibau visited NIA Director-General Mo Tien-hu to exchange views on immigration affairs.

III. Promote cooperation agreement or MOU on immigration affairs, human trafficking prevention and entry/exit control information exchange.

May 30

Taiwan is the first country in the Asia-Pacific region to sign the Dissemination and Exchange of Information Relating to Human Smuggling and Trafficking MOU with the US, and assumes an important role in promoting the prevention of human trafficking in Asia.



June 25

Signed the Immigration Affairs and Human Trafficking Prevention Cooperation Agreement with the Solomon Islands to jointly uphold the rule of law and establish closer cooperation on immigration affairs, international anti-terrorism information and human trafficking prevention.



August 15

Signed Immigration Affairs and Human Trafficking Prevention Cooperation MOU with Belize to make exchanges and cooperate in immigration affairs, human trafficking prevention and terrorism prevention.

September 18

Signed the Immigration Affairs and Human Trafficking Prevention Cooperation MOU with Saint Kitts and Nevis to jointly uphold the rule of law and establish a closer partnership.

November 20

Taiwan is the first country to sign the Entry/Exit Control Information Exchange and Cooperation MOU with Japan to effectively enhance border security through joint effort to strengthen the fight against criminal cases abroad and prevent terrorism.



7 Immigration Policy and Immigrant Human Rights

I. Immigration Policy

In response to Taiwan's population policy and international development trend, the NIA studied the relaxation of immigration laws, and integrated resource utilization to strengthen the protection of immigrant human rights and construct an immigrant friendly environment to help Taiwan attract and retain talents.

i. Implications of current immigration policies

Taiwan's declining birth rate, declining working-age population, aging population and increasing immigration rate have become a serious challenge to Taiwan's future development. As an early response and countermeasure, the Executive Yuan approved amendments to Taiwan's population adaptation strategies in 2014, including the basic philosophy of "refining immigration policies, ensuring basic immigrant

human rights, creating a friendly environment for foreigners, and creating a new diversified and open society" and making policies that "respond to demographic changes by cooperating with domestic economic, education, technology and cultural development, and actively recruit a diversity of professionals," "facilitate immigrant social participation, advocate multiculturalism, and develop new excellent human resources," and "create a friendly environment for immigrants and their families, and ensure equal treatment and rights." In addition, relevant departments are requested to study and formulate concrete measures, and use rolling assessment to review the white paper on population policy amendments.

In recent years, Taiwan's immigrant population primarily comprises non-economic marriage immigrants, followed by foreign laborers. According to the 2010-2060 population projection,



Globalization has brought transnational population moves, and immigrant populations have changed the demographic structure of societies, resulting in issues such as cultural adaptation, economic, employment, parenting, and competition in global talent.

Taiwan has yet to achieve demographic dividend, and the labor population is yet to be saturated. However, the boom in Mainland market has produced a magnetic effect that has resulted in intensifying competition for talents across Asia. After adjusting for Taiwan's labor environment and industrial structure, the country is facing increasingly severe talent drain.

Confronted with the potential problems and challenges of transnational migration such as the adjustment of immigrant spouses, illegal entry and residence, human trafficking and border security, continual effort must be put into effective preventive plans, investigations and crackdowns, and extensive rescue and protection in order to balance convenience and security, thereby allowing sustainable national development.

The current goals of immigration countermeasures in the population policy White Paper include:

1. Manage dynamic development of immigrant population: Concretely manage the dynamics of Taiwan's immigration population, establish long-term observation mechanism, and fully understand immigrant population needs to ensure efficient allocation of national resources.
2. Expand immigration counseling: Continue to strengthen pre-immigration counseling and management of immigration agencies, and adequately ensure the rights and interests of immigrants.

3. Attract immigrant professionals and investors: Formulate sound immigration laws for professionals and investors, and through inter-ministerial cooperation, attract a diversity of professional international talents needed by Taiwan.

4. Construct a multicultural society: Construct a multicultural learning environment, cultivate public respect for pluralism, preserve the native culture of immigrants, and enrich the society with multiculturalism.

5. Comprehensive border control: Strengthen mechanisms for verification and interview, balance human rights and security, and construct a comprehensive and tight mechanism for border control to ensure both convenience and security during immigration inspection.

6. Improve the prevention of illegal immigrant: Expand international exchanges and cooperation, jointly combat transnational trafficking groups, provide comprehensive protection and placement for victims of trafficking, and strengthen the investigation, detention and repatriation of illegal immigrants and overstays.

ii. The Ministry of the Interior Immigration Policy Panel

In 2010, the NIA convened scholars, experts and agency representatives from population, economy, social welfare, legal, medical, labor and human rights disciplines to form an immigration policy panel to help implement

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the immigrant countermeasures outlined in population policy White Paper. The panel assists in the rolling assessment of Taiwan's immigration policy to ensure that policy content is in line with the Taiwan's economic, social and cultural development needs.

Given that immigration policy planning involves various ministries, key organizational structures in the immigration policy panel were amended on May 25, 2012 to enhance the effectiveness of implementation and coordination. Specifically, the level of the immigration policy panel is promoted from Agency to Minister level, with the Minister of the Interior acting as the convener, the Deputy Minister as vice-convener, and the NIA Director-General as the Executive Secretary.

The number of committee members is increased from 13 to 27, and includes 17 agency representatives and 10 experts and scholars. Two respective meetings were held on February 11 and June 11, 2014 to discuss immigration policy issues.

iii. International Conference on Immigration Policy

In the last decade, the number of foreign spouses and alien residents in Taiwan has increased rapidly. On November 19, the government held the 2014 International Conference on Immigration Policy – A Multi-dimensional Discussion of Taiwan's Immigration Policy to examine issues such as governmental allocation of resources, system design, and social dynamics in recent years. Present were the Ministry of the Interior Deputy Minister Chen Chwen-jing, the Cathay Charity Foundation Director Frederick Chien and

NIA Director-General Mo Tien-hu, foreign representatives in Taiwan, domestic and international experts and scholars, and members of private organizations, strategic alliance schools and outstanding Torch Program schools, totaling more than 200 participants. During the conference, there were lively cross cultural, cross national, and cross disciplinary dialogues on Taiwan's environmental friendliness towards foreigners, daily convenience, social creativity and practical tips for nurturing the second generation.



iv. The 2014 Immigrant Festival and International Migrants Day

On December 6, 2014, the NIA and the Taipei City Government jointly organized a multicultural arts feast at the Taipei City Confucius Temple to celebrate the 2014 Immigration Festival and International Migrants Day. The Ministry of the Interior Deputy Minister Chiu Chang-yue presented awards to 11 counties and cities with outstanding performance in the 2014 assessment of foreigner and Mainland spouse care and counseling service.



In addition, more than 1,000 people, including Indonesia, Japan, Korea, Vietnam representatives in Taiwan, members of private organizations and new immigrants were invited to the festivities at the Confucius Temple. The event theme was multicultural arts festival, and talented new immigrants were invited to give spectacular performances, and special areas were set up for new immigrant stories and entrepreneurial success stories. New immigrants who had just completed training in 2014 served as tour guide for the Confucius Temple, and the learning outcome of new immigrants is once again evident in the integration of Confucius Temple culture, multiculturalism and tourism.

Taiwan's immigration affairs are complex, and to simplify yet remain effective, a set of long-lasting immigration policies are formulated. According to Taiwan's current population

policy strategies, various countermeasures for managing dynamic development of immigrant population, expanding immigrant counseling, attracting needed immigrant professionals and investors, constructing a multicultural society, establishing a comprehensive border control and improving prevention of illegal immigration are formulated to build an inclusive, pluralistic and prosperous society.



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v. Create an Immigrant Friendly Environment

1. Relax regulations to attract outstanding talents

A. On April 22, 2014, certain provisions in the Regulations Governing Visiting, Residency, and Permanent Residency of Aliens were amended and issued. To attract and retain foreign talents, foreigners with Taiwan resident permit may apply for an extension of stay upon reaching 20 years of age, and foreigners working or studying in Taiwan may exit the country for up to 6 months.

B. On June 10, 2014, certain provisions in the Regulations Governing Entry into Taiwan, Residency, and Permanent Residency for Hong Kong and Macao Residents were amended and issued. In line with policies to retain talents, regulations for Hong Kong and Macao students graduating from Taiwan universities are relaxed, and those who meet certain requirements may apply for permanent residency.

2. Implement relevant provisions of the International Covenant on Civil and Political Rights (ICCPR)

On August 26, 2014, the Standard Operating Procedure for Registering Infants Born to Non R.O.C. citizens in Taiwan was amended and issued. October 22, 2014, the Standard Operating Procedure for Investigating and Prosecuting Illegal Immigrants and Their Taiwan Born Children Under Eighteen Years of Age was amended and issued in order to

implement relevant ICCPR provisions and protect the educational, health care and other social welfare benefits and rights of children and adolescents.

3. Produce and broadcast new immigrant TV and radio programs

To continue promoting the overall care and counseling service for foreign and Mainland spouses, production preparation for the TV program, Taiwan is My Home, and the joint global news network with I-Mei Multimedia e-Content Production and Marketing Co., Ltd. for new immigrants began in April 2014. These programs will help foreign and, Mainland spouses and their children with obtaining information, adaptation, care services, parent education and strengthening family function, and also help the general public better understand the home country and culture of the new immigrants.



II. Immigrant Human Rights

i. Immigrants Human Rights Advisory Panel

To integrate with international human rights standards, protect immigrant human rights and ensure that services are more in line with immigrant needs, the NIA first established the Immigrants Human Rights Advisory Panel on March 13, 2009. Experts, scholars and representatives of private organizations concerned with the interests of immigrants are invited to form the panel, and deliberate and provide counsel to ensure immigrant human rights. In addition, the panel offers professional recommendations on specific issues, furthers the promotion of immigrant human rights, and

facilitates mutual respect and care among various ethnic groups to fully protect the human rights of immigrants.

As of December 2014, the Immigrants Human Rights Advisory Panel had convened 16 times to help review administrative actions and legislative amendments, thereby integrating practice and theory to improve service performance. The major topics of discussion included:

1. Balance the rights of foreign and Mainland spouses.
2. Continue to upgrade and improve interview mechanisms.
3. Strengthen interview training for the NIA corps employees.
4. Design an interview questionnaire to improve interview quality.
5. Continue to increase focus on the families of foreign and Mainland spouses, and prevent domestic violence.
6. Continue to implement gender equality education for foreign and Mainland spouses.
7. Review and update operating procedures for detaining foreigners and standards for defining victims of human trafficking.
8. Update the multi-lingual deportation orders (as of 2014, orders are in 5 languages: Chinese, English, Indonesia, Thai and Vietnamese).
9. Continue to organize interpreter training.

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10. Study the feasibility of issuing resident permit to undocumented foreigners who have lived in Taiwan for many years.

11. Certification of native educational qualification of foreign spouses.

ii. Promote Immigrant Human Rights Protection

1. Promote the human rights of detainees and human trafficking victims

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

The Regulations for Detainees brochures (including basic rights) are printed in various languages, and issued according to the nationality of the detainees upon detention to inform them of their rights, responsibilities and complaint channel. As of 2014, the brochures are printed in 17 languages (such as English, Vietnamese, Thai, Indonesian, German, Mongolian, Sri Lankan etc.)

so that detainees are immediately and clearly informed of relevant regulations and their human rights upon detention.

In addition, the NIA also provides legal counsel or litigation assistance for detainees involved in criminal cases to expedite closing and deportation.

In compliance with the spirit of the International Covenant on Civil and Political Rights (ICCPR) and the International Covenant on Economic, Social and Cultural Rights (ICESCR), the NIA has pushed to accelerate repatriation and reduce detention days to avoid using detention to substitute custody. In terms of repatriating illegal immigrants from the Mainland, the NIA executes routine deportation according to the Kinmen Agreement. In addition, the NIA also plans to simplify the repatriation of Mainland stowaways by breaking away from the old agreement framework, and under the premise of official counterpart, institutionalization, advantage and not undermining Taiwan's sovereignty, maintain flexibility and advance toward the mini three links model. In general, 2011-2014 average detention days were 64.3 days in 2011, 45.32 days in 2012, 36.97 days in 2013, and 39.58 days in 2014. Average detention days in 2014 showed a slight increase of 2.61 days compared to 2013, but from 2013-2014, the average detention days remained at 40 days or less, which is a significant decrease compared to 2011, indicating the effectiveness of NIA in ensuring the human rights of detainees.

2. Improve interview mechanism

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

3. Promote Protection of Employment Rights of New Immigrants – New Immigrant Employment Website

Beginning 2013, with the help of 1111 Job Bank, the NIA has created an online job site specifically for new immigrants. The site not only informs new immigrants of all kinds of job openings, but also allows business to recruit a diversity of talents. As of December 2014, 7,489 jobs were matched to new immigrants.



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4. Maintain the Family Reunion Rights of Marriage Immigrants

To properly ensure the right to parenting and family relations, the Operation Directions for Banning Entry of Aliens was amended and issued on August 11, 2014. The revision included additional provision allowing foreigners banned from entry due to previous records of illegal acquisition, forged or altered passports or visas to apply to reduce the ban to 2 years if they are registered for marriage to a Taiwan citizen and have a registered child by that spouse.

5. Provide free clinics for foreign fishermen to demonstrate humanitarian care without borders

Due to long hours fishing at sea and limited medical facilities on fishing boats, foreign fishermen from Southeast Asia are often afflicted with physical pain and no medical help. In 2014, the NIA Border Affairs Corp collaborated with external resources and organized 4 free clinics on two offshore fishing bases (Donggang and Suao) for foreign fishermen. The Buddhist Compassion

Relief Tzu Chi Foundation and local Fishermen Associations were also invited to help announce and promote the free clinics. Through such practical health care outreach to fishermen, the NIA demonstrated its respect for human rights and respect for diversity, thereby enhancing the perception of international human rights groups toward Taiwan. Moreover, the NIA has set a model of inter-disciplinary cooperation between public and private sectors, and will continue to organize free clinics to benefit more foreign fishermen.

A. On March 23, 2014, together with interpretation volunteers and medical charity teams, the NIA Kaohsiung Border Affairs Corp Chief Chen Si-Tsuen and his team organized a free clinic on Donggang for hired foreign fishermen, thereby demonstrating the spirit of humanitarianism. The response was overwhelming, and again on September 14, 2014, another free clinic was organized, showing that humanitarianism is without borders.

B. On June 22, 2014, together with volunteer interpreters and volunteer medical teams, the Chief of NIA Keelung Border Affairs Corp, Huang Jyin-Shui and his colleagues demonstrated their care through actions by conducting a free clinic in Suao fishing harbor for foreign fishermen. On December 14, 2014, another free clinic was organized, which once again reflect Taiwan's selfless dedication.

NIA Director-General Mo Tien-hu indicated that hired foreign fishermen contribute greatly to Taiwan's economy, and their health issues are long-term concern for the public. Hence the Tzu Chi International Medical Association and Donggang and Suao Fishermen Associations were once again invited to jointly organize the free clinics. In addition, the NIA has always attached great importance to the opinions of shipping agents and aviation industries across Taiwan ports, and conducts regular forums to listen to their opinions and voices in order to achieve two-way communication, resolve problems and provide shipping lines with the best service to effectively enhance performance.



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Immigration Administration

Talented professionals shall be recruited to carry out immigrant entry and exit procedures in order to achieve the administrative objectives of building a vision for establishing a decade of prosperous national growth, cross-Strait harmony, and peaceful relations with our neighbors. To train immigration administration professionals and develop additional channels for personnel recruitment, Specialized Public Functionary Examination for Immigration Administration Personnel was held for the first time in 2012. A total of 122 Class 2 to 4 personnel were recruited.

Personnel who had successfully completed the training period with qualifying scores were formally deployed to their functions on July 15 and 29, 2013. In 2013, a total of 147 Class 2 to 4 personnel were recruited. Again, those who had successfully completed the training period with qualifying scores were formally deployed to their respective functions on September 1 and 12, 2014. In 2014, a total of 97 Class 2 to 4 personnel were recruited. Those that complete specialized training in October 2015 will be deployed to their respective functional units and undergo practical training.



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I. Personnel Affairs

As part of the restructuring of the Executive Yuan, the amendment draft of the Organization Act of the National Entry and Exit and Immigration Agency, Ministry of the Interior passed the third reading of the Legislative Yuan and was promulgated by Presidential Decree on August 21, 2013, formally renaming the National Entry and Exit and Immigration Agency to the National Immigration Agency, Ministry of the Interior. The revised Act also entered into force on January 2, 2015. Headcount assessments conducted by the Executive Yuan were referenced in order to adjust functional specialization and personnel allocation of the major organizational divisions. Except for border affairs, the task items and contents of special task forces, services, and detention were restructured and integrated with the region serving as the basic unit in order to strengthen organizational functions. The NIA thus established Northern Administration Corps, Central Taiwan Affairs Corps, and Southern Taiwan Affairs Corps for this purpose. Key tasks of 2014 are listed in the following:

i. Personnel Recruitment and Removal in the Organization

In 2014, the National Immigration Agency (NIA) allocated 2,202 personnel openings, 562 contract employee openings, and 64 technical and janitorial staff for a total of 2,828 personnel. As of the end of December

2014, actual headcount included 1,983 employees, 559 contract employees, and 63 technical and janitorial staff for a total of 2,605 individuals.



In 2014, the NIA listed a total of 110 openings in the Specialized Public Functionary Examination for Immigration Administration Personnel which was then conducted by the Ministry of Examination during August 16-17, 2014. Results were publicly released in November and December 2014, where 97 individuals were recruited. Recruited personnel would undergo a basic, specialized, and practical training program lasting 1 year starting from December 2014.

To ensure that various functional organizations under the NIA are capable of performing their tasks successfully, a total of 191 horizontal transfers were carried out as of the end of December 2014. The principles of referencing personnel tenure and performance as well as internal promotion and external recruitment

were employed. The NIA thus convened 16 Personnel Selection and Review Committee Meetings where 127 personnel were internally promoted while 15 personnel were recruited externally.

The NIA achieved excellent performance in promoting gender mainstreaming in 2013 and was rewarded with the 12th Golden Carnation Award in the group category. Vice Premier Chi-kuo Mao personally hosted the ceremony on the 1st floor hall of the Executive Yuan on March 6, 2014 and presented the award to NIA Deputy Director-General Jung-tsun Ho who received the award on the behalf of the entire Agency. Vice Premier Mao encouraged various government agencies to promote gender mainstreaming policies, ensure gender equality and justice in work, and thoroughly implement relevant measures within government agencies.

On May 20, 2014, a handover ceremony was held for the resigning and newly appointed Director-General of the NIA. The ceremony was supervised by Minister of the Interior Wei-zen Chen. Director Jung-shun Chen of the Department of Personal Affairs of the Ministry of the Interior, Director Chung-i Wang of the Investigation Bureau of the Ministry of Justice, past directors of the former Entry and Exit Management Bureau of the National Police Agency, past Director-Generals of the NIA and fellow colleagues were also invited to the ceremony.



ii. Performance Assessment and Training

To encourage lifelong learning amongst civil servants, the NIA has stipulated incentives and control measures where performance are tracked on a monthly basis. All (100%) civil servants (including contract employees) in the NIA clocked in over 40 hours of lifelong learning in 2014.

In response to employee training requirements, a 2014 Training Program was stipulated on January 23, 2014 in order to integrate internal training of various functional organizations. A total of 417 training sessions for professional skills, cultural sensitivity, and regulations and policies were held in 2014 which were attended by a total of 27,450 personnel.



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To further improve professional knowledge of newly hired employees and to prevent negligence or mistakes during work (or course of duty), a Specialized Training Program for Newly Hired Employee was stipulated on May 1, 2014. The program included both theoretical and practical training in order to ensure that newly hired employees could quickly acquire the necessary basic concepts, ethical standards, service attitude, as well as other professional knowledge and work techniques related to their tasks. The NIA also referred to the annual training capacity and flow of the Central Police University (CPU) to commission the CPU to provide specialized training for a total of 28 newly hired employees from June 9 to July 4, 2014.

The 2013 Graduation Ceremony for Personnel Admitted through the Immigration Affairs Specialized Examination was held on the 11th floor hall of the NIA on September 11, 2014. Vice President Den-yih Wu was invited to attend the ceremony and provide an address to encourage the graduating personnel and offer them his best wishes. It is hoped that the graduates will be able to contribute their knowledge and professional skills in their offices and become respected public functionaries helping to defend national security while upholding the principles of human rights protection.

In response to work requirements of the NIA, the 2014 Specialized Training Course for Personnel Admitted through the Immigration Affairs Specialized Examination

was formally began on February 2, 2015 at the CPU. The comprehensive technical and professional training will last 8 months with the aim of ensuring that trainees acquire basic professional knowledge and basic skills for exercising public authority accordingly.

To improve employee morale during work, enhance personnel potential, and encourage internal unity and harmony, the NIA has specifically formulated the Implementation Plan for Rewarding Personnel with Outstanding Performance in the NIA and Selection Guidelines for Model Immigration Officers. A total of 17 outstanding personnel and 9 model immigration officers of the NIA were selected in 2014 (refer to the following table for details) and publicly commended in the Expanded NIA Affairs Notice.

OUTSTANDING PERSONNEL OF THE NATIONAL IMMIGRATION AGENCY, MINISTRY OF THE INTERIOR, OF 2014		
Unit	Title	Name
Entry & Exit Affairs Division	Director	Su-hung Chang
First Specialized Operation Corps	Officer	Chun-yang Li
Second Specialized Operation Corps	Executive officer	Yu-jen Huang
Border Affairs Corps	Captain	Tu-hua Sun
Immigration Affairs Division	Chief	Ying-kui Huang
International Affairs Division	Executive officer	Tsung-hsien Tsai
Service Affairs Corps	Executive officer	Ya-yu Wang
Entry & Exit Affairs Division	Executive officer	Shih-hua Huang
Border Affairs Corps	Executive officer	Tzu-hsuan Hsiao

OUTSTANDING PERSONNEL OF THE NATIONAL IMMIGRATION AGENCY, MINISTRY OF THE INTERIOR, OF 2014		
Unit	Title	Name
Immigration Affairs Division	Director	Lin-feng Li
Entry & Exit Affairs Division	Deputy chief	Hung-wen Chen
Immigration Affairs Division	Officer	Li-li Chen
International Affairs Division	Officer	Chia-i Huang
Immigration Information Division	Senior Analyst	Wen-pin Chu
Office of the Secretariat	Senior Technician	Po-wen Yu
Office of Budget, Accounting and	Deputy chief	Hui-hua Wu
Border Affairs Corps	Executive officer and Section Captain	Chen-pang Huang
Border Affairs Corps	Executive officer and Section Captain	Shih-pin Yen
First Specialized Operation Corps	Deputy chief	Chun-ching Lin
First Specialized Operation Corps	Executive officer and Section Captain	Jui-hsiang Chu
Second Specialized Operation Corps	Executive officer and Section Captain	Chao-hsu Ho
Second Specialized Operation Corps	Executive officer and Section Captain	Yen-chin Chen
Service Affairs Corps	Executive officer	Chun-chi Li
Service Affairs Corps	Division Personnel Officer	Tsai-yin Hsieh
Detention Affairs Corps	Senior Executive officer and Warden	Hung-en Lin
Detention Affairs Corps	Officer	Yao-lin Huang

iii. Retirement and Welfare

To promote and ensure adequate levels of relaxation, strengthen agency morale, and encourage every functional organization to organize creative cultural and welfare activities, the NIA stipulated the 2014 Subsidy

Project for Employee Cultural and Welfare Activities on February 11, 2014 to provide subsidies for art and cultural appreciation events, outdoor tours, and couple matching. Group brainstorming methods were used to come up with creative cultural and welfare activities. The NIA held Zoo and Maokong Trips on July 3 and 31, 2014 as well as Bicycle Rides Through Old Caoling Tunnel in Furong on July 11 and 18, 2014. These 4 activities were attended by a total of 120 colleagues and their families.

The NIA also encouraged interaction and friendship activities for unmarried colleagues. This activity was held in tandem with the cultural and welfare activity Bicycle Rides Through Old Caoling Tunnel in Furong of July 18, 2014 specifically dedicated to colleagues who are single. Self-guided touring of outdoor landmarks and destinations were employed to encourage interaction between different genders. A total of 19 singles signed up for the event and 1 couple was successfully matched.

To improve parent-child relationships and to help children understand the daily work and contributions of their parents, family activities were also held to facilitate such exchange. The NIA held the Parent-Child Day on August 8, 2014, which was attended by 41 people. The event included a visit to the Hakka Cultural Park and Museum of Drinking Water to ensure that parents and children could spend a happy day together.

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

To encourage fitness amongst fellow colleagues and promote physical and mental health, the NIA held the 2nd Director-General's Bowling Championship on May 6, 2014. A total of 16 teams and 128 bowlers participated in this competition. Team A of the First Specialized Operation Corps emerged as the champion, while the second and third places went to the Detention Affairs Corps and the Border Affairs Corps respectively.

To encourage employees to communicate their ideas, strengthen organizational identity, and ensure that affairs are escalated properly, the NIA held Seminars for Strengthening Communication of Employee Opinions for the First and Second Half of 2014 at NIA headquarters and various regional offices respectively in April, July, and October 2014. These seminars were personally hosted by the Director-General and attended by supervisors of all divisions and offices as well as employee representatives.

To commend the hard work and contributions of retiring personnel throughout their career, the NIA regularly holds Farewell Tea Gatherings for Retiring Personnel at the VIP room. Usually, the gatherings are personally conducted by the

Director-General, where retiring personnel are personally rewarded with exquisite memorial plaques. Supervisors and colleagues of the retiring personnel are also invited to the tea gathering for a warm and harmonious farewell. A total 9 Tea Gatherings were held in 2014, bidding farewell to a total of 70 retired employees.

To support the government's objective in taking care of retired civil servants, the NIA held a Gathering Dinner for Retired Colleagues on February 10, 2014, which was attended by 99 retired employees. The dinner was a warm event that helped to rekindle relationships.

II. Budget, Accounting and Statistics Businesses

The Accounting Office has 3 major responsibilities of generating the annual budget, carrying out audits, and performing accounting services. Annual accounting work is based on budget allocated as well as priorities of annual administrative projects, helping to ensure that limited resources are distributed and used in a most economic and effective manner. Auditing work mainly involves internal audits to prevent fraud and prevent uneconomical expenses. Accounting work would be to ensure the proper functioning of financial management. Budgeting and financial activities are recorded accordingly in order to understand the performance of various projects and to provide a reference for formulating the next year's administration plans and budgeting. Key tasks of 2014 are listed in the following:

i. Final Accounting of Official Activities

1. Annual Income

In 2014, the predicted annual income for the NIA was NT\$ 2,774,074,000, while final accounts amounted to NT\$ 3,669,793,653 (which included an actually received sum of NT\$ 3,656,101,920 and a receivable sum of NT\$ 13,691,733) which was 132.29% of the

predicted income. The main cause of this was increases in the number of Mainland Chinese tourists to Taiwan, which led to increases in the income from permit fees and expenses.

Annual income settlements table					
Unit: Thousand NT\$					
Item	Predicted sum T	Final accounts			
		Actually received A	Retained sum (includes payables) B	Total C = A + B	Percentage of budget (%) R = C / T
Total	2,774,074	3,656,102	13,692	3,669,794	132.29
Income from fines and compensations	228,752	214,802	13,692	228,494	99.89
Fines and penalties	228,552	209,710	13,692	223,402	97.75
General compensation income	200	5,092	0	5,092	2,546.00
Processing fees income	2,544,364	3,436,990	0	3,436,990	135.08
Permit fees	2,544,364	3,436,979	0	3,436,979	135.08
Data usage fees	0	11	0	11	-
Asset income	958	1,660	0	1,660	173.28
Interest income	0	1	0	1	-
Rent income	858	1,311	0	1,311	152.80
Sales of old or scrapped material	100	348	0	348	348.00
Other forms of income	0	2,650	0	2,650	-
Returned budget from previous fiscal years	0	1,565	0	1,565	-
Other miscellaneous income	0	1,085	0	1,085	-



2. Annual Expenses

Predicted annual expenses for 2014 was NT\$ 4,388,816,000, while final accounts indicated a sum of NT\$ 4,372,754,547, of which NT\$ 4,274,492,846 was paid while NT\$ 98,261,701 was retained, achieving 99.63% of the annual expense.

ii. Final Settlement for Foreign Spouse Care & Counseling Fund

1. Fund Sources

Of an annual budget for 2014 of NT\$300,003,570, the actual paid-in amount was NT\$339,991,759, reaching a growth rate of 101.28%, mainly due to the surplus money returned from units receiving subsidies.

2. Fund Uses

Of an annual budget for 2014 of NT\$454,088,000, the realized amount was NT\$409,146,878, with an execution rate of 90.10%, mainly due to the number of plans applying for subsidies or the subsidy amounts not being as high as expected.

3. Current Surplus

After balancing the above fund sources and uses, there is a shortfall of NT\$69,155,119, compared with the budget of NT\$118,388,000, a deficit of NT\$49,232,881.

iii. Official Statistics

1. Official Statistics Statement

The Agency's official statistics program should compile 29 types of statistical statements: 24 monthly types, one bimonthly type, and four types of annual report. This includes the number of alien residents, Taiwan's population of foreign nationals, the number of people entering and exiting the country (or territory), the number of mainland Chinese citizens coming to Taiwan, the number of people traveling by the mini three links, cases of senior civil servants of position-11 level or above and of special status personnel making applications to enter mainland China, investigation performance (including statistics of illegal migrant cases, statistics on the nature of illegal conduct in the foreign migrant population, and statistics on cases of illegal entry and exit to and from the country), prevention of human trafficking (including statistics on cases of seizures, the number of victims placed under protection, and the number of people protected in the shelters), the number of people in detention centers, appeal statistics, immigration services management (including interviews statistics on mainland Chinese spouses applying to come to Taiwan for family reunion, the Foreign

Spouse Care & Counseling Fund, immigration counseling statistics), and other information.

2. Release of Official Statistics

Each month, the Executive Yuan's Directorate-General of Budget, Accounting and Statistics publishes four kinds of statistical statements, listing the number of entries and departures from the country, the number of legal residents and the number of illegal aliens over which it has authority. The Ministry of the Interior's Department of Statistics lists 13 kinds of statistical statements over which it has authority, including the actual number of people entering and departing the country (categorized by gender, age, identity and location), the number of alien residents, the illegal alien population dealt with by investigative offices, approved grants for the Foreign Spouse Care & Counseling Fund, interviews with mainland Chinese spouses applying to come to Taiwan for family reunion, the results of immigration counseling, the number of foreign national residents, the number of foreign nationals visiting Taiwan, the number of foreign residents who have overstayed their permits, and the number of foreign nationals who have overstayed their visitor visas, and it makes statistical statement formulas and preparation information publicly available on the home page of the Agency's website, for public reading and scrutiny; also a 'gender statistics zone' is built and provided for scrutiny, linking to related sites of the Ministry of the Interior and the Executive Yuan's

Annual expense settlements table Unit: Thousand NT\$

Item	Predicted sum T	Final accounts			
		Actually received A	Retained sum (includes payables) B	Total C = A + B	Percentage of budget (%) R = C / T
Total	4,388,816	4,274,493	98,262	4,372,755	99.63
General administration	3,130,177	3,127,175	0	3,127,175	99.90
Personnel expenses	3,106,111	3,103,121	0	3,103,121	99.90
Processing fees	22,397	22,385	0	22,385	99.95
Equipment and investments	296	296	0	296	100.00
Awards and subsidies	1,373	1,373	0	1,373	100.00
Entry and exit and immigrant management affairs	1,256,694	1,145,406	98,262	1,243,668	98.96
Processing fees	552,161	546,233	5,655	551,888	99.95
Equipment and investments	368,511	263,151	92,607	355,758	96.54
Awards and subsidies	336,022	336,022	0	336,022	100.00
Transport and shipping equipment	1,945	1,912	0	1,912	98.30

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Directorate-General of Budget, Accounting and Statistics.

iv. Internal Control Systems

We made use of the occurrence of various meetings to continuously advocate internal control concepts, to allow our personnel to become aware of the head's attention, to stimulate personnel to make efforts to thoroughly implement the concepts, and we continued to hold education and training for all personnel, holding a total of four sessions, training 180 people; and in coordination with the 'Executive Yuan Trial First Phase Signed Internal Control System Declaration', on August 14, 2014, the Agency signed the '2013 Internal Control System Statement'; and on December 15, 2014, approved 'The Agency's Internal Control System, 2nd Edition' for all personnel to follow.

III. Government Ethics Matters

The execution of government ethics operations, is firstly in 'guiding a positive political atmosphere, and restoring people's trust in the government', establishing a new model for clean governance capabilities. Without clean government, there can be no quality of public services or good investment environment. The Agency's clean governance capabilities work is omnidirectional in its orientation, adopting a three-pronged strategy of treating the symptoms through law enforcement, treating the root cause through corruption

prevention, and eradicating of the root through education, constructing a 'clean government, incorrupt policy' blueprint practice with clean effectiveness as its central pillar, coordinating corruption prevention, corruption elimination and anti-corruption policies, promoting institutional reform, improving the organization's internal control, and implementing risk management, to effectively combat corruption and safeguard the Agency's honest image. Important operations of 2014 were as follows:

i. Corruption Prevention and Advocacy of Honest Governance

1. Implementing Procurement Supervision and Autonomous Inspection Reviewing and Auditing

To improve procurement processes, raise procurement effectiveness, and effectively eliminate purchasing malpractice, in 2014 we supervised in excess of a total of 126 procurement cases, with a value of more than one tenth the publicly announced amount, including seven engineering procurement cases, accounting for 5.56% of the total procurement cases; 41 property purchase cases, accounting for 32.54% of the total procurement cases; and 78 labor procurement cases, accounting for the bulk of procurement cases at 61.9% of the total, most of which were restricted tendering, continuing to improve advance malpractice prevention and auditing after the event conduct to eliminate procurement abuses.

2. Convening Honest Governance Forums

To improve the knowledge and abilities of personnel who has pass the civil service exam and been distributed to our offices, to fully understand the nation's current circumstances of honest governance as well as corruption prevention and anti-corruption governance, and their importance towards national competitiveness, solidifying common knowledge of government ethics, and smoothly implementing the Agency's immigration work, on April 1, 2014, the Agency hold the '2014 Public Service Personnel Special Examination Admission Exam for Immigration Officers Anti-corruption Seminar' at the Central Police University, inviting experts such as the Agency Against Corruption's Deputy Director Yang Shi-jin, Director Wang Jing-chen of the Ministry of the Interior's Government Ethics Agency, the Central Police University's Head Diao Jian-sheng, and the CEO of Taiwan's Transparency International organization, Kevin Yeh, to come and serve as lecturers, to bring educational advocacy results in honest governance and the rule of law fully into play.

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

To Introduce risk management concepts, Defu Enterprise Company Limited was commissioned to carry out the 2014 'Honest Governance Research Commission Service'

case through focus group seminars and questionnaires.

4. Convening Regular Honest Governance Bulletin Meetings

In 2014, five sessions of Honest Governance Report Meetings, chaired by the Agency's Director (as committee member and convener), were convened, in March, July, September, October and December, respectively, with a total of 15 cases of special reports, four discussion proposal cases, building integrated platforms for honest governance work, soliciting and adopting suggestions to raise the effectiveness of governance, and realizing of the concept of honest governance in government.

5. Promotion of Administrative Transparency

Due to opening of relevant regulations and policies for cross-Straits' exchanges, the Agency accepted a huge increase in online applications from mainland Chinese citizens. To raise information disclosure transparency of mainland Chinese citizens applying online to come to Taiwan, the Agency Deputy Director He Rong-tsun hosted the '2014 1st Working Group Meeting to Promote Administrative Transparency,' taking the information disclosure transparency of mainland Chinese citizens online applications to come the Taiwan and listing it as a case for administrative transparency in 2014. Making relevant information public through the Internet results in administrative information being

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fully disclosed, improving the transparency of application cases, and thus achieving the target of making it available for external oversight. On April 18, 2014, the entire case had completed the planning of procedures, and proceeded with system program development. Also, we further researched and proposed the functions of extending and increasing application case auditing provided for travel industry operators inquiries, whereby fair, just and open allocation review mechanisms are established, lowering the applicant's (or agent's) concern with case allocation and auditing mechanisms, and bringing the effectiveness of the filling of vacancies in their proper order fully into play, raising the number of mainland Chinese tourists visiting Taiwan while at the same time reducing the number of travel industry operators' application abuse cases.

6. Establishment of Honest Governance Platforms

In November 2014, the Agency visited industry operators related to the Agency's operations and the public, gathering suggestions on operational matters and reform, to provide for the reference and adoption of operational service units, to actively implement anti-corruption and advocate clean government. We researched and proposed operational reform measures, to achieve the honest governance capabilities policy objectives of 'anti-corruption, and elimination of public grievances'.

7. Encouraging Volunteer Service for Honest Governance

In 2014, the training of 38 college students as honest governance volunteers was completed, and they were assigned to teach courses on honest governance to disadvantaged children of public interest groups, thereby spreading civil rule of law seeds, and we actively assisted in such large-scale outreach events as the '2014 Immigrants Day and International Immigrants Day' and the '2014 International Anti-Corruption Day', publicizing the Agency's honest governance information and resolution to new residents (and their children) and to the general public, and carrying out many instances of in-depth investigation on support for human rights and political sentiment, as well as publishing and editing a government ethics newsletter, for which five volunteers, Yo Yu-zhen, Hsieh Shu-an, Zhan Shu-xiang, Liou Geng-wei, and Jiang Zuan-jing, earned awards and the open praise and recognition of the Agency Director, at our Agency Affairs Expansion Bulletin Meeting, in affirmation of their honest governance volunteer work promoting human rights management and administrative transparency work for foreign laborers whose whereabouts become unknown, deeply rooting sunshine transparency seeds, and continuing to advance transparent effectiveness as the primary objective of reform and anti-corruption.



8. Promotion of Honest Governance Quality Control

In 2014, five 'Honest Governance Quality Control Working Group' meetings were held, chaired by Vice Director He Rong-tsun (member and convener), at which honest governance-related issues were analyzed, and improvement plans proposed, genuinely raising the quality of the Agency's governance, and promoting honest work performance.

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

In 2014, there were a total of 29 honest governance ethics incident cases registered, including 12 instances of donated property, five instances of banqueting and entertainment, and 12 instances of improper lobbying. We continue to improve advocacy of the provisions and the established cases of 'The Operational Points for the Improper Lobbying Registration System of the Executive Yuan and its Subordinate Agencies,' and the 'Civil Service Integrity Code of Ethics', and carry out registration of donated property, banqueting and entertainment,

improper lobbying and other suchlike honest governance ethics incidents, to improve the Agency's honest government ethics image, and to establish a model of probity.

10. Recognition of Honest Civil Servants

In an MOI honest governance bulletin meeting held on December 16, 2014, Minister of the Interior Chen Wei-zen openly praised three of the Agency's staff; Immigration Information Division Analyst Yang Zhe-ning, Specialized Operations Corps Taipei City First Corps Division Officer Guo Chun-hua, and Taoyuan County Specialized Operations Corps Division Officer Zhu Guang-yao, who were selected as '2014 Ministry of the Interior Honest Public Servants.'



11. Raising Our Professional Capabilities in Honest Governance

Beginning in February 2014, we have carried out 'Honest Governance Educational Training for Agency Field Service Units', to which there have been a total of 652 participants; and we also carried out '2014 Honest Governance Education Workshops



for Agency Headquarters', for the first and second halves of the year, in June and September, 2014, respectively,' to which a total of 307 people participated.

12. Improving Auditing of Public Officials' Property Declarations

In February 2014, we held an open draw to select 34 property declaration personnel, to carry out '2013 Annual Public Officials' Property Declaration' substance auditing work. In September 2014, property declaration advocacy briefings were held using synchronized video modes, to enable obligors to understand the relevant regulations and network declaration system, to avoid being subject to penalties.

13. Implementing Concepts of Social Participation and Promoting Honest Governance Concept

The Agency is committed to cultivating honest civic education in schoolchildren, and

took the initiative to visit such public interest groups as the Yi Kuang Orphanage, the Good Shepherd Social Welfare Services East New Taipei Family Service Center and Taoyuan's Love Your Neighbor Association (TYLYNA). In addition to clarifying honest governance civic concepts to new resident children, and improving advocacy of immigration counseling-related information, fostering concepts of anti-corruption honesty in the children, moreover through the curriculum arrangement, we achieved the character education of instilling respect for multiculturalism.

Also, in the depths of winter, the Agency went to the Chinese Rescue Federation (NGO) to hold 'Winter Warmth Reunion' outreach and exchange activities, and through glutinous rice soup dumplings, we promoted clean government with new residents, and gathered their views on anti-corruption. Moreover, in the 2014

Immigrants Day' and the '2014 International Anti-Corruption Day', we openly encouraged the public to root for and cheer on clean government ethics, and to relate their hearts' expectations in terms of honesty and justice, exerting an unobtrusive influence through such information in interactive games as 'Prevention of Trafficking Lanes', 'Not Violating Duties through Bribery', the 'Ministry of the Interior Service Hotline', and 'Corruption Prosecution Units', the resolution of our honest governance capabilities among the public was infectious.

14. Continuing to Improve Collection of Public Opinion and News Disclosure

We have continued to improve media integration, providing major news media and print media with real-time news interviews on honest governance activities, and advice and inquiries cases, and we have continued marketing the Agency's concrete actions in honest governance, continuing recognition of outstanding honest governance volunteers, and so on, to publicize and promote honesty in governance as well as an image of professional effectiveness.

ii. Carrying Out the Agency's Security Maintenance

1. Convening Security Maintenance Bulletin Meetings

On May 2, 2014, former Governor-General Hsieh Li-kung convened '2014's First Security Maintenance Bulletin Meeting', the

case resolutions of which were forwarded to control units for review and improvement.

2. Handling Security Maintenance Inspections

In January and September 2014, the Immigration Information Division and the Secretary Office combined to form a joint inspection working group, to carry out 'The Agency's First and Second Safety Maintenance Inspections of 2014' at Agency headquarters (including Taipei City Service Station and Taipei Specialized Operations Corps), and the Specialized Operations Corps, service stations, large scale detention centers and the Border Affairs Corps of each city and county, implementing sample checks, and after investigation and auditing of the inspection results and the shortcomings discovered, letters were sent to the Agency's relevant division offices to ensure improvement of such circumstances.

3. Promotion of Special Case Security Maintenance

- (1) We formulated a 'Bureau of Entry and Exit and the NIA Spring 2014 Security Work Period Performance of Maintenance Work Implementation Plan,' letters on which were sent to each unit. No security incident occurred throughout the implementation period, successfully completing this task.
- (2) On May 20, 2014, the Agency held a handover ceremony for the Director-General's retirement from office and

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the new appointment, with Minister of the Interior Chen Wei-zen serving as supervisor, for which we executed head of state security maintenance work, successfully completing this task.

- (3) On May 24, 2014, the Agency held a 'Varied Flavors of Rice Dumplings to Celebrate the Dragon Boat Festival' event, inviting honored guests such as Vice President Wu Dun-yi, and Vietnam Economic and Cultural Office in Taipei Ambassador Chung Pei-yun, for which we executed head of state security maintenance work, successfully completing this task.
- (4) On September 11, 2014, the Agency held the '2013 Graduation Ceremony for Personnel Admitted through the Immigration Affairs Specialized Examination', Vice President Wu Dun-yi was invited to attend the ceremony and address a speech, for which we executed head of state security maintenance work, successfully completing this task.
- (5) On October 8, 2014, the Agency held the '2014 International Seminar on the Prevention of People Trafficking', at which Vice President Wu Dun-yi came to deliver an address, executing head of state security maintenance work, successfully completing this task.

4. Quantitative Research of Reporting of Appeal Incidents

For appeal (protest) incidents in the year 2014, we performed quantitative data analysis, and after approval on October 13, 2014, the policy was issued as a letter of reference and sent to each unit of the Agency.

5. Formulation of Emergency Contingency Plans

For emergency prevention measures, and to address public appeal (protest) incidents, a relevant handling process was established, improving mutual contact, harmonization and coordination between units, and serving to prevent or reduce harm caused to the Agency, specially formulating an 'emergency response plan', to facilitate a timely response when an incident occurs, and deal with failures adequately. Four appeal (protest) incidents occurred in the year 2014, which proceeded smoothly, without the occurrence of dangerous security mishaps.

iii. Consolidating Maintenance of Official Secrets

1. Official Secrets Maintenance Checks

(1) In January and August 2014, the Immigration Information Division work in conjunction with the Secretary Office to form a joint inspection working group, for 'the Agency's First and Second Official Secrets Maintenance Inspections of 2014', to maintain and safeguard the confidentiality of official business, and inspection

results and shortcomings thus discovered, after signing an auditing report, were sent to the Agency's relevant division offices to ensure improvement of the shortcoming circumstances.

- (2) In 2014, working with the International Affairs Division, Agency headquarters communication confidentiality equipment inventory issues were carried out.
- (3) On June 4 and 6, October 28 and 30, and November 3, 2014, respectively, Agency Headquarters, the Immigration Information Division Management Branch, Taoyuan International Airport and Kaohsiung Airport, carried out the Agency's 'First and Second Information Security Internal Audits of 2014', shortcomings discovered by the audit and relevant recommendations were submitted to operational control units for improvement.

2. Composing a Special Report on the Maintenance and Safeguarding of Official Secrets

We researched and compiled the 'Official Secrets Maintenance Special Report on the Agency's Reduction of Secrets Leakage Risk by Personnel & Regulatory Breach Inquiries', after signing and approval, letters were sent to each unit for reference and proper handling.

3. Furthering Official Secrets Advocacy

In 2014, through the mode of electronic publication (government ethics newsletter),

we raised awareness of official secrets maintenance and safeguarding among the public and our personnel for 11 times.

In 2014, using the letter issuance approach, we raised awareness of official secrets maintenance and safeguarding among our personnel for three times.

4. Enhancing Information Security Auditing

From March 27 to April 2, and from September 29 to October 3, 2014, we carried out 'The First and Second Information Security Special Case Audits for 2014', the audit focus of which were on whether the inquiries of the members of each unit of the Agency information systems were properly articulated, in order to prevent irregularities in inquiry circumstances. Shortcomings discovered and recommended items were sent to relevant units with requests to make improvements, and recommendations were proposed and adopted by the Agency's Immigration Information Division.

iv. Investigation and Guidance Proposals on Honest Governance Affairs

1. Improving Account Password Safeguarding Concepts

We improved the concept of safeguarding account passwords among Agency personnel, and also recommended that each unit and the Immigration Information Division improve employees' system privilege control management for unpaid leave, transfers or resignation, to avoid the fraudulent use of

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such information and the public's personal information by others due to imperfect safeguarding, or having not yet been disabled.

2. Clarifying and Exploring Circumstances of Reserve Funds Usage

We clarified each Affairs Corps disbursement from the Agency Headquarters Reserve Fund to check whether improper fund disbursements had taken place, or whether there were circumstances of not meeting usage criteria, and in accordance with the Director-General's instructions, we requested review of the necessity of disposal of Affairs Corps fund, and in accordance with relevant criteria a review committee was set up to review reserve fund use, in order to ensure that no illegality results from the use of the fund.

3. Clarifying the Concept of Proper Use of Public Service Vehicles

It is recommended that each unit avoid unscrupulous private use of vehicles intended for official use, and daily use agendas and mileages recorded must be genuine. Relevant administrative records of official use should be retained for auditing.

IV. Secretarial Operations

Secretariat affairs includes handling the Agency's staff aides work, important bulletin meetings and the handling of proceedings, public relations and press releases, seal issuance and custody, document processing, file management, legal system,

processing of state compensation incidents, treasury, property, construction and repair, procurement and other secretarial-related matters. It plays a planning, communication, coordination and execution role, coordinating with operational units to promote various items of administrative work. Important operations of 2014 were as follows:

i. Editorial and Archiving Operations

1. Holding of Important Meetings

Adhering to the head's policy intention, promoting the carrying out of operations, and controlling the progress of work, the Director-General regularly convenes 'Directors' Bulletin' and 'Agency Expansion Work Bulletin' meetings with the Deputy Director-General, the Chief Secretary, level-one directors and related personnel. In 2014, Directors' Bulletins (including extraordinary Directors Bulletins) were held a total of 13 times; 'Agency Expansion Work Bulletins' were held a total of 12 times. The proceedings focused on important work reports, and the contents of the reports are mainly concerning the Agency's important policies, performance control, review reports, and matters which needed the support and assistance of higher lever units or other important matters. Additionally, the focus of revision of new additional regulations or revised regulations was also listed within the scope of discussion. In order to implement government energy saving and carbon reduction policies, in 2014 we continued to promote a 'conference

materials not printed on paper' principle for the Directors' Bulletin and the Agency Expansion Work Bulletins meetings.

Moreover, to cut work-related travel expenses, apart from the quarterly meetings convened on the 11th floor auditorium of Agency headquarters, the mode of our remaining 2014 Agency Expansion Work Bulletins was changed over to synchronized video conferencing, and we held the following ad hoc lectures, improving the relevant professional functions of personnel:

- (1) On March 7, we invited the Presidential Office's Senior Adviser, Sean Chen to deliver a keynote address - 'Out look Regional Economic Integration from the President's New Year's Message'



- (2) On July 21, we invited Rafael Fernandez-Pita y Gonzalez, Director-General of the European Union's Council of Ministers, Justice and Home Affairs agency to deliver a keynote address - 'Keynote Address on Actual Anti-illegal Immigration Cases'.



- (3) On December 19, we invited Ministry of Foreign Affairs Bureau of Consular Affairs Director Chung-chen Kung to deliver a keynote address - 'A Talk About Inter-agency Cooperation From Consulate Team Work Experience.'



2. Compilation of Operational Statistics

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

3. Publication Management and Publishing

To allow the general public to understand the work and the results of the Agency's

efforts , in 2013 we published a ‘2012 Annual Report’; also, beginning in April, 2012, Immigration Monthly was changed to ‘Immigration Bimonthly’, utilizing a reader-orientated editing mode, it carries out in-depth interviews with unique or exceptional new residents from various locations, and reports more impressive and moving stories; and moreover, a series of reports relating to LOHAS immigration officers, multicultural immigrants’ festivals, and international seminars, was produced. 2,100 copies of Immigration Bimonthly are printed for each period. Apart from public notice on the Agency’s website, and fixed consignments sent to bookstores and other locations nationally, copies are also placed in locations frequented by the public, such as: County (and City) Household Registration Office, civic societies, the airport, the Agency’s detention centers, overseas diplomatic bases, as well as County (and City) service stations, Specialized Operations Corps, and so on, providing free taking and reading, and carrying out effective advocacy promotion.

4. Management of Official Document Files

Document archive registering, filing, cataloging, storage, sorting and inspection, and destruction, were carried out, as well as other file management operations and warehouse facilities maintenance matters, and so forth. In 2014, a total of 138,886 items of document archiving work was carried

out, and we completed destruction of 16 cases (453 volumes).



ii. Procurement and Work Affairs Operations

1. Procurement Operations

To make personnel familiar with government procurement procedures and carrying out procurement in accordance with the law, in 2014, we held two seminars on government procurement laws and regulations.

We also carried out office equipment, goods, cleaning and maintenance, and other recurring common supply contracts and purchases in excess of one tenth of the public notice amount for Agency

Headquarters and other units, completing a total of 303 items, the relevant operations for which were as follows:

- (1) 176 common supply contract procurement cases, with a purchase amount of NT\$8,908,533.
- (2) 7 engineering procurement cases, with a purchase amount NT\$15,398,422.
- (3) 41 property procurement cases, with a purchase amount of NT\$139,947,552.
- (4) 79 labor procurement cases, with a purchase amount of NT\$470,221,244

There were 14 important procurement cases in excess of NT\$10 million handled in the year 2014 including, specifically, the Nantou Detention Centers meals case, Yilan Detention Centers meals case, information security-related software hire case, the capability improvement and system maintenance case for mainland Chinese, Hong Kong and Macau online application platforms, the Nantou resettlement of victims of human trafficking cases and cases of suspected victims individually kept in detention and receiving social services, new immigrant information promotional guidance television media production and broadcasting cases, the outsourced building of personal biometric system for the foreign immigrant population case, the building of exclusive news video website for new immigrants case, the expansion of Taoyuan airport’s automatic check clearance system

equipment case, Agency Headquarters mainframe computer room infrastructure updating and improvement procurement case, pre-flight passenger inspection system and automatic passenger clearance system maintenance case, outsourced inquiries hotline service case for expatriates living in Taiwan, maintenance of computer hardware and related software case, and the commissioning and procurements for setting up professional immigration personnel work services case.

2. Work Affairs Operations

- (1) To Coordinate with the reform of the Agency, we managed to deployment work for each office and control the production and placement of new title cards.
- (2) Continued the Agency’s operations in promotion of the Four Savings (saving fuel, electricity, water and paper) project.
- (3) Carried out our own and leased (or borrowed) office space rent listing and borrowing operations, for a total of 95 places.
- (4) Carried out operations on official use car and motorcycle allocation, repairs and upgrades, fuel verification and deployment.
- (5) Carried out Agency Headquarter’s fire safety training workshop courses.
- (6) Carried out cleaning of the environment of each floor of Agency Headquarters, work building repair projects, and electrical, air-

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conditioning and fire-fighting equipment repair and maintenance work.

- (7) Carried out management and leasing operations of Agency Headquarter's 1st and 2nd basement floors to Chungwa Post's Taipei Xiaonanmen post office, restaurants, hair salons, laundry, and so on.
- (8) Carried out procurement and management operations for Agency Headquarter's 24-hour access control security service.

3. Technician (and Worker) Management

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

iii. Receipts & Expenditures and Property Operations

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

(1) Fee Income

In 2014, this was approximately NT\$3.652 billion, the number of receipt sheets was in the region of over 2,160,000, a fee income growth over the previous year of approximately NT\$646 million.

(2) Refund cases

In 2014, refund cases numbered 5,270, with a total refund amount of NT\$4,982,300, a drop in refund cases over the previous year.

(3) Salary Issuance and receipt

The Agency's personnel number in excess of 2,800 people, and movements are frequent. In 2014, the average monthly number of movements was about 60-plus. In 2014, salary issued and received totaled approximately NT\$2,310,050,000, and the total number of sender and recipient instances was approximately 37,500 people.

(4) Property and Materials Management

In 2014, there were a total of 163 real estate operations (including land improvements), including 67 cases of housing construction and equipment, representing an increase of 5 land cases compared with 2013, and a drop of 28 items in office buildings. We completed a comprehensive inventory of property operations, totaling 19,115, a decrease of 679 compared with 2013, with a total value of NT\$3,442,835,942; and we completed a comprehensive inventory of items, totaling 57,311 pieces, representing an increase of 957 items over 2013; we also carried out custody and recipient operations for all types of consumable products.

iv. Public Relations and News Services

1. Legislature Operations

(1) Legislature Service Cases

In 2014, we accepted a total of 15,850 cases of various advice and liaison co-ordination matters for legislators and their assistants.

(2) Visiting Legislators and Caucus Offices

To improve communications and operational liaison, we took the initiative to meet with legislators and caucus offices on more than 1,350 occasions.

(3) Budget Coordination and Legal Amendment Cases

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

(4) Continued Outstanding Performance of Legislature Services

According to the government agency legislature liaison evaluation findings conducted by the Taipei Central Civil Service Staff Assistants Occupational Union, the Agency won the honor of second place in the 'Government Agency with the Best Overall Performance', and fourth place in the 'Legislature Liaison Worthy of Recognition', an outstanding performance for the execution of legislature liaison and related operations.

2. News Operations

(1) Press Releases or Convening of Press Conferences

With respect to the Agency's important policies and public sentiment news, we responded by taking the initiative to publish press releases or convene press conferences. In the year 2014, we made press releases on 'Nobel laureate Dr. Han Sen Visits Taiwan to receive a study and business card award', 'Ministry of the Interior Sets Fast Track Handling Fees for Use by Mainland Chinese Visitors,' 'New Immigrant Employment Seminar', 'Kinmen, Matsu and Penghu Landing Visas for Mainland Chinese Visitors Starting on January 1 Next Year', 'Sightseeing Became Working! Indian F4 Forged Residence Permit, Living at Factory and Earning Monthly Salary of NT\$30,000', 'Abuse of Charity! Business Operator Selling Recycled Old Clothes for Profit, and illegally Employed Nine Foreign Workers', 'MOI's National Immigration Agency unveils Streamlining of Organization, Raising Administrative Efficiency and Enhancing Management Performance', 'Hoping to Improve Employment Prospects of New Residents' Second-generation, Free Registration for NIA New Resident Second-generation Young Talent Fostering Camp', 'Responsive Blue Heart Action, Terminates Human Trafficking', 'NIA Smashes Largest Human Trafficking Group in Greater Taipei, Arresting 20 People, Illegal Profits Broke the 100 Million Mark,' 'Second Training Session for Immigrants' Special Testing Finishes,

a Foreign Spouses gained Admission’, ‘NIA and US Schools Sign Strategic Alliance to Attract Outstanding Foreign Talent to Taiwan’, ‘Illegal Immigrants Hiding in Mansion in New Banciao Special Zone Community, Mainland Females Have Numerous Channels to Come to Taiwan for Prostitution’, ‘Immigration Agency and Cathy Charity Foundation Hold Seminar, Showing the Strengths of New Immigrants’, ‘Prevention of Human Trafficking, NIA Holds Cartoon Contest’ and other such news stories, which were widely reported in print and electronic media.

(2) **Handling Broadcast Television Media Production Case for New Immigrant Information Promotion and the Establishment of a Dedicated News Video Website** To further promote overall care and counseling services for foreign and mainland Chinese spouses, we specially prepared and planned production of ‘New Immigrant Television Programs’, and a ‘News Video Website’ to enable foreign national and mainland Chinese spouses and their children to obtain information, care services and parenting education, and help them adapt to local life, improving family circumstances, to allow the general public to learn more about the home countries of new immigrants and their lifestyle cultures.



(3) Holding Festivals Activities

On important festivals, we took the initiative to hold immigration counseling-related activities, creating positive topics, and shaping the Agency’s respect for an image of cultural diversity. In the year 2014, we held a ‘Galloping Horse Spring Festival Celebration’, a ‘Varied Flavors Rice Dumplings Dragon Boat Festival Celebration’, ‘Bright Moon Skips Across a New Sky’, and other such festival activities.



v. Document Operations

The main focus of document operations is on integrated management document

regulations, seal issuance and custody, sending and receiving text registration and processing, document transcription and proofreading, postage management, confidential document management, assistance with public communiqué operations, official document electronic exchange operations, promotion of energy saving and paper reduction, conversion to electronic document use, as well as providing advice on document-related issues, official document system operations, and so forth.

1. Statistics for documents send and received over the years: the Agency’s document amounts from the year 2000 onwards have seen substantial year on year growth, particularly in the amount of documents received, which continues to increase. Analyzing the reason for this, it appears to be that each agency is vigorously promoting electronic document issuance. In the past, some categories of paper documents had not been registered in the Agency’s document management system, and in recent years these document categories, have all used the electronic document management system for exchange and transfer, which has led to a continuous rise the amount of documents received. The amount of documents issued shows a downward toward, due to each operational unit of the Agency making efforts to promote conversion to electronic services and

simplified operations. Relevant statistical results are as follows:

2. For document simplification operations, we developed ‘standard operating procedures for document issuance and receipt’, effectively improving document handling performance: improving document internal control mechanisms to raise document management efficiency and the accuracy of documents sent and received. After sorting official documents in 2014, there were about 3,702 documents whose categories were changed, an accuracy rate of about 99.4%. In the future, we will continue to improve the accuracy of document degree of precision and the accuracy of document issuance, in accordance with the relevant provisions of the Agency’s stratified responsibility detail tables. At the present, an average of fewer than two documents are erroneously sent per month, an accuracy rate of higher than 99.98%. Also, in 2014, under the name of the Ministry of Interior, the Agency published a total of 33 copies of the Executive Yuan communiqué operations, of which 32 all received an assessment of 100 points.
3. We handled ‘document workshops operations’: to increase personnel official document knowledge and ability, and thereby improve the Agency’s document quality and administrative efficiency, on March 19, 2014, we invited Adviser Shao Yu-qin of the Civil Service Protection &

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Training Commission to lecture on the principles of document drafting and amendment, standard formatting, and important core items of public document production, and explored the matters which should be performed, frequent flaws, and so on. A total of 80 people participated in the training, and digital video teaching was also made, and posted on the Agency's e-learning website.

4. In order to implement the Executive Yuan's 'electronic document energy saving and paper reduction promotional scheme' and its phased planning, the Agency actively promoted electronic document energy saving and paper reduction operations, the implementation circumstances of which were as follows:

(1) Formulation of 'The Agency's Electronic Document Energy Saving & Paper Reduction, Document Issuance and Receipt Operational Performance Check Plan'

To enable each of the Agency's units to reach the Ministry of Interior and the Agency's prescribed paper reduction and energy saving on schedule, and to raise performance indicators on administrative efficiency, we have established proper document issuance and receipt operation workflow procedures, so as to raise the accuracy of document issuance and the Agency's official document quality.

In 2014, for the first time, we made on-site check visits of our unit's energy saving and paper reduction, and document receipt and issuance circumstances. From April to May, 2014, we selected eight units for check visits, going to Taoyuan County's Specialized Operations Corps and the same county's Border Affairs Corps, Kaohsiung City's Second Specialized Operations Corps, Kaohsiung City's Second Service Station, Specialized Operations Second Corps, the Nantou Detention Shelter, Yilan County's Specialized Operations Corps, and Yilan County's Service Station, to carry out inspection audit in conjunction with the registration desk personnel of the surveyed units, to implement document receipt registration, document issuance transcription and proofreading, confidential document file management operations, and so forth, so as to avoid the occurrence document issuance and receiving work negligence.

(2) The Agency's Electronic Document Energy Saving and Paper Reduction (including online signed approvals, electronic interchange of official documents) Performance Circumstances

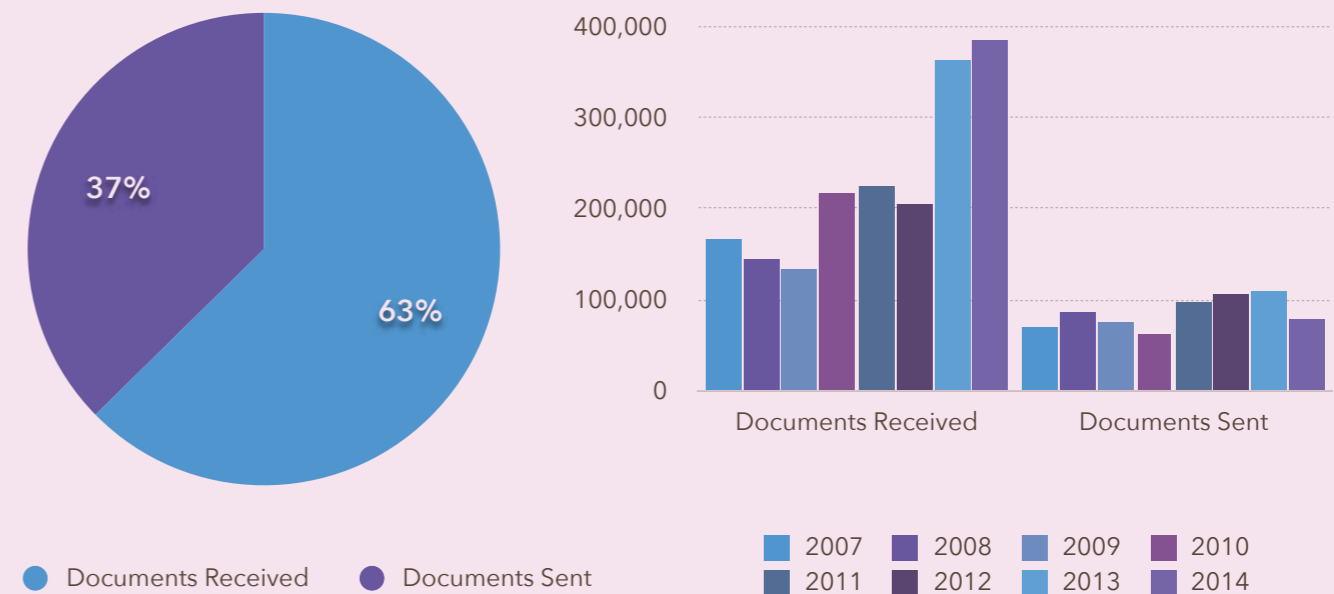
Since March 18, 2013, the Agency has fully implemented document online signing and approval operations, adopting a gradual approach to its promotion. Currently, the main scope of implementation is procedural action simple documents, such as Agency secondary level (inclusive) and

below, non-confidential documents which are retained for a period of less than 10 (inclusive) years, and signing of non-proxy written draftings (and signings).

By the end of December, 2014, the Agency's online signing and approval rate was 85.02%, and the electronic document exchange rate was 87.31%, already exceeding the originally scheduled rate by more than 42%, and the target for electronic documents exchange (including electronic bulletins)

rate of 65%. Overall, the proportion of online signing and approval, has risen from only about 30% in the promotion's early period, to a present ration reaching 80%, demonstrating that target management strategy has already achieved effectiveness, and operation of electronic documents has gradually come to be accepted by personnel.

In future, online signing and approval will be expanded, advanced through a stratified responsibility approach,



Item	2007	2008	2009	2010	2011	2012	2013	2014
Documents Received	166,770	144,776	133,073	216,796	225,050	203,919	362,362	383,705
Documents Sent	70,035	86,353	76,625	62,209	98,215	106,769	109,526	78,338

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coordinated with organizational reform, enhancing authorization for routine documents, and fixed form public documents, reducing procedures, to improve the Agency's secondary level procedural document amounts, and improve systematized education and training, utilizing the existing system functions, increasing the signing of internal Division, Office, and Corps documents, carried out separately as far as possible, or using double-checking mechanisms after sorting, to reduce the archiving of documents, and the trouble of having to send large numbers of copies to each Division, thereafter progressing towards the goal of the Agency's first level procedural action online signing and approval.



vi. Legal Operations

We are responsible for the handling of review, coordination, and supervision of relevant state compensation, appeals, and administrative litigation cases for various operational units formulating (or setting),

amending and interpreting regulations, and for holding operational workshops on the rule of law and appeals, to improve our personnel's legal literacy. In 2014, to coordinate with legal opinion provided for government reorganization, the Agency's legal group sub-division served secretarial operations, aggregating an inventory of regulations involving the Agency's name which should be amended, and also, in accordance with our annual regulations organization plan, we held regular follow-up checks of each operational management unit's progress in formulating (or setting), and amending regulations.

1. Formulated (or set) and Revised Regulations

Coordinating of each operational management unit's implementation report and aggregation of the entire annual regulatory organization plan, and access control was in accordance with the unit's monthly progress,

Regulations whose formulation (or setting), or amendments were completed in 2014, are as follows:

- (1) Funding review principles for Foreign Spouse Care & Counseling Fund subsidized art and technical learning course projects.
On February 25, 2014, Tai Nei Yi Zi No. 1030950829 under the MOI's seal; setting was ordered, with immediate effect.
- (2) Procedural principles for Taiwan region citizens without household registration

not permitted or prohibited from entry into the country and restrictions on re-entry.

On March 28, 2014, Tai Nei Yi Zi No. 1030951247 under the MOI's seal; amending of the provisions of Point 5 was ordered, taking effect from April 15, 2014.

(3) Regulations Governing Visiting, Residency, and Permanent Residency of Aliens.

On April 22, 2014, Tai Nei Yi Zi No. 1030951510 under the MOI's seal; amending of certain provisions was ordered.

(4) Regulations of Temporary Entry Permit for Foreigners.

On May 7, 2014, Tai Nei Yi Zi No. 1030951740 under the MOI's seal; amending of Article 9 and Article 12 was ordered.

(5) The Regulation Governing the Approval of people of Hong Kong and Macao Residents Visiting Taiwan.

On June 10, 2014, Tai Nei Yi Zi No. 1030952142 under the MOI's seal; amending of certain provisions was ordered.

(6) Operational points for grants from the Foreign Spouse Care & Counseling Fund.

On June 12, 2014, Tai Nei Yi Zi No. 1030952150 under the MOI's seal; amending of certain provisions was ordered, with immediate effect.

(7) Conversion of identity and recovery of Taiwan region citizens' identity for those who have continued to live in the mainland China region for more than four years and application procedures and review criteria for applications to return to Taiwan and settle.

On June 24, 2014, Tai Nei Yi Zi No. 1030952318 under the MOI's seal; amending of Point 4's provisions was ordered, with immediate effect.

(8) Foreign nationals applying for academic and business travel cards and implementation of operational points for fast track customs inspection clearance.

On June 30, 2014, Tai Nei Yi Zi No. 1030952387 under the MOI's seal; amending of Point 5's provisions was ordered, with immediate effect.

(9) Schedule procedural principles for mainland China region citizens whose applications for permits to enter Taiwan are not accepted.

On June 30, 2014, Tai Nei Yi Zi No. 1030952439 under the MOI's seal; amending was ordered, to take effect from August 1, 2014.

(10) Foreign Spouse Care & Counseling Fund receipts and expenditure safeguarding and utilization procedures.

On July 16, 2014, Yuan Shou Zhu Ji Fa Zi No. 1030200695A under the MOI's seal; amending of the provisions of Article 5 was ordered.

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(11) Designated areas for mainland Chinese citizens visiting Taiwan to engage in individual travel.

On August 7, 2014, Tai Nei Yi Zi No. 1030952992 under the MOI's seal; public notice of amending was given, to take effect from August 18th, 2014.

(12) Operational regulations for prohibiting foreign nationals from entering the country

On August 11, 2014, Tai Nei Yi Zi No. 10309530331 under the MOI's seal; amending of certain provisions was ordered, to take effect from August 15, 2014.

(13) Residence permit procedures for nationals without household registration making application to enter and settle in Taiwan.

On August 13, 2014, Tai Nei Yi Zi No. 1030953025 under the MOI's seal; amending of Article 6 was ordered, to take effect from August 13, 2014.

(14) Schedule procedural principles for units of travel industry operators or proxy applicants applying for mainland Chinese citizens to enter Taiwan whose invitations are not accepted.

On August 14, 2014, Tai Nei Yi Zi No. 1030953036 under the MOI's seal; setting was ordered, with immediate effect.

(15) Permit procedures for Taiwan region civil servants and personnel of special identities entering mainland China.

On October 28, 2014, Tai Nei Yi Zi No. 10306063582 under the MOI's seal;

amending of the provisions of Article 8 was ordered.

(16) Foreign business and frequent foreign visitor fast track customs clearance operational points.

On November 6, 2014, Tai Nei Yi Zi No. 1030954356 under the MOI's seal; amending was ordered, with immediate effect.

(17) National entry and exit and immigrant permit document fee standards.

On November 11, 2014, Tai Nei Yi Zi No. 1030954441 under the MOI's seal; amending of the provisions of Article 8 was ordered.

(18) Mainland China region citizens, and Hong Kong and Macao citizens, entry and exit permit fee standards.

On November 11, 2014, Tai Nei Yi Zi No. 1030954440 under the MOI's seal; amending of the provisions of Article 8 was ordered.

(19) Trial fee standards for Kinmen, Matsu and Penghu direct links with the mainland China region entry and exit permit fees.

On December 10, 2014, Tai Nei Yi Zi No. 1030954950 under the MOI's seal; amending of the provisions of Article 8 was ordered.

(20) MOI National Immigration Agency service office procedures.

On December 30, 2014, Tai Nei Yi Zi No. 10309552582 under the MOI's seal;

amending was ordered, to take effect from January 2, 2015.

(21) MOI National Immigration Agency staffing table.

On December 30, 2014, Tai Nei Yi Zi No. 10309552582 under the MOI's seal; amending was ordered, to take effect from January 2, 2015.

2. Establishment of Regulations and Administrative Rules Individual Case Volumes

In coordination with the formulation (or setting), and amendment of regulations, we continued to collect and collate data on legal regulations, and have now completed 239 case individual case volumes of operational management regulations and administrative rules.



NIA



業務統計



Annual Report 2014

103年度各機場、港口入出國(境)人數統計表

單位：人次

月份	總計	桃園機場	高雄機場	松山機場	臺中機場	花蓮機場	馬公機場		基隆港	臺中港	高雄港	花蓮港	麥寮港	金門	馬祖	其他
1月	3,163,351	2,397,651	295,312	252,804	96,024	1,640	-		723	3,811	3,735	90	231	98,451	5,634	7,245
2月	3,241,879	2,454,415	308,354	242,802	103,277	1,678	-		6,364	4,552	2,456	508	269	104,507	4,752	7,945
3月	3,522,275	2,644,518	324,264	285,721	110,541	2,002	-		11,909	7,341	6,509	100	322	115,153	3,008	10,887
4月	3,732,249	2,702,458	366,467	280,679	117,071	3,687	572		62,470	18,319	23,132	2,065	309	134,014	4,676	16,330
5月	3,689,888	2,659,674	358,447	279,162	115,919	3,129	895		87,102	12,787	6,733	16,338	211	131,010	2,633	15,848
6月	3,763,659	2,748,017	372,445	281,338	122,092	1,323	1,922		46,108	19,688	11,756	5,496	211	133,419	2,429	17,415
7月	3,949,988	2,872,384	419,544	289,925	129,640	2,949	1,225		57,535	11,007	9,273	68	248	138,183	3,394	14,613
8月	3,829,103	2,793,389	400,001	288,204	126,842	2,672	442		46,891	11,288	11,136	49	304	130,303	2,870	14,712
9月	3,480,647	2,550,563	333,016	266,604	109,377	1,316	-		57,816	5,660	17,607	53	216	121,038	2,817	14,564
10月	3,740,901	2,742,625	352,084	286,984	114,040	2,251	-		53,176	3,963	22,854	12	332	144,398	3,675	14,507
11月	3,554,246	2,657,397	331,700	279,812	112,956	4,190	-		9,134	935	7,386	50	296	133,111	3,851	13,428
12月	3,654,130	2,732,242	354,421	275,881	124,084	4,377	-		5,323	1,060	7,646	524	261	130,553	4,023	13,735
總計	43,322,316	31,955,333	4,216,055	3,309,916	1,381,863	31,214	5,056		444,551	100,411	130,223	25,353	3,210	1,514,140	43,762	161,229

103年度自動查驗通關系統註冊及通關人數統計表

單位：人、人次

月份	總計		金門水頭商港 (自100.3.24起)		高雄小港機場 (自100.08.01起)		松山機場 (自100.08.09起)		桃園機場-T2 (自100.9.13起)		桃園機場-T1 (自102.5.9起)		臺中機場 (自102.4.10起)	
	註冊 (人)	通關 (人次)	註冊 (人)	通關 (人次)	註冊 (人)	通關 (人次)	註冊 (人)	通關 (人次)	註冊 (人)	通關 (人次)	註冊 (人)	通關 (人次)	註冊 (人)	通關 (人次)
1月	46,530	560,891	573	25,804	2,518	42,268	2,640	42,868	24,070	273,118	16,047	165,774	682	11,059
2月	48,694	554,453	559	21,523	2,541	44,195	2,713	39,688	26,166	269,032	15,952	169,150	763	10,865
3月	53,838	633,181	696	26,430	2,838	48,053	3,518	52,565	29,396	308,741	16,619	184,416	771	12,976
4月	56,900	687,759	804	28,236	3,457	54,036	3,464	55,150	29,874	333,065	18,364	203,088	937	14,184
5月	48,322	679,915	777	28,857	3,458	53,561	3,104	54,648	22,246	325,338	17,795	204,087	942	13,424
6月	46,530	678,441	890	30,716	3,830	54,284	3,427	53,359	19,183	314,091	18,245	211,510	955	14,481
7月	44,032	641,064	862	29,969	3,506	51,569	3,424	52,525	17,091	290,114	18,261	203,330	888	13,557
8月	44,184	631,188	853	31,252	2,980	49,081	3,847	50,583	18,441	294,791	17,284	192,018	779	13,463
9月	50,936	711,163	915	32,301	3,347	55,976	5,703	56,186	19,186	331,136	20,743	221,502	1,042	14,062
10月	53,325	753,343	1,016	34,880	3,977	61,121	7,646	61,600	19,283	349,796	20,251	230,467	1,152	15,479
11月	51,958	743,813	995	33,489	3,723	59,804	7,739	62,360	19,283	349,796	18,334	221,754	1,884	16,610
12月	67,634	767,732	822	35,533	3,772	60,413	11,552	67,771	25,949	311,625	23,672	274,935	1,867	17,455
總計	612,883	8,042,943	9,762	358,990	39,947	634,361	58,777	649,303	270,168	3,750,643	221,567	2,482,031	12,662	167,615

103年度大陸地區專業、商務人士進入臺灣地區申請案件統計表

單位：人次

月份	申請			核准				入境			出境		
	合計	男	女	合計	男	女		合計	男	女	合計	男	女
1月	17,791	10,460	7,331	18,311	10,549	7,762		13,462	8,266	5,196	25,083	13,133	11,950
2月	10,783	7,302	3,481	11,706	7,825	3,881		21,939	11,129	10,810	10,213	6,154	4,059
3月	22,691	14,619	8,072	18,615	12,014	6,601		16,527	10,961	5,566	15,517	10,444	5,073
4月	26,549	16,647	9,902	23,226	14,869	8,357		18,320	11,227	7,093	17,532	11,006	6,526
5月	33,466	20,461	13,005	27,253	17,021	10,232		22,097	14,173	7,924	22,075	13,964	8,111
6月	36,329	19,505	16,824	31,787	17,621	14,166		23,237	15,104	8,133	32,182	18,072	14,110
7月	28,523	16,411	12,112	31,130	17,364	13,766		23,659	13,875	9,784	21,910	13,128	8,782
8月	22,496	14,680	7,816	22,025	14,246	7,779		21,591	13,206	8,385	24,738	14,488	10,250
9月	25,443	17,280	8,163	22,824	15,248	7,576		35,836	18,697	17,139	20,872	13,490	7,382
10月	24,833	16,251	8,582	23,573	16,002	7,571		24,678	15,625	9,053	21,431	13,444	7,987
11月	24,289	15,454	8,835	21,019	13,576	7,443		19,797	13,340	6,457	22,912	15,267	7,645
12月	31,329	16,940	14,389	28,265	16,160	12,105		25,651	17,550	8,101	25,891	17,940	7,951
總計	304,522	186,010	118,512	279,734	172,495	107,239		266,794	163,153	103,641	260,356	160,530	99,826

103年度大陸地區人民來臺觀光人數統計表(含第一、二、三類及個人旅遊)

單位：人次

月份	申請			核准				入境			出境		
	計	男	女	計	男	女		計	男	女	計	男	女
1月	308,973	127,141	181,832	264,144	108,903	155,241		221,080	89,220	131,860	204,793	80,924	123,869
2月	139,466	54,389	85,077	191,840	75,761	116,079		252,027	103,622	148,405	261,180	109,322	151,858
3月	317,933	116,659	201,274	310,223	113,735	196,488		313,283	116,590	196,693	297,331	111,510	185,821
4月	326,878	126,471	200,407	338,386	129,636	208,750		322,526	122,292	200,234	323,298	121,722	201,576
5月	255,427	99,556	155,871	306,317	119,904	186,413		280,071	109,971	170,100	284,299	111,389	172,910
6月	233,714	90,379	143,335	244,484	95,693	148,791		265,510	104,726	160,784	270,451	106,689	163,762
7月	296,986	112,715	184,271	292,732	111,022	181,710		286,001	109,032	176,969	284,348	108,595	175,753
8月	275,486	106,524	168,962	260,710	100,465	160,245		256,529	99,596	156,933	285,246	110,333	174,913
9月	300,536	118,472	182,064	299,426	117,974	181,452		273,190	106,663	166,527	225,183	87,880	137,303
10月	258,133	98,283	159,850	259,320	99,893	159,427		290,404	113,812	176,592	303,565	119,206	184,359
11月	263,965	99,809	164,156	258,375	96,700	161,675		278,994	108,342	170,652	285,926	111,069	174,857
12月	339,379	132,522	206,857	323,976	129,376	194,600		288,609	113,480	175,129	277,837	109,278	168,559
總計	3,316,876	1,282,920	2,033,956	3,349,933	1,299,062	2,050,871		3,328,224	1,297,346	2,030,878	3,303,457	1,287,917	2,015,540

大陸地區人民來臺觀光第一類統計表

單位：人次

月份	申請			核准				入境			出境		
	計	男	女	計	男	女		計	男	女	計	男	女
1月	213,833	88,709	125,124	172,795	71,958	100,837		132,557	54,260	78,297	126,483	51,227	75,256
2月	82,377	32,562	49,815	125,528	50,316	75,212		164,650	68,873	95,777	158,382	67,528	90,854
3月	219,687	81,510	138,177	213,789	79,303	134,486		223,016	83,547	139,469	208,636	78,919	129,717
4月	220,453	86,606	133,847	229,928	89,554	140,374		228,755	88,614	140,141	237,108	90,878	146,230
5月	157,049	61,251	95,798	194,541	76,515	118,026		188,215	74,845	113,370	192,624	76,343	116,281
6月	142,862	55,361	87,501	157,161	61,580	95,581		181,937	71,425	110,512	181,780	71,997	109,783
7月	164,649	61,653	102,996	165,461	61,953	103,508		170,678	64,693	105,985	179,441	68,120	111,321
8月	151,162	58,207	92,955	133,951	51,221	82,730		132,007	50,633	81,374	144,434	55,180	89,254
9月	175,153	68,540	106,613	175,725	68,735	106,990		165,703	64,841	100,862	148,744	58,132	90,612
10月	140,516	53,461	87,055	144,266	55,644	88,622		159,885	62,972	96,913	155,929	61,538	94,391
11月	144,791	54,696	90,095	141,568	52,866	88,702		157,379	61,345	96,034	162,669	63,388	99,281
12月	196,357	76,138	120,219	180,040	72,076	107,964		168,238	66,678	101,560	167,562	66,037	101,525
總計	2,008,889	778,694	1,230,195	2,034,753	791,721	1,243,032		2,073,020	812,726	1,260,294	2,063,792	809,287	1,254,505

大陸地區人民來臺個人旅遊統計表

單位：人次

月份	申請			核准				入境			出境		
	計	男	女	計	男	女		計	男	女	計	男	女
1月	90,723	36,888	53,835	87,244	35,514	51,730		84,648	33,578	51,070	72,450	27,643	44,807
2月	52,248	20,138	32,110	61,664	23,821	37,843		83,945	33,553	50,392	99,346	40,579	58,767
3月	90,765	32,614	58,151	89,022	31,921	57,101		85,381	31,302	54,079	83,662	30,822	52,840
4月	100,040	37,669	62,371	102,017	37,867	64,150		87,100	31,417	55,683	80,003	28,751	51,252
5月	92,253	36,231	56,022	105,582	41,284	64,298		85,244	32,794	52,450	85,348	32,814	52,534
6月	85,641	33,304	52,337	82,276	32,466	49,810		77,749	31,220	46,529	82,545	32,498	50,047
7月	126,508	49,183	77,325	121,486	47,215	74,271		110,429	42,651	67,778	99,765	38,723	61,042
8月	119,589	46,596	72,993	121,870	47,467	74,403		118,494	46,934	71,560	134,641	53,068	81,573
9月	120,236	48,153	72,083	118,742	47,524	71,218		102,146	39,869	62,277	71,483	27,967	43,516
10月	111,399	42,696	68,703	109,076	42,206	66,870		125,148	48,866	76,282	142,144	55,641	86,503
11月	111,609	42,585	69,024	109,373	41,356	68,017		116,433	45,197	71,236	118,098	45,840	72,258
12月	137,074	54,323	82,751	137,404	55,006	82,398		109,780	43,220	66,560	102,189	40,558	61,631
總計	1,238,085	480,380	757,705	1,245,756	483,647	762,109		1,186,497	460,601	725,896	1,171,674	454,904	716,770

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103年12月底

單位：人

縣市別	合計			越南			印尼			泰國			菲律賓			柬埔寨			日本			韓國			大陸地區			港澳地區			其他國家		
	計	男	女	計	男	女	計	男	女	計	男	女	計	男	女	計	男	女	計	男	女	計	男	女	計	男	女	計	男	女			
總計	498,368	37,634	460,734	91,004	501	90,503	28,287	530	27,757	8,467	2,661	5,806	8,021	531	7,490	4,282	3	4,279	4,294	2,010	2,284	1,297	403	894	323,358	15,663	307,695	13,670	6,072	7,598	15,688	9,260	6,428
新北市	95,619	9,595	86,024	15,560	123	15,437	3,426	117	3,309	1,586	438	1,148	1,345	143	1,202	432	—	432	828	401	427	314	99	215	63,132	3,766	59,366	4,879	2,314	2,565	4,117	2,194	1,923
臺北市	56,095	7,633	48,462	4,912	52	4,860	1,058	65	993	472	66	406	578	54	524	183	1	182	1,420	603	817	362	94	268	39,839	2,568	37,271	3,415	1,629	1,786	3,856	2,501	1,355
桃園市	54,263	4,534	49,729	8,877	95	8,782	4,487	184	4,303	2,224	766	1,458	1,447	143	1,304	299	—	299	321	160	161	100	29	71	33,768	1,889	31,879	1,229	521	708	1,511	747	764
臺中市	51,807	3,559	48,248	9,344	50	9,294	2,136	38	2,098	807	395	412	704	39	665	743	1	742	410	196	214	115	34	81	34,803	1,193	33,610	1,143	489	654	1,602	1,124	478
臺南市	31,587	1,971	29,616	7,113	24	7,089	1,028	10	1,018	500	204	296	359	26	333	327	—	327	226	131	95	59	30	29	20,796	874	19,922	491	199	292	688	473	215
高雄市	58,237	3,515	54,722	10,624	38	10,586	2,022	28	1,994	643	151	492	794	39	755	439	—	439	428	245	183	123	49	74	40,982	1,775	39,207	940	400	540	1,242	790	452
宜蘭縣	7,775	297	7,478	2,071	4	2,067	434	1	433	104	19	85	79	3	76	130	—	130	35	20	15	11	4	7	4,653	122	4,531	96	33	63	162	91	71
新竹縣	12,483	637	11,846	2,145	18	2,127	2,361	27	2,334	317	60	257	484	19	465	52	—	52	82	29	53	29	14	15	6,467	211	6,256	132	50	82	414	209	205
苗栗縣	13,142	406	12,736	2,731	11	2,720	1,850	11	1,839	249	74	175	221	9	212	70	—	70	25	13	12	7	3	4	7,714	190	7,524	89	22	67	186	73	113
彰化縣	21,217	706	20,511	6,284	23	6,261	1,701	8	1,693	459	185	274	346	16	330	408	—	408	60	19	41	19	7	12	11,507	253	11,254	183	53	130	250	142	108
南投縣	10,020	367	9,653	3,029	6	3,023	890	2	888	161	55	106	107	6	101	227	—	227	24	17	7	3	2	1	5,362	162	5,200	81	40	41	136	77	59
雲林縣	15,083	330	14,753	3,963	12	3,951	1,773	3	1,770	196	62	134	136	1	135	262	—	262	50	10	40	11	6	5	8,478	170	8,308	78	15	63	136	51	85
嘉義縣	12,321	310	12,011	3,481	12	3,469	1,143	—	1,143	137	46	91	112	4	108	167	—	167	9	4	5	3	2	1	7,112	183	6,929	67	17	50	90	42	48
屏東縣	18,229	811	17,418	4,485	15	4,470	1,674	9	1,665	204	46	158	786	9	777	236	1	235	41	22	19	9	5	4	10,374	532	9,842	175	38	137	245	134	111
臺東縣	4,041	220	3,821	931	—	931	251	—	251	32	4	28	84	—	84	42	—	42	20	16	4	3	1	2	2,554	126	2,428	33	8	25	91	65	26
花蓮縣	7,946	916	7,030	1,030	2	1,028	513	3	510	69	26	43	58	6	52	62	—	62	43	35	8	12	4	8	5,875	683	5,192	113	41	72	171	116	55
澎湖縣	1,782	42	1,740	535	—	535	313	1	312	—	—	—	7	—	7	42	—	42	5	2	3	2	1	1	833	17	816	18	2	16	27	19	8
基隆市	9,822	595	9,227	1,609	2	1,607	271	4	267	96	12	84	81	2	79	68	—	68	55	28	27	28	6	22	7,225	373	6,852	213	80	133	176	88	88
新竹市	8,704	659	8,045	1,238	11	1,227	646	17	629	160	37	123	238	8	230	23	—	23	188	48	140	79	11	68	5,478	205	5,273	190	74	116	464	248	216
嘉義市	4,682	283	4,399	853	3	850	194	1	193	45	15	30	50	4	46	64	—	64	21	10	11	8	2	6	3,283	156	3,127	62	23	39	102	69	33
金門縣	2,380	78	2,302	165	—	165	113	1	112	3	—	3	4	—	4	3	—	3	3	1	2	—	—	—	2,034	46	1,988	40	24	16	15	6	9
連江縣	553	94	459	24	—	24	3	—	3	3	—	3	1	—	1	3	—	3	—	—	—	—	—	—	509	93	416	3	—	3	7	1	6
不詳	580	76	504	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	580	76	504	—	—	—	—	—	—

103年度移民照顧輔導成果統計表

月份	外來人士在臺生活諮詢服務熱線	諮詢服務	轉介服務	關懷訪視		宣導法令	參與活動	宣導單張放置	參與地方聯繫會報	志工服務	通譯服務
	服務件數	人次	人次	人次		場次	場次	次數	場次	人次	人次
1月	4,033	4,752	61	1,804		28	29	198	28	34,178	11,940
2月	3,901	5,192	54	1,449		14	28	241	21	33,500	9,711
3月	4,530	6,506	65	1,285		19	46	437	37	36,537	8,228
4月	4,338	6,608	105	1,427		26	41	246	40	38,465	10,597
5月	4,974	5,695	89	1,712		50	59	215	48	31,083	10,348
6月	4,606	5,047	44	1,638		32	62	319	46	30,955	8,577
7月	4,504	5,594	74	1,709		37	54	202	45	42,035	11,205
8月	4,339	5,584	95	1,967		30	39	441	46	31,988	10,557
9月	4,291	5,296	76	1,902		34	35	425	35	36,638	11,379
10月	4,186	4,754	90	1,917		29	35	397	50	33,752	11,953
11月	3,582	4,808	97	1,358		35	35	610	52	39,092	11,516
12月	3,986	5,048	82	1,568		21	33	426	60	46,843	11,768
總計	51,270	64,884	932	19,736		355	496	4,157	508	435,066	127,779

103年度大陸地區配偶申請來臺團聚面談

月份	初次面談				國境線面談					二度面談			
	件數合計	通過面談(件)	不予通過面談(件)	不予通過比例(%)	件數合計	通過面談(件)	不予通過面談(件)	需二度面談件數	不予通過面談(%)	件數合計	通過面談(件)	不予通過面談(件)	不予通過面談(%)
1月	452	280	172	38.05	1038	939	6	93	0.63	109	79	30	27.52
2月	317	203	114	35.96	518	440	12	66	2.65	74	63	11	14.86
3月	378	233	145	38.36	685	590	8	87	1.34	87	64	23	26.44
4月	361	218	143	39.61	654	557	7	90	1.24	80	68	12	15.00
5月	364	253	111	30.49	600	525	14	61	2.60	85	68	17	20.00
6月	367	222	145	39.51	599	505	17	77	3.26	78	61	17	21.79
7月	408	274	134	32.84	722	617	16	89	2.53	89	71	18	20.22
8月	339	229	110	32.45	699	574	18	107	3.04	88	73	15	17.05
9月	376	243	133	35.37	748	625	16	107	2.50	96	78	18	18.75
10月	375	242	133	35.47	653	546	24	83	4.21	83	71	12	14.46
11月	339	233	106	31.27	682	583	12	87	2.02	83	73	10	12.05
12月	425	294	131	30.82	658	567	7	84	1.22	76	65	11	14.47
總計	4,501	2,924	1,577	35.04	8,256	7,068	157	1,031	2.17	1,028	834	194	18.87

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103年12月底

單位：人

縣市別	合計			年滿十五歲以上居留外僑按經濟活動分											未滿十五歲者
	計	男	女	計	商	工程師	教師	傳教士	技工技匠	外籍勞工	其他	失業	非勞動力		
新北市	88,226	34,656	53,570	87,579	433	210	1,070	196	36	71,938	5,208	426	8,062	647	
臺北市	63,172	15,525	47,647	60,126	2,495	586	1,909	491	20	35,943	8,435	290	9,957	3,046	
桃園市	103,016	55,838	47,178	102,700	87	128	382	79	58	92,281	6,999	46	2,640	316	
臺中市	84,881	46,013	38,868	84,280	545	166	940	365	34	73,714	1,405	501	6,610	601	
臺南市	52,854	24,549	28,305	52,673	67	139	385	82	5	47,650	1,222	168	2,955	181	
高雄市	53,433	22,862	30,571	52,925	486	276	817	213	20	43,791	1,738	126	5,458	508	
宜蘭縣	11,066	4,819	6,247	11,049	12	10	91	29	8	10,117	115	19	648	17	
新竹縣	26,016	10,408	15,608	25,851	82	187	198	73	13	23,255	492	155	1,396	165	
苗栗縣	18,531	7,000	11,531	18,485	16	67	56	16	3	17,109	180	27	1,011	46	
彰化縣	42,897	25,433	17,464	42,852	2	5	142	21	20	39,956	413	37	2,256	45	
南投縣	10,653	4,410	6,243	10,636	15	5	61	21	13	9,534	119	26	842	17	
雲林縣	15,204	6,333	8,871	15,089	16	109	65	17	5	13,146	138	46	1,547	115	
嘉義縣	10,232	4,349	5,883	10,218	5	4	41	27	8	9,094	97	12	930	14	
屏東縣	13,153	5,387	7,766	13,101	10	7	76	51	17	10,989	218	27	1,706	52	
臺東縣	2,460	459	2,001	2,455	5	4	58	24	3	1,971	62	44	284	5	
花蓮縣	6,143	1,829	4,314	6,111	10	5	81	28	1	4,981	239	176	590	32	
澎湖縣	2,718	1,812	906	2,717	—	1	16	4	—	2,563	27	19	87	1	
基隆市	5,502	1,318	4,184	5,472	26	4	65	17	1	4,397	131	64	767	30	
新竹市	14,812	4,522	10,290	14,406	103	500	373	114	2	10,347	609	8	2,350	406	
嘉義市	3,463	663	2,800	3,447	20	9	81	31	8	2,831	47	10	410	16	
金門縣	1,014	211	803	1,014	3	—	26	1	—	814	46	5	119	—	
連江縣	187	56	131	187	—	—	4	1	—	157	10	4	11	—	
總計	629,633	278,452	351,181	623,373	4,438	2,422	6,937	1,901	275	526,578	27,950	2,236	50,636	6,260	

103年度各司法警察機關查緝人口販運案件統計表

單位：案件

月份	總計			內政部警政署			內政部移民署			行政院海岸巡防署			法務部調查局		
	合計	勞力剝削	性剝削	合計	勞力剝削	性剝削	合計	勞力剝削	性剝削	合計	勞力剝削	性剝削	合計	勞力剝削	性剝削
1月	11	5	6	9	4	5	1	1	0	0	0	0	1	0	1
2月	23	5	18	20	5	15	2	0	2	0	0	0	1	0	1
3月	17	10	7	12	7	5	3	2	1	1	1	0	1	0	1
4月	12	6	6	7	3	4	4	3	1	0	0	0	1	0	1
5月	7	6	1	6	5	1	1	1	0	0	0	0	0	0	0
6月	7	1	6	5	1	4	1	0	1	1	0	1	0	0	0
7月	17	3	14	15	3	12	1	0	1	0	0	0	1	0	1
8月	12	3	9	9	2	7	1	1	0	0	0	0	2	0	2
9月	7	2	5	4	1	3	2	1	1	0	0	0	1	0	1
10月	9	4	5	6	2	4	2	1	1	1	1	0	0	0	0
11月	11	3	8	8	1	7	1	0	1	0	0	0	2	2	0
12月	5	3	2	2	3	2	0	0	0	0	0	0	0	0	0
總計	138	51	87	106	37	69	19	10	9	3	2	1	10	2	8

103年度各司法警察機關查獲行蹤不明外勞人數統計表

單位：人

月份	合計			內政部移民署			內政部警政署				行政院海岸巡防署			法務部調查局			國防部憲兵指揮部		
	計	男	女	合計	男	女	計	男	女		計	男	女	計	男	女	計	男	女
1月	1,046	450	596	510	167	343	471	246	225		38	28	10	23	7	16	4	2	2
2月	1,412	649	763	778	346	432	539	266	273		18	5	13	72	28	44	5	4	1
3月	2,095	952	1143	1,260	525	735	651	332	319		13	7	6	146	73	73	25	15	10
4月	945	313	632	507	142	365	377	150	227		1	1	0	55	18	37	5	2	3
5月	1,060	398	662	598	183	415	388	182	206		15	10	5	48	18	30	11	5	6
6月	1,179	350	829	670	156	514	419	159	260		13	7	6	53	20	33	24	8	16
7月	1,061	382	679	557	155	402	456	208	248		19	10	9	26	7	19	3	2	1
8月	985	391	594	526	173	353	410	194	216		15	14	1	23	5	18	11	5	6
9月	1,263	469	794	674	201	473	487	212	275		11	9	2	61	28	33	30	19	11
10月	1,124	445	679	651	224	427	425	202	223		8	6	2	33	10	23	7	3	4
11月	893	376	517	516	169	347	335	193	142		7	5	2	26	4	22	9	5	4
12月	1,057	419	638	604	179	425	390	224	166		2	1	1	35	5	30	26	10	16
總計	14,120	5594	8526	7,851	2,620	5,231	5,348	2,568	2,780		160	103	57	601	223	378	160	80	80

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