



# 內政部移民署

National Immigration Agency, Ministry of the Interior

## 110 年年報



# 2021



# Annual Report



# 部長序



嚴重特殊傳染性肺炎 ( COVID-19 ) 肆虐全球 2 年多期間，臺灣社會各個層面均受到嚴重衝擊，隨著疫情跌宕起伏，每每糾結民心士氣。尤其內政部面對百年一見的疫情，從第一關的邊境管制開始，以及接下來的醫療後送，然後到最後的社區防疫，皆投入最多的人力、物力來因應疫情變化，動員人次更是難以計算。特別是看到第一線防疫人員無畏接觸感染肺炎風險，全身裝備包得密不透風，並強忍著汗水，都是為了承擔責任，做好防疫工作；第二線防疫人員亦不眠不休，加緊整理防疫資訊，提供跨部會防疫機關，凡此，均讓人看到本部同仁以無私犧牲奉獻的態度來面對一波接著一波的疫情浪潮，且一次又一次地完成防疫任務與使命。

在防疫工作上，第一關邊境管制的防疫工作是重中之重，唯有嚴守邊境管制，方能阻絕疫情於境外。本部移民署同仁不僅成功達成任務，更利用科技防疫，以最短時間整理龐雜的入出境人流資訊，並分享給相關防疫機關，成為防疫相關措施的重要參考依據，著實促使國內醫療防疫體系與防疫物資應變得以爭取更多餘裕時間，並讓臺灣受疫情肆虐以來的 2 年多，國人仍能如常生活，特別感謝同仁的付出與承擔。

本部移民署除了做好防疫工作外，亦不忘精進自身職能，在國境線上，為防止不法集團偽刻查驗用章，自去 ( 110 ) 年元旦全面啟用新版查驗章，讓國境移民官更能全面守護國門安全；桃園國際機場優質通關服務更是多年名列英國非營利獨立調查機構 Skytrax 之最佳證照查驗服務機場 ( Best Airport Immigration ) ，去年獲評比為第 3 名佳績，超越馬來西亞吉隆坡機場與新加坡樟宜機場。在友善移民方面，為了讓外來人口在臺生活便利，可以順利訂購車票、醫療掛號及網路購物等事宜，於去年 1 月 2 日起正式更改外來人口統一證號格式，提升外來人口對臺灣的歸屬感。另外，為了留住更多外國優秀人才，除優化「外國專業人才申辦窗口平臺」外，且設置線上統一申辦窗口，藉以便捷申辦流程，俾



吸引更多優秀人才來臺及留臺，以求增進國際競爭力。

除了上述移民措施外，本部移民署亦投入相當心力打擊移民犯罪及防制人口販運，以維護移民人權。為精進防制人口販運工作，舉辦「2021年防制強迫勞動圓桌論壇 - 產業自律與公私協力」活動，藉由公、私協力，杜絕產業供應鏈強迫勞動，俾維護勞動者權益。且國際社會亦持續肯定我國防制人口販運績效，已連續 13 年經美國國務院評列為第 1 級防制人口販運國家。另外，為因應網路通訊時代，科技犯罪推陳出新，所以，移民署不斷精進科技偵查設備與作為，致力揭開數位世界背後的真實犯罪，以維持社會秩序與移民人權。同時為避免染疫外來人口隱匿於社會而成為防疫破口，是以，推動「外來人口安心採檢防疫專案」及「逾期停(居)留外來人口安心接種 COVID-19 公費疫苗專案」之柔性措施，以鼓勵外來人口出面就醫篩檢及接種疫苗，針對防堵疫情已發揮具體成效。

臺灣民眾的心每每因為團結抗疫而更加緊密地結合在一起，疫情改變得了我們的日常生活步調；但是改變不了本部同仁在疫情嚴峻的第一時間，勇敢站出來承擔責任的決心，以及化危機為契機的正面思維，值此疫情之下，我們看到的不是逃避、灰暗的人生態度，反而看到了人性光輝的一面。在此，對於移民署同仁用心守護臺灣，除了感謝，還是感謝；本人相信同仁，相信有政府會做事，以此為本部移民署 110 年年報出版謹誌。



內政部 部長

徐國勇

# 署長序



藉由出版本署 110 年年報，首先感謝同仁過去 1 年的努力，在嚴重特殊傳染性肺炎 ( COVID-19 ) 及非洲豬瘟等嚴峻疫情下，難能可貴的是同仁無分內外勤皆體認到政府工作是一體的，自動自發地發揮極大戰鬥力，竭盡心力達成各項不可能任務；除了疫情防治外，本署在內政部績效評比及 1996 內政服務熱線服務態度皆名列前茅，甚至得到第 1 等第，各項成績表現受到上級機關諸多肯定，都是大家共同努力的成果，在此感謝全署優秀同仁為國家社會做出最大貢獻。

本署除為內政團隊的一員外，亦肩負國家安全維護工作，尤其面對國安議題，更是責任重大一刻不得鬆懈，國境線上同仁不畏疫情堅守崗位毫不退縮，不眠不休守護國家大門，令人感佩，另外，為維持社會秩序，以科技偵查方式，有效查處外來人口犯罪，在防制人口販運方面，就追訴人口販運嫌疑人、保護被害人、預防宣導及建構夥伴機制等維護人權工作，同樣令人深覺意義非凡。

有別於守護國門與維護國安、社會秩序的剛性作為，友善移民亦因應疫情研擬並推動各項柔性措施，包括推動「外來人口安心採檢防疫專案」及「逾期停(居)留外來人口安心接種 COVID-19 公費疫苗專案」，採取「不通報」、「不收費」、「不查處」及「不管制」的做法，鼓勵逾期停(居)留的外來人口就醫篩檢及接種疫苗，以防堵疫情缺口，並且於疫情第三級警戒期間，針對居留效期即將屆期者，自動延長居留期間 30 日；停留效期即將屆期及原經許可延期離臺者，暫時不用辦理延長停留及離臺手續。各種貼心便民措施，不但有效減少人流接觸及移動，也兼顧外來人口之安全與權益保障，讓居住在臺灣的外來人口，感受到政府營造友善生活環境的用心。

除了因應疫情推動各項措施外，本署同仁對於原有業務推行亦兢兢業業，精益求精。為維護尚未加入全民健康保險之新住民權益，修正發布新住民發展基

金急難救助申請相關規定，讓新住民未符合全民健康保險納保資格前，如遇有因懷孕或生產發生醫療費用，致生活陷入困境，得即時申請補助醫療費用，減輕經濟負擔，以穩定母嬰安全及家庭生活。另外，持續推動新住民培力計畫，培力新住民及其子女發揮多元文化優勢，以鼓勵渠等秉持力爭上游、奮發學習及樂觀面對逆境的態度，難得的是去（110）年有 8 位優秀新住民子女獲總統教育獎，讓人看到本署推動多年的新住民培力計畫漸漸開花結果，本署亦將秉持一貫培育新住民子女成為國際人才的理念，持續辦理各項培力計畫，陪伴新住民子女成長，帶來振翅高飛的力量。

以上各項勤業務推動僅為本署去年全年較為顯著者，更多詳盡內容皆收錄在本年報中，實為去年全署同仁揮汗工作辛勤耕耘的具體成果，未來仍有各項重大工作亟待推動，全署各級幹部更將嚴以律己，以身作則，以營造良好職場氣氛，同仁上下一條心，再接再厲，使本署工作更向下扎根、向上發展，確保國家安全，爭取機關榮譽。



內政部移民署 署長

陳景璣

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# 本書簡介

本書為本署110年各項主要工作內容之彙整，全書共分七章節，分別簡要敘述。

## 第壹章 - 國境安全管理

受嚴重特殊傳染性肺炎 ( COVID-19 ) 疫情影響，入出境旅客人數創下歷史新低，本署並未鬆懈勤 ( 業 ) 務，持續推動自動查驗通關，減少人與人接觸，秉持「優質服務理念，國境安全管理」並重，透過專業訓練，精進證照查驗職能，以強化國境防線；並建置「旅客訂位及行程分析系統」、「人別確認輔助系統」及「自動防闖偵測系統」，期阻絕不法於國境線外。

## 第貳章 - 外來人口管理

為友善外來人口在臺生活便利性，優化各類資訊系統，推展線上申辦系統簡化辦理程序，提供快捷便民服務，並秉持「保障合法、打擊非法」的原則，以科技偵查方式，強化外來人口管理與違法 ( 規 ) 查緝，落實人口販運之預防、查緝追訴、保護被害人及建立夥伴關係。

## 第參章 - 新住民照顧輔導

為營造我國友善移民環境，推動新住民及其子女培力計畫，辦理新住民多元文化人才培訓，優化通譯人員資料庫，並透過跨界合作策略聯盟，便民行動服務列車，製播新住民電視節目，提供國人與新住民情感交流平臺，促進族群和諧。

## 第肆章 - 友善移民暨移民人權

為因應國家人口政策及國際發展趨勢，優化友善移民環境，辦理移民節多元文化活動；此外，為符合聯合國「公民與政治權利國際公約」與「經濟社會文化權利國際公約」精神，避免發生收容代替羈押情形，戮力加速遣返作業，以降低收容天數，落實移民人權保障。

## 第伍章 - 兩岸交流暨國際合作

為因應兩岸持續穩健交流，透過司法互助合作，共同打擊不法分子跨境犯罪；此外，以平等互惠原則，加強國際合作關係，共同解決雙邊僑民、外僑停留、居留或急難救助等事宜。

## 第陸章 - 行政業務

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

## 第柒章 - 防疫 ( COVID-19 ) 相關作為

嚴重特殊傳染性肺炎 ( COVID-19 ) 疫情爆發以來，配合中央流行疫情指揮中心政策，落實境管措施及防疫作為，提供各防疫機關介接旅客入出境資料，以建置跨部會防疫系統，並配合防疫與振興經濟政策，調整專案航班、郵輪類出國船班及旅遊泡泡航班等類旅客之出境管制及旅遊史，以確保民眾權益與防疫安全。

# 第壹章 國境安全管理

109 年起受嚴重特殊傳染性肺炎 ( COVID-19 ) 疫情影響，至 110 年疫情仍持續升溫，加上變種病毒 Delta 肆虐與 Omicron 變異株迅速擴散，為維護國內防疫及確保國人安全與健康，自 110 年 5 月 19 日起，採邊境嚴管措施，致全年入出境旅客人數再創下歷史新低；惟本署並未因此鬆懈勤 ( 業 ) 務，並依中央流行疫情指揮中心 ( 以下簡稱指揮中心 ) 邊境檢疫政策嚴守國境，持續推動自動查驗通關，減少人與人接觸，兼顧國境安全及優質服務，提供旅客健康安全通關環境；另為提升章戳防偽功能，自 110 年元旦啟用新查驗章，防止不法人蛇偽刻查驗章戳。



110 年啟用新版入出境查驗章戳(上為機場、下為港口)

## 一、提升通關效率，優化便民服務

### (一) 持續推動自動查驗通關

受嚴重特殊傳染性肺炎 ( COVID-19 ) 疫情影響，110 年全國入出境旅客人數驟減，計 102 萬 4,034 人次。

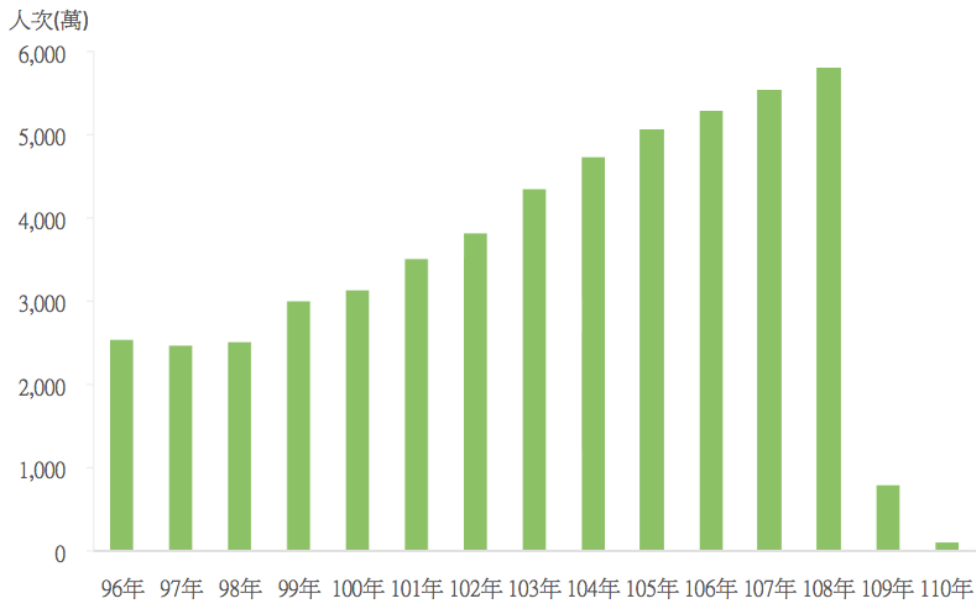


圖 1-1 歷年入出境人次統計

為強化防疫，符合後疫情時代公共衛生之要求，旅客使用非接觸性通關需求逐漸提高，「自動查驗通關系統」(e-Gate) 成為防疫期間通關最佳選擇，本署於全國各機場、港口入出境設置自動查驗通關閘門共計66座，提供安全又便捷通關服務；截至110年底止，累計使用e-Gate通關達9,850萬5,301人次，累計申請e-Gate註冊已達752萬3,222人。

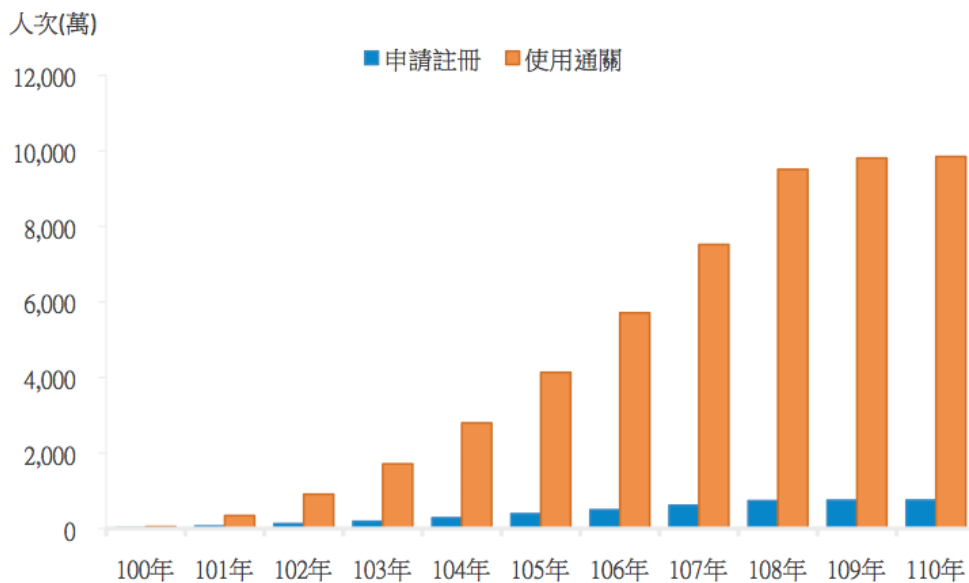


圖 1-2 自動查驗通關系統申請註冊及使用累計人次統計



## (二) 推動第三代自動查驗通關

為同時提供國人及外來人口使用自動查驗通關，本署整合創新「自動查驗通關系統」(e-Gate)服務，於全國各機場、港口擴建第三代自動查驗通關系統，採取行進間臉部辨識，提供40種語言友善介面引導旅客通關，以提升操作便利性，有效縮短旅客通關時間；截至110年底止，於基隆港東西岸、臺北松山機場、桃園國際機場、高雄國際機場及金門水頭港等機場、港口入出境建置第三代自動查驗通關系統共計41座。



旅客入境時使用第三代自動查驗通關系統

## (三) 執行郵輪前站查驗

為因應嚴重特殊傳染性肺炎 ( COVID-19 ) 疫情肆虐，各國港口多採取邊境封鎖措施，我國自109年2月6日起，禁止國際郵輪靠岸；另為配合振興觀光政策，推廣國內旅遊，交通部特許「探索夢號」國際郵輪經營國內航線，航行至離島地區或港口進行跳島旅遊，自110年1月15日起至5月19日因疫情升



探索夢號郵輪類出國旅客於基隆港通關



濶嚴管邊境而暫停營運，執行郵輪類出國查驗通關計16萬245人次。

#### (四) 溫馨便民通關服務

為提供旅客便捷的通關服務，本署對於不同需求旅客建置貼心通關設施，包括「行動不便及嬰兒車專用櫃檯」、「亞太經濟合作商務旅行卡」、「外籍商務人士快速查驗通關（常客證）」、「學術與商務旅行卡專櫃」、「自動查驗通關隨行兒童櫃檯」及「就業金卡櫃檯」等；另嚴重特殊傳染性肺炎（COVID-19）疫情期間，提供確診國人搭乘



諾魯共和國外交醫療專機旅客通關

醫療專機返臺、諾魯共和國外交醫療專機旅客、我國參加東京奧運與帕運選手等專櫃查驗通關服務。



確診國人搭乘醫療專機於機邊通關



東京奧運選手返國通關

本署優質通關服務屢獲各國旅客讚許，桃園國際機場在全球 550 座國際機場中脫穎而出，獲得英國非營利獨立調查機構 Skytrax 公布「2021 最佳證照查驗服務機場（Best Airport Immigration）」評比第 3 名之成績，超越馬來西亞吉隆坡機場與新加坡樟宜機場，僅次於東京成田國際機場及香港國際機場，有效提升政府形象，且增進人民對政府施政好感度。

## (五) 推動入出境即時資料開放

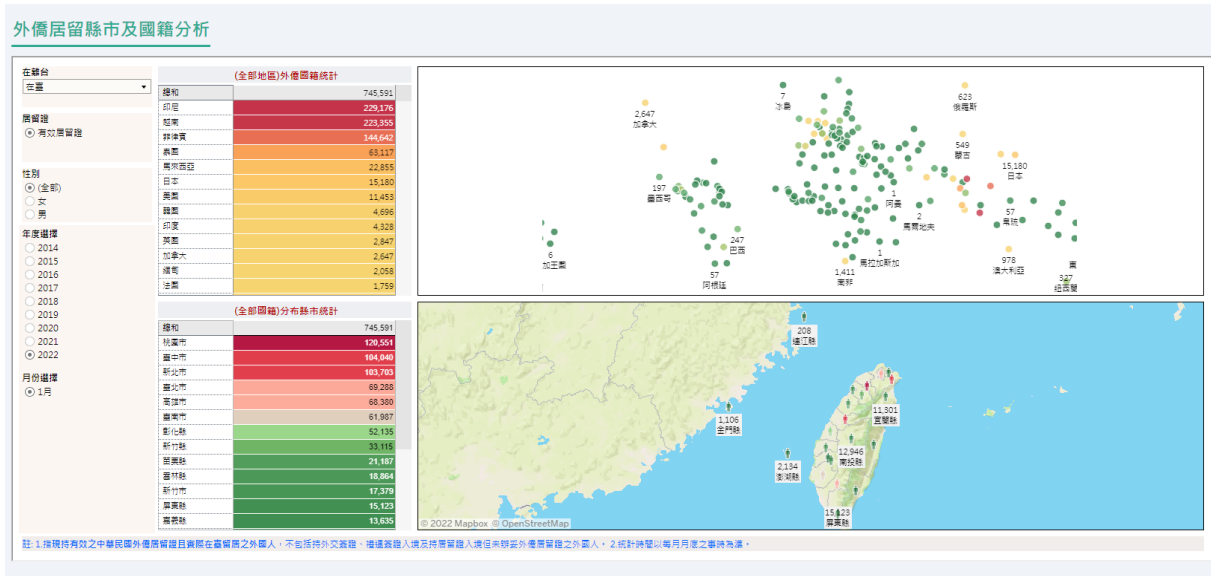
為配合政府資料開放措施，於「政府資料開放平臺」陸續開放各機場、港口即時資料，110 年新增屏東機場入境與出境人次預報資料、臺中國際機場及桃園國際機場轉機人次預報等共 4 項；截至 110 年底止，已累計開放 36 項。

桃園機場轉機人次預報	
每小時更新近3小時桃園機場轉機人次	
資料來源: 內政部移民署	
平均 1.00 (1 人/小時)	
瀏覽次數: 1108	下載次數: 489
主要標位說明	paxCnt、gender、inOutTransit、nationality、age、airport
資料來源及資料標準說明	內政部移民署
資料資源下載網址	資料說明: 每小時更新近3小時桃園機場轉機人次
提供機關	內政部移民署
提供機關聯絡人姓名	蔣明盛先生 (02-23889393#2404)
更新頻率	每小時
授權方式	政府資料開放授權條款 第1版
計費方式	免費
上開日期	2021-05-31
資料集類型	系統介紹程式

## (六) 建置大數據分析平臺

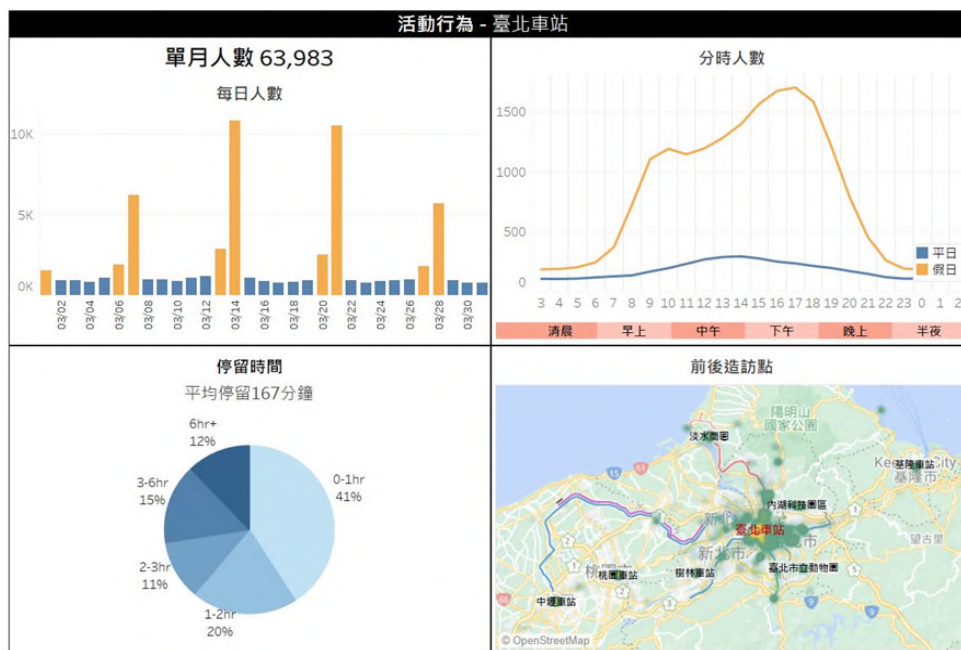
政府資料開放平臺 - 桃園國際機場轉機人次預報

為方便民眾查詢及下載本署業務統計數據，自 110 年 11 月 16 日起，於本署全球資訊網提供「大數據分析平臺」服務，以動態視覺化圖表方式，呈現「機場港口入出境」、「大陸地區人民來臺」及「外僑居留」等統計數據，使民眾更直覺地取得並解讀本署統計資料。



### 「大數據分析平臺」資料分析主題

「大數據分析平臺」累計完成建立 12 項資料分析主題之資料倉儲模型，並逐步完善資料基礎建設，俾利後續增值運用關聯分析及 AI 預測；另完成 12 個大數據分析儀表板，提供 10 個移工生活圈電信熱點大數據分析報告，以支援決策參考及業務執行。



「大數據分析平臺」移工生活圈電信熱點

## 二、運用資訊科技，強化國境防線

### (一) 建置「旅客訂位及行程分析系統」

為預先掌握危害國境安全情資，建置「旅客訂位及行程分析系統」( Passenger Name Record, PNR )，提早於航班起飛前 48 小時掌握即將入境旅客資料，執行旅客身分預檢，並依據旅客訂位與搭機行為，比對入出境旅客資料，分析犯罪分子行為模式，提供疑似犯罪分子行為模式資訊，俾利案件偵查。



「旅客訂位及行程分析系統」旅客資料即時資訊監控看板

### (二) 推動「外來人口個人生物特徵識別系統」

於 104 年 8 月 1 日在各入出境機場、港口全面啟用「外來人口個人生物特徵識別系統」，實施外來人口生物特徵採擷作業，透過指紋比對系統輔助識別



真實身分，以阻絕偽(變)造身分人士非法入境，提升整體國境安全性與便利性；截至 110 年底止，累計建檔資料 3,582 萬 1,995 筆，累計比對資料 5,458 萬 8,548 筆。

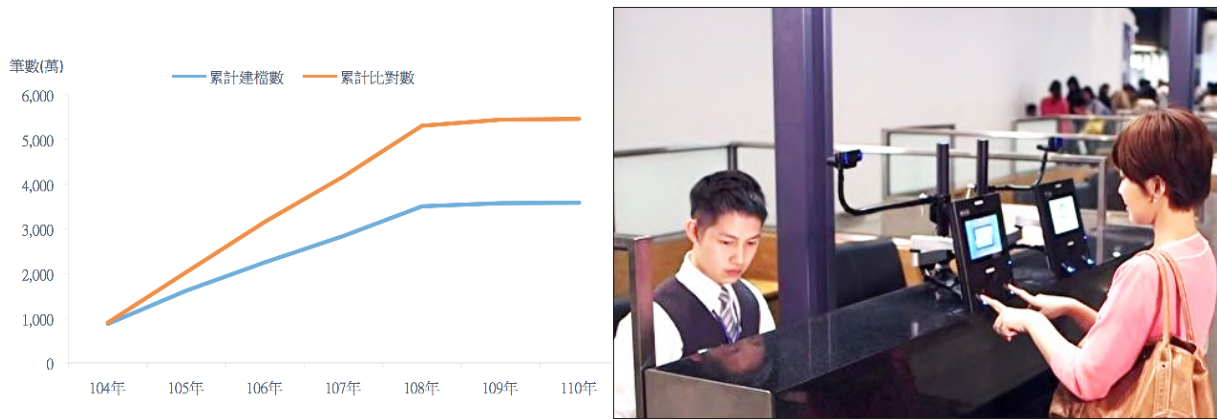


圖 1-3 外來人口生物特徵建檔及比對統計 國境線上採擷外來人口生物特徵

### (三) 運用「航前旅客審查系統」、「航前旅客資訊系統」

本署於 102 年建置「出境航前旅客審查系統」( Outbound Advance Passenger Processing, APP-OUT )，即時進行資訊交換傳送，防堵管制出境對象取得登機證，有效防杜犯罪於未然；另為強化國境人流安全管理機制，阻絕禁止入國對象於境外，爰於 106 年建置「入境航前旅客審查系統」( Inbound Advance Passenger Processing, APP-IN )；此外，持續透過「航前旅客資訊系統」( Advance Passenger Information System, APIS )，過濾入出境及過境航班旅客，預先執行高風險旅客篩濾作業，以確保國境人流管理及飛航安全，110 年攔獲通緝對象及禁止入出國對象合計 589 人。

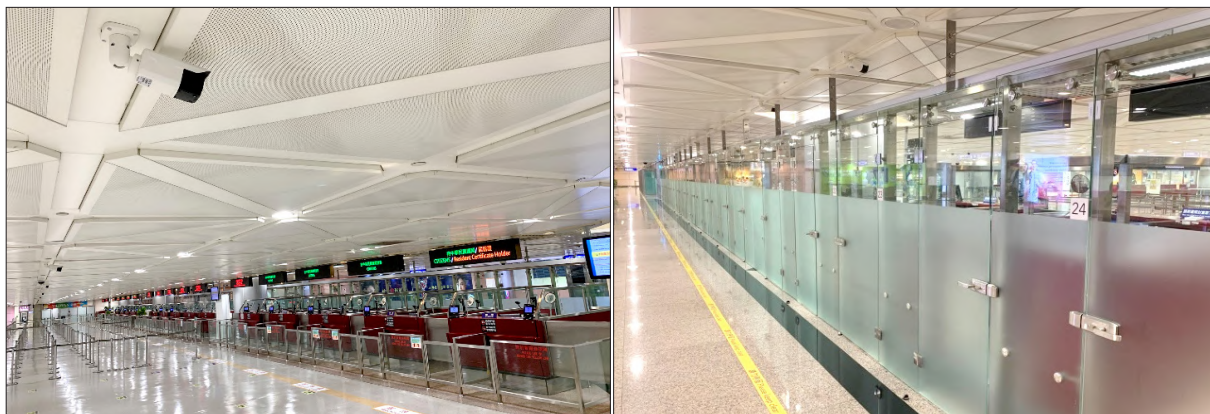
### (四) 建置「人別確認輔助系統」

為防止不法分子冒用證件或持用偽(變)造證件潛逃出國，阻絕國際恐怖分子與禁止入境對象意圖闖關入境，自 109 年 7 月起，於桃園國際機場啟用「人別確認輔助系統」，並自 110 年 4 月起，查驗系統整合介接「人別確認輔助系統」之「品質檢測」及「臉部辨識」功能，運用影像辨識技術，即時查核比對管制對象及失聯移工，以縮減人別辨識時間，提升旅客通關速度，強化國境安全監控防護能力。



## (五) 建置「自動防闖偵測系統」

自 109 年 7 月 28 日起，於桃園國際機場第一及第二航廈啟用「防闖偵測系統」，旅客如進入未開放之證照查驗櫃檯與自動通關閘門週邊，即自動偵測，並提出警告，同時顯示即時影像供監控人員採取應變措施，以加強非法入侵管制區偵測與及時預警機制，確保國境安全。



桃園國際機場自動防闖偵測系統

## (六) 優化海外資訊工作站

為改善本署海外據點資訊 e 化環境，延伸國境安全至海外重要防線，自 110 年 12 月起，優化 28 處海外據點企業型工作站及高階筆記型電腦，提升終端資訊設備效能，加強資訊安全性及妥善率，達到海外核心公務作業服務不中斷，確保業務推動順遂。

## 三、精進證照查驗職能

### (一) 舉辦防制簽證詐欺工作會報

為維持國際交流平臺之運作，建立國際間夥伴關係，本署於嚴重特殊傳染性肺炎（COVID-19）疫情期間，採取視訊方式，持續辦理防制簽證詐欺工作會報，各國簽證及移民執法官員透過線上會議，



防制簽證詐欺工作會報視訊會議

及偽(變)造護照趨勢交換意見，參與國家包括美國、英國、法國、德國、荷蘭、義大利、加拿大、日本、澳洲及馬來西亞等，強化彼此國境查緝能力，共同打擊跨國非法偷渡犯罪行為。

## (二) 持續更新「偽變造護照辨識比對系統」

本署於105年1月4日正式啟用「偽變造護照辨識比對系統」，透過該系統蒐集各國護照及旅行證件樣本，以利察覺有問題之證照，避免有心人士持偽(變)造護照入出境；截至110年底止，已蒐集208個國家或地區，總計1,143種護照及旅行文件版本。



運用「偽變造護照辨識比對系統」比對可疑護照

## 四、國境線上執法成效

### (一) 查獲違反臺灣地區與大陸地區人民關係條例案件

查獲國人黃○宏等3人掩護大陸地區人民偷渡案，於110年2月27日移送3人至臺灣高雄地方檢察署偵辦，3人均獲起訴。

### (二) 查獲違反護照條例案件

1. 查獲國人蔣○萱等11人違反護照條例案件，於110年9月27日移送11人至臺灣臺北地方檢察署偵辦。
2. 查獲國人朱○鉉等8人涉嫌買賣護照違反護照條例案件，於110年10月4日移送8人至臺灣臺中地方檢察署偵辦。
3. 查獲國人李○瑋等人違反護照條例案件，於110年10月7日移送主嫌2人至臺灣新北地方檢察署偵辦，2人均獲起訴。



拘提犯嫌解送臺灣新北地方檢察署

(三) 查獲入出國及移民法案件

查獲張○鐘等 4 人利用航空器運送非運送契約應搭載之人至他國。

(四) 為阻絕非洲豬瘟於境外，針對違規攜帶豬肉產品入境而無法繳清罰鍰之外來旅客執行遣返，截至110年底，計遣返280人。

(五) 執行入出境管制人數合計27萬5,527筆，其中國人禁止出國計14萬6,348筆、外國人禁止入出國計12萬9,115筆及其他（大陸地區人民、香港澳門居民及臺灣地區無戶籍國民）計64筆。

## 第貳章 外來人口管理

為因應國際間經濟商務往來、旅遊、求學、工作及結婚等跨國人口移動，本署爰加速各類停（居）留及定居申請案件審核效率，廣續強化各類資訊系統功能，提供快捷便民服務，同時秉持「保障合法、打擊非法」原則，查處非法及虛偽婚姻移民，並與各國治安單位密切合作，俾落實安全管理。另積極整合各部會資源，落實推動人口販運之追訴、保護、預防及夥伴面向等工作，以期澈底杜絕人口販運案件之發生。

### 一、強化各類資訊系統功能

#### (一) 外籍正式學位生全面線上申請

自 106 年 7 月起，開放全國各大專院校學生自行線上申請電子居留證、IC 卡式居留證及陸生就學多次證等證件；自 107 年 9 月提供英文介面，並自 109 年 7 月 1 起，推動信用卡線上繳費，刷卡免手續費；此外，110 年 8 月 1 日起，推動外國籍正式學位生全面線上申請，不再受理臨櫃申請，提供線上申辦轉學、升學、居留證遺失補發、超商繳費及證件照片自動裁切等多項功能，提升外籍學生便捷及一站式作業服務，截至 110 年底止，已受理申請案計 13 萬件。



外國與外僑、大陸與港澳及無戶籍國民學生線上申辦系統



## (二) 優化「外國專業人才申辦窗口平臺」

為配合「外國專業人才延攬及僱用法」及「外國特定專業人才申請就業金卡許可辦法」制(訂)定施行，加速延攬外國人才，提升我國競爭力，與外交部及勞動部跨部會合作，於 107 年 2 月 8 日正式啟用「外國專業人才申辦窗口平臺」( Foreign Professionals Online Application Platform )，推出「居留簽證、工作許可、外僑居留證及重入國許可」4 證合 1 之就業金卡，並持續優化跨機關線上申辦系統平臺，使高階外國專業人才可直接於境外線上申請，以主動及便民方式，改造政府服務，於嚴重特殊傳染性肺炎 ( COVID-19 ) 疫情期間，成功吸引國際專業人才，除受申請人肯定外，亦獲得內政部數位創新加值服務品質績優獎；110 年核發就業金卡 1,965 張，另自 107 年 2 月 8 日「外國特定專業人才申請就業金卡許可辦法」施行迄 110 年底，總計核發 3,927 張就業金卡。



「外國專業人才申辦窗口平臺」於 110 年榮獲內政部數位創新加值服務品質績優獎

## (三) 建置第 3 代雲端移民管理系統

為因應全球性嚴重特殊傳染性肺炎 ( COVID-19 ) 爆發，衍生龐大入出境人流追蹤資訊，除建置「旅客訂位及行程分析系統」( PNR )，精準掌握境外旅客旅遊蹤跡及其航班艙單資訊外，亦建置第 3 代雲端移民管理系統，整合線上及臨櫃申辦案件、系統全面虛擬化、配合防疫作業增加發送防疫資訊、結合查驗系統監控與「人別確認輔助系統」增加照片比對等功能，且建置大陸港澳、第 3 代雲端移民管理、雲端線上申辦等系統異地備援環境，以強化系統可擴充



性，確保系統持續運作。

## (四) 強化資安與個資保護

為防護資訊安全與個人資料，重要核心系統均採網路實體隔離機制，重要系統與資料皆存於內部網路，網際網路連結的網路不允許存放機敏及個人資料，外部網路無法取得民眾個人資料，重要核心系統每年進行外部、內部及委外廠商稽核作業，主動偵測弱點及風險，擬定資安事件處理應變措施，定期辦理演練，損害控管，使作業規範均符合管理制度，且經由第三方機構進行稽核審查取得 ISO27001 (資訊安全管理制度) 及 ISO29100+ISO29151 (個資安全管理制度) 證書，以防護龐大入出境及外來人口人流之資訊安全。



通過 ISO 審查證書

## 二、提供快捷便民服務

### (一) 晶片居留證即時查驗服務

為便利民眾查驗晶片居留證有效性，爰建置居留證查詢網，輸入居留證之必要資料即能快速驗證居留證有效性，並可於各類型載具使用，呈現最佳視覺效果；110 年成功查詢紀錄計 110 萬 5,316 次，查詢次數較 109 年增加 25 萬 5,837 次。



居留證查詢網

### (二) 推動「外來人口自然人憑證」申辦服務

為提高外來人口在臺生活之便利性，方便外來人口利用自然人憑證使用各類應用系統，如網路報稅、電子公路監理報繳規費、勞保及健保網路查詢等 e

化服務，自 105 年 4 月 25 日起，本署各服務站受理 18 歲以上，且持有本署核發之晶片居留證者臨櫃驗證身分及申請自然人憑證，外來人口以憑證申請單用戶代碼及居留證號碼至內政部憑證管理中心完成繳費，該中心即寄送自然人憑證卡予申請人。

本署於 110 年 1 月 2 日啓動新式外來人口統一證號換發作業，已持有自然人憑證之外來人口，無論其憑證效期已屆或未屆，皆可申請換發新式統一證號及外來人口自然人憑證，並自 110 年 1 月 2 日起至 111 年 1 月 2 日止免徵規費，以鼓勵外來人口更新自然人憑證；截至 110 年底止，受理驗證身分申請計 4,228 件。

### (三) 推動臨櫃多元支付繳納規費

為落實國家推動電子及行動支付普及政策，以便利申請人繳納各項申辦作業規費，並降低同仁收受現金風險，本署自 109 年 7 月起，全面提供臨櫃多元支付繳納規費服務，信用卡繳費免手續費，減輕申請負擔，便捷性頗獲好評；110 年使用信用卡及行動支付繳費次數計 8,407 筆，繳費金額新臺幣（以下同）1,723 萬 900 元，申請人使用多元支付次數及繳費金額均較 109 年大幅成長。

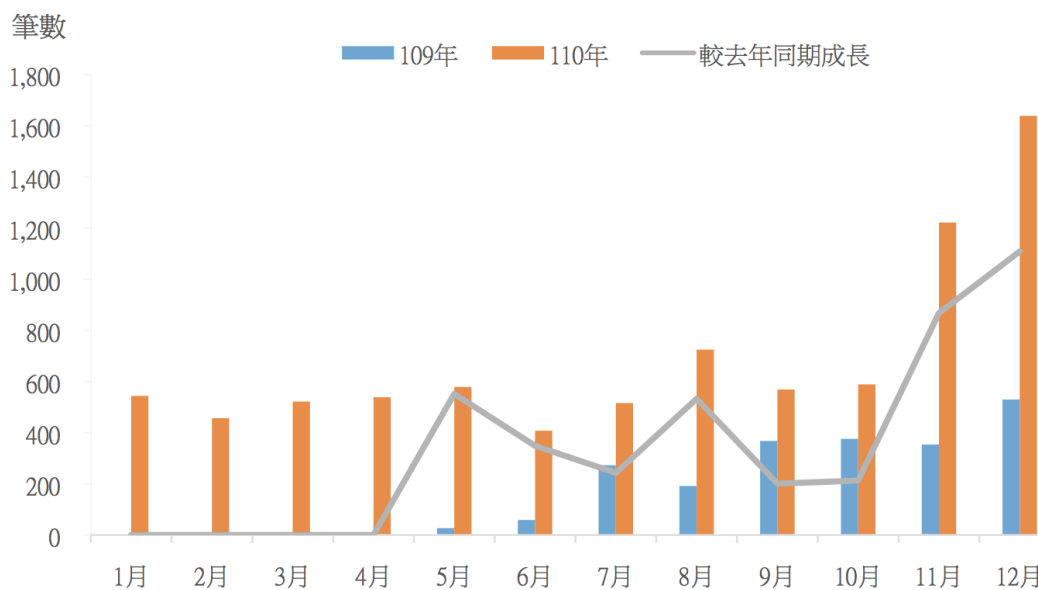


圖 2-1 109 年及 110 年各月刷卡量

### (四) 各式線上申請諮詢服務

本署「各式線上申請平臺客服中心」受理各類線上申辦系統操作與繳費相

關諮詢服務，透過一對一通話，向民眾說明案件申辦流程、審查進度及法規疑義等，服務對象包括學校、旅行社、工商企業、民間團體、境外人士及外籍移工仲介業者等，透過專業熱誠服務，有效提高民眾諮詢服務品質；110 年受理線上諮詢服務計 2 萬 3,018 件。



線上申請平臺服務中心線上諮詢服務

### 三、強化外來人口管理與違法（規）查處

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

#### （一）落實查察、面（訪）談機制

自 92 年 9 月 1 日起，為防杜大陸地區人民虛偽結婚來臺，並保障合法婚姻，實施大陸配偶申請來臺團聚面（訪）談機制，本署受理大陸配偶團聚申請案時，先就國人配偶實施境內訪查（談），於申請人抵達機場或港口時，再於國境線上對國人配偶及申請人實施面談，須雙方面談通過後始許可入境，如受面談人之說詞有瑕疵而有再查證之必要者，入境後由所轄專勤隊實施二度面談；110 年大陸配



移民官執行國境線上面（訪）談勤務

偶申請來臺團聚案計 1,408 件，不予通過訪談者計 220 件，不通過比率 15.63%；國境線上面談案計 1,074 件，需二度面談計 84 件，不予通過面談者計 26 件，不通過比率 2.63%；二度面談案計 83 件，不予通過案件計 7 件，不通過比率 8.43%。

## (二) 提升查處非法外來人口效能

為強化外來人口安全管理，本署與內政部警政署自 96 年起實施聯合查察工作，101 年起更結合國防部憲兵指揮部、法務部調查局及海洋委員會海巡署（前為行政院海岸巡防署）等各國安單位，實施加強查處失聯移工在臺非法活動專案工作；惟 110 年受嚴重特殊傳染性肺炎（COVID-19）疫情影響，為避免強勢查處非法外來人口導致其藏匿更為隱蔽，不利防疫工作，故暫緩大規模掃蕩勤務，查處工作以受理自行到案為主，110 年查處（含查獲及自行到案）失聯移工計 2 萬 148 人。

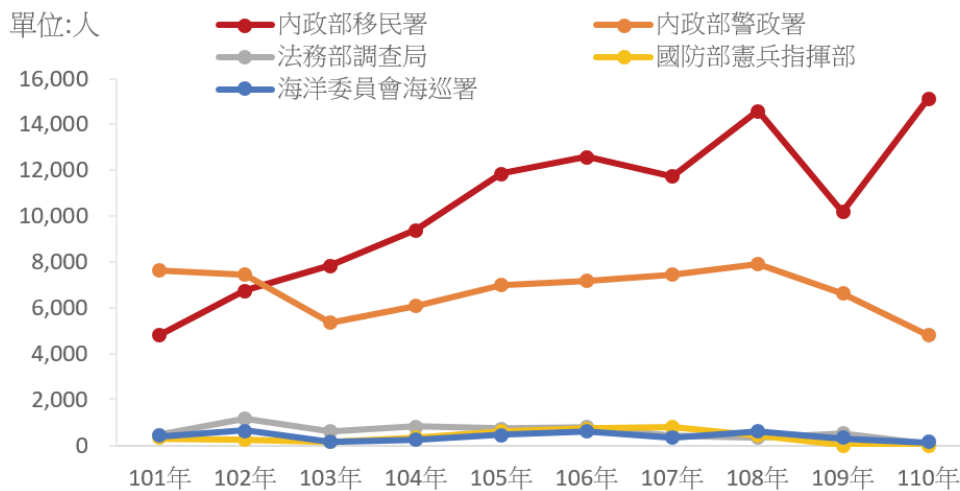
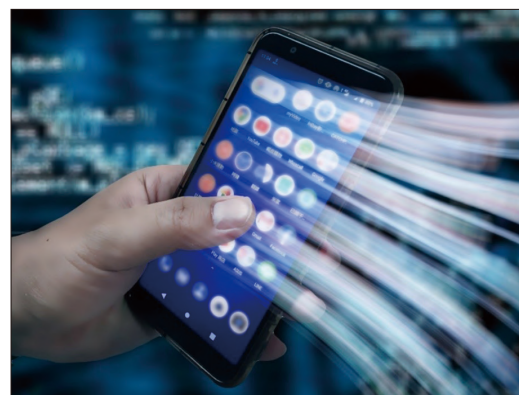


圖 2-2 國安機關查處失聯移工人數統計

## (三) 強化科技偵查量能

為因應資訊爆炸時代，使用移動設備從事犯罪案件層出不窮，本署建置「車載式行動偵蒐及定位系統」，以強化執法人員科技偵查量能；另規劃建置「特定外人情訊數位鑑管系統」，並洽接內政部警政署刑事警察局「刑案知識庫」；數位證物建檔入庫作業程序數位化管理，避免數位證物散落、遺失或內容遭竄改，並運用知識庫查詢功能，即時過濾可疑嫌犯及其共犯網絡結構，強化偵查犯罪，將犯罪者繩之以法。



強化科技偵查數位足跡量能

時過濾可疑嫌犯及其共犯網絡結構，強化偵查犯罪，將犯罪者繩之以法。

## 四、防制人口販運

我國於 95 年 11 月頒布「防制人口販運行動計畫」，嗣於 96 年成立「行政院防制人口販運協調會報」，該會報於 109 年 5 月 8 日更名為「行政院防制人口販運及消除種族歧視協調會報」，負責整合各部會資源，並由本署落實推動人口販運防制各項具體幕僚工作；而「人口販運防制法」於 98 年 1 月 23 日制定公布，並於同年 6 月 1 日施行，奠定我國在防制人口販運工作上之良好基礎。

### (一) 人口販運防制績效連續 12 年第 1 級

美國國務院於 110 年 7 月 2 日公布「2021 年人口販運問題報告」，全球計 180 多個國家（地區）受評，我國防制績效連續 12 年經評列為第 1 級國家，顯示我國在推動防制人口販運之整體作為持續獲得國際社會肯定。

### (二) 持續推動防制人口販運 4P 工作

#### 1. 追訴 ( Prosecution )

由各檢察及司法警察機關指定專責單位負責統籌規劃查緝人口販運犯罪相關業務，執行查緝起訴工作；各司法警察機關 110 年共查緝人口販運案 107 件，其中勞力剝削計 21 件、性剝削計 86 件，被害人共 232 人；各地方檢察署起訴人口販運案件計 58 件，被告共 78 人。

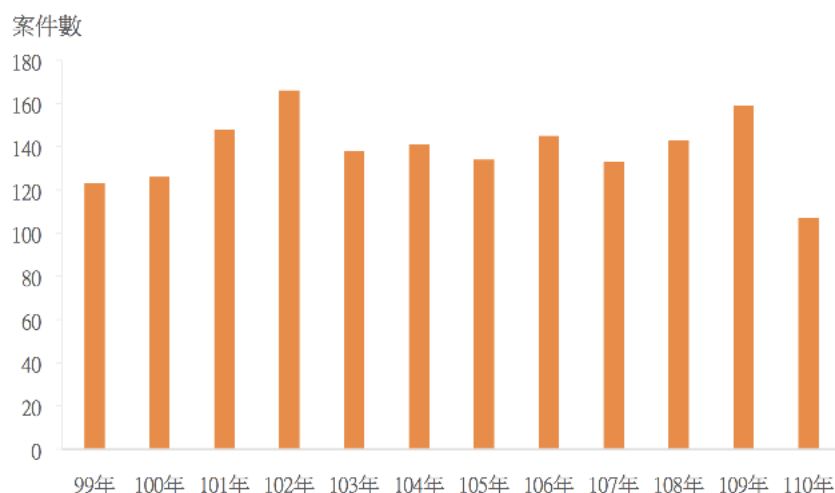


圖 2-3 查緝人口販運案件數



## 2. 保護 ( Protection )

### ( 1 ) 提供人口販運被害人適當安置及保護服務

A. 外籍人口販運被害人：本署結合勞動部與民間團體共計設置 20 多處庇護所，提供外籍人口販運被害人安置保護，其中 2 處為本署設置之公設民營人口販運被害人庇護所；110 年新收安置外籍被害人計 121 人。

B. 本國籍人口販運被害人：由當地社政單位或非政府組織安置本國籍人口販運被害人；110 年查獲移送人口販運案件中，被害人為本國籍 18 歲以上者計 14 人，14 人皆無意願接受安置，或已自行返家或為其他處置；被害人為本國籍未滿 18 歲遭性剝削者計 101 人，其中 34 人交由當地社政單位安置，67 人由家長領回或自行返家。

( 2 ) 為澈底清查疑似人口販運被害人，以提供適當安置與保護，爰持續執行「收容所發現疑似人口販運被害人通報作業程序」，對受收容人進行再度清詢與鑑別；110 年受收容人經鑑別為人口販運被害人計 9 人，並自收容所移轉至安置保護處所。

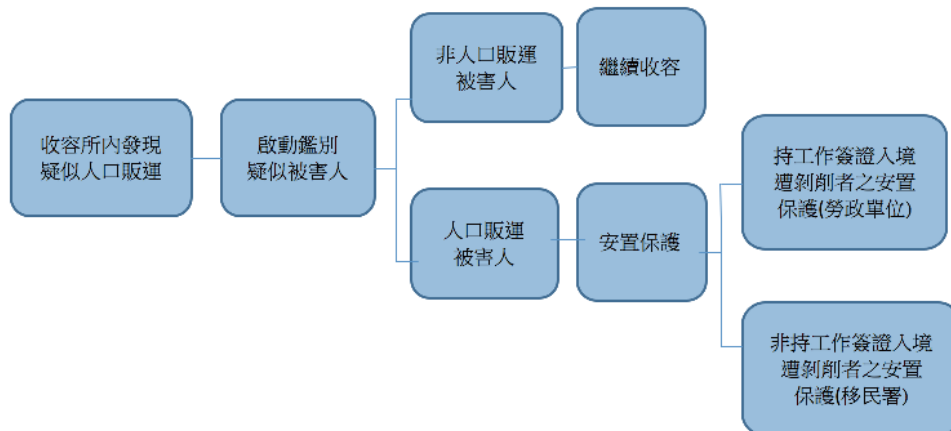


圖 2-4 收容所發現疑似人口販運被害人通報作業程序

( 3 ) 核發人口販運被害人臨時停留許可及工作許可，協助被害人重建生活；110 年核發臨時停留許可證計 70 件，延長臨時停留許可證效期計 77 件；核發工作許可計 81 人。

( 4 ) 為落實偵審保護制度，司法警察機關於調查人口販運案件時，須提供通譯

服務，並適時安排陪同偵訊；110 年提供通譯服務計 193 人次，陪同偵訊計 215 人次。

### 3. 預防 (Prevention)

#### (1) 辦理防制人口販運教育訓練及宣導活動

110 年 12 月 16 日辦理「防制人口販運暨數位 / 網路性別暴力防治教育訓練」1 場次，計 74 人參訓，以強化人口販運防制及數位 / 網路性別暴力防治作為。



防制人口販運暨數位 / 網路性別暴力防治教育訓練

#### (2) 透過多元管道辦理防制人口販運宣導活動

為深化國人瞭解人口販運議題，並強化外來人口認知自身權益，110 年製作防制人口販運宣導海報 (多語版) 3 款，提供中央各部會、地方政府及民間團體宣導運用，並放置圖檔於本署全球資訊網「人口販運防制專區」供各界下載；另於臺灣高速鐵路 12 處旅客服務站張貼宣導海報、桃園國際機場刊登防制人口販運宣導公益燈箱廣告 2 面。



防制人口販運宣導海報

#### 4. 夥伴 ( Partnership )

110 年 10 月 15 日舉辦「2021 防制強迫勞動圓桌論壇」活動，行政院羅政務委員秉成、內政部邱常務次長昌嶽、美國在台協會柯副處長傑民、國內外專家學者及來自 37 國工作夥伴共 116 人參與，擴大與各國建立交流機制，並強化中央與地方、政府與民間之合作管道，以周延我國人口販運防制策略。



2021 防制強迫勞動圓桌論壇

# 第參章 新住民照顧輔導

截至 110 年底止，我國新住民人數共計 56 萬 9,851 人，新住民子女也已逾 45 萬人之多，為協助渠等儘速適應我國生活，故政府透過跨部會合作，推動「新住民照顧服務措施」，進行生活適應輔導、醫療生育保健、保障就業權益、提升教育文化、協助子女教養、人身安全保護、健全法令制度及落實觀念宣導等 8 大重點工作，以增進新住民在臺之生活適應，並厚植我國人力資本。

## 一、落實新住民照顧輔導

### (一) 召開行政院新住民事務協調會報

為保障新住民相關權益，行政院於 104 年 6 月 16 日成立新住民事務協調會報，將新住民相關事務提升至行政院層級，以跨部會模式加強為新住民服務，由行政院政務委員兼任召集人，內政部副首長兼任副召集人，本署署長兼任執行秘書，委員共 31 人，其中，政務委員 1 人、相關部會副首長 14 人、直轄市及縣（市）副首長 6 人、學者專家或社會團體代表 10 人，110 年計召開會議 1 次。

### (二) 培力新住民及其子女發揮多元文化優勢

為落實「新南向政策綱領」及「新南向政策推動計畫」工作主軸，並發揮新住民力量，營造友善移民環境，促使新住民及其子女發揮語言、多元文化優勢及順利適應在臺生活，且培育新住民子女成為新南向國際人才，俾共創和諧共榮之多元社會，110 年推動相關計畫如下：

#### 1. 新住民及其子女海外培力計畫

為瞭解本計畫對歷屆（104-109 年）獲選者之影響，辦理歷屆獲選者 493 組 1,056 人問卷調查，回收有效樣本 659 份；調查發現 96.1% 新住民子女參加計畫後，提升對其家長身分認同，82.9% 新住民子女提升學習其家長母國語言意願；94.1% 師長認為學生參加計畫後，願意以「展現自身新住民身分」



前往母國就學、就業，78% 師長認為參加本計畫，有助政府推動新南向政策；另於 110 年 8 月 28 日舉辦「歷屆獲選者焦點座談」，邀請歷屆代表及專家學者約 30 人參加。



新住民及其子女海外培力計畫歷屆獲選者焦點座談

## 2. 新住民多元文化人才培訓計畫

為鼓勵新住民及其子女參與公共事務，於 110 年 5 月起，推動「新住民多元文化人才培訓計畫」，結合公、私部門資源，培育多元文化人才種子講師，辦理初階及進階培訓課程共計 8 場次，初階課程受訓人數計 150 人，其中 131 人取得結業證書；另進階課程受訓人數 113 人，其中 92 人通過測驗，取得種子講師資格。



新住民多元文化人才培訓計畫啟動典禮



### 3. 新住民及其子女築夢計畫

為幫助新住民及其子女完成夢想，執行「新住民及其子女築夢計畫」，藉由築夢過程之成長與感動，展現對於生命之熱情與活力，以及對家庭之用心付出與貢獻；110年計協助32組共85人完成夢想。

### 4. 新住民及其子女培力與獎助（勵）學金

為激勵新住民及其子女努力向學，提供全國清寒及優秀之新住民適當關懷扶助及獎勵，藉由協助減輕家庭負擔，俾培育人才；110年計核發7,131人，獎助（勵）學金共3,790萬7,000元。

## （三）辦理新住民生活適應輔導

為提升新住民在臺生活適應能力，促使其及早適應我國生活環境，俾共創多元文化社會，辦理「新住民生活適應輔導中長程計畫」；110年補助全國22個直轄市、縣（市）政府共171萬1,000元，計辦理生活適應輔導班74班、種籽研習營1班、推廣多元文化活動13場次及生活適應宣導47場次，參與或受益者共5,574人。

## （四）提升「新住民發展基金」效益

為協助新住民適應臺灣社會，持續落實照顧新住民措施，俾加強培力新住民及其子女發展成為國家新力量，以及增進社會多元文化交流；並於94年設置「外籍配偶照顧輔導基金」，嗣於105年更名為「新住民發展基金」，基金預算規模為10億元，原則上，每年編列3億元，110年計補助227件，補助金額

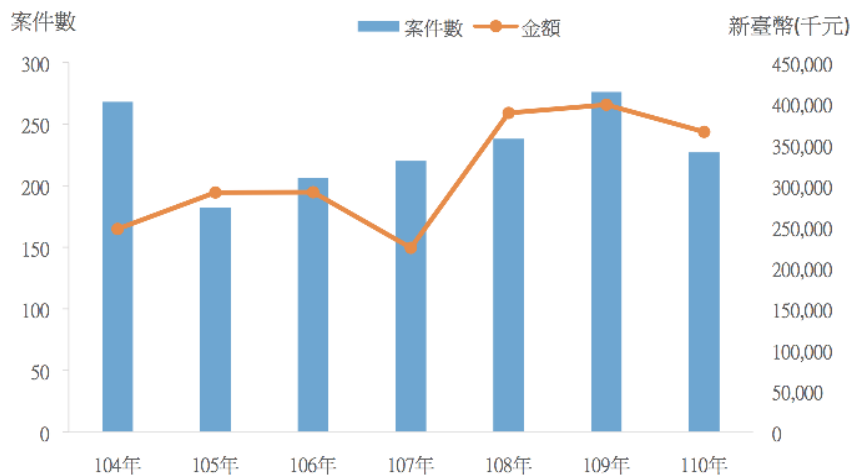


圖3 新住民發展基金補助案件數及金額

共 3 億 6,548 萬 6,355 元。

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

表 3 110 年補 ( 捐 ) 助辦理「多元文化推廣及相關宣導計畫」執行情形

序號	申請機關 ( 單位 )	計畫名稱	主要內容	宣導方式
1	社團法人屏東縣好好婦女權益發展協會	南洋阿緬國際家庭 - 你不孤單生活」國際專刊出版第八年計畫	「南洋阿緬國際家庭 - 你不孤單生活」季刊	紙本刊物
2	社團法人中華外籍配偶暨勞工之聲	110 年度【緣來~在寶島】- 全國性廣播宣導節目	「緣來~在寶島」廣播節目	廣播媒體
3	財團法人台北國際社區文化基金會	110 年度「新住民心台灣」- ICRT 廣播電台節目宣傳專案	「新住民心台灣」廣播節目	廣播媒體
4	財團法人健康傳播事業基金會	110 年度「多元族群分享愛」新住民廣播節目宣導計畫	「多元族群分享愛」廣播節目	廣播媒體
5	社團法人新竹市愛惜社區推展協會	「新生報到~我們在台灣」	「新生報到~我們在台灣」廣播節目	廣播媒體
6	雲林縣紫色姊妹協會	110 年度「哈囉! 聽見東南亞」雲嘉南新住民廣播節目	「哈囉·聽見東南」廣播節目	廣播媒體
7	社團法人台中市艾馨婦女協進會	「新住民心聲園地」	「新住民心聲園地」廣播節目	廣播媒體
8	雲林縣政府	「雲林縣新住民專題製作託播案」	「彩虹下的故事」影片	影片
9	臺灣淺山產業旅遊協會	「寶貝我的新家 - 彰化縣淺山地區新住民生活微電影直播小品初體驗」	「寶貝我的新家」直播小品	影片
總 計			新臺幣 8,334,973 元	

## (五) 推動「婚姻移民初入境訪談服務及家庭教育宣導」

為強化移民輔導，於新住民入國（境）後至本署申請居留證時，進行關懷訪談，並宣導在臺居留法令及相關生活資訊，110 年提供初入境訪談服務 4,463 人次；另為倡導跨國婚姻家庭尊重多元文化及性別平等觀念，以增進家庭互動關係，110 年辦理家庭教育宣導活動計 243 場次，5,051 人次參與。



新住民家庭教育宣導活動

## (六) 優化「新住民關懷服務網絡」

於全國 22 個直轄市、縣（市）建置新住民關懷網絡，且邀集中央部會及轄內民政、社政、教育、勞政、衛政、民間團體、新住民家庭服務中心及新住民社區服務據點等相關單位，召開網絡會議，俾串聯中央與地方移民輔導網絡，探討新住民關注議題，並透過專題報告與個案討論等方式，發揮資源運用功能；110 年計召開網絡會議 22 場次。

## (七) 暢通諮詢服務管道

為避免新住民因語言隔閡致無法使用求助系統，並便利外來人口在臺生活需求及生活適應方面之諮詢，自 103 年起設置 24 小時免付費「外來人士在臺生活諮詢服務熱線（0800-024-111）」，以國語、英語、日語、越南語、印尼語、泰國語及柬埔寨語等 7 種語言，提供簽證、居留、入出境、工作、稅務、健保、交通、醫療衛生、人身安全、子女教養、交通資訊、社會福利、法律資訊、家庭關係及其他生活訊息之電話諮詢服務；110 年提供諮詢服務計 36 萬 2,007 通，包含分流 1922 協助疫情有關入出境問題諮詢服務計 32 萬 2,160 通。

## (八) 優化新住民培力發展資訊網

為整合各部會資源，提供更完善權益保障，本署建置 7 國語言版（中文、英文、越南文、泰文、印尼文、緬甸文、柬埔寨文）之「新住民培力發展資訊網」

( 網址 : <https://ifi.immigration.gov.tw> ) , 並設立 LINE 官方帳號 ( ID 為 @ ifitw ) , 提供各界有關中央各部會、各直轄市、縣 ( 市 ) 政府之新住民福利及權益資訊 ; 110 年網頁瀏覽量計 66 萬 4,260 人次。



新住民培力發展資訊網五週年歡慶日

## (九) 優化通譯人員資料庫

為保障新住民權益，並鼓勵其參與公共事務，營造友善移民環境，本署於 98 年建置「通譯人才資料庫」，適時提供在臺外籍人士通譯服務；並於 109 年 7 月優化系統，需求端可線上尋找所需通譯人員，發出通譯服務邀約通知，服務面向包括警政調查、關懷輔導、陪同偵訊出庭及衛生醫療等 8 類型；截至 110 年底止，建置登錄通譯員計 975 名，專長語言包含英語、越南語、印尼語、柬埔寨語及泰國語等 20 語種。



通譯人員資料庫網站

## (十) 跨國 ( 境 ) 婚姻媒合管理

為提供尋求跨國 ( 境 ) 婚姻民眾選擇優良婚媒團體之參考，辦理婚媒團體服務品質評鑑及業務檢查；此外，為查處違法之跨國 ( 境 ) 婚姻媒合案件，並提升查緝動能，110 年查獲違法跨國 ( 境 ) 婚姻媒合案件，並經跨國 ( 境 ) 婚姻媒合管理審查小組會議決議裁罰計 161 件，裁罰金額共 1,009 萬元。

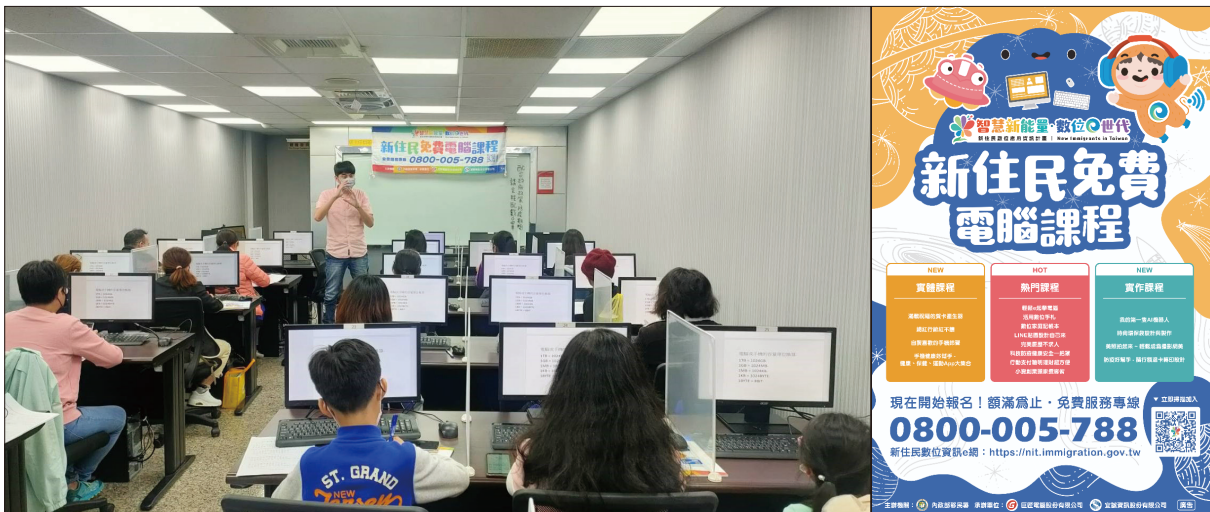


## (十一) 強化移民業務機構管理

鑑於有意移居國外之國人多委託移民公司代辦，故本署持續強化移民業務機構管理及查處違法案件，以保障消費者權益，截至 110 年底，經許可並領取註冊登記之移民業務機構計 143 家；此外，110 年查獲違法經營移民業務，並經管理經營移民業務審查小組召開會議進行審查，決議裁罰計 55 件，裁罰金額共 543 萬元。

## (十二) 推動「新住民數位應用資訊計畫」

為提供新住民免費實體及數位資訊教育訓練，依據新住民需求製作專屬課程，採實體及數位併進方式教學，實體課程透過行動學習車，深入偏鄉開設資訊學習課程；數位課程提供多國語言版本，讓新住民隨時隨地進行線上學習；110 年計培訓 9,589 人次，參訓學員滿意度達 99%；另為提供「新住民服務新住民」無障礙學習環境，培訓新住民母語能力資訊種子講師 5 名及資訊助教 35 名。



新住民數位應用資訊計畫

新住民數位應用資訊計畫宣導海報

## (十三) 推動「保障新住民寬頻上網廣續計畫」

為保障新住民公平數位機會，持續落實數位平權目標，辦理「保障新住民寬頻上網廣續計畫」，提供「行動設備共享」及「推廣交流平臺」等 2 項貼心服務，並考量防疫期間，新住民家庭有居家上班及遠距上課需求，除免費提供



平板電腦及無限制流量行動網路外，更提供新住民家庭借用免費筆記型電腦；截至 110 年底止，新住民申請借用筆記型電腦與平板電腦計 931 人次，借用滿意度達 99.8%，另為協助解決新住民學習及操作問題，提供電話輔導服務計 500 人次，交流平臺發布新住民介紹母國人文風俗民情計 60 篇文案（以 6 國語言呈現），並辦理網路活動計 5 場次，參與活動共計 6,973 人次。



保障新住民寬頻上網廣續計畫  
宣導海報



網路直播分享行動設備共享服務

## 二、創新加值服務

### (一) 推動跨界合作策略聯盟

為尊重多元理念、拓展移民服務面向及創造友善移民環境，以政府、學校及民間團體合作方式，藉由資源共享、人才培訓、專題講座、案件申辦、交流合作、法律服務及轉介等方式，宣導多元文化，以提升為民服務成效；截至 110 年底止，已與國內、外 82 所大學院校簽署策略聯盟合作協議書。

### (二) 推動便民行動服務列車

持續推動本署服務站透過行動服務列車，赴偏遠地區宣導政府有關新住民服務措施，並提供辦理居留延期、法令諮詢、變更居留地址等服務，且適時轉介需協助之個案至當地社會福利機構，使服務據點靈活化、服務彈性化，以縮

短城鄉差距及平衡區域發展；110 年行動服務列車計出勤 352 車次，服務總量（含領證、收件、查詢、諮詢）共 4,594 件；此外，針對偏遠地區進行個案關懷，共計訪視 489 個新住民家庭。



行動服務列車參與新住民編織五彩繩手作活動

### （三）製播新住民電視節目，推廣行銷多元文化

製播「我們一家人 Taiwan Bravo!」電視節目，紀錄新住民在臺生活奮鬥故事，以細膩鏡頭述說人物故事觀點，提供國人與新住民情感交流管道，深入了解生活周邊多元文化，增進族群和諧；另以多元平臺及多國語版，同時向新住民族群推播防疫訊息，如「防疫大作戰」專區；110 年電視節目製播專題新聞（長度 2 分鐘）計 313 集及報導性節目（長度 1 小時）52 集，共計 365 集。



「我們一家人 Taiwan Bravo!」電視節目

### （四）優化「新住民全球新聞網」，提供整合性入口平臺

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

新住民全球新聞網  
Taiwan Immigrants' Global News Network

新聞專區 專欄專題 新住民一指通 影音專區

正體中文 | Việt Nam | ไทย | Indonesia | Philippines

最新消息 新住民YouTuber體驗嘉義山林步道之美 以母語推廣觀光

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重點新聞 | 專題報導 | 防疫專區 | 活動消息 | 影音專區 | 權入包

新住民全球新聞網

# 第肆章 友善移民暨移民人權

全球化帶來跨國人口遷徙，而人口移入則改變社會結構，並衍生文化適應、經濟就業、子女教養學習及全球人才競逐等議題；本署配合國家政策及國際發展趨勢，研議鬆綁相關移民法規，並整合運用資源，以強化移民人權保障及建構友善移民環境，俾為我國留才攬才。此外，為符合聯合國「公民與政治權利國際公約」與「經濟社會文化權利國際公約」精神，避免發生收容代替羈押情形，亦戮力加速遣返受收容人作業，以落實移民人權保障。

## 一、友善移民

### (一) 友善移民措施

1. 為配合「外國專業人才延攬及僱用法」於 106 年 11 月 22 日制定公布，嗣於 107 年 2 月 8 日施行，「外國特定專業人才申請就業金卡許可辦法」爰於 107 年 2 月 6 日訂定發布，同年 2 月 8 日施行，外國特定專業人才擬在我國從事專業工作者，得向本署申請核發具居留簽證、工作許可、外僑居留證及重入國許可等 4 證合 1 之就業金卡；另配合「外國專業人才延攬及僱用法」於 110 年 10 月 25 日修正施行，強化延攬外國專業人才，簡化申請工作、居留之程序，修正「外國特定專業人才申請就業金卡許可辦法」，增訂已入國之外國特定專業人才



外國特定專業人才申請 4 證合 1 就業金卡宣導海報



申請就業金卡得免繳驗護照，且修正就業金卡效期屆滿前得「申請延期」，有效解決就業金卡持有人在證件屆期前須重新申請之不便；此外，為提供外國特定專業人才合理收費，修正「就業金卡與就業 PASS 卡及創業家簽證規費收費標準」及「入出國及移民許可證件規費收費標準」；截至 110 年底止，累計核發就業金卡 3,927 張，有效者計 3,623 張。

2. 為優化外籍優秀人才工作及生活環境，擬具「入出國及移民法」部分條文修正草案，銜接「外國專業人才延攬及僱用法」規範，鬆綁外籍人才及其眷屬得隨同居留、放寬臺灣地區無戶籍國民入國、居留及定居規定，並增訂外國人於離婚後，對其在臺灣地區已設有戶籍未成年親生子女，具撫育事實、行使負擔權利義務或會面交往等情事，為得繼續居留事由，以強化外籍配偶家庭團聚權，兼顧保障未成年子女最佳利益，營造友善移民環境。
3. 配合民法成年年齡下修為 18 歲，於 110 年 8 月 20 日修正發布「大陸地區人民在臺灣地區依親居留長期居留或定居許可辦法」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，並自 112 年 1 月 1 日施行。其中，為保障本次修正施行前已取得探親資格者之陸籍子女的權益，增訂渠等於年滿 20 歲前適用修正施行後得申請長期居留之規定，不受申請時須未滿 18 歲之限制。

## (二) 辦理移民節多元文化活動

為響應 12 月 18 日國際移民日，向新住民表達在地社會之尊重與感激，內政部爰於 100 年宣布每年 12 月 18 日國際移民日為我國「移民節」；為慶祝 110 年移民節，本署提前於 12 月 12 日假屏東縣「勝利星村生活文創園區」，以封街方式盛大舉辦「南國共好 攜手前行」



2021 年移民節踩街遊行活動

慶祝活動，包括駐台使節、民間社團代表、新住民、新住民第二代及移工朋友，共同歡度屬於自己之節日，活動中，特別表揚編寫臺越重要法律名詞對照表，並致力法律資訊平等的越南籍陳玉水等 10 位傑出新住民及移工朋友，感謝移民帶來豐富多元文化，為臺灣社會挹注新力量。

## 二、移民人權

### (一) 推動受收容人人權保障

1. 為落實受收容人之  
人權保障，本署各  
大型收容所積極運  
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；因應疫情  
嚴峻，暫停辦理大  
型受收容人關懷活  
動，每週仍定時實  
施安排受收容人戶  
外活動；遇氣溫過



受收容人接受醫生診療

- 高或天候不佳時，則實施室內活動，以維護受收容人身心健康；另辦理會客、撥打電話及提供電視書報雜誌觀賞，並派員維護收容所基本環境衛生及居住安全，以更多元之人性化管理作為，兼顧受收容人權利及安全管理。
2. 印製各國語言之「受收容人入所須知」摺頁，以告知其基本權益義務及申訴管道；並協助接洽財團法人法律扶助基金會為受收容人提供法律諮商，且針對無力聘請律師者，協助案件訴訟及辯護。
3. 為杜絕廉政風險因子，於受收容人入所前交付「廉政宣導單（受收容人財物代管發還權益告知書）」，明確告知受收容人在所期間應繳費用及時機，並於受收容人出所時填寫「廉政聲明書（受收容人在所財物代管情形調查表）」，詢問受收容人是否於收容期間遭受不當收取費用等情形，且律定受

收容人在所期間交付財物均須監視錄影。

4. 為關懷受收容人人權，設置親子會見室及親子室，配置液晶電視、沙發椅、單人床、冰箱及幼童遊憩器材等設備，讓受收容人與一同入所之家人及探視家屬享有舒適親子環境，以穩定受收容人情緒。



收容所親子室

5. 受收容人伙食委由外包廠商負責，除將伙食定期送檢，以確保受收容人飲食安全衛生外，亦對於信奉伊斯蘭教之受收容人提供符合其宗教習慣之餐食，俾保障伊斯蘭教受收容人飲食權益。
6. 為符合聯合國「公民與政治權利國際公約」與「經濟社會文化權利國際公約」精神，並避免發生收容代替羈押情形，本署戮力推動加速遣返作業，以降低收容天數；惟 109 年起，各國邊境受嚴重特殊傳染性肺炎 ( COVID-19 ) 疫情影響，時有封關情形，致無航班得遣送受收容人返國；經統計 110 年受收容人平均收容天數增加至 44.32 天。

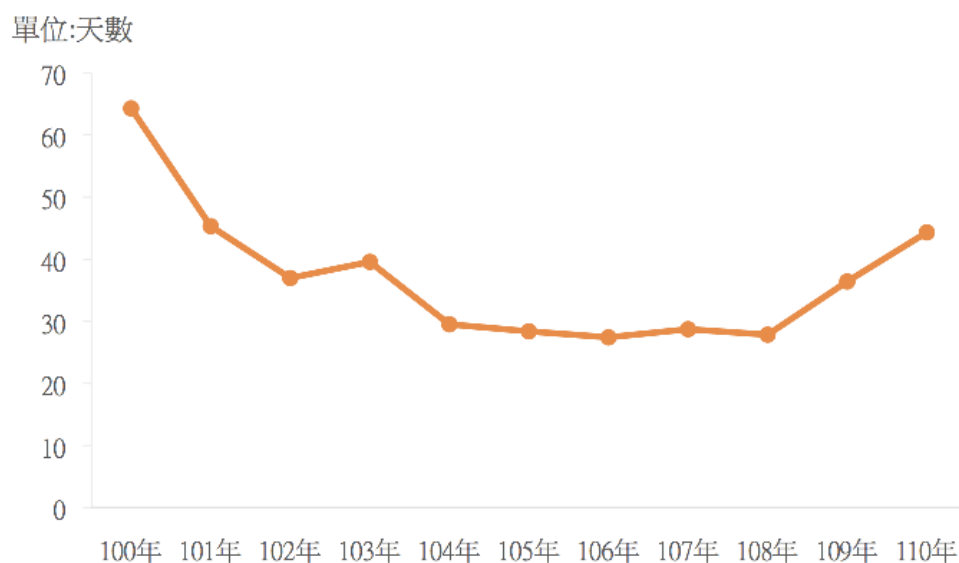


圖 4 受收容人平均收容天數



## (二) 完善面(訪)談機制

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

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

## (三) 保障非本國籍新生兒應有權益

依內政部訂定之「在臺出生非本國籍兒童、少年申請認定為無國籍人一覽表及流程」與「辦理非本國籍無依兒少外僑居留證核發標準作業流程」，辦理相關事項，俾保障該等兒少在臺基本生活權益，使其在臺得以享有生活照顧、健保醫療及就學等權益與福利；截至 110 年底止，計協助 22 人取得無國籍外僑居留證，其中 17 人已歸化我國國籍。

## (四) 辦理外籍移(漁)工關懷及送暖活動

為感謝外籍移(漁)工對我國經濟之貢獻，爰持續辦理關懷及送暖活動，展現無國界人道關懷，110 年因受嚴重特殊傳染性肺炎(COVID-19)疫情影響，外籍漁工無法返鄉與家人團圓，本署利用年節辦理各項關懷活動，讓外籍漁工朋友們體會在地傳



宣導外籍移(漁)工居留權益及防疫政策



統習俗，並宣導外籍移（漁）工居留權益、防制人口販運、毒品危害防制及非洲豬瘟防治等政策，以淺顯易懂多國語言圖文海報，讓移（漁）工清楚瞭解如何維護自身權益，避免因不了解我國法規而誤觸法網。

# 第五章 兩岸交流暨國際合作

為兼顧開放與安全管理，透過兩岸司法互助合作，強化兩岸共同打擊犯罪機制，防制不法分子從事跨境犯罪，俾維護兩岸人民正向交流；此外，為加強國際合作，致力推動與相關國家簽訂「移民事務與防制人口販運協定或合作瞭解備忘錄 (MOU)」及互惠使用自動通關，並強化與各國及國際非政府組織 (NGO) 合作，包括共同防制人口販運及打擊跨國境犯罪，以及協助解決雙邊僑民停留、居留或急難救助等事宜。

## 一、兩岸交流

### (一) 穩健兩岸交流

為因應嚴重特殊傳染性肺炎 (COVID-19) 疫情，配合指揮中心之邊境管制措施，110 年大陸地區人民入境總數較往年大幅減少；110 年大陸地區人民合計入境計 1 萬 3,251 人次；除居留定居入境計 8,370 人次外，停留事由入境數中，陸生就學計 1,940 人次、團聚計 1,515 人次、商務交流計 888 人次、就醫計 116 人次、探親計 180 人次、專業交流計 73 人次、奔喪計 53 人次、隨行團聚計 47 人次及其他事由 (包含人道探視、特殊事故等) 計 69 人次。

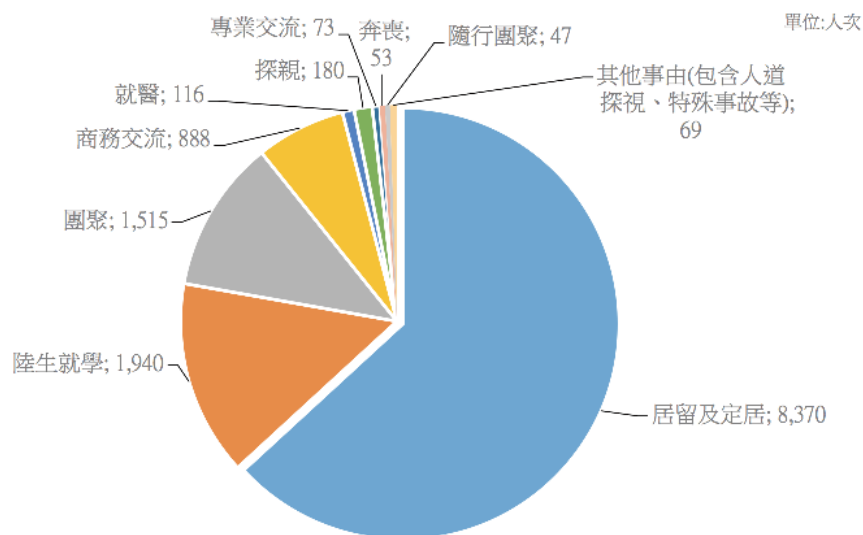


圖 5-1 大陸地區人民 110 年來臺統計

## (二) 兩岸共打及司法互助

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

1. 雙方在打擊人口販運、人蛇偷渡及偽（變）造證件集團等犯罪案件上，就情資交換及查緝方面繼續合作。
2. 執行「大陸地區人民在臺人身自由限制通報及通知」機制，110 年計通報法務部 108 人。
3. 協處雙方人民往來突發事故與逾期停（居）留情形，並持直航機場、港口聯繫窗口之運作機制，雙方就兩岸民眾往來證件遺失，進行即時身分核對及返回聯繫協處，110 年計協處 1 人。

## 二、 國際合作

為加強國際合作，本署致力推動與他國簽訂「移民事務與防制人口販運協定或合作瞭解備忘錄（MOU）」及互惠使用自動通關，並以平等互惠原則，強化與各國及國際非政府組織（NGO）合作，共同打擊跨國境犯罪及保障移民人權，協助解決雙邊僑民、外僑停留、居留或急難救助等事宜。

### (一) 提供海外服務

為與國際移民組織（IOM）及歐盟成員國強化打擊人口販運、拓展反恐合作及深化移民事務合作，爰於 107 年 9 月 28 日新增駐歐盟兼駐比利時代表處據點，目前於海外 28 個駐外館處設有移民工作組，以利執行移民與國境管理相關業務及協助旅外國人急難救助；110 年辦理海外為民服務與照顧輔導案件計 7,088 件，受理臨櫃申請案件計 1 萬 6,654 件及線上申請案件計 4,012 件，協緝遣返外逃通緝犯計 88 人，協助遣返境外犯案國人計 77 人。



圖 5-2 本署駐外據點分布圖

## (二) 促進國際事務交流及活動

1. 110 年 3 月 22 日

美國在台協會台北辦事處谷副處長立言 (Raymond Greene) 等一行 6 人來署拜會，雙方就移民事務進行意見交流。



美國在台協會台北辦事處谷副處長至本署拜會



2. 110年5月7日

本署鐘署長景琨赴駐台北越南經濟文化辦事處拜會阮代表英勇，雙方就加速遣送越南籍受收容人議題交換意見。



鐘署長景琨拜會駐台北越南經濟文化辦事處

3. 110年7月22日

印度 - 台北協會戴副會長得勝來署拜會，雙方就本署提供在臺外籍人士、新住民及其二代之服務措施進行意見討論與交流。



印度 - 台北協會戴副會長至本署拜會

4. 110年10月25日

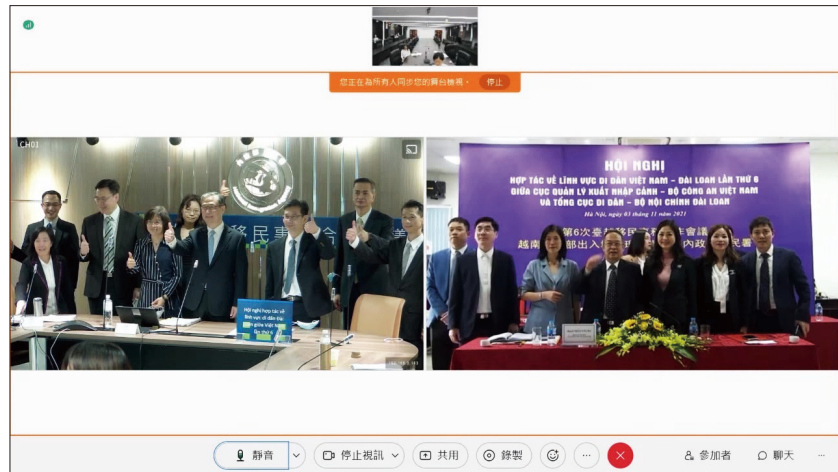
美國在台協會調查官 Brian E. Sherota 及調查員 Jay Huang 2 人來署拜會，雙方就未來移民事務合作進行意見交流。



美國在台協會調查官至本署拜會

5. 110年11月3日

舉辦臺越移民事務會議，受嚴重特殊傳染性肺炎 ( COVID-19 ) 疫情影響，改採視訊方式舉行，由本署鐘署長景琨及越南公安部出入境管理局陳副局長文預共同主持，雙方回顧移民事務合作交流情形，並就擴大臺越合作打擊人口販運及偷渡犯交換意見。



臺越移民事務視訊會議

6. 110年12月8日

印度 - 台北協會崔副會長柏尚 ( Prasant Tripathi ) 來署拜會，雙方就未來移民事務合作交換意見。



印度 - 台北協會崔副會長至本署拜會



## 7. 110 年 11 月 23 日

舉辦外事工作坊，邀請美國、澳洲、英國、法國、德國、義大利、印尼、韓國、馬來西亞、菲律賓、紐西蘭、泰國、越南等 21 國駐台使館官員參與，說明本署年度政策，包含外國專業人才延攬及僱用法申請流程、打擊人蛇偷渡集團之國際合作案例、簡介新成立科技偵查中心業務，以及辦理外國移民官標竿學習計畫成果與展望。



2021 年外事工作坊

# 第陸章 行政業務

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

## 一、人事業務

### (一) 編制任免業務

- 110 年預算員額職員 2,290 人、約聘僱人員 478 人及技工工友 43 人，共計 2,811 人；110 年實際在職職員 2,256 人、約聘僱人員 469 人及技工工友 39 人，合計 2,764 人。

表 6 110 年度員額編制表

類別	預算員額	實際員額	缺額
職員	2,290	2,256	34
約聘僱人員	478	469	9
技工工友	43	39	4
合計	2,811	2,764	47

- 辦理相關任免遷調作業，110 年平調作業計 146 人次，召開人事甄審委員會 10 次，計內陞 97 人及外補 2 人。

### (二) 考核訓練業務

- 辦理獎懲作業，110 年召開考績委員會 13 次，總計一次記二大功 1 人次、記一大功 26 人次、記功二次 72 人次、記功一次 772 人次、嘉獎二次 1,651 人次、嘉獎一次 11,182 人次、記過一次 5 人次、申誡二次 4 人次及申誡一次 35 人次。
- 依據「內政部及所屬機關學校 110 年訓練進修計畫」，整合各單位訓練項目，110 年辦理專業知能、人文素養及政策法令宣導等訓練計 162 場次，共 6,250 人次參訓，同仁終身學習時數 20 小時以上比例達 100%。

### (三) 退休福利業務



1. 本署自 110 年 11 月 1 日起，納入「警察消防海巡移民空勤人員醫療照護實施方案」，現職人員適用條件為曾擔任警察官職務，於 96 年配合組織改造移撥本署，並於支領一級危險職務加給單位任職；退休人員除須曾擔任警察官職務，於 96 年配合組織改造移撥本署外，另須於支領一級危險職務加給單位任職滿 10 年以上。
2. 辦理文康活動經費分配，發放每人生日禮券 1,800 元，另分配署本部每季以 6,500 元為限，北區、中區、南區及國境事務大隊每季各以 5,000 元為限，辦理員工慶生會活動。

## 二、主計業務

### (一) 公務決算

#### 1. 歲入部分

110 年歲入預算數 28 億 13 萬元，決算數 12 億 460 萬 1,850 元，執行率 43.02%，主要係因受嚴重特殊傳染性肺炎 ( COVID-19 ) 疫情影響，核發入出境許可證等證照費收入較預期減少所致。

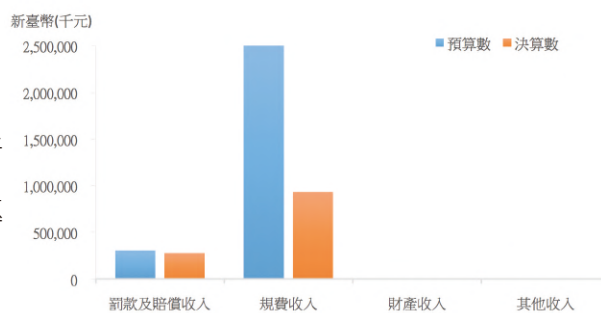


圖 6-1 110 年歲入預算及決算

#### 2. 歲出部分

110 年歲出預算數 44 億 4,452 萬 4,000 元，決算數 44 億 1,387 萬 1,693 元，執行率 99.31%。

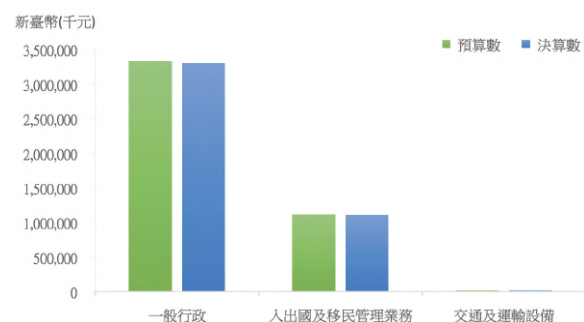


圖 6-2 110 年歲出預算及決算

### (二) 新住民發展基金決算

#### 1. 基金來源

110 年基金來源預算數 5 億 99 萬 6,000 元，實收數 5 億 878 萬 5,544 元，達成率 101.55%。

#### 2. 基金用途

110 年基金用途預算數 3 億 6,439 萬 2,000 元，實現數 3 億 4,609

萬 2,206 元，執行率 94.98%，主要係因受嚴重特殊傳染性肺炎 ( COVID-19 ) 疫情影響，部分已核定補助計畫或活動停辦、部分案件申請及核定補助金額未如預期、部分補助案件執行及結報期程未屆尚未辦理核銷轉正等原因所致。

### 3. 本期賸餘

以上收支相抵後，實際賸餘數 1 億 6,269 萬 3,338 元，與預算數賸餘 1 億 3,660 萬 4,000 元相較，增加賸餘 2,608 萬 9,338 元。

## (三) 公務統計

1. 本署公務統計方案計彙編 31 種統計表報：月報 26 種、季報 1 種、年報 4 種。
2. 每月發布統計資料送內政部統計處，並公告統計報表程式及編製說明資訊於本署全球資訊網首頁，提供相關人士查閱；另建置「性別統計專區」，提供性別出入境統計資料，並連結內政部及行政院主計總處相關網站。

## (四) 內部控制制度

依據「行政院及所屬各機關風險管理及危機處理作業原則」及「行政院及所屬各機關風險管理及危機處理作業手冊」，綜整本署 110 年度風險評估結果，據以研修第 8 版內部控制制度，於同年 6 月 4 日核定實施，並簽署 110 年內部控制制度聲明書，依 110 年度內部控制制度建立及執行情形辦理評估及稽核結果，認為本署於 110 年 12 月 31 日整體內部控制制度之設計及執行係屬有效。

## 三、政風業務

### (一) 反(防)貪作為

#### 1. 召開「廉政會報」

為貫徹廉能政策，提升施政效能，檢討反貪、肅貪及防貪等廉政工作推動情形，於 110 年 10 月 18 日由鐘署長景琨召集副署長、主任秘書及一級單位主管，且邀請外聘學者參與，共同針對相



鐘署長景琨主持廉政會報

關議題進行研討，並提供各項廉政工作建議；此外，本署為落實性別平等參與政策規劃，出席委員任一性別比例均達 40% 以上。

## 2. 表揚廉能公務人員

內政部花政務次長敬群於 110 年 9 月 8 日內政部廉政會報，公開表揚本署楊宏隆及廖瑞珠當選「內政部 110 年度廉能公務人員」。



內政部表揚廉能公務人員

## 3. 辦理公務員廉政倫理規範及請託關說登錄

為提升本署廉潔政風之形象，樹立廉潔典範，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；110 年廉政倫理事件登錄案計 10 件，包括受贈財物 9 件、飲宴應酬 0 件、請託關說 1 件及其他 0 件。

## 4. 落實公職人員財產申報

為落實陽光法案之公職人員財產申報制度、確立公職人員清廉作為及提升公務體系廉潔度，於 110 年 2 月公開抽籤，抽出本署 24 名申報人，進行「109 年度公職人員財產申報實質審查」，增進民眾對廉能政府之信賴；此外，為避免同仁因不諳法令致申報不實，於 110 年



公職人員財產申報公開抽籤

11月辦理財產申報宣導說明會，促使公職人員財產申報義務人如期正確完成申報作業，達成建構廉能政府之目標。

## (二) 機關安全 ( 機密 ) 維護

1. 110年12月1日召開安全維護會報，藉由專案報告及內部研討方式，精進機關公務機密及安全維護工作，以確保國家安全及機關安定。
2. 針對重點期間及人事甄審筆試測驗、駐外人員甄試、揭牌典禮、重要記者會、槍彈運送、廳舍搬遷、訓練彈押解作業、移民日等重要工作或活動，訂定專案維護計畫，據以執行專案安全維護工作，俾確保維護對象之安全。
3. 辦理110年「機關安全、公務機密檢查暨資訊使用管理稽核」2次，共抽核18個單位，計提出具體建議事項12項次，以健全機關安全、公務機密及資訊安全之防護措施。

## (三) 廉政風險控管及處置

1. 針對「本署監(會)辦採購過程」及「收容單位協助受收容人變賣金飾案」等2案提出預警作為報告，積極研提相關改善措施、訂定相關作業程序及督促業管單位落實執行法令。
2. 為確保政府採購案件品質，對於採購案件之「開標」、「比價」、「議價」、「決標」及「驗收」等程序，辦理實地或書面監辦；110年辦理監辦作業計870次，並針對有違失者提出具體興革建議，有效健全採購秩序，提高採購效能並杜絕弊端。
3. 針對機關可能潛藏風險之業務辦理專案稽核，執行「行政罰鍰管理作業專案稽核」查察業務執行流程有無違失情形，並研提建議改善措施共6項，俾提升本署行政罰鍰執行之效能；執行「防疫物資管理作業專案稽核」，查察防疫物資是否落實管理及有無確實掌握動態，並研提建議改善措施共5項，以健全發放領用管理制度，提昇廉能形象。



執行防疫物資專案稽核



4. 辦理「○○事務大隊同仁疑涉收賄及包庇色情業者」再防貪專報，探究不法情事發生之原因，發掘相關管理制度及執行措施中潛藏問題，並加以檢討修正，提出有效策進作為，積極研提相關改善措施、訂定相關作業程序及督促業管單位落實執行法令等。
5. 辦理「110 年度受收容人財物保管作業專案清查」，以降低機關發生廉政風險機率。
6. 受理民眾檢舉、首長及上級政風機構交查暨主動發掘查察案件計 40 案。

## 四、秘書業務

### (一) 編審及檔案業務

1. 110 年計召開「主管會報」22 次。
2. 按月公告本署業務統計網頁資料，並適時依實際需要增加及調整公告項目及內容，提供機關、民間機構、學術團體及民眾上網查閱。
3. 編印出版「內政部移民署年報」及「移民雙月刊」等 2 種出版品，以利民眾、政府機關、民間機構及外國使節瞭解本署業務面向及施政作為。
4. 辦理公文之歸檔點收、立案、編目、保管、檢調與銷毀及其他檔案管理作業、庫房設施維護等事項；110 年計完成公文歸檔作業 12 萬 8,165 件、銷毀檔案 33 案 1,414 卷。
5. 為提升檔案管理品質，健全檔案管理作業，於 110 年 10 月 15 日辦理檔案講習，進行意見與經驗交流，增進同仁檔案管理知能。



本署移民雙月刊及年報出版品

### (二) 採購及事務業務

1. 辦理本署逾公告金額十分之一之採購作業計 118 件，相關作業分述如下：

(1) 勞務採購案 92 件，決標金額 5 億 5,681 萬 9,360 元。

(2) 財物採購案 19 件，決標金額  
1 億 3,676 萬 6,372 元。

(3) 工程採購案 7 件，決標金額  
3,074 萬 2,635 元。

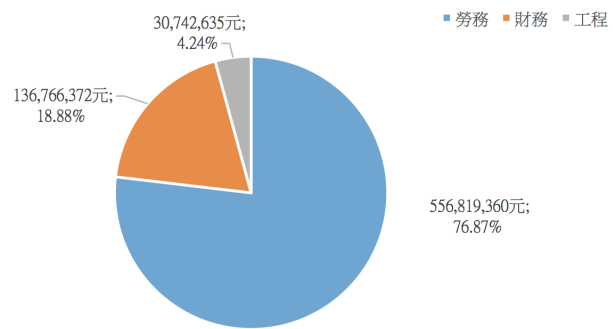


圖 6-3 各類採購案件決標金額與比例

2. 辦理政府採購法令教育講習，使同仁熟悉政府採購作業程序，俾依法辦理採購業務。

3. 辦理辦公廳舍調配、推動政府機關節約能源專案執行、汰換公務車輛、油料核銷及調派，以及署本部各樓層環境清潔、營繕工程、機電、空調及消防等設備維修；並進行署本部消防訓練講習課程、環境教育訓練計畫及推動 24 小時門禁保全服務採購及管理作業。

4. 辦理技工及工友 43 人次之人事任免、考核、獎懲、退休及福利等作業。

### (三) 出納及財物業務

1. 110 年收據張數計 84 萬餘張，較 109 年減少 8 萬餘張。

2. 退費件數計 2,132 件，金額約 384 萬餘元；退費案件數較 109 年減少 2 萬 3,042 件。

3. 發放薪資計 20 億 4,444 萬餘元，共發放 3 萬 3,028 人次。

4. 經管不動產計土地（含土地改良物）計 180 筆、房屋建築及設備 64 棟，較 109 年增加土地 3 筆、土地改良物 2 筆及房屋 1 棟，主要係增加北區事務大隊新北市服務站土地 2 筆，花蓮縣專勤隊土地 1 筆、土地改良物 2 筆及房屋 1 棟。

5. 完成財產全面清查作業計 1 萬 8,790 件，財產總值 27 億 5,618 萬 4,442 元；完成物品全面清查計 6 萬 7,481 件。

### (四) 國會及新聞業務

1. 受理立法委員及助理請託案件及參加協調會、說明會等各項會議計 286 次。

2. 受理立法委員及助理諮詢及主動拜會立法委員國會辦公室、黨團，每日約 70

- 次，全年度約 1 萬 6,800 餘次。
3. 協助各業務單位加強對立法委員溝通，說明本署預算編列及法律修正案之情形，俾爭取委員支持本署預算及法律修正案。
  4. 宣導本署政策措施或澄清爭議訊息，協調各類媒體記者採訪及刊登本署新聞稿，110 年主動發布本署新聞計 67 件，新聞露出約 850 則，另回應新聞媒體詢問 270 件，舉辦記者會 1 場，辦理專訪 5 場。
  5. 製播「我們一家人 Taiwan Bravo!」電視節目

與三立電視股份有限公司共同製作「我們一家人 Taiwan Bravo!」新住民電視節目，於三立電視台共 5 個頻道播出，截至 110 年底止（製播半年），累計收視達 8,134 萬 5,000 人次，並推出多種語言（國語、英語、印尼語、泰語、越南語及柬埔寨語）翻譯版本上傳影音平台，以吸引多國新住民觀看及轉傳分享；同時架設節目官網、節目臉書、YouTube、IG、Twitter、LINE 等官方帳號，推播節目影音連結及其他新住民相關重要訊息，觸及目標族群，另全年以文字快訊方式，於電視新聞台宣傳節目訊息，以提升節目曝光度。

1小時報導性節目		
SAT	15:00-16:00 三立新聞台	11:00-12:00 20:00-21:00 iNEWS 三立新聞台
SUN	14:00-15:00 三立新聞台	11:00-12:00 20:00-21:00 iNEWS 三立新聞台
MON		02:00-03:00 09:00-10:00 iNEWS 三立新聞台
2分鐘專題新聞		
MON	09:00-10:00 13:00-14:00 16:00-17:00 19:00-20:00 三立新聞台	12:00-13:00 18:00-19:00 iNEWS 三立新聞台
FRI	00:00-01:00 三立新聞台	16:00-17:00 19:00-20:00 iNEWS 三立新聞台
SAT	09:00-10:00 13:00-14:00 19:00-20:00 00:00-01:00 三立新聞台	12:00-13:00 19:00-20:00 iNEWS 三立新聞台

「我們一家人 Taiwan Bravo!」  
電視節目播放時刻表

6. 提供新住民獲取新聞及生活資訊之整合性網路平臺

為提供更符合新住民需求之新聞網站，「新住民全球新聞網」（網址：<https://news.immigration.gov.tw>）自 103 年起上線運作，製作中文、英文、越南文、泰文、印尼文等版本之新聞網頁，提供新住民新聞及生活資訊之整合性入口平臺。此外，為提供更符合使用者需求之網站介面，網站首頁與內頁版型採用響應式網頁設計（RWD），俾優化新聞專區之分類，讓使用



「Taiwan 我來了」臉書粉絲團

者容易找到所需新聞與服務，以提高使用者瀏覽體驗；截至 110 年底止，產出新住民新聞逾 1 萬則，網站瀏覽量逾 1,000 萬次，網站臉書粉絲團「Taiwan 我來了」粉絲加入人數計 7 萬 3,797 人。

## (五) 文書業務

1. 本署 110 年公文總收文、發文件數計 57 萬 2,858 件，其中，總收文量計 48 萬 1,746 件，較 109 年略增 4.3%，總發文量計 9 萬 1,112 件，較 109 年略減 3.89%。

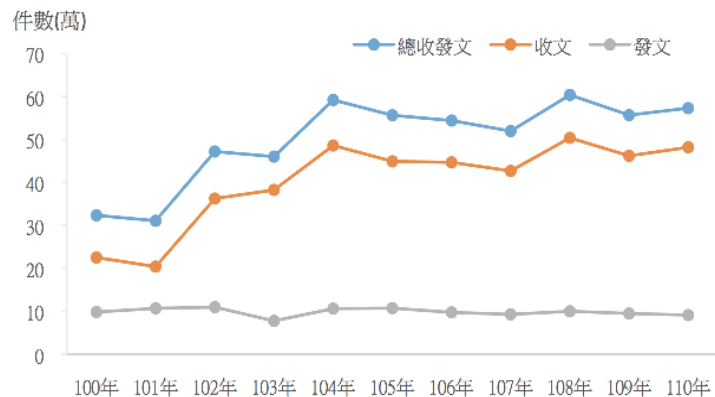


圖 6-4 總收發文件數統計

2. 公文線上簽核比例 81.03%，較 109 年 77.30% 提升 3.73%；公文電子交換比例 89.69%，較 109 年 87.45% 提升 0.24%，落實推動電子公文節能減紙頗具成效。
3. 為強化本署文書作業內控機制，並增進同仁公文書處理知能，於 110 年 10 月 15 日辦理公文書作業講習，藉由公文實務研析及講授公務機密應有之認知及作為，以提升同仁公文撰寫技巧，以及對遵守公務機密應有作為之認識。
4. 110 年度本署登載行政院公報計 480 則，其中「公示送達部分」刊登 459 則，即有關新住民部分類型整體比率高達 95.625%，公示送達資訊服務對象包括大陸地區人民、香港澳門居民及東南亞國家新住民等，不分國籍，效能無遠弗屆。

## (六) 法制業務

辦理本署各業務單位制(訂)定、修正、解釋法令之審查、協調，以及督導有關國家賠償、訴願、行政訴訟案件之處理，並辦政法制及訴願業務講習，俾強化同仁法制素養；另依年度法規整理計畫，定期追蹤管考各業務單位制(訂)定、修正法令進度，辦理情形摘要如下：



## 1. 制(訂)定修正法令

協調各業管單位落實提報及彙整年度法規整理計畫，並按其進度每月控管，110 年完成制(訂)定、修正之法規命令 13 案及行政規則 6 案，共計 19 案，依次臚列如下：

### (1) 法規命令

<p><b>人口販運被害人停留居留及永久居留專案許可辦法</b> 中華民國 110 年 6 月 25 日內政部台內移字第 11009115402 號令修正發布第 11 條條文；並自 112 年 1 月 1 日施行。</p>
<p><b>移民業務機構及其從業人員輔導管理辦法</b> 中華民國 110 年 6 月 25 日內政部台內移字第 11009115372 號令修正發布第 8 條條文；並自 112 年 1 月 1 日施行。</p>
<p><b>外國人停留居留及永久居留辦法</b> 中華民國 110 年 7 月 9 日內政部台內移字第 11009116452 號令修正發布第 8、15、22 條條文；並自 112 年 1 月 1 日施行。</p>
<p><b>大陸地區人民進入臺灣地區許可辦法</b> 中華民國 110 年 7 月 9 日內政部台內移字第 11009116422 號令修正發布第 33 條條文之附表 3。</p>
<p><b>大陸地區人民進入臺灣地區許可辦法</b> 中華民國 110 年 7 月 27 日內政部台內移字第 11009118122 號令修正發布第 24、52 條條文及第 21 條條文之附表 1、第 29 條條文之附表 2、第 39 條條文之附表 4；並自 112 年 1 月 1 日施行。</p>
<p><b>大陸地區人民在臺灣地區依親居留長期居留或定居許可辦法</b> 中華民國 110 年 8 月 20 日內政部台內移字第 11009120221 號令修正發布第 5、18、22、23、24、30、31、34、38、47 條條文；並自 112 年 1 月 1 日施行。</p>
<p><b>香港澳門居民進入臺灣地區及居留定居許可辦法</b> 中華民國 110 年 8 月 20 日內政部台內移字第 11009120301 號令修正發布第 9、16、21、25、26、37 條條文。</p>
<p><b>跨國境人口販運防制及被害人保護辦法</b> 中華民國 110 年 10 月 14 日內政部台內移字第 11009122691 號令、法務部法令字第 11004530080 號令會銜修正發布第 8 條條文。</p>
<p><b>就業金卡與就業 PASS 卡及創業家簽證規費收費標準</b> 中華民國 110 年 10 月 23 日內政部台內移字第 11009125021 號令修正發布第 1、2、4 條條文。</p>

<p><b>入出國及移民許可證件規費收費標準</b> 中華民國 110 年 10 月 29 日內政部台內移字第 11009125661 號令修正發布第 2、3、4 條條文。</p>
<p><b>外國特定專業人才申請就業金卡許可辦法</b> 中華民國 110 年 11 月 8 日內政部台內移字第 11009126051 號令修正發布全文 14 條；並自外國專業人才延攬及僱用法施行之日 ( 110 年 10 月 25 日 ) 施行。</p>
<p><b>內政部指定移民業務機構個人資料檔案安全維護管理辦法</b> 中華民國 110 年 11 月 30 日內政部台內移字第 11009128321 號令修正發布名稱及第 5、6、11、13、16、18 條條文；並增訂第 14-1、20-1 條條文。</p>
<p><b>臺灣地區無戶籍國民申請入國居留定居許可辦法</b> 中華民國 110 年 12 月 28 日內政部台內移字第 11009130031 號令修正發布全文 32 條；並自 111 年 1 月 1 日施行。</p>

( 2 ) 行政規則

<p><b>新住民發展基金補助經費申請補助項目及基準</b> 中華民國 110 年 1 月 4 日內政部台內移字第 10909334482 號令修正發布第 3 點，自即日生效。</p>
<p><b>大陸地區人民因疫情因素無法返臺致未能符合法定每年在臺居住逾一百八十三日要件處理原則</b> 中華民國 110 年 2 月 23 日內政部台內移字第 1009104212 號令訂定發布，自即日生效。</p>
<p><b>新住民發展基金補助經費申請補助項目及基準</b> 中華民國 110 年 4 月 12 日內政部台內移字第 11009109117 號令修正部分規定，自即日生效。</p>
<p><b>新住民發展基金補助作業要點</b> 中華民國 110 年 4 月 12 日內政部台內移字第 11009109112 號令修正部分規定，自即日生效。</p>
<p><b>新住民發展基金補助經費申請補助項目及基準</b> 中華民國 110 年 9 月 8 日內政部台內移字第 11009122005 號令修正部分規定，自即日生效。</p>
<p><b>新住民發展基金補助作業要點</b> 中華民國 110 年 9 月 8 日內政部台內移字第 11009122001 號令修正第 7、9 點，自即日生效。</p>

## 2. 建立法規及行政規則個案檔卷

配合法令制(訂)定、修正，廣續進行法令資料之蒐集彙整，110年已完成業管法規命令及行政規則個案檔卷計264卷。

## 五、訓練業務

本署自101年起，辦理「公務人員特種考試移民行政考試錄取人員專業訓練」，因受限人力及物力，爰二、三等錄取人員專業訓練委託中央警察大學代訓，四等人員則由本署尋覓適當場地自辦訓練，嗣國防部移撥德景營區(現為德景園區)，本署於104年9月進行整修工程，105年1月1日成立訓練中心，105年1月30日竣工啟用，移民特考專業訓練自105年起(移民班第4期)，全部回歸本署自辦訓練。

110年移民班第9期專業訓練二等、三等(含中央警察大學國境警察學系移民事務組畢業錄取者)、四等結訓學員共計52人，內政部徐部長國勇110年12月7日蒞臨本署「移民班第9期學員結訓典禮」致詞表示，移民署是非常重要的單位，除了肩負國境管理及新住民服務等各項移民工作外，也和所有的國安團隊緊密結合，共同阻擋住新冠肺炎，更阻絕了非洲豬瘟。部長更期勉學員，在執行工作時，一定會遇到來自民眾的埋怨，但一定要堅定地執法，時間會證明你是對的，時間會證明你為國家社會所付出的是正確的！



內政部徐部長國勇及鐘署長景琨與移民班優秀學員合影



# 第柒章 防疫 ( COVID-19 ) 相關作為

由於全球嚴重特殊傳染性肺炎 ( COVID-19 ) 疫情嚴峻，仍有境外移入確診個案，本署配合指揮中心政策，擬訂各項境管措施及防疫作為，自 110 年 6 月 27 日起，針對巴西、印度、英國、祕魯、以色列、印尼及孟加拉等 7 國列為「重點高風險國家」，對其入境旅客實施集中檢疫及核酸檢驗 ( PCR ) 措施，並視各國疫情風險而滾動調整，以強化人流管制，阻絕疫情於境外，為國人守護防疫第一線，展現國門防疫零容忍決心。

## 一、入出境管制及查驗專案

### (一) 入境管制措施

依指揮中心規定，隨時調整邊境管制措施及更新入境管制作為，並發文運輸業者配合辦理，俾避免乘載不符入境資格旅客來臺，且加強審查外來人口入國登記表，以利相關單位追蹤掌握個案動向，且落實第一線審查與通報；110 年計攔阻拒入對象 768 人。

另外，為避免遭禁止入境船員隨船進港後，因疫情期間可供遣返航班減少，衍生後續居家檢疫及遣送問題，爰建置境外攔阻遭禁止入境外籍船員進港系統，以防範渠等逃逸成為防疫破口。

### (二) 出境管制措施

為防範疫情擴散，避免我國成為境外傳播來源國，影響國家形象及國人入境他國之權益，爰協助衛生福利部疾病管制署執行居家檢疫未滿 14 日者禁止出境事宜；110 年計查獲居檢未滿遭禁止出境對象 63 人。



### (三) 查驗專案

為兼顧防疫安全與活絡航空觀光產業，繼偽出國（微旅行、異地微旅行）及郵輪類出國「探索夢號」跳島旅遊振興方案後，於110年4月1日起，開啟「臺帛旅遊泡泡」專案航班，振興臺帛兩國旅遊經濟活動，110年臺帛旅遊泡泡通關旅客計5,743人次。

另外，為確保國人於疫情期間，享受舒適安全通關環境，依高低風險旅客採取分流通關措施，臺帛旅遊泡泡旅客使用綠色通道專區查驗，重點高風險國家旅客及機組員採分流通關，並針對有症狀高風險旅客需後送與採檢者開設專用通關櫃檯，減少與其他旅客接觸機會，避免交叉感染，並於通關後立即實施清消，降低傳染風險。



港口船員因病下船就醫執行急重病通關作業



臺帛旅遊泡泡專案旅客入境查驗通關情形

## 二、合法外來人口管理

### (一) 停留外來人口

為避免國際人流移動成為防疫破口，並降低社區防疫負荷，爰針對109年3月21日（含）以前已入境且在臺合法停留之外國人、大陸地區人民、香港或澳門居民及臺灣地區無戶籍國民，逐月自動延長停留期限30日，110年計延長12次，並持續滾動調整。

### (二) 居留外來人口

1. 為減少疫情期間跨國人流，爰放寬在臺居留之外國人、大陸地區人民及香港或澳門居民等外來人口之相關法令規定，由於外來人口受疫情影響，無



法備齊文件辦理居留或定居等相關事項，例如辦理居留證延期、繳附喪失原籍證明書等事宜，均以彈性作為因應；此外，放寬疫情期間外來人口持居留簽證入國後申請外僑居留證之規定，由原本入國後 15 日內放寬為 30 日內至本署申請外僑居留證，並延長居留原因消失者離臺期間及延長離臺期間重新申請居留等規定。

2. 為兼顧防疫及外來人口權益保障，針對在臺停（居）留效期於第三級警戒期間屆期之外來人口，實施暫緩臨櫃辦理延期措施，可於警戒降級後再行補辦；另自動延長居留期間 30 日，並免繳納規費，自 110 年 5 月 15 日至 8 月 25 日止，計 10 萬 1,230 人次受惠。
3. 為維護大陸地區人民已許可在臺長期探親或專案長期居留者之身分權益，於 110 年 2 月 23 日公告「大陸地區人民因疫情因素無法返臺致未能符合法定每年在臺居住逾一百八十三日要件處理原則」，針對指揮中心實施邊境管制期間（109 年 1 月 26 日至同年 12 月 31 日）無法入境，致無法符合每年在臺居住逾 183 日之申請要件者，將管制前、後在臺停（居）留期間視為連續不中斷，渠等日後申請專案長期居留或定居時，無須重新起算一定期間之居住天數，將可縮短因邊境管制延宕之時程。

### 三、非法外來人口管理

#### (一) 安心採檢防疫專案

為避免染疫外來人口隱匿於社會成為防疫破口，自 110 年 5 月 14 日起至 12 月 26 日止，推動「外來人口安心採檢防疫專案」，採取「不收費」、「不通報」及「不查處」之柔性措施，鼓勵及策動有疑似感染症狀之外來人口出面就醫篩檢，並提供必要協助及追蹤採檢結果，策動出面採檢計 2 萬 290 人次，包括逾期停（居）留外來人口計 8,024 人次，占總採檢人次約 4 成，發揮防堵疫情擴散具體成效。

**曾經出入萬華或周邊地區  
外籍人士安心採檢防疫專案**

**專案名稱：**萬華或周邊地區外籍人士安心採檢防疫專案


**實施對象：**外籍人士於4月21日至5月14日期間，曾出入萬華或周邊地區者




**實施方式：**不收費、不通報、不查處



**實施期間：**即日起至6月8日止  
(視況由疫情指揮中心決定是否延長)

**快篩站點：**西園醫院、和平醫院、中興醫院、剝皮寮、青草廣場等處

**宣導內容：**即日起至6月8日止，外籍人士於4月21日至5月14日期間，曾經出入萬華或周邊地區，不論是合法或失聯移工、逾期者，若有疑似染疫症狀，請儘速至上述快篩站採檢，免收採檢費用，就醫資料不會通報治安機關，這段期間也不會因為接受篩檢、治療而被查處



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內政部移民署 謹啟

逾期停（居）留外來人口防疫宣導海報

## (二) 安心接種防疫專案

配合指揮中心疫苗接種政策，自 110 年 12 月 3 日起，會同衛生福利部、勞動部共同推動「逾期停(居)留外來人口安心接種 COVID-19 公費疫苗專案」，採取「不收費」、「不通報」、「不查處」及「不管制」之柔性措施，透過宗教及 NGO 等民間團體，鼓勵及策動逾期停(居)留外來人口出面接種疫苗，俾使是類人員受疫苗保護，以降低感染機率，並因應疫情變化，提高疫苗接種率，專案實施期間視指揮中心防疫政策調整截止時間；截至 110 年底止，已出面接種之逾期停(居)留外來人口計 3 萬餘人次，接種人數持續增加，對防堵疫情擴散頗具成效。



逾期停(居)留外來人口安心接種 COVID-19 公費疫苗專案

## (三) 收容所防疫作為

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

1. 辦理新收之受收容人入所前，均口詢其身體狀況、接觸史及測量體溫，且確認取得 PCR 檢測陰性證



入所前確認受收容人健康狀況





- 明，並要求佩戴口罩及雙手噴灑酒精消毒，如發現受收容人之體溫異常者，一律戒護就醫並依醫囑處置。
2. 受收容人依其性別，先行移置觀察區 21 天，於觀察期滿後翌日，再移置一般收容區。
  3. 各收容所每日早晚定時測量受收容人體溫，如發現受收容人身體狀況異常，即戒護就醫；若經醫囑評估非屬應通報對象，先行移置隔離區觀察 21 天，於隔離期滿後翌日，再移置一般收容區。
  4. 各收容所人員入出觀察區時，雙手均噴灑酒精消毒；觀察區及隔離區每日以酒精或漂白水等用品至少消毒 1 次，受收容人每日配發口罩 1 片；一般收容區之受收容人每週配發口罩 3 片。
  5. 為提升受收容人自我防護嚴重特殊傳染性肺炎 ( COVID-19 ) 等疾病觀念，於各收容所張貼海報宣導，以受收容人通曉之語言、文字、影音或圖像，加強宣導落實肥皂洗手、咳嗽戴口罩等措施，若有發燒或呼吸道症狀，應遵守呼吸道衛生與咳嗽禮節。
  6. 各收容所訂有發燒及呼吸道症狀之照護執勤人員請假規則及人力備援規劃，且針對防疫期間可能發生之狀況，訂定應變計畫，預先規劃處置作為，並進行演練。

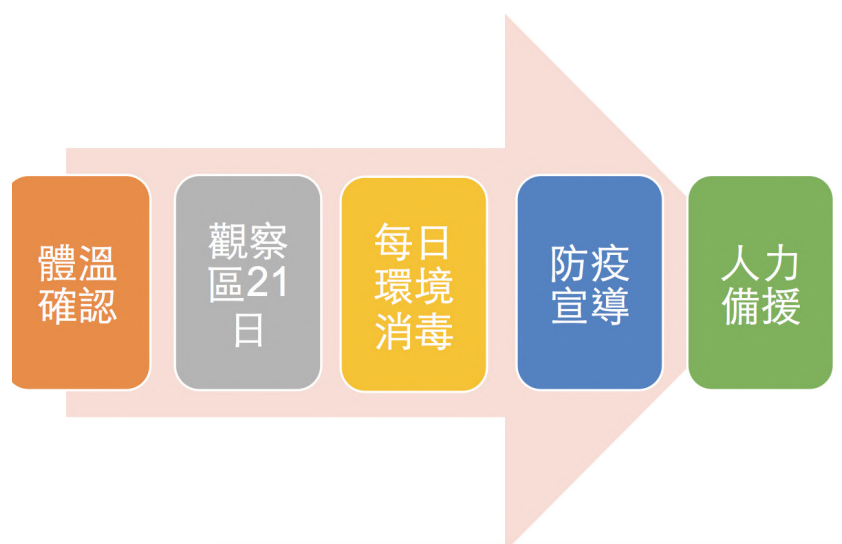


圖 7 大型收容所辦理受收容人入所防疫流程



## (四) 加速協助受收容人返國

受疫情影響，國際航班數量遞減，造成大量越南籍及印尼籍受收容人返國困難，爰以專機形式協助越南籍及印尼籍受收容人士返國。



經遣返之受收容人穿著防護衣搭乘包(專)機

## 四、邊境暨社區防疫資訊支援服務

### (一) 橫向跨系統整合

為配合科技防疫，爰進行跨機關合作，提供各防疫機關介接旅客入出境資料，以建置防疫相關系統，包括衛生福利部「COVID-19 公費疫苗預約平臺」及「數位新冠病毒健康證明平臺」、經濟部「振興五倍券平臺」，各類資訊系統摘述如下：

#### 1. 「COVID-19 公費疫苗預約平臺」

因應指揮中心開放外來人口可於「COVID-19 公費疫苗預約平臺」進行意願登記及預約接種作業，自 110 年 7 月 26 日起，提供符合資格之外來人口相關資料，並自 110 年 8 月 13 日起，提供即時介接外籍人士資料服務；截至 110 年底止，透過平臺預約疫苗接種之外來人口計 104 萬 4,686 人次。

#### 2. 「數位新冠病毒健康證明平臺」

為配合衛生福利部「數位新冠病毒健康證明平臺」，於 110 年 8 月 26 日起，提供外籍人士資料即時介接服務，並協助製作多國語版(6 國語言)「數位新冠病毒健康證明操作指引」，方便在臺外籍人士申請；另外，配合「數位新冠病毒健康證明」於 110 年 12 月 28 日上線，上傳多國語版「數位新冠病毒健康證明操作指引」至本署「新住民培力發展資訊網」供民眾下載。

#### 3. 「振興五倍券平臺」

為配合經濟部振興五倍券發放，提供符合請領振興五倍券之外來人口資料介接；截至 110 年底止，外來人口數位綁定振興五倍券者計 1 萬 1,762 名，紙本預約振興五倍券者計 11 萬 4,349 名，共計 12 萬 6,111 名。



## (二) 配合防疫與振興經濟政策

為配合防疫與振興經濟政策，調整「微旅行」偽出國專案航班、「探索夢號」郵輪類出國船班及臺帛旅遊泡泡航班等類旅客之出境管制及旅遊史資料等作業，以確保民眾權益與防疫安全，各類配合措施摘述如下：

### 1. 「微旅行」偽出國專案航班

是類航班非屬出國行程，依規定不通報居家檢疫，亦不登載旅客入出境紀錄，爰調整旅客之出境管制及旅遊史資料不傳輸衛生福利部中央健康保險署「健保雲端旅遊史查詢系統」；自 109 年 8 月 6 日至 110 年底止，累計共 80 個航班，旅客共計 1 萬 3,438 人次。

### 2. 「探索夢號」郵輪類出國船班

是類船班非屬出國行程，依規定不通報居家檢疫，亦不登載旅客入出境紀錄，爰調整旅客之出境管制及旅遊史資料不傳輸衛生福利部中央健康保險署「健保雲端旅遊史查詢系統」；自 110 年 1 月 15 日至 110 年底止，計調整 37 船班、旅客入出境紀錄計 5 萬 4,342 人次、船員入出境紀錄 4 萬 756 人次，總計 9 萬 5,120 人次。

### 3. 臺帛旅遊泡泡航班

為振興我國與帛琉旅遊經濟活動，指揮中心於 110 年 3 月 17 日宣布開放臺帛旅遊泡泡，是類旅客必須 6 個月內無出入國史（不含帛琉），爰協助查調旅客出國史資料，並調整旅客資料傳送衛生福利部中央健康保險署「健保雲端旅遊史查詢系統」，註記為臺帛旅遊泡泡航班旅客；自 110 年 4 月 1 日至 110 年底止，計 35 航班，專案團客計 2,503 人次。

## (三) 提供相關統計報表

為嚴格執行邊境檢疫，並落實防疫工作，提供各類國境人流暨相關統計報表，支援防疫決策，並勾稽疫情高風險地區旅客之入出境資料予防疫機關，以協助落實居家檢疫措施；截至 110 年底，提供資料逾 1,610 萬筆。

另為避免疫情高風險地區入境旅客造成疫情由境外移入擴散，依據掌握之

高風險旅客名單，於系統進行入出境管制註記；截至 110 年底，旅客入出境管制註記逾 246 萬人次。

## 五、宣導防疫措施

### (一) 設置本署全球資訊網防疫專區及振興五倍券專區

由於國內外疫情發展瞬息萬變且變化莫測，指揮中心視疫情發展狀況，滾動調整邊境管制政策，為協助各類外來人口清楚掌握最新境管動態，本署爰於全球資訊網設置防疫專區，依據指揮中心發布之外來人口來臺限制規定，即時更新境管作為，且配合修正多語版本之「各類人士來臺限制一覽表」，提供各政府機關網頁及防疫應答資料 (QA 問答集) 連結，使民眾快速且正確掌握防疫等相關資訊；另外，亦透過新住民培力發展資訊網、社群媒體及民間團體等多元管道宣導，方便各類外來人口獲取多語版本之最新境管規定、各類防疫措施及正確防疫作為。

此外，為配合行政院振興受疫情影響之內需型產業，並協助新住民及外籍永久居留人士了解振興五倍券相關訊息，爰自 110 年 9 月 16 日起，於本署全球資訊網設置振興專區，翻譯振興五倍券宣導品及常見問答之越南文、印尼文、泰文、柬埔寨文及緬甸文等 5 種語言；110 年新住民領取振興五倍券計 11 萬 9,579 人。



振興五倍券領用對象

### (二) 提供多語防疫諮詢專線

為便利外來人口詢問疫情期間入出國及證照申請等相關疑問，爰提供多國語言 (國語、英語、日語、越南語、印尼語、泰國語、柬埔寨語) 0800-024-111 免付費專線，110 年度提供諮詢服務計 2,332 通，協助分流 1922 專線提供諮



詢服務 32 萬 2,160 通，合計 0800-024-111 及 1922 專線提供 32 萬 4,492 通諮詢電話服務。

### (三) 推播社群媒體防疫最新消息

為協助新住民取得第一手防疫資訊，爰於「新住民培力發展資訊網」刊登多國語防疫資訊，以 LINE 即時推播傳送計 3 萬 6,012 人次；並透過 369 個移民團體，以 7 國語言( 英語、越南語、泰國語、印尼語、馬來語、緬甸語及菲律賓語 ) 在 47 個 LINE 群組及臉書粉絲專頁，不定期製作防疫懶人包、推文、影片及圖卡等，宣導「防疫大作戰」影片，透過生動活潑、淺顯易懂之圖案，讓不諳中文之新住民清楚了解最新防疫措施。

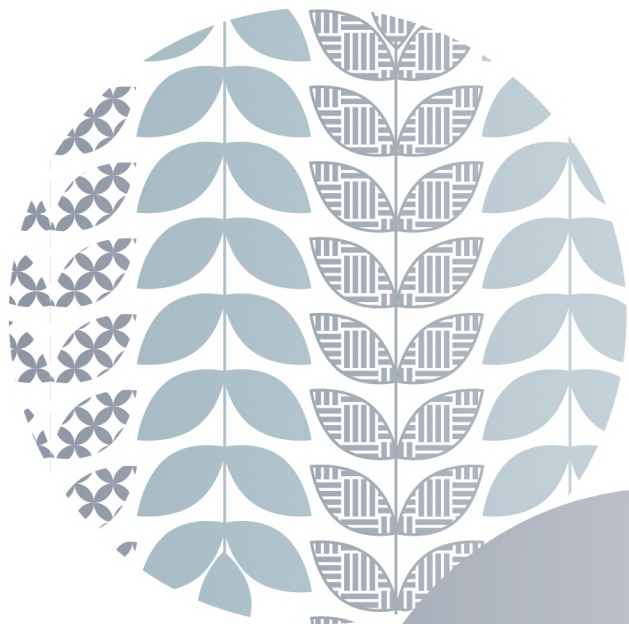


新住民培力發展資訊網境管防疫及振興專區

另為使新住民掌握防疫政策動態，運用「我們一家人 Taiwan Bravo!」節目社群媒體平台，隨時發布最新防疫動態，透過節目臉書粉絲團、節目 LINE 群組、節目官方 Instagram 發布多國語版防疫宣導圖卡、防疫宣導影片、防疫大作戰影片及轉發其他防疫貼文等計 169 則，並以網路圖文新聞稿及 24 小時電視跑馬文字快訊的方式，發布 6 則以上防疫政策相關訊息，且於新住民全球新聞



網設置防疫專區，主動報導各界防疫新聞，截至 110 年底止，發布防疫相關新聞計 2,314 則，臉書粉絲團「Taiwan 我來了」發布防疫貼文計 271 則，LINE 發布防疫貼文計 37 則，讓新住民即時掌握防疫訊息。



**National  
Immigration Agency  
Ministry of the Interior**

**Annual Report  
2021**

**English Version**



## Preface by the Minister

The COVID-19 pandemic has rampaged through the world for more than two years and severely impacted every corner of society in R.O.C. (Taiwan). The morale of our citizens has risen and fallen with the changing tides of the pandemic. Faced with this once-in-a-lifetime crisis, the Ministry of the Interior has invested and mobilized innumerable resources to ensure pandemic readiness, beginning with border controls and moving on to subsequent medical support and community prevention measures. A special mention is warranted for the frontline healthcare workers who, fully geared in protective clothing and drenched in sweat, demonstrated fearlessness against the risk of infection, all for the sake of performing their duties in pandemic prevention. Second-line workers also worked tirelessly to put together information on pandemic prevention and provide it to the agencies in charge of pandemic prevention efforts. All of these actions demonstrate the selfless sacrifice and dedication that our colleagues at the Ministry of the Interior have made in face of the unrelenting waves of COVID-19 as they embark on pandemic prevention tasks and missions over and over again.

Border controls are of the utmost importance in the fight against the pandemic. Only with strict border controls can the disease be effectively contained at the border. Our colleagues in the National Immigration Agency (NIA) not only successfully held the pandemic at bay, but also adopted new technologies to organize huge volumes of entry/exit information in the shortest time possible and provide it to the relevant agencies as a reference for formulating pandemic prevention measures. For this reason, Taiwan was able to ensure a resilient healthcare system and ample personal protective equipment (PPE) and other supplies to cope with the pandemic and enable Taiwan nationals to go about their lives whilst Covid-19 raged on for more than two years. I am especially grateful to our colleagues at the NIA for their dedication and commitment.

In addition to combating the pandemic, the NIA never neglected the duties bestowed upon them. The NIA launched a brand-new passport stamp at the beginning of last year (2021) to prevent the forging of passport stamps and assist immigration officers at the border in their efforts to safeguard the nation. Taoyuan International Airport was ranked No. 3 in the 2021 World's Best Airport Immigration Service Survey published by British independent nonprofit survey organization Skytrax, pulling ahead of Malaysia's Kuala Lumpur International Airport and Singapore's Changi Airport. The NIA also revised the ARC number format to make life easier for foreign nationals in Taiwan by creating an immigrant-friendly environment where they can complete everyday tasks such as buying tickets, making doctor's appointments, and shopping online with ease and in turn gain a stronger sense of belonging. To retain outstanding foreign professionals, the NIA optimized the Foreign Professionals Online Application Platform and also consolidated its online application services. By streamlining application procedures, the Agency hopes to attract more talented professionals to live and



work in Taiwan, thereby enhancing the nation's global competitiveness.

Apart from enforcing the above-mentioned measures, the NIA is also committed to combating crimes committed by immigrants and preventing human trafficking so as to protect human rights. To reinforce human trafficking prevention, the NIA hosted the 2021 Round Table Conference on Combating Forced Labor: Industry Self-Discipline and Public-Private Collaboration, which brought together the public and private sectors in a concerted effort to eliminate forced labor and protect the rights of labor workers. The NIA has also seen great success in human trafficking prevention, as evidenced by Taiwan's Tier 1 ranking for 13 consecutive years in the Trafficking in Persons Report released by the U.S. Department of State. The Internet era has given rise to new forms of high-tech crime, which is why the NIA constantly upgrades its technologies and hones its investigational skills to support its efforts to uncover the all-too-real crimes that occur in the digital world, maintain law and order in society, and protect human rights. To prevent breaches in pandemic prevention caused by foreign nationals, the NIA launched the Carefree COVID-19 Screening Program and Carefree COVID-19 Vaccination Program, which encouraged foreign nationals to receive screenings and vaccinations. These programs have effectively curbed the spread of the pandemic.

Covid has had the effect of bringing the citizens of Taiwan closer together as we stand in solidarity to fight the pandemic. The pandemic may have changed the way people live and work, but what it could not change was the courage and determination of our colleagues at the NIA to take charge and turn crisis into opportunity when the pandemic was at its peak. During this time, we saw the bright side of human nature, not avoidance and the dark side of humanity. I would like to express my gratitude to my colleagues at the NIA for their diligence in safeguarding Taiwan. I believe in our colleagues and in our government as one that acts for the good of the country, and this belief is deeply ingrained in the 2021 Annual Report of the NIA.



Minister of the Interior

*Hsu Kuo-Yung*



## Preface by the Director-General

In this 2021 Annual Report, I would like to express my gratitude to our colleagues for the monumental effort they have put in the past year. Despite the challenges brought about by COVID-19 and the African swine fever, our colleagues, whether office workers or field officers, should be commended for their understanding that they, as government workers, must unite and work together as a single entity to accomplish a nearly impossible mission with the utmost effort and dedication. The NIA has delivered one of the best performances in not only pandemic prevention, but also the Ministry of the Interior's performance evaluation and the 1996 Interior Affairs Hotline service attitude survey. Every aspect of the NIA's performance has received recognition from the agency's superiors. This achievement is the product of concerted efforts of everyone in the agency. I would like to thank our outstanding colleagues at the NIA for their significant contributions to our country and society.

The NIA is not only part of the Interior team, but also charged with the security of the nation, particularly in regard to national security issues, a responsibility so great that the NIA must be on its guard at all times. Our colleagues at the nation's borders must unwaveringly safeguard their posts in the face of the pandemic and guard the gateways to the country, an admirable act for which we shall forever be grateful. The NIA uses sophisticated technologies to effectively investigate crimes committed by foreign nationals and help maintain law and order in society. To combat human trafficking, the NIA investigates suspects, protects victims, prevents human trafficking through awareness raising, and builds partnerships, all of which are profoundly meaningful tasks aimed at protecting human rights.

While a tough approach is used to safeguard the border and ensure national security and social order, a soft approach was adopted to formulate and implement immigrant-friendly measures in light of the pandemic. These measures included the Carefree COVID-19 Screening Program and the Carefree COVID-19 Vaccination Program, both of which encourage overstaying foreign nationals to receive screenings and vaccinations free of charge and free of consequences (participants do not need to fear of being reported, seized, and banned from future entry into Taiwan) to prevent the infection breach. Furthermore, during the nationwide Level 3 COVID-19 alert, foreign nationals whose residence permits were on the verge of expiring were granted automatic 30-day extensions; foreign nationals whose visitor visas were about to expire and those who were granted an extension of their stay were not required to apply for further extensions of stay or departure date until the alert level was downgraded. All of these measures not only effectively minimized human contacts and activities, but also ensured the safety and rights of foreign nationals, enabling foreign nationals who live in Taiwan to appreciate the government's commitment to creating a welcoming living environment.

In addition to taking action against the pandemic, our colleagues at the NIA also worked diligently and strove for excellence when carrying out service operations. To protect the rights of new immigrants who were not yet enrolled in the National Health Insurance (NHI) program, the NIA revised the regulations for emergency aid applications via the New Immigrant Development Fund. This revision grants new immigrants who are not yet eligible for enrollment in the NHI program financial relief if they find themselves struggling to pay medical bills incurred from such events as pregnancy or childbirth, thus offering security and stable lives to mothers and their newborns. The NIA also continued its implementation of the New Immigrant Development Program, which is focused on training new immigrants and their children to harness their multicultural advantages. The program encourages these new members of society to move up the ladder, be proactive in learning, and face adversity with optimism. Last year (2021), eight outstanding children of new immigrants received the President's Education Award, proving that the NIA's years of devotion to the New Immigrant Development Program have yielded fruitful outcomes. To fulfill its vision of fostering children of new immigrants into talented international professionals, the NIA is continuing to conduct development programs that give children of new immigrants opportunities to spread their wings and fly high.

The achievements I have mentioned thus far are merely the highlights of the NIA's performance last year. More details of our colleagues' blood, sweat, and tears over the past year are described in this Annual Report. There is still more work to be done in the future. I am certain that my colleagues at administrative levels of the NIA will practice self-discipline and make themselves examples to create a positive workplace, one in which everyone works in concert to ensure that the work of the NIA becomes more deeply rooted, thereby helping the agency reach greater heights in its efforts to safeguard the security of the nation and strive for its honor and glory.



Director-General of the  
National Immigration Agency

*Bill Chung*

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# Overview

This annual report is a compilation of the National Immigration Agency (NIA)'s major activities in 2021. It is divided into seven chapters which are briefly outlined below.

## **Chapter I: Border Security and Management**

The number of inbound and outbound travelers hit a record low due to the severe impact of COVID-19. The NIA remained focused on its service operations, continuing to promote automated immigration clearance to implement social distancing. The Agency believes that offering quality services and managing the security of national borders are equally important. To that end, the NIA strengthened border security by refining its travel document verification capabilities through professional training and by establishing the Passenger Name Record (PNR) System, Assistive Identity Verification System, and Automated Illegal Entry Detection System to prevent illegal entry into the country.

## **Chapter II: Foreign Nationals Management**

The NIA has optimized its information systems and launched streamlined online application procedures to provide fast, convenient services that create a visitor-friendly environment for foreign nationals in Taiwan. To protect law-abiding citizens while deterring illegal activity, the Agency uses advanced criminal investigation methods to strengthen foreign nationals' management, combat illegal immigration, prevent human trafficking, investigate human traffickers, protect victims of human trafficking, and establish a rapport with those who have been subjected to such practices.

## **Chapter III: Care and Counseling for New Immigrants**

The NIA has implemented a number of policies to create a welcoming environment for immigrants in Taiwan and promote harmony in a multi-ethnic society. These policies include the launching of the New Immigrant Development Program, the New Immigrant Multicultural Talent Training Program, optimization of the interpreter database, strategic alliances for international cooperation, mobile service vehicles to remote areas, the production of television programs for new immigrants, and a platform for interactive exchange between native-born Taiwanese and new immigrants.

## **Chapter IV: Immigrant-friendliness and Immigrant Human Rights**

In response to national population policies and trends in the international community, the NIA has sought to create an immigrant-friendly environment and to organize multicultural activities for immigrants. In keeping with the spirit of the International Covenant on Civil and Political Rights and the International Covenant on Economic, Social and Cultural Rights, the Agency is working assiduously to reduce the number of detainees, expedite the repatriation process, and minimize detention days to safeguard human rights.

## **Chapter V: Cross-Strait Exchanges and International Cooperation**

To facilitate a steady stream of cross-strait relations, the NIA engages in cross-strait collaborations involving legal assistance to combat cross-border crime. Furthermore, the NIA seeks to strengthen international ties under the principles of equality and reciprocity and resolve issues concerning stays, residence, and emergency aid for expatriates on both sides of the Taiwan Strait.

## **Chapter VI: Administrative Affairs**

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

## **Chapter VII: Pandemic Preventive Measures Against COVID-19**

Since the outbreak of COVID-19, the NIA has acted in accordance with the policies set forth by the Central Epidemic Command Center (CECC). Specifically, the Agency has implemented border controls, pandemic preventive measures and provided passenger entry/exit data to other authorities to support Taiwan’s pandemic prevention systems. In compliance with pandemic prevention and economic stimulus policies, the NIA has also adjusted exit and entry control records and travel history of passengers who travel through package flights, cruises, and travel bubble flights to ensure the rights and safety of the general public.

# Chapter I. Border Security and Management

After the initial 2020 outbreak, COVID-19 cases continued to spike in 2021. The rapid transmission of the Delta and Omicron variants also prompted the implementation of strict border control measures beginning on May 19, 2021 to support pandemic prevention efforts and ensure the health and safety of Taiwan nationals. Consequently, the number of inbound and outbound travelers slumped to a historic low this year. The NIA, however, remained focused on its service operations. Pursuant to the border pandemic policy enforced by the Central Epidemic Command Center (CECC), the NIA has taken on the role of safeguarding the nation’s borders, including continuing to promote automated immigration clearance systems to implement social distancing, thus offering quality services while still managing the security of national borders and providing travelers with a healthy and safe environment for immigration clearance. In addition, the NIA launched a new passport stamp at the beginning of 2021 to strengthen the prevention of entry and exit stamp forgery.



New passport stamps launched in 2021  
(top-row stamps are for airports and bottom-row stamps for ports of entry/exit)

## 1. Enhancing Immigration Clearance Efficiency and Optimizing Convenience of Services



**(1) Continuing the implementation of automated immigration clearance systems**

The COVID-19 pandemic resulted in a sharp decline in the total number of entries and exits to 1,024,034 in 2021.

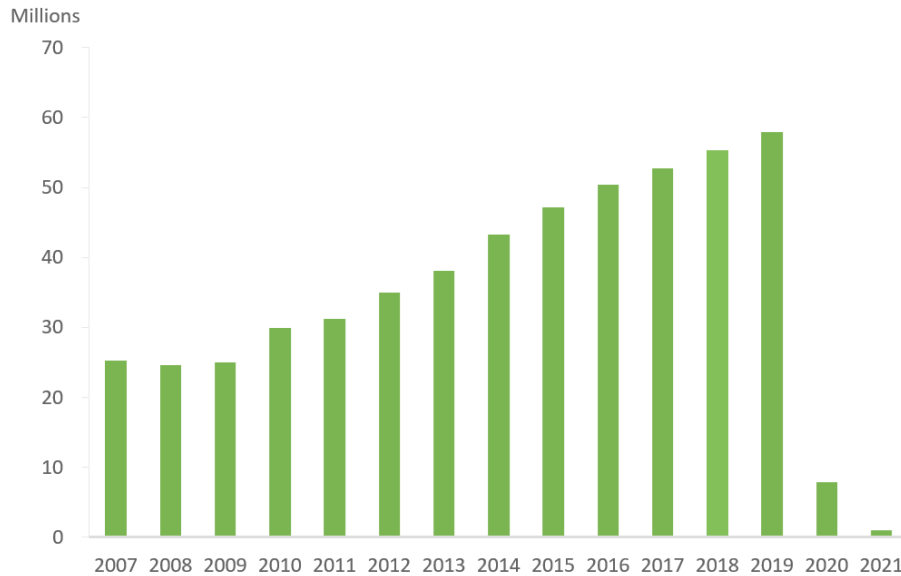


Figure 1-1 Number of entries and exits over the years

The e-Gate automated immigration clearance system is the best option for stepping up pandemic prevention efforts and maintaining compliance with post-pandemic public health requirements, as it is increasingly necessary for passengers to use contactless immigration clearance. The NIA has set up a total of 66 e-Gates at international airports and seaports in Taiwan to provide safe and convenient immigration clearance services. As of the end of 2021, the cumulative number of entries/exits via e-Gates had reached 98,505,301, and the cumulative number of registered users totaled 7,523,222.

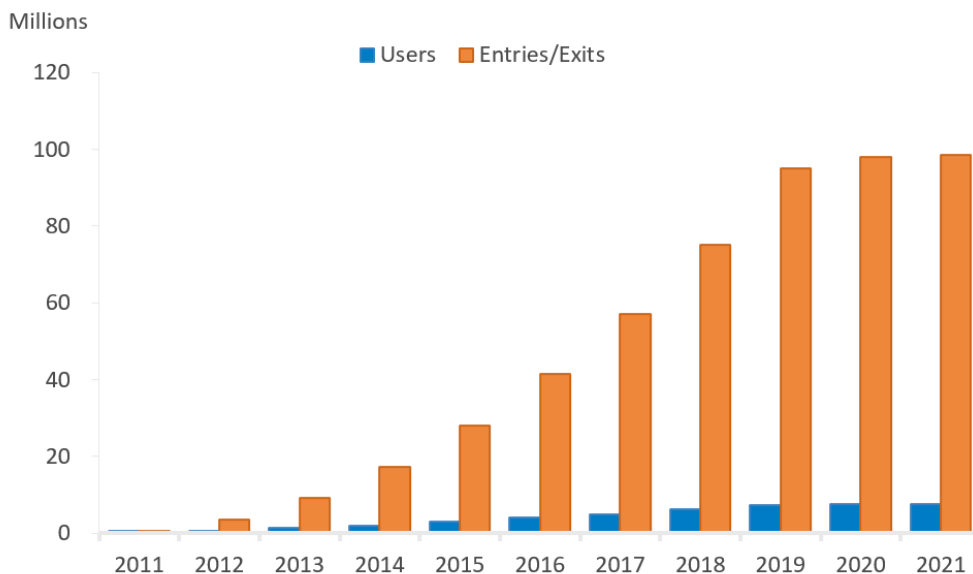


Figure 1-2 Number of e-Gate registrations and users

### (2) Promoting the third-generation automated immigration clearance system

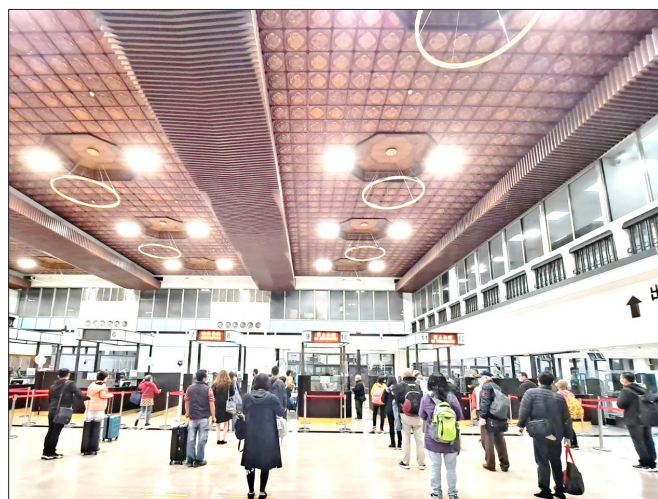
To provide a unified entry/exit experience for Taiwan nationals and foreign visitors, the NIA expanded its use of innovative e-Gate services by adding the third-generation automated immigration clearance systems to airports and seaports of entry/exit across the country. The system features facial recognition and offers user-friendly interfaces in 40 languages, increasing its ease of use and the overall efficiency of immigration clearance. As of the end of 2021, 41 third-generation e-Gates had been put in service at various international airports and seaports, including the east/west passenger terminals at the Port of Keelung, Taipei Songshan Airport, Taoyuan International Airport, Kaohsiung International Airport and Shuitou Pier.



An arriving passenger uses the third-generation e-Gate

### (3) Performing immigration preclearance services for cruise ship passengers

Due to the COVID-19 pandemic, countries around the world have enforced border closure measures at their seaports of entry/exit. Effective on February 6, 2020, Taiwan barred all international cruise ships from docking at the country's ports. To support its tourism-promotion policy and encourage domestic tourism, the Ministry of Transportation and



Explorer Dream passengers awaiting immigration clearance at the Port of Keelung

Communications (MOTC) granted Explorer Dream, an international cruise ship, permission to resume domestic cruise and island-hopping tours to offshore islands and harbors. However, the cruise ship had to suspend operations again from January 15 to May 19, 2021 due to another outbreak of COVID-19. In total, 160,245 exits via cruise ship were recorded.

**(4) Offering convenient, visitor-friendly immigration services**

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



A passenger who traveled on Nauru’s diplomatic air ambulance awaiting immigration clearance

During the pandemic, a special immigration clearance service was provided exclusively to Taiwan nationals who tested positive for COVID-19 and returned to Taiwan via air ambulance, passengers traveling on Nauru’s diplomatic air ambulances, and Taiwan athletes who competed in the Tokyo 2020 Olympic and Paralympic Games.



Immigration clearance next to the plane for a Taiwan national who tested positive for COVID-19 and returned to Taiwan via an air ambulance



Tokyo Olympic athletes at the immigration clearance counter



The NIA's excellent service has been praised time and again by passengers from all over the world. Taoyuan International Airport ranked No. 3 out of 550 international airports in the 2021 World's Best Airport Immigration Service Survey published by British independent nonprofit survey organization Skytrax, trailing only behind Japan's Narita International Airport and Hong Kong International Airport and pulling ahead of Malaysia's Kuala Lumpur International Airport and Singapore's Changi Airport. Such an achievement effectively boosted the government's image and improved people's view of the government.

## (5) Promoting real-time entry/exit information disclosure

In keeping with government policy regarding information transparency, the NIA discloses real-time data of major airports and seaports on the DATA.GOV.TW website. In 2021, data projections on the number of entries and exits to and from Pingtung Airport as well as projected number of transfer passengers at Taichung International Airport and Taoyuan International Airport were added. As of the end of 2021, a total of 36 data entries had been disclosed.

桃園機場轉機人次預報	
每小時更新近3小時桃園機場轉機人次	
評分此資料集： ☆☆☆☆ 平均 1.00 (1 人投票)	
瀏覽次數: 1208   下載次數: 489   意見數: 0	
主要欄位說明	paxCnt、gender、inOutTransit、nationality、age、airport <small>*欄位單位為資料標準單位</small>
資料資源下載網址	↓ JSON   檢視資料   每小時更新近3小時桃園機場轉機人次
提供機關	內政部移民署
提供機關聯絡人姓名	張明遠先生 (02-23889393#2404)
更新頻率	每小時
授權方式	政府資料開放授權條款 第1版
計費方式	免費
上架日期	2021-05-31
資料集類型	系統介接程式

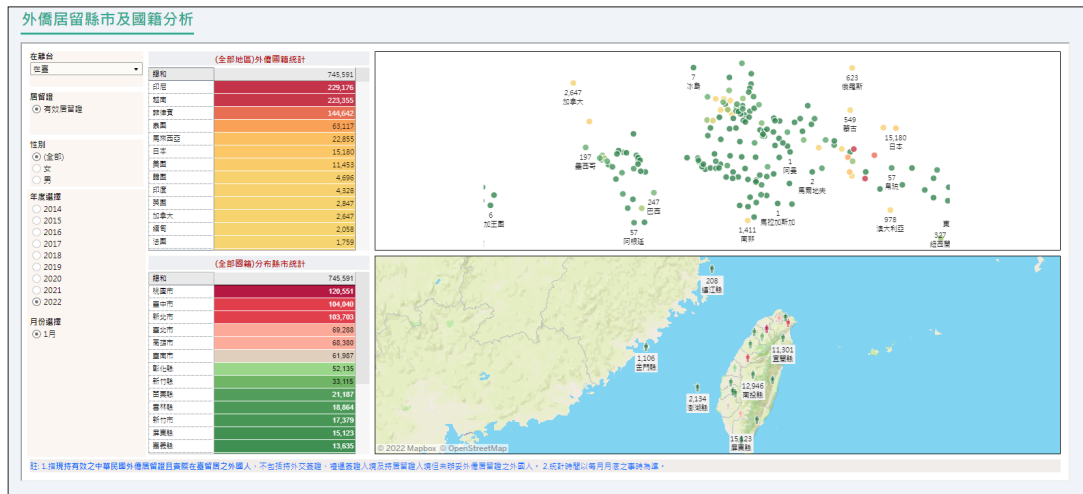
DATA.GOV.TW—projections for transfer passengers at Taoyuan International Airport

## (6) Building a Big Data Platform

On November 16, 2021, the NIA launched a big data platform service on its website to facilitate inquiries and access to the NIA's statistical data. The platform uses dynamic charts to present statistical data such as the number of entries/exits to and from airports and seaports, number of mainland Chinese visitors, and number of foreign nationals residing in Taiwan. This manner of presentation enables readers to

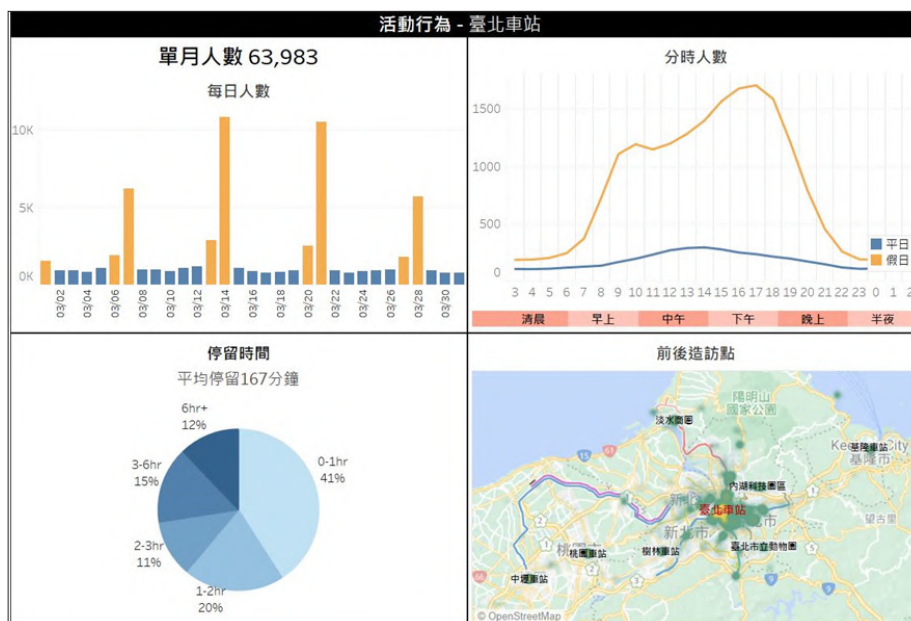


more intuitively access and interpret the NIA's statistical information.



Data analysis subject areas on the big data platform

For the big data platform, the NIA has completed the building of a data warehouse that comprises 12 data analysis subject areas. The data infrastructure is nearly complete enough to facilitate the added-value use of associative analysis and AI-based prediction. Furthermore, 12 big data dashboards have been completed, providing 10 big data reports of telecommunication hotspots within the social circles of migrant workers. These reports serve to support decision-making and operating procedures.



The big data platform shows telecommunication hotspots within the social circles of migrant workers

## 2. Using Information Technology and Strengthening Border Security

### (1) Establishing the Passenger Name Record (PNR) system

The NIA established the Passenger Name Record (PNR) system to stay ahead of any intelligence about border security. Using the system, the NIA accesses inbound passenger information 48 hours prior to departure, performs a pre-check on the passenger’s identity, compares the passenger’s booking and travel patterns against entries/exit information, analyzes criminal behavior patterns, and provides information on the behavioral patterns of criminal suspects to facilitate case investigations



Real-time data monitoring dashboard in the PNR system

### (2) Promoting the Biometrics Verification System for Foreigners

The NIA has launched the Biometrics Verification System for Foreigners at every airports and seaports of entry since August 1, 2015. Foreigners will now have their biometric data (fingerprints) collected for identity verification. This is to prevent illegal immigrants from entering the country with forged passports or identity documents

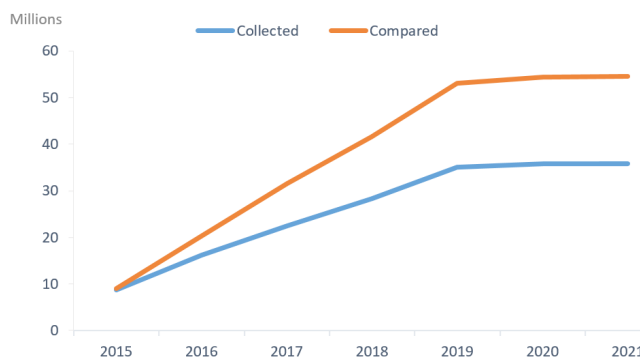


Figure 1-3 Number of foreigners whose biometric data were collected and compared

that have been tampered with, thereby improving overall border security while ensuring convenience for passengers. As of the end of 2021, the system had collected 35,821,995 fingerprints and compared 54,588,548 records.



Collection of a foreigner's biometric data upon entry

### **(3) Using the Advance Passenger Processing System and Advance Passenger Information System**

The NIA established the Outbound Advance Passenger Processing system (APP-OUT) in 2013. The system allows for real-time information exchange to prevent passengers on watch lists from acquiring boarding passes, thereby effectively averting crimes. To strengthen measures for border security and passenger management, the NIA also established the Inbound Advance Passenger Processing (APP-IN) system in 2017. The Advance Passenger Identification System (APIS) screens arriving, departing, and transiting passengers to pinpoint high-risk passengers in advance, thus ensuring passenger management and flight security. In 2021, a total of 589 wanted fugitives and individuals banned from entering or exiting the country were intercepted.

### **(4) Establishing the Assistive Identity Verification System**

To prevent criminals from using fake or forged travel documents to flee the country and to block the entry of international terrorists and people who are banned from entering Taiwan, the Assistive Identity Verification System (AIVS) was launched at Taoyuan International Airport in July 2020. The immigration clearance system integrated with the quality check and facial recognition functions of AIVS in April 2021. The AIVS uses image recognition technology to strengthen security checks and data comparisons of persons of interest and unaccounted migrant workers. This in turn reduces the time needed to identify individuals, improves immigration clearance efficiency, and strengthens the monitoring and protective capabilities of border security operations.

### (5) Establishing the Automatic Illegal Entry Detection System

The Automatic Illegal Entry Detection System was launched in Terminals 1 and 2 of Taoyuan International Airport on July 28, 2020. The system automatically detects passengers who try to enter the country through closed immigration inspection counters or who loiter in the vicinity of such counters. Once the system spots such persons, security staff is alerted to the situation with footage of the passenger, allowing them to take immediate action to prevent illegal entry. The system enhances the detection and alerting of illegal entry to restricted areas, thus ensuring border security.



Automatic Illegal Entry Detection System at Taoyuan International Airport

### (6) Optimizing Overseas Information Workstations

The NIA has been working to improve the digital information environment at its overseas offices, thus extending the border security zone outward. To that end, the NIA optimized the corporate workstations and advanced notebook computers in 28 of its overseas offices in December, 2021. This optimization improved the performance of terminal information facilities, strengthened cybersecurity, and increased system availability in order to achieve the sustainability of overseas core operations/services and ensure smooth service operations.

## 3.Improving Inspection of Travel Documents

### (1) Organizing Anti-Fraud Meetings

The NIA continued to host anti-fraud meetings during the pandemic to maintain international exchange and forge international ties. The meetings were



held online via video conferencing with immigration enforcement officers from the United States, the United Kingdom, France, Germany, the Netherlands, Italy, Canada, Japan, Australia, and Malaysia. The attendees exchanged opinions on border management policies in light of the pandemic and trends in fake or forged passports. The purpose of anti-fraud meetings is to strengthen border inspection capabilities and jointly crack down on international smuggling and criminal activity.



Anti-fraud meeting held via video conferencing

## (2) Continuing update the Suspicious Passport Comparison System

The NIA launched the Suspicious Passport Comparison System (SPCS) on January 4, 2016. The system identifies suspicious documents at the border by using samples of passports and travel documents collected from many countries to prevent ill-intentioned individuals from entering or exiting the country with fake or altered passports. As of the end of 2021, the database has contained samples of passports and travel documents from 208 countries and territories and 1,143 types of passports and travel documents in total.



Using the Suspicious Passport Comparison System to check a problematic passport

## 4. Border Enforcement Effectiveness

(1) Arrests of violators of the *Passport Act* and the *Act Governing Relations between the People of the Taiwan Area and the Mainland Area*

A Taiwan national surnamed Huang and 2 other suspects were arrested for smuggling illegal immigrants from mainland China. The three suspects were charged after being taken to the Taiwan Kaohsiung District Prosecutors Office for investigation on February 27, 2021.

(2) Arrests of violators of the *Passport Act*

- i. A Taiwan national surnamed Chiang and 10 other suspects were arrested for violating the Passport Act. The case was submitted to the Taiwan Taipei District Prosecutors Office for investigation on September 27, 2021.
- ii. A Taiwan national surnamed Chu and 7 other suspects were arrested for the fraudulent sale of passports in violation of the Passport Act. The 8 suspects were taken to the Taiwan Taichung District Prosecutors Office for investigation on October 4, 2021.

- iii. A Taiwan national surnamed Li and another suspect were arrested for violating the Passport Act. Both ringleaders were charged after the case was submitted to the Taiwan New Taipei District Prosecutors Office for investigation on October 7, 2021.



Arrested suspect being escorted to the Taiwan New Taipei City District Prosecutors Office

(3) Arrests of violators of the *Immigration Act*

An individual surnamed Chang and 3 other suspects were arrested for using an aircraft to carry people not to be transported to other countries.

- (4) To keep African swine fever at bay, the NIA repatriated 280 foreign passengers in 2021 who brought pork products to Taiwan illegally and who were not able to pay the associated fine.

- (5) A cumulative total of 275,527 persons with travel restrictions have been prevented from entering or exiting the country. These included 146,348 Taiwan nationals forbidden from exiting the country, 129,115 foreigners forbidden from entering the country, and 64 China/Hong Kong/Macau nationals and Taiwan nationals without household registration forbidden from entering the country.



## Chapter II. Foreign Nationals Management

Given the level of migration across borders for purposes of international travel, finance and business, tourism, study, work, and marriage, the NIA endeavors to improve the efficiency with which applications are processed, whether it is for temporary stay or permanent residency. In addition, the NIA continuously works to strengthen the functionality of information systems to provide fast and convenient services for the public. In accordance with its principle of protecting the legal and combating the illegal, the NIA conducts thorough investigations into illegal or fraudulent marital immigration cases. The NIA works closely with law enforcement from different countries to implement a multilateral security management framework. The NIA also actively consolidates resources from different divisions with the goal of completely eradicating human trafficking through the 4Ps framework—prosecution, protection, prevention, and partnership.

### 1. Strengthening the Functionality of Information Systems

#### (1) Online application system for international students who are officially registered at local institutions

Since July 2017, the NIA has launched a joint online application system for foreign students, overseas Chinese students, and students from mainland China, Hong Kong, and Macau. Eligible students can apply for an eARC, chip-embedded ARC, or a multiple entry permit (for mainland Chinese students only). The system began offering an English interface in September 2018 and online credit card payments (no handling charge) on July 1, 2020. Starting from August 1, 2021, all international students who are officially registered must submit an application online as the NIA no longer accepts applications over service counters. Foreign students are provided with improved one-stop services that enable students to apply for transfers or study in Taiwan, ARC replacements, payment at convenience stores, and automatic cropping of ID photos. As of the end of 2021, the NIA had processed 130,000 applications.





Student Online Application System for foreigners, citizens of mainland China / Hong Kong / Macau, and Taiwan nationals without a household registration

## (2) Optimizing the Foreign Professionals Online Application Platform

In compliance with the Act for the Recruitment and Employment of Foreign Professionals and the Regulations Governing Employment Gold Card Permits for Foreign Special Professionals, the NIA is working to streamline the recruitment of foreign professionals to improve Taiwan's competitiveness. In a cross-ministerial collaboration with the Ministry of Foreign Affairs and the Ministry of Labor, the NIA officially launched the Foreign Professionals Online Application Platform on February 8, 2018. The NIA's pioneering four-in-one Employment Gold Card combines visa, work permit, alien resident certificate, and re-entry permit in a single document. The NIA continuously optimizes the interorganizational online application platform to streamline government services



The Foreign Professionals Online Application Platform received the Digital Innovation Added Value Service Quality Award from the Ministry of the Interior in 2021



so that foreign professionals may submit applications online outside the borders of Taiwan. The optimized platform has been successful in attracting international professionals during the pandemic, and has been lauded by applicants in addition to receiving the Digital Innovation Value Added Service Quality Award from the Ministry of the Interior. A total of 1,965 Employment Gold Cards were issued in 2021. In total, 3,927 Employment Gold Cards were issued between the promulgation of the Regulations Governing Employment Gold Card Permits for Foreign Special Professionals on February 8, 2018 and the end of 2021.

### **(3) Setting up the third-generation cloud-based Immigration Administration System**

In response to the global COVID-19 outbreak, the NIA has set up several systems to process the massive volume of data collected on travelers entering and exiting the country (e.g., the PNR system keeps track of the itineraries and flight manifests of passengers traveling from abroad). The third-generation Immigration Administration System integrates online and over-the-counter applications, fully virtualizes the system, sends pandemic prevention information as a pandemic preventive measure, and combines the monitoring function of the verification system with the photo matching function of the Assistive Identity Verification System. In addition, a remote backup environment has been established for the third-generation cloud-based Immigration Administration system and cloud-based Online Application System for individuals from mainland China/Hong Kong/Macau to strengthen system scalability and ensure uninterrupted operations.

### **(4) Strengthening cybersecurity and personal information protection**

The NIA has adopted physically isolated networks in its core systems to protect information security and personal information. Important systems and data are stored on the intranet, sensitive and personal information cannot be stored on internet-connected networks, and citizens' personal data cannot be accessed from external networks. Core systems are subjected to internal, external, and outsourced cybersecurity audits every year to detect vulnerabilities and risks, formulate cybersecurity response measures, regularly organize drills and damage control, and ensure that operational regulations align with management systems. The NIA's core systems are third-party verified and have obtained ISO 27001 (information security management system) and ISO29100 + ISO29151 (personal information security management system) certifications to safeguard

the voluminous information that the NIA has collected on travelers and foreign populations entering/exiting the country.



Certificate of Registration for ISO

## 2. Providing Fast and Convenient Services

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

The Resident Certificate Information Inquiry System allows for quick and easy inquiry of chip-enabled ARC validity by entering the required information printed on the ARC. The webpage adapts to devices of different screen sizes to optimize the viewing experience. A total of 1,105,316 successful inquiries were made using the system in 2021, an increase of 255,837 inquiries compared with 2020.



The ARC Information Inquiry System

### (2) Promoting Foreign Natural Person Digital Certificate application services

In order to increase the convenience of living in Taiwan and improve the foreign population's accessibility to government electronic services, such as online tax-filing, online payment of road use and motor vehicle fees, and online inquiry



of labor insurance and national health insurance, the NIA began accepting applications for the foreign natural persons digital certificate at its service centers on April 25, 2016. Foreign nationals with a valid chip-enabled ARC over the age of 18 may visit a service center in person for identity verification, after which they can make payments on the Ministry of the Interior Certificate Authority (MOICA) website using the username indicated on the application form and their ARC number as login credentials. MOICA will mail the foreign natural person digital certificate to the applicant by post.

The NIA launched a new UI numbering system on January 2, 2021. Holders of foreign natural person's digital certificates, whether expired or valid, may apply for a digital certificate with the new UI number format. No additional fees will be charged for the service between January 2, 2021 and January 2, 2022 so as to encourage foreign nationals to renew their digital certificates. As of the end of 2021, a total of 4,228 applications had been accepted.

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

In order to implement the government's policy for the popularization of electronic and mobile payment methods, make the payment process more convenient, and reduce the risk of infection from handling cash, the NIA began accepting multiple payment methods for administrative fees and fines in July 2020, among which no handling fees received great acclaim for its convenience of use. In 2021, 8,407 payments totaling NT\$17,230,900 were made via credit card and mobile payment methods, showing a marked increase from 2020.

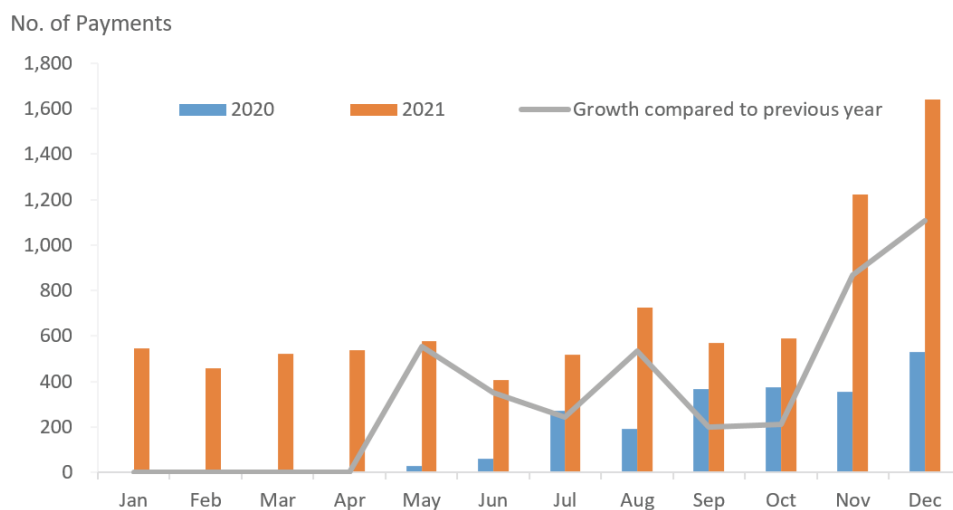


Figure 2-1. Monthly payments made via credit card in 2020 and 2021



#### **(4) Providing consultation services for online application services**

The NIA's Online Application Customer Service Center provides consulting services for users of online application or payment services. Users' questions on the application process, review progress, and relevant laws and regulations are answered via one-on-one calls. The center provides services to schools, travel agencies, businesses, organizations, foreigners, and foreign migrant worker recruitment agencies. The center has effectively improved its service quality with professionalism and dedication. A total of 23,018 users were provided with online consulting services in 2021.



Consultation services provided by the Online Application Customer Service Center

### **3. Strengthening Foreign Population Management and Cracking Down on Illegal Activities**

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

#### **(1) Implementing in-person visits and interview mechanism**

An interview mechanism for mainland Chinese spouses of the Taiwan nationals applying to enter Taiwan was implemented on September 1, 2003. The purpose of this mechanism is to protect legitimate marriages and to prevent mainland Chinese nationals from faking marriages to live in Taiwan. The NIA processes applications for entry to Taiwan by first interviewing the applicant's



Taiwanese spouse. This is followed by an at-the-border interview with the Taiwanese spouse and applicant upon their arrival at the port of entry. Entry is granted if both parties pass the interview. In the event of a flawed interview that requires confirmation, a second interview in Taiwan is conducted by the NIA specialized operation brigades. In 2021, 1,408 applications for mainland Chinese spouses to enter Taiwan were received and 220 (15.63%) of the applications were rejected after the preliminary interview; 1,074 at-the-border interviews were conducted, 84 secondary interviews were required, and 26 (2.63%) of applications were rejected; 83 secondary interviews were conducted, and 7 (8.43%) of applications were rejected.



Immigration officers conducting an interview at the border

### **(2) Increasing the effectiveness of investigations into illegal immigrants**

To strengthen foreign nationals' security management, the NIA has carried out joint investigation work with the National Police Agency of the Ministry of the Interior since 2007. Beginning in 2012, it has also collaborated with a number of national security authorities, such as the Military Police Command of the Ministry of National Defense, the Investigation Bureau of the Ministry of Justice, and the Coast Guard Administration of the Ocean Affairs Council (formerly the Coast Guard Administration of the Executive Yuan), in an effort to step up investigations into illegal activities involving missing migrant workers in Taiwan. However, due to the COVID-19 pandemic in 2021, the NIA temporarily paused large-scale sweeps of illegal immigrants to prevent from driving them deeper into hiding and subsequently causing interference

to pandemic preventive measures, primarily handling migrant workers who surrendered themselves. In 2021, the authorities investigated (including those who were arrested and those who surrendered themselves) a total of 20,148 undocumented migrant workers.

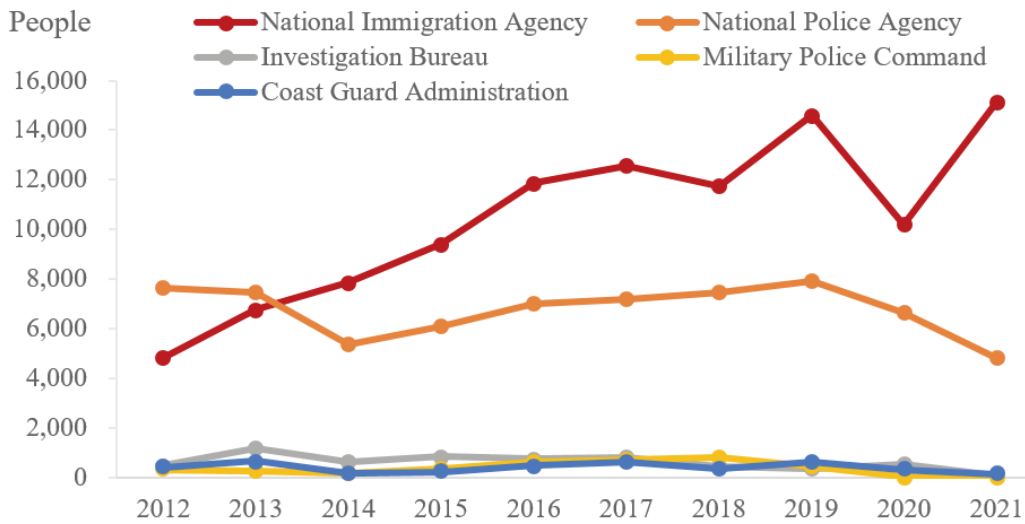
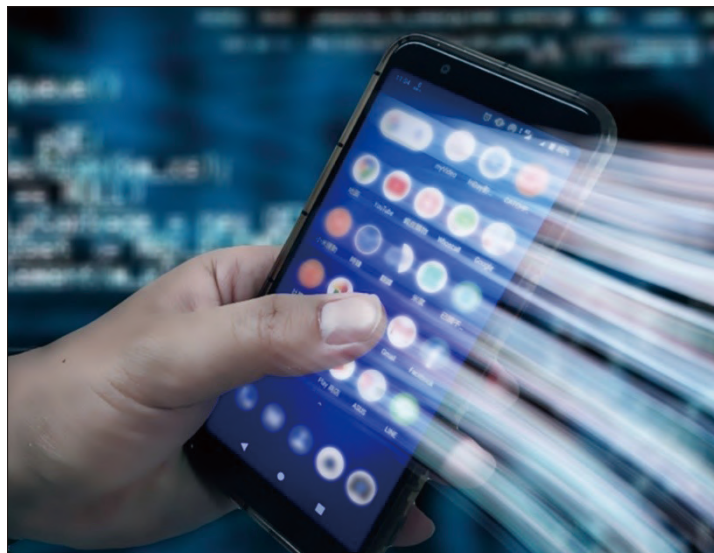


Figure 2-2 Number of undocumented migrant workers detained by national security authorities

### (3) Strengthening high-tech criminal investigation capacity

To keep up with the ever-changing ways in which people use mobile devices to commit crimes, the NIA has strengthened the criminal investigation capacity of law enforcement officers by establishing the Mobile Search–Detect–Locate system. In addition, the NIA is making plans to setup a system for the digital verification and management

of intelligence from designated foreign nationals and connect it to the criminal case knowledge base of the Criminal Investigation Bureau, Ministry of the Interior. The NIA also digitally manages the procedures for filing and storing digital evidence to avoid the distribution, loss, or alteration of digital evidence, as well as uses the search function of the knowledge base



Strengthening digital footprints in high-tech criminal investigation



to filter suspects and their network of accomplices in a timely manner, thereby reinforcing efforts to bring criminals to justice.

#### 4. Preventing Human Trafficking

The government launched the Human Trafficking Prevention Action Plan in November 2006, and in 2007, established the Executive Yuan’s Coordination Conference for Prevention of Human Trafficking—renamed the Coordination Conference for Prevention of Human Trafficking and Elimination of Racial Discrimination on May 8, 2020—to consolidate resources from different government entities. Meanwhile, the NIA is responsible for implementing human trafficking prevention measures and related administrative duties. The Human Trafficking Prevention Act, promulgated on January 23, 2009 and implemented on June 1, 2009, helped lay the foundations of human trafficking prevention measures in Taiwan.

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

On July 2, 2021, the US Department of State announced the results of the 2021 Trafficking in Persons Report (TIP). More than 180 countries (regions) that were evaluated, Taiwan has been ranked as a Tier 1 country for 12 consecutive years, showing that Taiwan’s overall performance in human trafficking prevention continues to gain international recognition.

##### (2) Implementing the 4Ps of human trafficking prevention

###### i. Prosecution

The various prosecution and judicial law enforcement agencies have designated units responsible for planning the investigation and prosecution of human trafficking. In 2021, the judicial law enforcement agencies investigated a total of 107 human trafficking cases, of which 21 were cases of labor exploitation; 86 were cases of sexual exploitation; and the

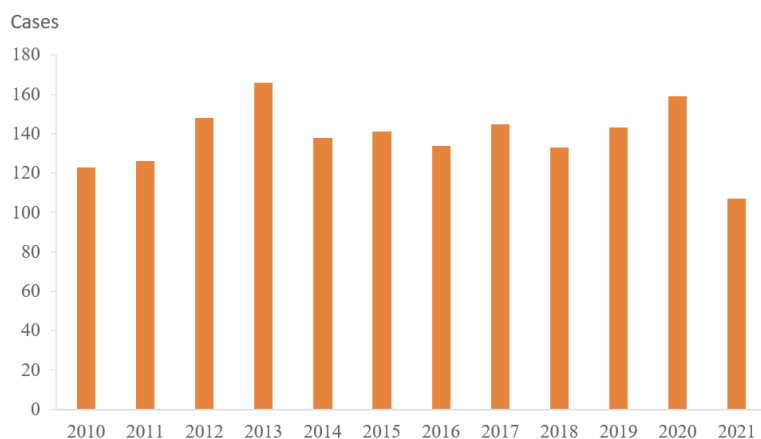


Figure 2-3 Number of human trafficking cases



combined number of victims was 232. Local district prosecutors prosecuted a total of 58 cases of human trafficking involving 78 defendants.

ii. Protection

(i) Placement and Protective Services for Human Trafficking Victims

- A. Foreign human trafficking victims: In conjunction with the Ministry of Labor and private organizations, the NIA has set up more than 20 shelters for the placement and protection of foreign human trafficking victims. Two of these shelters are public-to-private. In 2021 alone, 121 new foreign victims received placements in these shelters
- B. Domestic human trafficking victims: Placement of domestic human trafficking victims is arranged by local social affairs organizations and non-governmental organizations. Among human trafficking cases investigated and prosecuted in 2021, 14 victims were Taiwan nationals aged over 18. All 14 victims were either unwilling to accept placement or returned to their homes or accepted other arrangements. Of the 101 Taiwan victims under the age of 18 who were involved in sex trafficking cases, 34 received placements through local social affairs organizations and the remaining 67 either returned to their homes or were picked up by their parents.

(ii) In order to thoroughly screen suspected human trafficking victims for the purpose of providing proper placement and protection, a formalized set of procedures for detention centers to report suspected human trafficking victims has been implemented for screening and classifying detainees. A

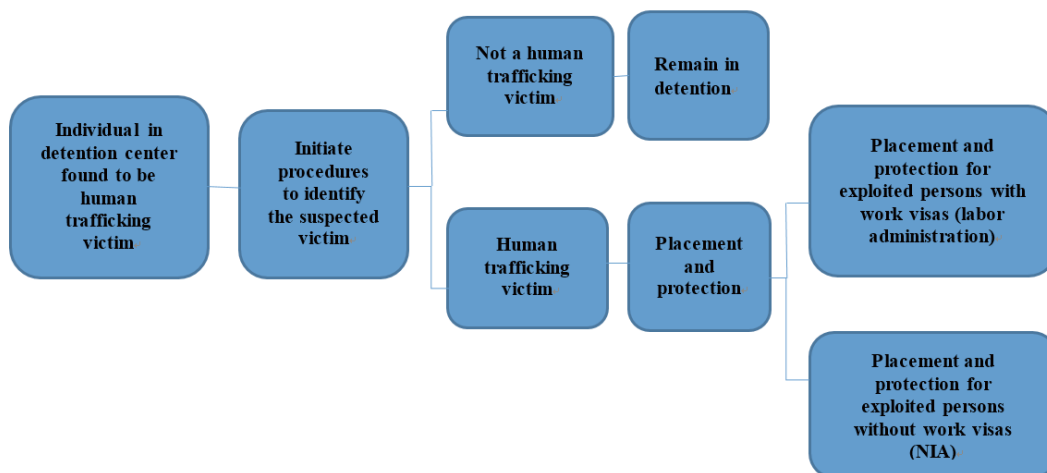


Figure 2-4 Procedures for Detention Centers to Report Suspected Victims of Human Trafficking



total of 9 detainees were classified as human trafficking victims in 2021; they were transferred from the detention centers to other protective placements.

- (iii) Temporary residence and work permits are issued to human trafficking victims to help them rebuild their lives. In 2021, a total of 70 temporary residence permits and 81 work permits were issued, and 77 applications for temporary residence permit extension were approved.
- (iv) To implement protections during the investigative process, the judicial police authorities are required to provide interpretation services and make arrangements for accompaniment during interviews with human trafficking victims. In 2021, interpretation services were provided to victims for 193 times, and accompaniment was provided for 215 times.

### iii. Prevention

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

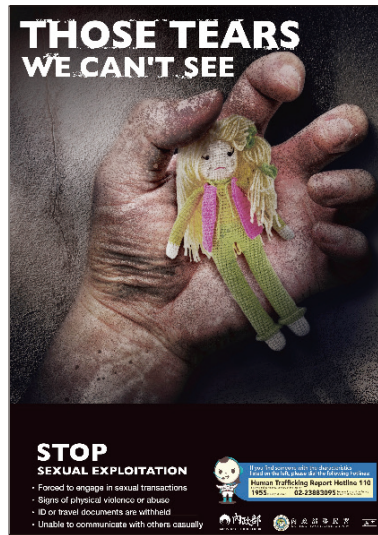
The NIA organized a training seminar on the Prevention of Human Trafficking and Gender-Based Digital/Cyberviolence on December 16, 2021. 74 people attended the seminar for training in preventing human trafficking and gender-based digital/cyberviolence.



Training on the Prevention of Human Trafficking and Gender-Based Digital/Cyberviolence

- (ii) Promotion through of municipal channels to raise awareness of human trafficking prevention

Three different posters (available in multiple languages) were produced in 2021 to raise public awareness of human trafficking and strengthen the knowledge of foreigners regarding their interests and rights. The posters were provided to central ministries, local governments, and private organizations, and are accessible online on the NIA's website (under Service Category Anti-Human Trafficking section). In addition, the posters were displayed at 12 travel service centers in Taiwan High Speed Rail stations. Advertisements raise public awareness of human trafficking prevention were displayed on two lightbox advertising displays at Taoyuan International Airport.



Posters promoting prevention of human trafficking

#### iv. Partnership

The 2021 Round Table Conference on Combating Forced Labor was held on October 15, 2021. It was attended by 116 people, including Mr. Lo Ping-cheng Minister without Portfolio of the Executive Yuan, Mr. Chiu Chang-yueh, Deputy Minister of Ministry the Interior, and Mr. Jeremy Cornforth, Deputy Director of the American Institute in Taiwan, as well as experts and scholars from local and overseas organizations and representatives from 37 countries. The workshop significantly expanded networking programs with other countries, increased cooperation between the central and local governments and in the private sector, and improved Taiwan's human trafficking prevention strategies.



The 2021 Round Table Conference on Combating Forced Labor





## Chapter III. Care and Counseling for New Immigrants

As of the end of 2021, the number of new immigrants in Taiwan stands at 569,851 and the number of second-generation new immigrants has exceeded 450,000. In response, the NIA has implemented a wide range of care and service measures for new immigrants through cross-ministerial collaboration to assist them in adapting to the life in Taiwan. By focusing on eight key points—providing adjustment counseling, providing medical and pre/post-natal care, protecting employment rights, enhancing cultural education, assisting child education, protecting personal safety, improving legal system, and implementing awareness raising campaigns—the lives of new immigrants in Taiwan can be improved and Taiwan’s human resources can also be strengthened.

### 1. Implementing Care and Counseling Services for New Immigrants

#### (1) Convening the Executive Yuan’s Coordination Meeting of Immigration Affairs

To ensure the rights of new immigrants, the Executive Yuan approved the establishment of the Immigration Affairs Coordination Board on June 16, 2015. A meeting is convened every six months, and important issues related to new immigrants are raised to the Executive Yuan level. Services for new immigrants have been improved by adopting a cross-ministerial model. The board is headed by a minister without portfolio while a deputy minister of the Ministry of the Interior serves as the vice chair; the NIA’s director-general serves as the executive secretary. Currently, there are 31 members on the board, including one minister without portfolio, fourteen deputy ministers of concerned ministries and councils, 6 deputy chiefs of municipalities and counties/cities, and 10 scholars, specialists, or representatives from social groups. The board held one meeting in 2021.

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

Following the *Guidelines for New Southbound Policy* and the *New*



*Southbound Policy Promotion Plan*, the NIA initiated several projects in 2021 to develop the strengths of new immigrant communities and create a friendly environment that allows new immigrants and their children to use their language and cultural diversity as an advantage and adapt to life in Taiwan, with the aim of cultivating immigrant children as international talent for a southbound future and creating a harmonious, flourishing society. Achievements in 2021 are outlined below:

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

To determine the impact that this program had on the selected candidates (2015–2020), a survey was conducted in 493 groups of 1,056 selected candidates. 659 valid questionnaires were returned. The survey revealed that 96.1% of the children of new immigrants more strongly identified with the identity of their parents after participating



Focus group discussion with selected candidates of the Cultivation Program for First- and Second-Generation New Immigrants

in the program while 82.9% became more willing to learn their parents' native language; 94.1% of the teachers were of the opinion that the program inspired the students to study and work in their ancestral homeland as new immigrants; and 78% of the teachers thought the program facilitated the government's implementation of the New Southbound Policy. In addition, a focus group discussion was held on August 28, 2021 with past selected candidates and 30 other representatives as well as experts and scholars.

ii. New Immigrant Multicultural Talent Training Program

To encourage new immigrants and their children to take part in public affairs, the NIA organized the New Immigrant Multicultural Talent Training Program in May 2021, combining resources from public and private sectors to foster multicultural talent and develop seed teachers. Eight sessions of beginner and advanced training courses were organized. 150 people attended



the beginner course; of these, 131 received a certificate of completion; the advanced course was attended by 113 people, 92 of whom passed the test and became qualified seed teachers.



Kick-off ceremony for the New Immigrant Multicultural Talent Training Program

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

The Dream-Building Program for New Immigrants and their Children helps new immigrants and their children accomplish their dreams. The candidates exhibited their vitality and passion for life as well as their devotion and desire to contribute to their families during the dream-building process. In 2021, the program helped a total of 32 teams consisting of 85 participants fulfill their dreams.

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

To encourage new immigrants and their children to work hard and excel academically, the NIA offers care and support in the form of an award to new immigrants in Taiwan who demonstrate outstanding performance in the face of straitened conditions. It helps reduce their family burden and cultivates talent for the country. In 2021, a total amount of NT\$37,907,000 in scholarship money was issued to 7,131 recipients.

## (3) Providing guidance on cultural adaptation for new immigrants

The NIA launched the Mid- to Long-Term Adaptation Assistance Plan for

New Immigrants to help them adapt to the lifestyle and living environment in Taiwan while retaining their own cultural identity to create a culturally diverse society. In 2021, a total of NT\$1,711,000 was appropriated for the 22 municipal and county/city governments in the country to conduct 74 cultural adaptation courses, one seed workshop, 13 multicultural activities, and 47 lifestyle adaptation advocacy events. A total of 5,574 new immigrants attended these classes and activities.

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

To help new immigrants adapt to Taiwan society, the NIA continues to implement new immigrant care measures to help these new members of our society become a fresh source of empowerment for the nation and facilitate intercultural exchanges. The NIA established the Foreign Spouse Care and Assistance Fund in 2005, which was later renamed the New Immigrant Development Fund in 2016. The Fund is NT\$1 billion in size and has, in principle, an annual budget of NT\$300 million. In 2021, 227 applications were approved and a total of NT\$365,486,355 in subsidies was granted.

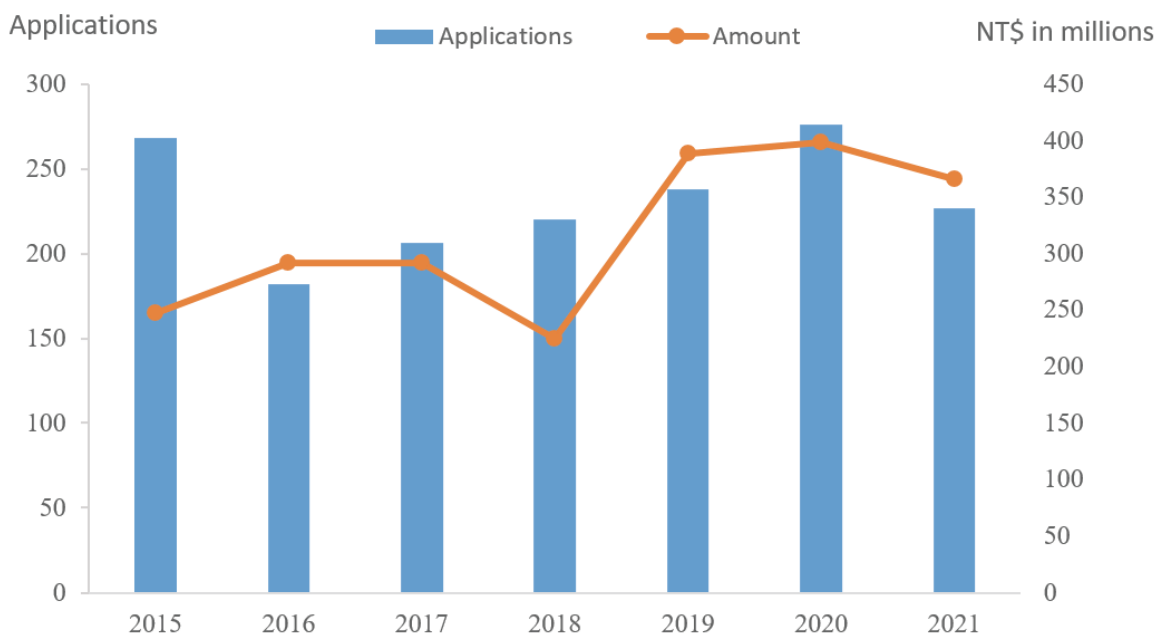


Figure 3 The number of applications and subsidy amounts funded by the Immigrant Development Fund

In 2021, the New Immigrant Development Fund was used to fund the Diverse Culture Promotion and Awareness-Raising Program. The status of the program is detailed below. Details regarding dates, promotional media,



publication/broadcast times, number of publications/broadcasts, total expenses, and broadcasting channels for the promotional projects are listed on the NIA website and the Immigrant Empowerment and Development Information Network website.

**Table 3 Funding status of the Diverse Culture Promotion and Awareness-Raising Program in 2021**

Item	Applicant	Project title	Description	Promotional medium
1	Juridical Association for the Development of Women's Rights in Pingtung	<i>The Nanyang A-Kao International Family—You Are Not Alone</i> Special International Issue, 8 <sup>th</sup> Anniversary Project	<i>Nanyang A-Kao International Family—You Are Not Alone</i> Quarterly Issue	Printed publication
2	Chinese Association for Foreign Spouses & Labors' Voices	<i>Formosa Radio</i> national awareness-raising radio program in 2021	Radio program <i>Formosa Radio</i>	Radio broadcast
3	Taipei International Community Cultural Foundation	Promotional project for ICRT's Radio program <i>New Immigrants—Heart of Taiwan</i>	Radio program <i>New Immigrants—Heart of Taiwan</i>	Radio broadcast
4	Health Media Industry Foundation	<i>Diverse Cultures of Love—New Immigrant Radio Program</i> Promotion Project in 2021	Radio program <i>Diverse Cultures of Love</i>	Radio broadcast
5	IShare Community Development Association	<i>Newcomers Reporting for Duty: We are in Taiwan</i>	Radio program <i>Newcomers Reporting for Duty: We are in Taiwan</i>	Radio broadcast
6	Yunlin County Color Purple Women's Association	<i>Hello! Listening to Southeast Asia—2021 Radio Program</i> for New Immigrants in Yun-Chia-Nan	Radio program <i>Hello! Listening to Southeast Asia</i>	Radio broadcast
7	Taichung City Aixin Women Association	<i>The Voices of New Immigrants</i>	Radio program <i>The Voices of New Immigrants</i>	Radio broadcast
8	Yunlin County Government	Production Project for New Immigrants in Yunlin County	Video <i>Stories under the Rainbow</i>	Video
9	TQSATA	<i>Baby, This is My New Home: A Micro Movie Livestreaming the Daily Lives of New Immigrants in the Low Mountain Range of Changhua County</i>	Live film <i>Baby, This is My New Home</i>	Video
<b>Total</b>			<b>NT\$8,334,973</b>	



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

To improve guidance for new immigrants, when they visit NIA service centers to apply for resident certificates or other documents after entering Taiwan for the first time, immigration counselors interview them, tell them about regulations for foreign residents in Taiwan and provide the necessary information. A total of 4,463 new immigrants were interviewed in 2021. Meanwhile, family education activities were also conducted to help new immigrants adapt to family life in Taiwan, show support for cross-border marriage, urge people to respect cultural diversity and gender equality, and enhance interaction in the family. Therefore, 243 sessions were held in 2021, attracting a total of 5,051 attendees.



Family education activity for new immigrant families

### (6) Optimizing the New Immigrant Care and Services Network

A New Immigrant Care and Services Network was set up for each of the 22 municipalities and counties/cities in the country. Meetings between central government agencies and the civil affairs, social affairs, education, labor affairs, and health authorities of each jurisdiction, as well as private organizations, local service centers for families with new immigrants, and community service offices for foreign spouses are held regularly to examine issues concerning new immigrants. The central and local immigrant assistance networks and corresponding resources coordinate their work through presentations of special reports and discussion of individual cases. 22 meetings were held in 2021.

### (7) Smoothing information and counseling service channels

To prevent new immigrants from being unable to use the assistance system due to language barriers and to offer convenient counseling services regarding daily life needs and ease adaptation for foreigners, the NIA set up the free 24/7 Foreigner Information and Counseling Service Hotline (0800-024-111) in



2014. The hotline service is available in Mandarin Chinese, English, Japanese, Vietnamese, Indonesian, Thai, and Cambodian. Callers can find answers to questions about visas, residence, entry and exit procedures, work, taxes, National Health Insurance, transportation, medical care, personal safety, child-rearing, traffic information, social welfare, legal affairs, family relations, and other life issues. A total of 362,007 calls were received in 2021, including 322,160 calls redirected from the 1922 hotline, for which counseling service was provided on pandemic-related questions about border entry and exit.

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

The NIA has set up an official website called the Immigrant Empowerment and Development Information Network (<https://ifi.immigration.gov.tw>) that consolidates the resources of different ministries and councils to provide comprehensive protection of the rights and interests of Taiwan's new immigrants. The website is available in seven languages, namely Chinese, English, Vietnamese, Thai, Indonesian, Burmese, and Cambodian. An official LINE account (ID: @ifitw) has also been set up to provide new immigrant families and Taiwan nationals with information regarding the welfare and rights offered to new immigrants by various national government agencies as well as municipal and county/city governments. The website recorded 664,260 page views in 2021.



Celebrating the 5<sup>th</sup> year anniversary of the Immigrant Empowerment and Development Information Network

### (9) Optimizing the Interpreter Database

The NIA set up the Interpreter Database in 2009 to provide timely interpreting services for foreigners living in Taiwan. The purpose of such services is to protect the rights and interests of new immigrants, encourage them to participate in public affairs, and create an immigrant friendly environment. In July 2020, the NIA optimized the system to enable users to search and

book interpreters online as needed. Services are offered for eight different scenarios, including police investigations, care and guidance, accompaniment in interrogations or court appearances, and health care. As of the end of 2021, 975 interpreters have been registered on the database, with available languages including English, Vietnamese, Indonesian, Khmer, Thai, and 15 other languages.



Interpreter Database website

### (10) Managing cross-border matchmaking services

To provide a quality selection of matchmaking organizations for people seeking international or cross-border marriages, the NIA performs quality assessments and operational evaluations of matchmaking organizations. Furthermore, the NIA has ramped up investigations to uncover illegal international and cross-border matchmaking operations. In 2021, a total of 161 cases were reviewed by the NIA's Cross-border Matchmaking Administration and Review Board, with the fines imposed totaling NT\$10.09 million.

### (11) Strengthening the management of immigration consultancy services

As most Taiwan nationals who intend to emigrate overseas choose to commission immigration consultancy services, the NIA has continued to strengthen its oversight of immigration consultancy services and stop illegal operations, while in turn protecting consumer rights. As of the end of 2021, 143 immigration consultancies were granted approval by the NIA and received registration certificates. Furthermore, the illegal immigration consultancies discovered in 2021 were subject to review by the NIA's Immigration Consultancy Administration and Review Board, which resolved to enforce sanctions on 55 cases, with fines imposed totaling NT\$5.43 million.

### (12) Promoting the New Immigrant Digital Learning Program

To provide new immigrants with free education and training through physical and digital resources, the NIA produced special training courses that included





both brick-and-mortar training and digital learning sessions to meet the needs of new immigrants. The brick-and-mortar training session is provided via mobile classrooms and primarily offers information technology (IT) education to rural communities; the digital training program is multi-lingual and can be accessed online from anywhere and at any time. Courses were provided for 9,589 persons in 2021 and achieved a satisfaction rate of 99%. To create a barrier-free learning environment in which new immigrants are able to serve other new immigrants, the NIA has trained five IT seed lecturers and 35 IT teaching assistants who speak the mother tongues of new immigrants.



IT application training program for new immigrants



A poster promoting the IT application training program for new immigrants

### (13) Implementing the New Immigrant Broadband Internet Access Continuity Project

To ensure equal digital opportunities for new immigrants in its continuing effort to work toward equal digital rights, the NIA initiated the New Immigrant Broadband Internet Access Continuity Project, which focuses on mobile device sharing and a promotion and exchange platform. Due to the need to work from home and attend classes remotely during the pandemic prevention period, the NIA provided new immigrants and their families with rent-free notebook and tablet computers and access to uncapped Internet free of charge. As of the end of 2021, the rent-free notebook and tablet computer services for new immigrants were utilized 931 times and achieved a satisfaction rating of 99.8%. In addition, the service helpline for new immigrants with questions about learning how to use their computers or operating issues was utilized 500 times. Sixty articles (in six languages) introducing new immigrants to the culture and customs of their



new home were published on the Exchange Platform. Five online events were organized with 6,973 people participating.



Promoting the mobile device sharing service via livestreaming



A poster promoting the New Immigrant Broadband Internet Access Continuity Project

## 2. Innovative Value-Added Services

### (1) Promoting Cross-sector cooperation through strategic alliances

In order to cultivate an appreciation for multicultural beliefs, extend immigrant services, and create a friendly international environment, governments, schools, and private organizations have been making a joint effort through resource sharing, the training of talents, lectures on special topics, project coordination, idea exchanges, legal services and lawyer referrals, and promotion of multiculturalism. These efforts serve to enhance the effectiveness of public services. As of the end of 2021, the NIA had entered into strategic alliances with 82 universities located within or outside of the country.

### (2) Promoting Mobile outreach services

The NIA continues to promote its services through its program of mobile vehicle outreach services to rural areas. Through the program, the NIA promotes the government's services for new immigrants, offers legal consultation and processes residence extensions and changes of address. Individuals that need assistance are referred to local social welfare organizations. This makes the locations and services more flexible, bridges the urban-rural divide, and helps balance regional development. In 2021, mobile service vehicles were out on



duty 352 times and processed a total of 4,594 service requests (including certificate pickups, application submissions, inquiries, and consultations). The vehicles also visited special cases in rural areas; a total of 489 new immigrant families were visited.



Knotting cord with new immigrants during the mobile outreach service

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

The NIA produced the television program *We Are Family—Bravo Taiwan!*, which uses a sympathetic lens to document the daily lives and struggles of new immigrants in Taiwan. The show provides both native-born Taiwanese and new immigrants with a channel for effective communication, and helps locals understand and appreciate Taiwan's increasingly multicultural society, thereby fostering a harmonious society. Different platforms in multiple languages



Title card for *We Are Family—Bravo Taiwan!*

are also used to promote information on pandemic prevention to reach all of Taiwan's new immigrants. One example of such a platform is a series of short videos titled *Fighting the Pandemic*. In 2021, the NIA produced 52 hour-long episodes in news magazine format and 313 two-minute special news broadcast segments, for a total of 365 episodes.

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

In order to provide new immigrant services, promote cultural diversity, ensure new immigrants' access to information, and implement the government's

directives to provide new immigrants with care and counseling services, the NIA frequently upgrades and refines the multi-lingual (Chinese, English, Vietnamese, Thai, and Indonesian) Taiwan Immigrants' Global News Network website (<https://news.immigration.gov.tw>). The website's staff conducts interviews and collects, edits, and produces news articles and videos on topics of importance to new immigrants and information about day-to-day life, thus providing new immigrants with an integrated news and information platform.



The New Immigrant Global News Network



## Chapter IV. Immigrant-friendliness and Immigrant Human Rights

Globalization has brought about transnational population movements, and immigrant populations have changed our society's demographic structure, creating issues involving cultural adaptation, the economy, employment, parenting methods, and global competitiveness in attracting talent. In response to national population policies and trends in international development, the NIA has invested considerable effort into improving existing immigration laws and regulations, integrating and utilizing resources to reinforce immigrant rights, building an immigrant-friendly environment, and retaining talent in Taiwan. Furthermore, in keeping with the spirit of the United Nations' International Covenant on Civil and Political Rights (ICCPR) and International Covenant on Economic, Social, and Cultural Rights (ICESCR), the NIA has pushed to avoid using detention as a substitute for custody and expedite the repatriation process for detainees, so as to ensure immigrants' human rights.

### 1. Immigrant-friendliness

#### (1) Conducting Immigrant-Friendly Measures

- i. In coordination with the *Act for the Recruitment and Employment of Foreign Professionals* (promulgated on November 22, 2017 and implemented on February 8, 2018), the *Regulations Governing Employment Gold Card Permits for Foreign Special Professionals* was promulgated on February 6, 2018 and later implemented on February 8 in the same year. Foreigners possessing the requisite professional skills who wish to take up employment may apply for an Employment Gold Card, which is a combination of work permit, resident visa, alien resident certificate, and re-entry permit. On October 25, 2021, the *Act for the Recruitment and Employment of Foreign Professionals* was amended to boost the recruitment of foreign professionals and streamline procedures for work and residence applications. Following this amendment, the *Regulations Governing Employment Gold Card Permits for Foreign Special Professionals* was revised as well. The amendment exempts foreign special professionals who



have already entered Taiwan from passport verification requirements when they apply for an Employment Gold Card, allows card holders to apply for extension before the expiration of their card, which saves holders of the Employment Gold Card the annoyance of having to submit a new application prior to the expiry date of their Card. In addition, the *Fee-Charging Standards for Employment Gold Cards, Employment Pass Cards and Entrepreneur Visas* and *Fee-Charging Standards for Entry, Exit and Immigration Documents* were amended to charge foreign special professionals a reasonable fee. As of the end of 2021, 3,927 Employment Gold Cards had been issued, and 3,623 Cards were still valid.



A poster promoting the 4-in-1 Employment Gold Card for foreign special professionals

- ii. To optimize the working and living environment for talented foreign professionals in Taiwan, the NIA plans to draft a partial amendment of the *Immigration Act* in line with the *Act for the Recruitment and Employment of Foreign Professionals*. The revision will relax residence regulations for foreign professionals and their dependent relatives; relax the rules for Taiwan nationals without household registration for entry permits, residence certificates, and permanent residence certificates; and add a new clause permitting foreigners to apply for permanent residence in Taiwan after a divorce if they are awarded custody of, must exercise their rights and obligations for, or exercise their right to meet and interact with their minor children with registered permanent residence in the Taiwan Area. The objective of the amendment is to ensure the right of foreign spouses to maintain contact with their family while protecting the best interests of minor children, and to create an immigrant-friendly environment.
- iii. In conjunction with amendments to the Civil Code that lower the age of majority to 18, partial amendments to the *Regulations Governing the Residence, Long-term Residence or Residence for Naturalization of the People of the Mainland China Area Living with a Relative in the Taiwan Area*, and *Regulations*



*Governing Permits for Hong Kong and Macao Residents Entering the Taiwan Area, Applying for Residence or Permanent Residence* were promulgated on August 20, 2021 that will take effect on January 1, 2023. To safeguard the rights of mainland Chinese children who obtained approval to visit their relatives in Taiwan prior to the promulgation of this amendment, the revision includes a new rule stating that applicants who applied for long-term residence before reaching the age of 20 under the old rules will not be subject to the under-18 requirement after the enforcement of the amendment.

### (2) Holding Migrants Day and multicultural activities

In 2011, the Ministry of the Interior declared December 18 to be Migrants Day in Taiwan so as to celebrate International Migrants Day (December 18) and express the local community's respect for and appreciation of new immigrants. In celebration of the 2021 Migrants Day, the NIA hosted an early Migrants Day event titled "Go Forward With Glory" on December 12 at the Shengli New Village Victory Star V.I.P. Zone in Pingtung County. The streets were closed off to traffic to host this grand event, which was attended by ambassadors to Taiwan, representatives from private organizations, first and second generation new immigrants, and migrant workers, all of whom came together at this celebratory



The 2021 Migrants Day event

festival. During the event, ten outstanding new immigrants and migrant workers, including Tran Ngoc Thuy, a Vietnamese immigrant whose commitment to ensuring equal access to legal information led her to write a comparison table of important legal terms in Taiwan and Vietnam, were commended and thanked for their multicultural contributions to Taiwan society.

## 2. Immigrants' Human Rights

### (1) Promoting the human rights of detainees

- i. To protect the human rights of detainees, the NIA's major detention centers actively utilize resources from private organizations and harness the power of religious groups to provide medical and other necessary care and services. Large-scale care service activities for detainees were suspended during the

COVID-19 pandemic, but weekly outdoor activities still continued. To ensure the physical and mental health of detainees, indoor activities are held when the weather is too hot or unsuitable for outdoor activities. Visits, telephone calls, and entertainment (such as television, magazines, and books) are provided as well. Staff members are tasked with maintaining basic sanitation and safety at the centers. Such humanitarian management balances the human rights of detainees with security controls.



Detainees receiving medical examinations

ii. The Regulations for Detainees

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

iii. To eliminate the risk of corruption, detainees are asked to sign a Corruption Awareness Form (*Information on the Custody and Return of Detainees' Personal Property*), which informs detainees of their penalty fees and the duration of detention. When detainees leave the center, they are also required to complete a Corruption Declaration Form (*Survey on the Custody and Return of Detainees' Personal Property*); the form asks whether improper charges of money were imposed on detainees during their detention, and stipulates that the return of personal property to detainees must be monitored and videotaped.

iv. To respect the human rights of detainees, the NIA has set up a Family Meeting Rooms and Family Rooms, which are equipped with an LCD TV, sofa, single bed, refrigerator, and recreational equipment for children. This is to provide a stable, comfortable environment for detainees whose family members are detained with them as well as



Family Room in the detention center





for their visiting relatives.

- v. Food services at detention centers are outsourced to food service providers, which are responsible for the routine submission of meal samples for testing to ensure the dietary health and safety of detainees. For Muslim detainees, the outsourced food providers also provide meals that conform to their religious practices to protect their dietary rights.
- vi. In keeping with the spirit of the International Covenant on Civil and Political Rights (ICCPR) and the International Covenant on Economic, Social, and Cultural Rights (ICESCR), the NIA has pushed to accelerate repatriation to avoid making detention a substitute for custody. However, no flights were available to repatriate detainees during the COVID-19 pandemic due to border closures; thus, the average duration of detention for detainees in 2021 was increased to 44.32 days.

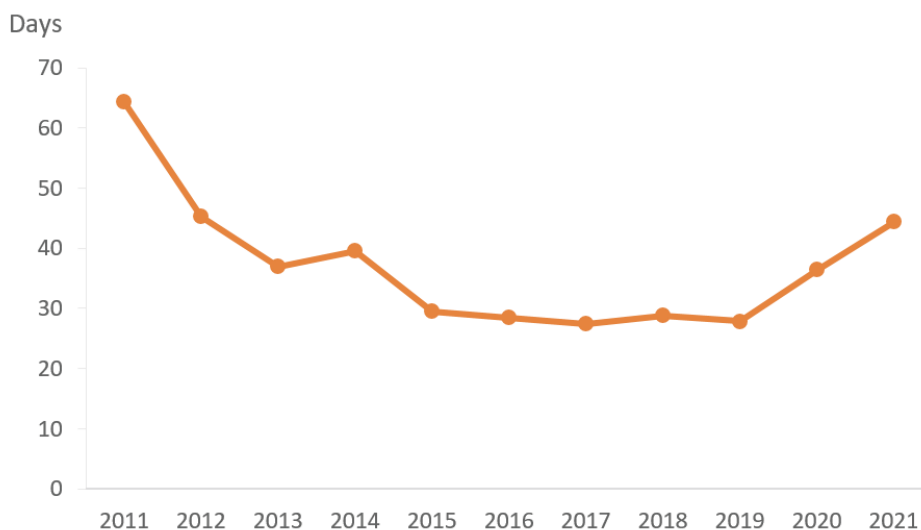


Figure 4 Average duration of detention for detainees

## (2) Optimizing interview mechanism

To protect the reunion rights of those mainland Chinese who are spouses of Taiwan nationals, the NIA provides a marriage interview notification that contains detailed information on the interviewee's rights and channels for complaints prior to the interview. When the interview is completed, an anonymous questionnaire on satisfaction with the interview is administered for reference for future review and improvement. In order to improve interviewing skills to the NIA staff, the NIA regularly conducts workshops on interview laws as well as experience sharing seminars to balances human rights with appropriate law enforcement to protect legitimate marriages and stop fraudulent ones.

In March 2020, the NIA further simplified the application and interview



process for reuniting mainland Chinese spouses with their Taiwan spouses. For instance, in low-risk cases where marriage fraud is unlikely, once the preliminary assessment has determined that all criteria have been met, a simplified interview will be conducted to the Taiwan spouse, and a simplified at-the-border interview to both spouses will be adopted to streamline the administrative process while preventing violation of laws.

### (3) Ensuring the rights of Non-Citizen children born in Taiwan

The NIA follows the *Procedural Table and Flow Chart for the Recognition of Non-Citizens Children Born in Taiwan as Stateless Individuals and the Standard Procedure for Issuance of Alien Resident Certificates to Disenfranchised Non-Citizen Children and Youth* established by the Ministry of the Interior to ensure the fundamental rights of these children and youths. By doing so, disenfranchised children and youth in venerable situations are able to receive proper care, medical attention, and education in Taiwan. As of the end of 2021, 21 stateless individuals were issued resident certificates, among whom 17 were granted Taiwan nationality.

### (4) Providing Care Services for migrant workers and foreign fishermen

The NIA continuously organizes general care and health care services for foreign fishermen to thank them for their contributions to Taiwan's economy and to demonstrate humanitarian care without borders. In 2021, the COVID-19 pandemic prevented foreign fishermen from reuniting with their families at home. Various activities were organized during the Lunar New Year to allow foreign fishermen to experience the local customs and traditions of Taiwan. The NIA also promoted policies pertaining to foreign fishermen (e.g., their residence rights, human trafficking prevention, narcotics hazard prevention, and African swine fever prevention), using easy-to-understand infographic posters in multiple languages to inform them of their rights and help them understand the laws of Taiwan to help them avoid inadvertently breaking local laws.



Promoting policies of residence rights and COVID-19 pandemic prevention to foreign fishermen



## Chapter V. Cross-Strait Exchanges and International Cooperation

For the purpose of balancing openness and security in border management, the NIA engages in cross-strait legal assistance collaborations to strengthen the cross-strait joint crime-fighting mechanism, prevent cross-strait crimes, and ensure positive cross-strait exchange. In addition, The NIA is committed to signing memorandums of understanding with other countries on immigration issues and human trafficking prevention and to facilitating the reciprocal use of e-Gates. Thus, the NIA has strengthen international cooperation with foreign governments and non-governmental organizations (NGOs). The scope of these collaborations includes international crime-fighting operations, joint human trafficking prevention to resolve issues concerning stays, residence and emergency aid.

### 1. Cross-Strait Exchanges

#### (1) Stabilizing cross-strait exchanges

To combat the COVID-19 pandemic, the NIA has complied with the border control policy set forth by the CECC, leading to a substantial decrease in the number of visitors to Taiwan from mainland China in 2021. The number of

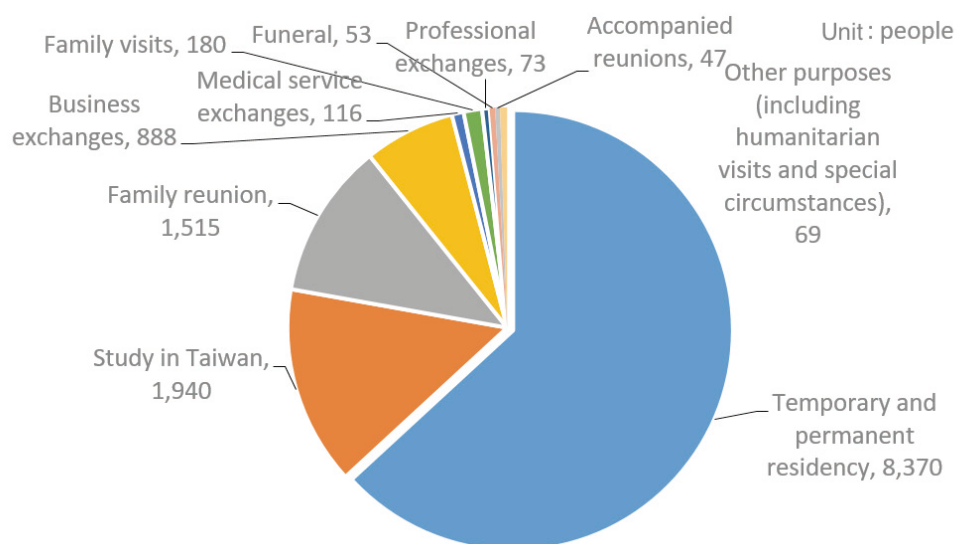


Figure 5-1 Breakdown of mainland Chinese visitors to Taiwan in 2021

people from mainland China visiting Taiwan for exchanges was totaled 13,251 in 2021, of whom 8,370 have temporary or permanent residence in Taiwan. Of the people from mainland China visiting Taiwan, 1,940 were Chinese students studying in Taiwan; additionally, 1,515 came for family reunions, 888 for business exchanges, 116 for medical service exchanges, 180 for family visits, 73 for professional exchanges, 53 for funerals, and 47 for accompanied reunions; and 69 visits were for other purposes (including humanitarian visits and special circumstances).

## (2) Conducting Cross-strait joint crime fighting and mutual legal assistance

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

- i. Cross-strait joint crime-fighting efforts against crimes such as human trafficking, human smuggling, and identity document forgery have continued in the form of information exchanges, investigations, and seizures.
- ii. In 2021, a total of 108 individuals were reported to the Ministry of Justice through the *Reporting and Notification Mechanism for Restrictions on Personal Freedoms Imposed on Mainland Chinese in Taiwan*.
- iii. The NIA has reached a consensus with the Ministry of Public Security in mainland China on how to handle unexpected incidents and overstays as well as continuing operations of the contact windows at airports and harbors designated for direct flights and shipping. The two sides have also reached an agreement regarding the handling of identity verification for people who lose their travel documents while engaged in cross-strait travel and on notifying the other side in a timely manner as well as how such individuals will be repatriated. In 2021, one person was repatriated through the cooperative efforts of both sides.





## 2. International Cooperation

The NIA is committed to signing memorandums of understanding with other countries on immigration issues and human trafficking prevention and to facilitating the reciprocal use of e-Gates. Drawing on the principles of parity and reciprocity, the NIA works to strengthen cooperation with foreign governments and NGOs to jointly combat cross-border crimes, protect the rights of immigrants, and help expatriates on both sides of the Taiwan Strait resolve issues concerning stays, residence, and emergency aid.

### (1) Providing overseas services

The NIA established offices in the Taipei Representative Office in the European Union and Belgium on September 28, 2018 to achieve stronger and more in-depth cooperation with the International Organization for Migration (IOM) and member states of the European Union to combat human trafficking and terrorist activity. To date, the NIA has immigration attachés stationed in 28 representative offices to handle immigration and border management affairs and assist Taiwan citizens traveling overseas. In 2021, the representative offices received 16,654 in-person applications and 4,012 online applications and processed 7,088 requests from Taiwan citizens for services or assistance. They also helped repatriate 88 Taiwan nationals wanted in Taiwan and another 77 who had committed criminal offenses overseas.



Figure 5-2 Locations of the NIA's overseas offices



**(2) Facilitating international exchanges and events**

i. March 22, 2021

Mr. Raymond Greene, Deputy Director of the American Institute in Taiwan and five other guests met with the NIA to exchange views on immigration issues.



Mr. Raymond Greene, Deputy Director of the American Institute in Taiwan visited the NIA

ii. May 7, 2021

Mr. Bill Chung, Director-General of the NIA met with Mr. Nguyen Anh Dung, Director of the Vietnam Economic and Cultural Office in Taipei to exchange views on expediting the repatriation of Vietnamese detainees.



Mr. Bill Chung, Director-General of the NIA visited the Vietnam Economic and Cultural Office in Taipei

iii. July 22, 2021

Mr. Bijoy Das, Deputy Director-General of the India-Taipei Association met up with the NIA to discuss and exchange views on the service measures provided by the NIA for foreigners and first- and second-generation new immigrants in Taiwan.



Mr. Bijoy Das, Deputy Director-General of the India-Taipei Association visited the NIA



iv. October 25, 2021

AIT Supervisory Special Agent Brian E. Sherota and Special Agent Jay Huang met with the NIA to exchange views on immigration affairs and future cooperation efforts.



AIT Supervisory Special Agent Brian E. Sherota and Special Agent Jay Huang visited the NIA

v. November 3, 2021

The Taiwan–Vietnam immigration affairs meeting was held via video conferencing because of COVID-19. The meeting was jointly chaired by Mr. Bill Chung, Director-General of the NIA and Mr. Nguyen Van Thong, Deputy Director of the Vietnam Immigration Department, Ministry of Public Security. The two parties reviewed their cooperative exchanges on immigration affairs and exchanged views on expanding the scope of cooperation between Taiwan and Vietnam to combat human trafficking and smuggling.



Taiwan–Vietnam immigration affairs meeting held via video conferencing

vi. December 8, 2021

Mr. Prasant Tripathi, Deputy Director-General of the India-Taipei Association met up with the NIA to discuss and exchange views on immigration affairs and future cooperation efforts.



Mr. Prasant Tripathi, Deputy Director-General of the India-Taipei Association visited the NIA



vii. November 23, 2021

The NIA hosted the Foreign Affairs Workshop, inviting ambassadors/representatives to Taiwan from 21 countries, including the US, Australia, the UK, France, Germany, Italy, Indonesia, South Korea, Malaysia, the Philippines, New Zealand, Thailand, and Vietnam to attend. During the workshop, the policies implemented by the NIA in 2021 were detailed, including the application procedures set forth in the *Act for the Recruitment and Employment of Foreign Professionals*, procedures for international cooperation against human trafficking and smuggling, the launch of the newly established Technology Investigation Center, and the outcomes of and prospects for the Immigration Benchmark Training Program.



Foreign Affairs Workshop 2021



## Chapter VI. Administrative Affairs

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

### 1. Personnel Office

#### (1) Personnel appointments and dismissals

- i. In 2021, the NIA allocated 2,290 personnel openings, 478 contract worker openings, and 43 technical and janitorial staff for a total of 2,811 personnel. The actual number of personnel appointed in 2021 is 2,764, including 2,256 in-service staff, 469 contract workers, and 39 technical and janitorial staff.

Table 6 Overview of Personnel Appointments in 2021

Item	Openings	Filled Openings	Vacancies
Staff members	2,290	2,256	34
Contract workers	478	469	9
Janitorial staff (including technicians)	43	39	4
Total	2,811	2,764	47

- ii. In 2021, 146 personnel transfers were made, 10 personnel selection and review committee meetings were convened, 97 people were promoted internally and 2



were transferred from other agencies.

## (2) Performance evaluations and training

- i. In 2021, 13 performance evaluation committee meetings were convened where rewards and penalties were given accordingly as follows:
  - Two major merits: 1 person
  - One major merit: 26 persons
  - Two minor merits: 72 persons
  - One minor merit: 772 persons
  - Two commendations: 1,651 persons
  - One commendation: 11,182 persons
  - Two reprimands: 4 persons
  - One reprimand: 35 persons
- ii. The training courses for different units were consolidated and organized in accordance with the Ministry of the Interior and its Subordinate Agencies and Educational Institutes Training Program of 2021. A total of 162 training sessions to develop professional knowledge and skills and cultivate cultural literacy, and presentations on policy and regulations were conducted a total of 6,250 personnel in attendance. Every employee completed more than 20 hours of lifelong learning.

## (3) Retirement and benefits

- i. On November 1, 2021, the NIA adopted the *Health Care Implementation Plan for Police Officers, Firefighters, Coastguard Members, Immigration Officers, and Flight Crews*. The plan applies to in-service persons who were formerly police officers, were transferred to the NIA following organizational reform in 2007, and are now serving in a position that entitles them to level-1 hazardous duty pay; and to retired persons who were formerly police officers, were transferred to the NIA following organizational reform in 2007, and served in a position for more than 10 years that entitles them to level-1 hazardous duty pay.
- ii. The NIA allocated the 2021 Employee Recreational Activity Fund and provided every employee with a birthday coupon of NT\$1,800. An



additional quarterly budget for office birthday parties was provided to the head office (NT\$6,500), as well as the Border Affairs Corps, and the Northern, Central, and Southern Administration Corps (NT\$5,000).

## 2. Office of Budget, Accounting, and Statistics

### (1) Final accounting of official business activities

#### i. Annual incomes

The final accounts in 2021 totaled NT\$2,800,130,000, achieving 43.02% of the projected annual income of NT\$1,246,001,850. The discrepancy can primarily be attributed to the fact that income from travel document application fees was lower due to the COVID-19 pandemic.

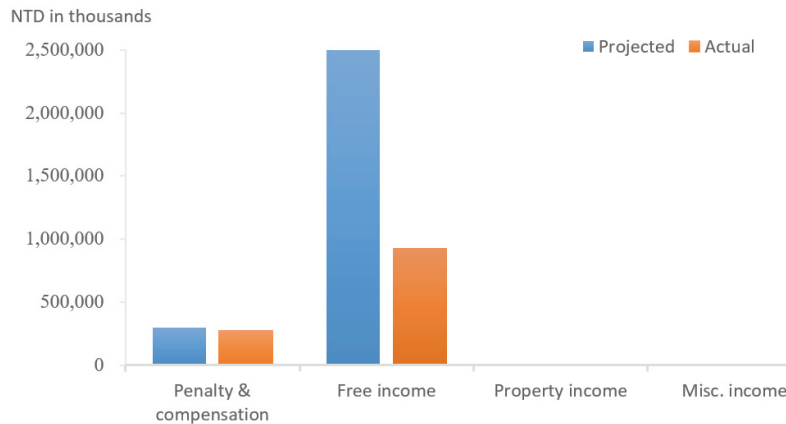


Figure 6-1 Projected and actual income in 2021

#### ii. Annual expenditures

The projected annual expenditures for 2021 were NT\$4,444,524,000 and actual expenditures amounted to NT\$4,413,871,693, executing 99.31% of the annual expenditures.

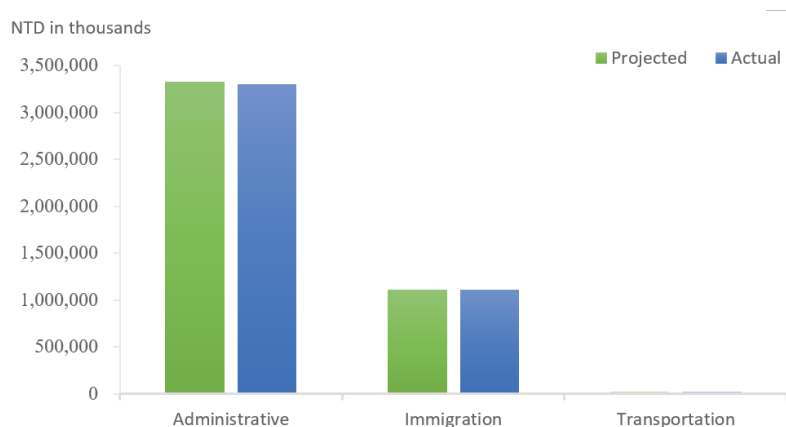


Figure 6-2 Projected and actual expenditures in 2021

## (2) Final accounting of the New Immigrant Development Fund

### i. Funding sources

The fund's projected income for 2021 was NT\$500,996,000, and NT\$508,785,544, or 101.55%, was actually received.

### ii. Funds utilization

The fund's annual budget for 2021 was NT\$364,392,000, the realized amount was NT\$346,092,206, with an execution rate of 94.98%. This was because some of the approved and funded projects or events were suspended due to the COVID-19 pandemic; the amounts applied and approved for some of the projects were lower than anticipated; and some funded projects were extended beyond their execution and settlement periods, and the sums involved could only have been verified upon completion of these projects.

### iii. Current surplus

After the amount used was subtracted from income, a surplus of NT\$162,693,338 remained, which was NT\$26,089,338 more than the predicted surplus of NT\$136,604,000.

## (3) Compilation of official statistics

i. The NIA's presents statistics in 31 different statistical reports: 26 monthly reports, 1 quarterly report, and 4 annual reports.

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

## (4) Internal control

The NIA followed the *Guidelines for Risk and Crisis Control at the Executive Yuan and its Affiliated Agencies* and the *Handbook for Risk Management and Crisis Control at the Executive Yuan and its Affiliated Agencies* to compile its 2021 risk assessment results. The results served as the basis for the development of the 8<sup>th</sup> version of the NIA's internal control system, which was then approved for implementation on June 4 of the same year. The NIA then signed the



2021 Internal Control System Declaration. According to the results of a self-assessment and internal audit of the adoption and implementation of its internal control system in 2021, the overall design and execution of the NIA's internal controls was deemed effective as of December 31, 2021.

### 3. Civil Service Ethics Office

#### (1) Corruption prevention measures

##### i. Anti-corruption board meeting

To uphold the government's integrity policy, improve policy performance, and review the implementation status of its anti-corruption promotional work, efforts to combat corruption, and corruption prevention measures, a board meeting was convened on October 18, 2021 by NIA Director-General Bill Chung, which was attended by the Deputy Director-General, Chief Secretary, and first-tier unit chiefs, as well as external scholars. The purpose of the meeting was to discuss corruption issues and offer recommendations for the formulation and implementation of integrity measures. To ensure gender equality in policymaking, board members of either gender constituted at least 40% of all board members in attendance.



An anti-corruption board meeting chaired by NIA Director-General Bill Chung

##### ii. Commendation of outstanding civil servants with integrity

In the anti-corruption board meeting held on September 8, 2021, Deputy Interior Minister Ching-Chun Hua of the Ministry of the Interior publicly commended the NIA's Hung-Long Yang and Rue-Jhu Liao for their integrity and outstanding performance as civil servants in 2021.





The Ministry of the Interior commended civil servants for their integrity and outstanding performance

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

To elevate the Agency’s image by ensuring ethical integrity and setting examples, the NIA continues to promote the *Operational Directions for the Logging and Inspection of Lobbying Made to the Executive Yuan and its Subordinate Agencies and Institutions* and the *Ethics Directions for Civil Servants* and the relevant rules and cases. The NIA also enforced the logging of gifts accepted, business/social events attended, lobbying requests received, and other miscellaneous ethical integrity events. In 2021, 10 ethics incidents were recorded, including the acceptance of nine gifts and one lobbying request. No business/social events were attended and no miscellaneous ethics incidents were recorded.

iv. Enforcement of asset declaration by civil servants

The NIA strives to enforce the civil servant asset declaration system set out in the Sunshine Acts to ensure the ethical integrity of civil servants and improve the integrity of the public sector. For this reason, the NIA selected 24 civil servants in a public drawing of lots in February 2021 for the 2020



Public drawing of lots for asset declaration by civil servants



Review of Assets Declared by Civil Servants, with the goal of increasing public trust in the government. Furthermore, to prevent individuals from making false declarations of assets due to an ignorance of the law, the NIA held a briefing on asset declaration in November 2021. The briefing urged civil servants to complete their asset declaration in a timely and accurate manner, thereby achieving ethical governance.

## **(2) Protection of agency security (classified information)**

- i. On December 1, 2021, a Security Maintenance Bulletin meeting was convened to evaluate subordinate agencies' security and risk awareness through project presentations and internal reviews for the purpose of safeguarding the Agency's confidential information and Taiwan's national security.
- ii. The NIA is in charge of a number of important items, including internal written exams for NIA staff, the selection of staff for overseas posts, grand openings of new buildings, major press conferences, ammunitions delivery, office relocations, military drill escorts, and Migrants Day celebrations. During these events, enhanced security measures tailored to specific needs are introduced and implemented to ensure the safety of security targets.
- iii. Two rounds of audits important to agency security—an official secrets inspection and information usage management audit—were held in 2021. The audits covered 18 randomly chosen divisions and resulted in the proposal of 12 specific recommendations to improve measures for agency security, official secrets, and information security.

## **(3) Corruption risk control measures**

- i. The NIA prepared preliminary reports on the NIA's oversight of procurements and on a detention center which was assisting detainees in the selling of jewelry. In these reports, the Agency actively discussed improvement measures and established operating procedures to oversee the enforcement of laws by the responsible units.
- ii. To ensure the quality of government procurement, the NIA conducted in-person and document reviews of procurement proceedings, including tender openings, price competition under restricted tendering, price negotiation

under single tendering, contract awards, and inspections and acceptance. In 2021, a total of 870 reviews were conducted and specific areas of improvement were recommended for the identified deficiencies. These reviews effectively ensured lawfulness and improved the efficiency of procurement, thereby preventing corruption.

- iii. The NIA conducted a special audit of operations that may put the agency at risk and of the agency's handling of administrative penalties to identify non-compliance in the operating procedures. Six recommendations for improvement were proposed to improve the NIA's performance in imposing administrative penalties. A special audit was also conducted on the agency's personal protective equipment (PPE) management to determine whether the employment of PPE suppliers has been effectively managed and monitored. Five recommendations for improvement were proposed to improve the supply distribution and collection system and enhance the image of the NIA as an ethical organization.



Conducting a special audit of PPE supplies

- iv. The NIA conducted a special corruption prevention briefing related to a case involving an employee of an administrative affairs team who was suspected of receiving bribes to cover up for the sex industry. In the briefing, the agency examined the reasons for the violation, uncovered and reviewed underlying problems in the management system and implementation measures to propose corrective action, actively discussed improvement measures, and established new operating procedures to oversee the enforcement of the law by the responsible units.
- v. The NIA conducted a special inspection of the custody of detainees' personal properties in 2021 to lower the risk probability of corruption in the agency.
- vi. The NIA handled 40 citizen complaints and investigations assigned by senior officials or the superordinate civil service ethics office.



## 4. The Secretariat

### (1) Editorial and archival affairs

- i. In 2021, 22 Executive Meetings were convened.
- ii. Statistics on agency operations were posted on the NIA website each month. Items and contents were adjusted as necessary and made accessible to other agencies, private organizations, academic groups, and the public.

iii. The Secretariat publishes the Annual Report of the National Immigration Agency, Ministry of the Interior, and Immigration Bimonthly to help foreign embassies and missions, government agencies, private organizations, and the public understand the operations and accomplishments of the NIA.



The Immigration Bimonthly and Annual Report published by the NIA

- iv. The Secretariat is responsible for document filing, registration, cataloging, custody, inspection and retrieval, and destruction, as well as other file management duties and the maintenance of storage facilities. In 2021, 128,165 documents were filed, and 1,414 volumes of files associated with 33 cases were destroyed.
- v. The Secretariat organized a seminar on October 15, 2021 to exchange views and experiences in file management and hone the filing skills of employees, thereby improving the quality and practice of file management in NIA.

### (2) Procurement and related affairs

i. The Secretariat handled purchases/procurements in excess of one-tenth of the public notice amount for the NIA, for a total of 118 items. The relevant operations were as follows:

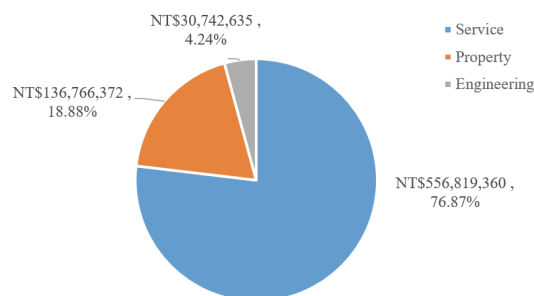


Figure 6-3 Procurement project award values and percentages



- (i) 92 service procurement projects totaling NT\$556,819,360
  - (ii) 19 property procurement projects totaling NT\$136,766,372
  - (iii) 7 engineering projects totaling NT\$30,742,635
- ii. Workshops were conducted on the Government Procurement Act to help the staff members understand government procurement procedures, so that they can act accordingly when engaging in procurement operations.
  - iii. The Secretariat organized the following activities: redistribution of office and dormitory spaces; promoting the implementation of energy-savings plans across the agency; replacement and dispatch of government vehicles and reimbursement of fuel costs; and repair and maintenance work throughout NIA headquarters, including environmental cleaning as well as construction, electromechanical engineering, air-conditioning system, and fire equipment repair and maintenance. The Secretariat also arranged fire prevention training workshops and courses as well as environmental education programs, and carried out operations related to the procurement and management of 24-hour access control and security services.
  - iv. The Secretariat handled appointments and dismissals, performance evaluations, awards and punishments, retirements, and benefits for 43 technicians and janitorial staff.

### **(3) Receipts and expenditures and property management**

- i. The number of receipts in 2021 totaled approximately 840,000, which was roughly 80,000 fewer than in 2020.
- ii. Application fees totaling approximately NT\$3,840,000 were refunded in 2,132 cases, 23,042 fewer cases than in 2020.
- iii. The Secretariat issued more than NT\$2,044,440,000 in salaries to a total of 33,028 recipients.
- iv. As of the end of 2021, the Secretariat was in charge of 180 pieces of land (including site improvements) and 64 buildings and facilities, an increase of three plots of land, two site improvements, and one building when compared with 2020. These changes are due to an increase of two sites for the New Taipei City Service Center, Northern Taiwan Administration Corps, and one



site for the Specialized Operations Brigade in Hualian County, two other sight improvements, and one building.

v. The Secretariat completed a property inventory of 18,790 items. The total property value was NT\$2,756,184,442. There were 67,481 articles in total.

#### (4) Legislative liaison and media affairs

i. The NIA accepted the requests from legislators and their assistants for assistance and participation in coordination meetings and explanatory meetings in regard to 286 cases.

ii. The NIA accepted requests for advice from legislators and their assistants by making visits to the offices of legislators at the Legislative Yuan and headquarters of political parties totaling over 16,800 times (approx. 70 meetings per day).

iii. All NIA units were given support to enhance their communication with legislators and explain the budgeting and law amendments to win their support in the NIA's budget review and amendment approval.

iv. The NIA promoted its policy measures and cleared up any disputes by coordinating with journalists from a range of media to interview the NIA and publish the agency's press releases. In 2021, the NIA voluntarily released 67 news items, achieved exposure through 850 news articles, responded to 270 media queries, hosted 1 press conference, and organized 5 interview sessions.

v. Production of the television program *We Are Family—Bravo Taiwan!*

The NIA worked with Sanlih E-Television (SET) to produce the TV series *We Are Family—Bravo Taiwan!* for broadcast on five SET channels. As of the end of 2021 (after six months on the air), the program had attracted a cumulative viewership of 81,345,000 people. WAFBT is broadcast in multiple languages (Mandarin Chinese, English, Indonesian, Thai, Vietnamese, and Khmer) and is available for streaming on video-sharing platforms in order to attract a wider audience of new immigrants to watch and share the program. An official

1小時報導性節目		
SAT	15:00-16:00	11:00-12:00 20:00-21:00
SUN	14:00-15:00	11:00-12:00 20:00-21:00
MON		02:00-03:00 09:00-10:00
2分鐘專題新聞		
MON	09:00-10:00 13:00-14:00 16:00-17:00 19:00-20:00	12:00-13:00 18:00-19:00 00:00-01:00
FRI	09:00-10:00 13:00-14:00 19:00-20:00	00:00-01:00
SAT	09:00-10:00 13:00-14:00 19:00-20:00	12:00-13:00

Television schedule for *We Are Family—Bravo Taiwan*

website and social media accounts such as Facebook, YouTube, Instagram, Twitter, and LINE have been set up to share hyperlinks to the program, promote other information that is relevant to new immigrants, and reach a wider target audience. Banner displays were also used all year round to promote the program on news channels and gain exposure for it.

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

The NIA launched the New Immigrant Global News in 2014 to provide new immigrants with a news website (<https://news.immigration.gov.tw>) accessible in Mandarin, English, Vietnamese, Thai, and Indonesian that serves as an integrated platform of news and information catered to their needs. In order to provide an optimal browsing experience to meet users' needs, the NIA revamped the website to feature responsive web design for its homepage and content pages. In addition, the NIA will continue to optimize the categorization of news articles and other contents so that users can find what they are looking for with ease and speed, thereby optimizing the browsing experience. As of the end of 2021, more than 10,000 news articles of relevance to new immigrants had been published, and the website had over 10,000,000 visitors. The website's official Facebook page had received 73,797 likes at the time of writing.



Facebook page for *Taiwan, Here I come*

(5) Document affairs

i. The number of documents received and issued by the NIA in 2021 totaled 572,858, among which 481,746 documents were received, an increase of 4.3% from 2020 levels; 91,112 documents were

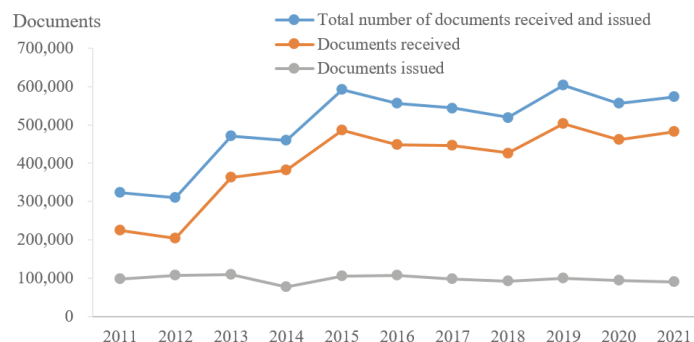


Figure 6-4 Number of documents received and issued



issued, a decrease of 3.89% compared to 2020 level.

- ii. 81.03% of documents were signed online (an increase of 3.37% compared to 2020) and 89.69% were exchanged electronically (an increase of 0.24% compared to 2020) as a result of our effective effort to promote the use of e-documents to save energy and reduce the use of paper.
- iii. To strengthen the NIA's internal control mechanisms and enhance staff members' knowledge of official document handling, a workshop on documentation was conducted on October 15, 2021. A practical analysis of official documents was conducted, along with lectures on the necessary understanding of and measures taken in official secrets protection so as to improve staff members' document writing skills and their understanding of the measures required to safeguard official secrets.
- iv. In 2021, the NIA published 480 articles in the *Executive Yuan Gazette*, 459 of which were *Notices*, and 95.625% of which pertained to new immigrants. *Notices* are made available to everyone regardless of nationality, including people from mainland China, residents of Hong Kong and Macau, and new immigrants from Southeast Asian countries.

## (6) Legal affairs

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

### i. Enactment and amendment of laws and regulations

The Secretariat helps coordinate departments on the reporting and compilation of annual regulatory developments and changes, and carries out monthly progress checks. In 2021, the NIA enacted/amended 13 administrative regulations and 6 administrative directives. The details are as follows:



## (i) Administrative regulations

<p><b><i>Regulations Governing Temporary Stays, Residency, and Permanent Residency for Human Trafficking Victims</i></b></p> <p>Article 11 of the Regulations was amended on June 25, 2021 pursuant to Ministry of the Interior Order No. Tai-Nei-Yi-Zi 11009115402. The amended article will take effect on January 1, 2023.</p>
<p><b><i>Regulations for Governing and Managing Immigration Business Organizations and Their Employees</i></b></p> <p>Article 8 of the Regulations was amended on June 25, 2021 pursuant to Ministry of the Interior Order No. Tai-Nei-Yi-Zi 11009115372. The amended article will take effect on January 1, 2023.</p>
<p><b><i>Regulations Governing Visits, Residency, and Permanent Residency of Aliens</i></b></p> <p>Articles 8, 15, and 22 of the Regulations were amended on July 9, 2021 pursuant to Ministry of the Interior Order No. Tai-Nei-Yi-Zi 11009116452. The amended article will take effect on January 1, 2023.</p>
<p><b><i>Rules Governing Permits for Chinese People Entering Taiwan</i></b></p> <p>Attachment 3 to Article 33 of the Rules was amended on July 9, 2021 pursuant to Ministry of the Interior Order No. Tai-Nei-Yi-Zi 11009116422.</p>
<p><b><i>Rules Governing Permits for Chinese People Entering Taiwan</i></b></p> <p>Articles 24 and 52, Attachment 1 to Article 21, Attachment 2 to Article 29, and Attachment 4 to Article 39 of the Rules were amended on July 27, 2021 pursuant to Ministry of the Interior Order No. Tai-Nei-Yi-Zi 11009118122. The amendments will take effect on January 1, 2023.</p>
<p><b><i>Regulations Governing the Residency, Long-term Residency, or Residency for Naturalization of the People of the Mainland China Area Living with a Relative in the Taiwan Area</i></b></p> <p>Articles 5, 18, 22, 23, 24, 30, 31, 34, 38, and 47 of the Regulations were amended on August 20, 2021 pursuant to Ministry of the Interior Order No. Tai-Nei-Yi-Zi 11009120221. The amended articles will take effect on January 1, 2023.</p>



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

Articles 9, 16, 21, 25, 26, and 37 of the Regulations were amended on August 20, 2021 pursuant to Ministry of the Interior Order No. Tai-Nei-Yi-Zi 11009120301.

***Regulations Governing the Prevention of Transnational Trafficking in Persons and the Protection of Victims***

Article 8 of the Regulations was amended on October 14, 2021 pursuant to Ministry of the Interior Order No. Tai-Nei-Yi-Zi 11009122691 and Ministry of the Justice Order No. Fa-Ling-Zi 11004530080.

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

Articles 1, 2, and 4 of the Standards were amended on October 23, 2021 pursuant to Ministry of the Interior Order No. Tai-Nei-Yi-Zi 11009125021.

***Fee-Charging Standards for Entry, Exit and Immigration Documents***

Articles 2, 3, and 4 of the Standards were amended on October 29, 2021 pursuant to Ministry of the Interior Order No. Tai-Nei-Yi-Zi 11009125661.

***Regulations Governing Employment Gold Card Permits for Foreign Special Professionals***

Article 14 of the Regulations was amended on November 8, 2021 pursuant to Ministry of the Interior Order No. Tai-Nei-Yi-Zi 11009126051. The amended article will take effect on the day (October 25, 2021) of implementation of the Act for the Recruitment and Employment of Foreign Professionals.

***Regulations Governing Personal Information File Security Maintenance and Administration for Immigrant Business Organizations***

The title and Articles 5, 6, 11, 13, 16, and 18 of the Regulations were amended on November 30, 2021 pursuant to Ministry of the Interior Order No. Tai-Nei-Yi-Zi 11009128321, and Articles 14-1 and 20-1 were added.

***Regulations Governing Nationals Without Registered Permanent Residence in the Taiwan Area Applying for Entry Permits, Residence Certificates and Permanent Residence Certificates for Household Registration***

Article 32 of the Regulations was amended on December 28, 2021 pursuant to Ministry of the Interior Order No. Tai-Nei-Yi-Zi 11009130031, and enforced on January 1, 2022.

(ii) Administrative directives

<p><b><i>Directives for Subsidy Categories and Criteria for the New Immigrant Development Fund</i></b></p> <p>Item 3 of the Directives was amended on January 4, 2021 pursuant to Ministry of the Interior Order No. Tai-Nei-Yi-Zi 10909334482, and effectuated as of the date of issuance.</p>
<p><b><i>Guidelines for People from Mainland China who Cannot Return to Taiwan due to COVID-19 and thus Fail to Meet the Statutory Requirement for Stays in Taiwan in Excess of 183 Days in any One Year</i></b></p> <p>The Guidelines were promulgated on February 23, 2021 pursuant to Ministry of the Interior Order No. Tai-Nei-Yi-Zi 1009104212, and effectuated as of the date of issuance.</p>
<p><b><i>Directives for Subsidy Categories and Criteria for the New Immigrant Development Fund</i></b></p> <p>The Directives were partially amended on April 12, 2021 pursuant to Ministry of the Interior Order No. Tai-Nei-Yi-Zi 11009109117, and effectuated as of the date of issuance.</p>
<p><b><i>Operational Directives for Funding via the New Immigrant Development Fund</i></b></p> <p>The Directives were partially amended on April 12, 2021 pursuant to Ministry of the Interior Order No. Tai-Nei-Yi-Zi 11009109112, and effectuated as of the date of issuance.</p>
<p><b><i>Directives for Subsidy Categories and Criteria for the New Immigrant Development Fund</i></b></p> <p>The Directives were partially amended on September 8, 2021 pursuant to Ministry of the Interior Order No. Tai-Nei-Yi-Zi 11009122005, and effectuated as of the date of issuance.</p>
<p><b><i>Operational Directives for Funding via the New Immigrant Development Fund</i></b></p> <p>Items 7 and 9 of the Directives were amended on September 8, 2021 pursuant to Ministry of the Interior Order No. Tai-Nei-Yi-Zi 11009122001, and effectuated as of the date of issuance.</p>

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

To facilitate the enactment and amendment of laws and regulations,



the NIA continuously collects and collates data on legal regulations and has completed 264 individual case volumes of operational management by means of administrative regulations and directives in 2021.

## 5. The NIA Training Center

The NIA began holding the Professional Immigration Personnel Training for Civil Service Special Examination Recruits in 2012. Due to limited manpower and resources, the NIA sent people passing the examination for Grade 2 and Grade 3 positions for professional training at Central Police University and had to seek appropriate venues to train those recruited for Grade 4 positions. After the Ministry of Defense moved out of Dejing Base (now the Dejing Park), the Agency began to carry out renovation in September 2015. On January 1, 2016, the NIA Training Center was established and the venue was completed and inaugurated on January 30, 2016. Since 2016 (the 4<sup>th</sup> class), all new recruits passing the Civil Service Special Examination for Immigration Personnel have been trained within the NIA Training Center.

In 2021, the 9<sup>th</sup> class of the Immigration Personnel Program completed its professional training. The class consisted of 52 people recruited for Grade 2–3 positions (including recruits who graduated from the Immigrant Affairs Program of the Department of Border Police, Central Police University) as well as Grade 4 positions. Minister of the interior Kuo-Yung Hsu visited the NIA to preside over the Closing Ceremony of the Ninth Immigration Personnel Training Program on December 7, 2021. In his speech, the minister underlined the pivotal role that the NIA plays in various immigration tasks such as managing border security and services for new immigrants, and emphasized the agency's close cooperation with other national security teams to jointly combat the pandemic and African swine fever. The minister reminded the trainees that grievances from the public will be inevitable while they are in the performance of their duties, but they must nevertheless enforce the law steadfastly, and eventually time will tell that they have acted with integrity, and that everything they do for country and society is correct.





Mr. Kuo-Yung Hsu, Minister of the interior and the outstanding trainees of the Immigration Personnel Training Program



## Chapter VII. Pandemic Preventive Measures Against COVID-19

Given the continuous reports of imported COVID-19 cases, the NIA has implemented border control and pandemic preventive measures in accordance with the policies set forth by the Central Epidemic Command Center (CECC). Starting on June 27, 2021, quarantine measures and polymerase chain reaction (PCR) testing were strengthened for travelers arriving in Taiwan from key high-risk countries, which at the time included Brazil, India, the UK, Peru, Israel, Indonesia, and Bangladesh. Measures were rolled out as deemed necessary according to the risks of each country. Such actions were aimed to reinforce controls over arriving passengers and contain the pandemic at the border, thereby securing the first line of defense against the pandemic for the people of Taiwan and demonstrating the country's determination to uphold the policy of zero tolerance for breaches of pandemic prevention measures.

### 1. Entry/Exit Control and Special Entry Programs

#### (1) Entry control measures

The NIA complied with the rules set forth by the Command Center and made adjustments to the border and entry control measures accordingly. Furthermore, official documents were sent to transportation service providers to request that they cooperate with the NIA by denying transportation to passengers who do not meet the entry criteria of Taiwan and enforce the review of immigration arrival cards filled out by foreign nationals. This allows the authorities to track the movement of individuals and implement the front-line review and reporting of cases. In 2021, 768 persons were denied access into Taiwan.

In addition, home quarantine and repatriation problems often arise when vessel crew members, who are presently prohibited from entering Taiwan, enter a port of entry and cannot be repatriated because of reduced flight availability during the pandemic. To prevent such problems from arising, the NIA has established a port entry control system that intercepts foreign crew members (who are banned from entering Taiwan) outside the border of Taiwan, thereby preventing escapes

through the border from causing breaches in pandemic prevention efforts.

**(2) Exit control measures**

To curb the spread of the pandemic and prevent Taiwan from becoming an epidemic center and in turn impacting the country’s image and compromising citizen’s rights to enter other countries, the NIA assisted the Taiwan Centers for Disease Control to implement the prohibition of exit for those who had not completed 14 days of self-quarantine. In 2021, 63 persons were denied exit from Taiwan due to not self-quarantining for the required number of days.

**(3) Special entry programs**

To revitalize the airline and tourism industries without compromising the health and safety of citizens during the pandemic prevention period, starting on April 1, 2021, flights to accommodate the Taiwan–Palau travel bubble were offered following the success of industry revitalization programs such as the “pretend to go abroad” tours (including destination-free and domestic pleasure flights) and island-hopping Explorer Dream cruises. In 2021, there were 5,743 passengers traveled on Taiwan–Palau travel bubble flight.



Travelers on the Taiwan–Palau travel bubble package queuing for clearance procedures

To ensure that citizens can enjoy a comfortable and safe border clearance experience during the pandemic, the NIA implemented border clearance procedures in which passengers traveling from high and low-risk countries are cleared separately in different lanes. Travelers taking advantage of the Taiwan–Palau travel bubble package are diverted to a designated green lane for inspection; travelers and crew members



Border clearance of a crew member who had to disembark from his vessel to seek urgent medical attention



from high-risk countries are cleared in another lane; and travelers from high-risk countries who are symptomatic and need to be tested are directed to a special clearance counter. This arrangement minimizes contact, avoids cross infection, facilitates immediate disinfection after passengers move through the clearance process, and reduces the risk of transmission.

## 2. Legal Foreign Nationals Management

### (1) Foreign Nationals for Temporary Stay

To prevent breaches in pandemic prevention caused by international travel and to ease the pandemic's pressure on local communities, the NIA issued automatic 30-day extensions on a monthly basis for foreigners, the people of the Mainland Area, Hong Kong and Macau residents, and nationals without household registration in the Taiwan Area who entered Taiwan on or before March 21, 2020. The extensions were adjusted monthly on a rolling basis as circumstances required. Extensions were granted 12 times in 2021.

### (2) Foreign Nationals for Residence

- i. To reduce the number of international travelers, the NIA relaxed restrictions imposed by relevant regulations on foreigners and people of the Mainland Area, Hong Kong and Macau residents in Taiwan. Due to the pandemic, foreign nationals who were unable to produce all of the documents required in their applications for temporary or permanent residency were given greater flexibility, such as in applications for extension of residency, or the submission of a certificate of cancellation of registered residence. In addition, regulations governing the ARC application process for foreign nationals who enter the country holding a resident visa were relaxed, with the maximum number of days to apply for an ARC at the NIA following arrival extended from 15 days to 30 days. Furthermore, waiting periods were extended respectively for foreign nationals whose reasons for residence have expired and foreign nationals who are reapplying for residency, among other related regulations.
- ii. To ensure effective pandemic prevention and protect the rights of foreigners, the NIA announced several visa extension relief measures for foreign nationals. Those whose visa was about to expire during the nationwide Level 3 COVID-19 alert were granted an automatic 30-day extension free of charge, provided that they visited the local NIA service centers in person and applied for an extension after the alert level was downgraded. A total of 101,230 people



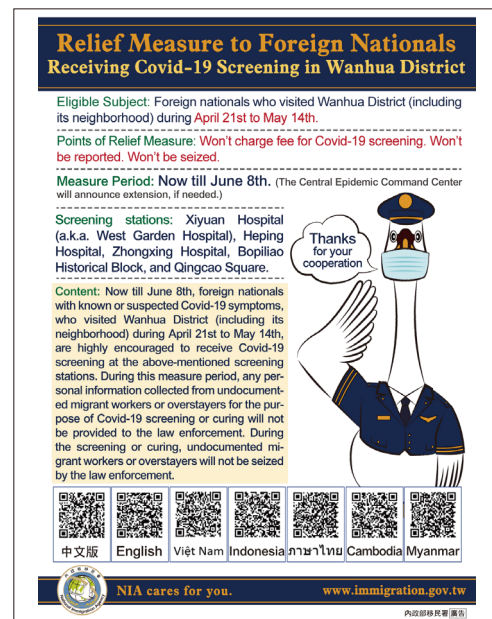
benefitted from this relief measure between May 15 and August 25, 2021.

- iii. To protect the rights of the people of the Mainland Area who were granted permission to visit a relative in the Taiwan Area for a long period or had long-term residency in the Taiwan Area for project purposes, the NIA announced the *Guiding Principles for People from Mainland China who Cannot Return to Taiwan due to COVID-19 and thus Fail to Meet the Statutory Requirement to Stay in Taiwan for over 183 Days in Any One Year* on February 23, 2021. The *Guiding Principles* apply to those who were unable to enter Taiwan during the border control period enforced by the CECC (between January 26 and December 31, 2020) and as a result failed to meet the statutory requirement of having to reside in the Taiwan Area in excess of 183 days in any one year. The *Guiding Principles* regard the period of stay (residence) in the Taiwan Area before and after the border control period as continuous, so that later, when an applicant applies for long-term residency or permanent residency, the number of days of stay or residence in Taiwan does not have to be restarted from zero, thereby ameliorating delays due to border control issues.

### 3. Illegal Foreign Nationals Management

#### (1) Carefree COVID-19 Screening Program

To prevent breaches in pandemic prevention efforts resulting from foreign nationals who might be infected with COVID-19, the NIA launched the “Carefree COVID-19 Screening Program” from May 14 to December 26, 2021. By pledging that no one who reports for screening will be charged a fee, reported, or seized, the NIA encouraged foreign nationals experiencing COVID-19 symptoms to receive COVID-19 screenings at hospitals or screening stations. Necessary assistance was provided, and test results were tracked. A total of 20,290 people received COVID-19 screenings, including 8,024 over-stayers—approximately 40% of the total screening population—which suggests that this program was effective in preventing the spread of the virus.



A poster promoting the COVID-19 screening program for foreign nationals



### (2) Carefree COVID-19 Vaccination Program

In conjunction with the vaccination policy implemented by the CECC, the NIA worked together with the Ministry of Health and Welfare (MOHW) and the Ministry of Labor to launch the Carefree COVID-19 Vaccination Program on December 3, 2021 for foreign nationals who have overstayed their visas. Over-stayers are encouraged to sign up for vaccinations with religious organizations or NGOs, and anyone receiving a vaccination through this program is not charged a fee, reported, seized, or banned from entry to Taiwan. This program was aimed at vaccinating such persons against the virus to reduce the probability of infection and further increase the rate of vaccination. The program period was subject to change according to the CECC's pandemic prevention policy. As of the end of 2021, more than 30,000 over-stayers had showed up for vaccinations, and this number is still increasing, which suggests that the program is effective in preventing the spread of the virus.



Carefree COVID-19 Vaccination Program for overstaying foreign nationals

### (3) Pandemic preventive measures at detention centers

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

- i. Prior to admission, new detainees are asked about their physical condition and contact history, have their temperature taken, and are required to present a negative PCR test result, wear a face mask, and sanitize their hands with alcohol spray. Any detainees registering a fever are escorted to a medical officer and treated as prescribed.



Detainees are asked about their physical condition prior to admission

- ii. Upon admission, detainees are first separated by gender and placed in their detention center's designated observation area for 21 days. Once the observation

period has passed, they are then moved to the general detention area.

- iii. Detention centers take the temperatures of detainees twice daily (in the morning and evening). Detainees with abnormal conditions shall receive medical attention under escort and, if deemed by the physician as a case for which reporting is not required, are placed in their detention center’s observation area for 21 days, after which they shall be moved to the general detention area.
- iv. Detention center personnel shall sanitize their hands with alcohol spray when entering and exiting the observation area. Environmental disinfection is carried out daily in the observation area and isolation area using alcohol, bleach, or other disinfectants. Detainees in the observation or isolation area are issued one face mask daily; detainees in the general detention area are issued three face masks every week.
- v. To inform detainees of the importance of protecting themselves against COVID-19, each detention center has put up promotional posters using languages known to detainees, in words, videos, and images. The posters urge detainees to wash their hands with soap and wear a face mask if they are coughing, and to practice respiratory hygiene and cough etiquette if they have a fever or respiratory symptoms.
- vi. All detention centers have established rules and backup plans in the event that an officer at the center applies for leave due to developing a fever or respiratory symptoms. The centers have put contingency plans against potential pandemic emergencies into place, preemptively planned countermeasures, and conducted drills.



Figure 7 Pandemic preventive measures for detainees at large detention centers

**(4) Expedited assistance with deportation of detainees**

Due to the pandemic, limited international flights have been available, making it difficult for Vietnamese and Indonesian detainees to return to their home countries. The NIA therefore arranges charter flight options so that they are able to return home.



## 4. Supportive Information and Services for Border and Community Pandemic Prevention

### (1) Horizontal integration of systems

The NIA has incorporated technology into its pandemic prevention measures by establishing information systems that provide the agencies in charge of pandemic prevention with access to passenger entry/exit data. These systems include the COVID-19 Vaccination Reservation Platform and Digital COVID-19 Certificate Platform, both managed by the MOHW, and the Ministry of Economic Affairs' Quintuple Stimulus Voucher Platform. Each information system is described below:

#### i. COVID-19 Vaccination Reservation Platform

Following an announcement from the CECC that the COVID-19 Vaccination Reservation system is open for foreign nationals to register and schedule a vaccination appointment, relevant data on eligible foreign nationals were provided as of July 26, 2021, and real-time services for accessing foreign nationals' data were provided as of August 13, 2021. By the end of 2021, 1,044,686 foreign nationals had used the platform to schedule an appointment for vaccination.

#### ii. Digital COVID-19 Certificate Platform

To support the MOHW's Digital COVID-19 Certificate system, real-time services for accessing the data of foreign nationals were offered as of August 26, 2021. Assistance was also provided to produce the Digital COVID-19 Certificate Guidelines in six languages, thus simplifying and clarifying application procedures for foreign nationals in Taiwan. After the Digital COVID-19 Certificate system was launched on December 28, 2021, the multi-language Digital COVID-19 Certificate Guidelines were uploaded to the IFI Network website for the public to download.

#### iii. Quintuple Stimulus Voucher Program

Access to the data of foreign nationals who are eligible to receive the vouchers was provided to support the distribution of Quintuple Stimulus Vouchers by the Ministry of Economic Affairs. As of the end of 2021, 11,762 and 114,349 foreign nationals have collected the vouchers in digital form and paper form, respectively, for a total of 126,111 people.

### (2) Compliance with Pandemic Prevention and Economic Stimulus Policies

In cooperation with the government's pandemic prevention and economic stimulus policies, the NIA adjusted the exit control and travel history requirements



for passengers traveling on destination-free and domestic pleasure flights, Explorer Dream cruises, and the Taiwan–Palau travel bubble flights so as to ensure the rights and safety of the general public. Each measure is described below:

i. Destination-free and domestic pleasure flights

Pleasure flights are not considered a form of international travel. As per regulations, quarantine for passengers on such flights is not required, and their entry/exit records are not logged. Accordingly, the exit control and travel history data of these passengers are not sent to the MOHW’s NHI MediCloud System. From August 6, 2021 to the end of 2021, 13,438 passengers went on a cumulative total of 80 micro air travel flights.

ii. Explorer Dream cruise itineraries

Explorer Dream cruise travel is not considered a form of international travel. As per regulations, quarantine for passengers from such cruises is not required, and their entry/exit records are not logged. Accordingly, the exit control and travel history data of these passengers are not sent to the MOHW’s NHI MediCloud System. From January 15, 2021 to the end of 2021, a total of 37 cruise schedules were adjusted, and 54,342 passengers and 40,756 ship’s crew members entered and exited the country, for a total of 95,120 people.

iii. Taiwan–Palau travel bubble flights

To revitalize tourism and economic activity in Taiwan and Palau, the CECC announced the launch of a travel bubble with Palau on March 17, 2021. Travelers who take part in the travel bubble must have no history of international travel (not including Palau) within six months. The NIA therefore assisted with the review of travelers’ international travel histories, flagged travelers who were participants in the Taiwan–Palau travel bubble, and sent their data to the MOHW’s NHI MediCloud System. From April 1, 2021 to the end of 2021, 2,503 passengers took a cumulative total of 35 travel bubble flights.

### (3) Providing related statistics

In order to enforce border pandemic controls and pandemic prevention measures, the NIA provided statistical data on all entries and exits at the border to support pandemic prevention decision-making. The entry and exit information of inbound passengers from high-risk locations was also reviewed and provided to other agencies responsible for pandemic prevention, so as to help enforce quarantine measures. Over 16,100,000 data entries had been provided as of the end of 2021.

Additionally, to prevent the spread of the pandemic caused by inbound passengers



from high-risk locations, the NIA obtained lists of passengers from high-risk locations and restricted their entry and exit through the placing of visa remarks through the system. In 2021, entry/exit restrictions via visa remarks were placed on over 2,460,000 passengers.

### 5. Advocating Pandemic Preventive Measures

#### (1) Establishing the COVID-19 Prevention and Quintuple Stimulus Vouchers Sections on the NIA website

In view of the ever-changing pandemic situation both domestically and internationally, the CECC has rolled out border control policies as deemed necessary for the status of the pandemic at the time. To help foreign nationals receive the latest border control information, the NIA created a COVID-19 section on its website and made timely adjustments to border control measures according to the entry restrictions for foreigners enforced by the CECC. The NIA also revised the *Entry Restrictions for Foreigners to Taiwan*, which are available in multiple languages, and provided other government agencies with links to relevant web pages and a list of frequently asked questions (FAQs) on pandemic prevention measures, thereby enabling people to quickly and accurately learn about the latest pandemic information. In addition, the IFI Network website, social media, and private organizations, among other channels, were used to inform foreign nationals of the latest entry restrictions (in multiple languages), pandemic prevention measures, and correct pandemic prevention practices.

Furthermore, the NIA launched a pandemic stimulus section on its website on September 16, 2021 to coordinate with the Executive Yuan's stimulus measures for domestic demand-driven industries and to help new immigrants and alien permanent residents learn about the Quintuple Stimulus Vouchers. The section offers promotional materials and FAQs translated into Vietnamese, Indonesian, Thai, Khmer, and Burmese. In 2021, a total of 119,579 new immigrants obtained Quintuple Stimulus Vouchers.

#### (2) Multi-lingual pandemic prevention hotline

The NIA offers a multi-lingual (Mandarin Chinese, English, Japanese, Vietnamese, Indonesian, Thai, and Khmer) toll-free hotline (0800-024-111) for foreign nationals



A poster promoting the the Quintuple Stimulus Vouchers

to inquire about matters related to entry/exits and passport applications during the pandemic. In 2021, consultation services via the 0800-024-111 hotline and the 1922 hotline were provided to 2,332 callers and 322,160 callers, respectively, for a total of 324,492 callers.

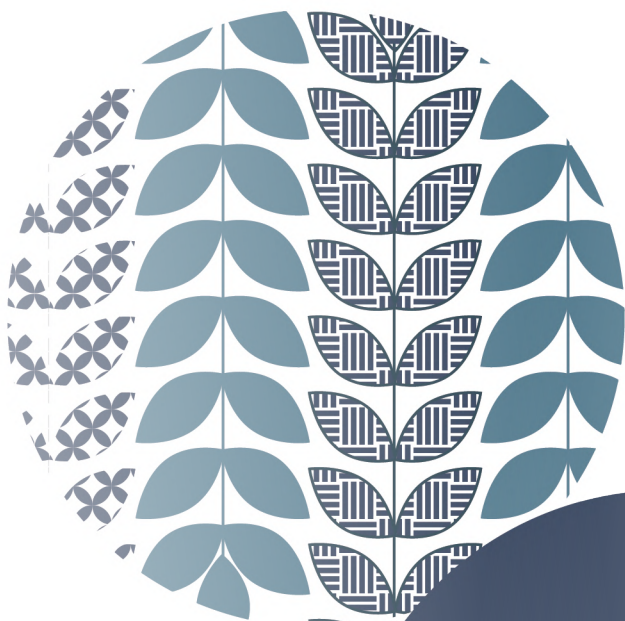
### (3) Distribution of the latest pandemic news and prevention information via social media

In order to help new immigrants receive the latest pandemic information, the NIA published pandemic information in multiple languages on the IFI Network and broadcasted messages to 36,012 persons via LINE. The NIA also collaborated with 369 immigrant groups to regularly produce dummies, posts, videos, and infographics in seven languages (English, Vietnamese, Thai, Indonesian, Malay, Burmese, and Filipino), which have been shared on 47 LINE groups and Facebook pages. One example is the Fight against the Pandemic video series, which used vibrant, easy-to-understand graphics to help new immigrants unfamiliar with the Chinese language learn about the latest pandemic preventive measures.

The NIA leveraged the social media platform of the television program We Are Family—Bravo Taiwan! to announce the latest pandemic news and keep new immigrants abreast of the latest pandemic policies. Graphics, videos, a video series titled Fighting the Pandemic, and shared posts promoting pandemic prevention practices in different languages were posted on the program’s Facebook page, LINE group, and official Instagram account. To date, 169 social media posts have been uploaded. Online graphics, news articles, and 24-hour news banners were also used to disseminate more than six important news items on pandemic policies. A pandemic prevention section was also created on the New Immigrant Global News website to release global news reports on the pandemic. As of the end of 2021, 2,314 pieces of news relevant to pandemic prevention were released on the New Immigrant Global News website; and 271 and 37 posts about pandemic prevention were shared on the Facebook page and LINE group for Taiwan, *Here I Come*, respectively, thus keeping new immigrants updated on pandemic prevention in Taiwan.



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



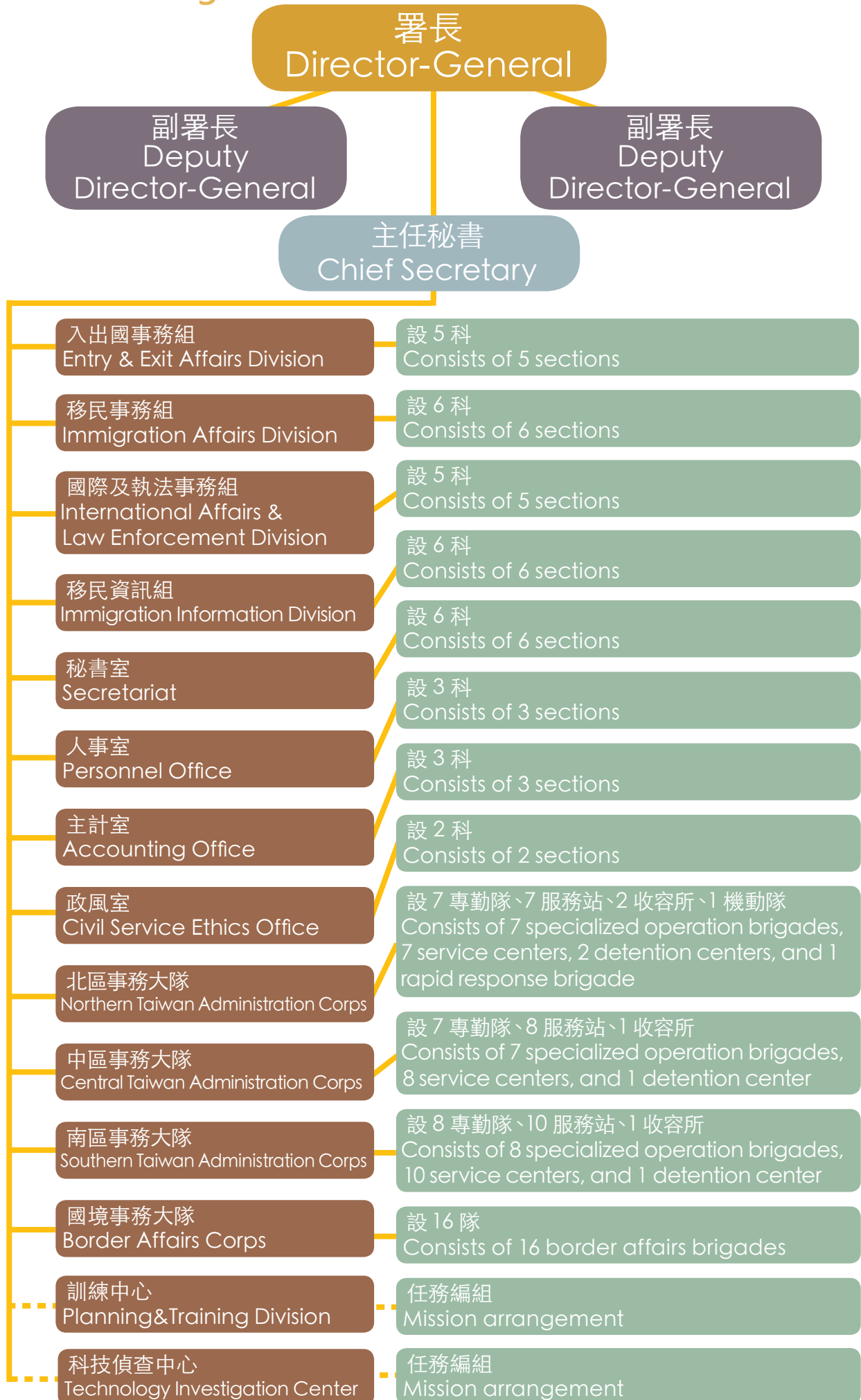
# 附 錄

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# 組織架構圖 Organizational Structure



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

## 一、本署海外服務據點

### A. OVERSEAS OFFICES

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

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

## 二、本署北區事務大隊服務據點

### B. NORTHERN ADMINISTRATION CORPS OFFICES

單位 (Unit)	地址 (Address)	電話 (Phone)	傳真 (Fax)
北區事務大隊 Northern Administration Corps	新北市板橋區三民路 2 段 37 號 5 樓 5F., No.37, Sec. 2, Sanmin Rd., Banqiao Dist., New Taipei City	02-29611356	02-29612817
基隆市專勤隊 Keelung City Brigade	基隆市信義區義七路 9 巷 2 號 No.2, Lane 9, Yi 7 <sup>th</sup> Rd., Xinyi Dist., Keelung City	02-24287172	02-24284718
基隆市服務站 Keelung City Service Center	基隆市中正區義一路 18 號 11 樓 (A 棟) (Building A) 11F., No.18, Yi 1 <sup>st</sup> Rd., Zhongzheng Dist., Keelung City	02-24276374	02-24285251
臺北市專勤隊 Taipei City Brigade	臺北市文山區興隆路 3 段 306 號 No.306, Sec. 3, Xinglong Rd., Wenshan Dist., Taipei City	02-22396393	02-22396396
臺北市服務站 Taipei City Service Center	臺北市中正區廣州街 15 號 No.15, Guangzhou St., Zhongzheng Dist., Taipei City	02-23885185	02-23310594
新北市專勤隊 New Taipei City Brigade	新北市中和區民安街 135 號 2 樓 2F., No.135, Min'an St, Zhonghe Dist., New Taipei City	02-82215701	02-82267760
新北市服務站 New Taipei City Service Center	新北市中和區民安街 135 號 No.135, Min'an St, Zhonghe Dist., New Taipei City	02-82282090	02-82282687
臺北收容所 Taipei Detention Center	新北市三峽區大埔路 150 號 No.150, Dapu Rd., Sansia Dist., New Taipei City	02-26730091	02-26730093
桃園市專勤隊 Taoyuan City Brigade	桃園市蘆竹區龍安街 2 段 968 號 3 樓 3F., No.968, Sec. 2, Long'an St., Luzhu Dist., Taoyuan City	03-2174577	03-2174887
桃園市服務站 Taoyuan City Service Center	桃園市桃園區縣府路 106 號 1 樓 1F., No.106, Xianfu Rd., Taoyuan Dist., Taoyuan City	03-3310409	03-3314811
宜蘭縣專勤隊 Yilan County Brigade	宜蘭縣冬山鄉梅花路 255 巷 22 弄 35 號 No.35, Aly. 22, Ln. 255, Meihua Rd., Dongshan Township, Yilan County	03-9615700	03-9615066
宜蘭縣服務站 Yilan County Service Center	宜蘭縣宜蘭市民權路 1 段 53 號 No.53, Sec. 1, Minqun Rd., Yilan City, Yilan County	03-9575448	03-9574949
宜蘭收容所 Yilan Detention Center	宜蘭縣冬山鄉梅花路 255 巷 22 弄 33 號 No.33, Aly. 22, Ln. 255, Meihua Rd., Dongshan Township, Yilan County	03-9615100	03-9616033
花蓮縣專勤隊 Hualien County Brigade	花蓮縣花蓮市港口路 35 號 No.35, Gangkou Rd., Hualien City, Hualien County	03-8223363	03-8223477
花蓮縣服務站 Hualien County Service Center	花蓮縣花蓮市中山路 371 號 5 樓 5F., No.371, Zhongshan Rd., Hualien City, Hualien County	03-8329700	03-8339100
連江縣專勤隊 Lienchiang County Brigade	連江縣南竿鄉福沃村 135-6 號 2 樓 2F., No.135-6, Fu'ao Vil., Nangan Township, Lienchiang County	0836-23736	0836-23740
連江縣服務站 Lienchiang County Service Center	連江縣南竿鄉福沃村 135-6 號 2 樓 2F., No.135-6, Fu'ao Vil., Nangan Township, Lienchiang County	0836-23736	0836-23740

## 三、本署中區事務大隊服務據點：

### C. CENTRAL ADMINISTRATION CORPS OFFICES

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

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

#### 四、本署南區事務大隊服務據點：

### D. SOUTHERN ADMINISTRATION CORPS OFFICES

單位 (Unit)	地址 (Address)	電話 (Phone)	傳真 (Fax)
南區事務大隊 Southern Administration Corps	高雄市新興區六合 1 路 113 號 3 樓 3F., No.113, Liuhe 1 <sup>st</sup> Rd., Xinxing Dist., Kaohsiung City	07-2353268	07-2352326
雲林縣專勤隊 Yunlin County Brigade	雲林縣斗六市府前街 38 號 2 樓 2F., No.38, Fuqian St., Douliou City, Yunlin County	05-5346119	05-5346143
雲林縣服務站 Yunlin County Service Center	雲林縣斗六市府前街 38 號 1 樓 1F., No.38, Fuqian St., Douliou City, Yunlin County	05-5345971	05-5346142
嘉義市專勤隊 Chiayi City Brigade	嘉義市東區林森西路 172 號 No.172, Linsen W. Rd., East dist, Chiayi City	05-2313609	05-2313705
嘉義市服務站 Chiayi City Service Center	嘉義市東區吳鳳北路 184 號 2 樓 2F., No.184, Wufeng N. Rd., East Dist., Chiayi City	05-2166100	05-2166106
嘉義縣專勤隊 Chiayi County Brigade	嘉義縣朴子市祥和二路西段 6 號 2 樓 2F., No.6, Sec. W., Xianghe 2 <sup>nd</sup> Rd., Puzi City, Chiayi County	05-3625162	05-3621441
嘉義縣服務站 Chiayi County Service Center	嘉義縣朴子市祥和二路西段 6 號 1 樓 1F., No.6, Sec. W., Xianghe 2 <sup>nd</sup> Rd., Puzi City, Chiayi County	05-3623763	05-3621731
臺南市專勤隊 Tainan City Brigade	臺南市善化區中山路 353 號 2 樓 2F., No.353, Zhongshan Rd., Shanhua Dist., Tainan City	06-5813019	06-5816328
臺南市第一服務站 Tainan City First Service Center	臺南市中西區府前路一段 262 號 No.262, Sec. 1, Fuqian Rd., West Central Dist., Tainan City	06-2937641	06-2935775
臺南市第二服務站 Tainan City Second Service Center	臺南市善化區中山路 353 號 1 樓 1F., No.353, Zhongshan Rd., Shanhua Dist., Tainan City	06-5817404	06-5818924
高雄收容所 Kaohsiung Detention Center	高雄市永安區維新路光明三巷 17 號 No.17, Guangming 3 <sup>rd</sup> Ln., Weixin Rd., Yong' an Dist Kaohsiung City	07-6916910	07-6917300



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

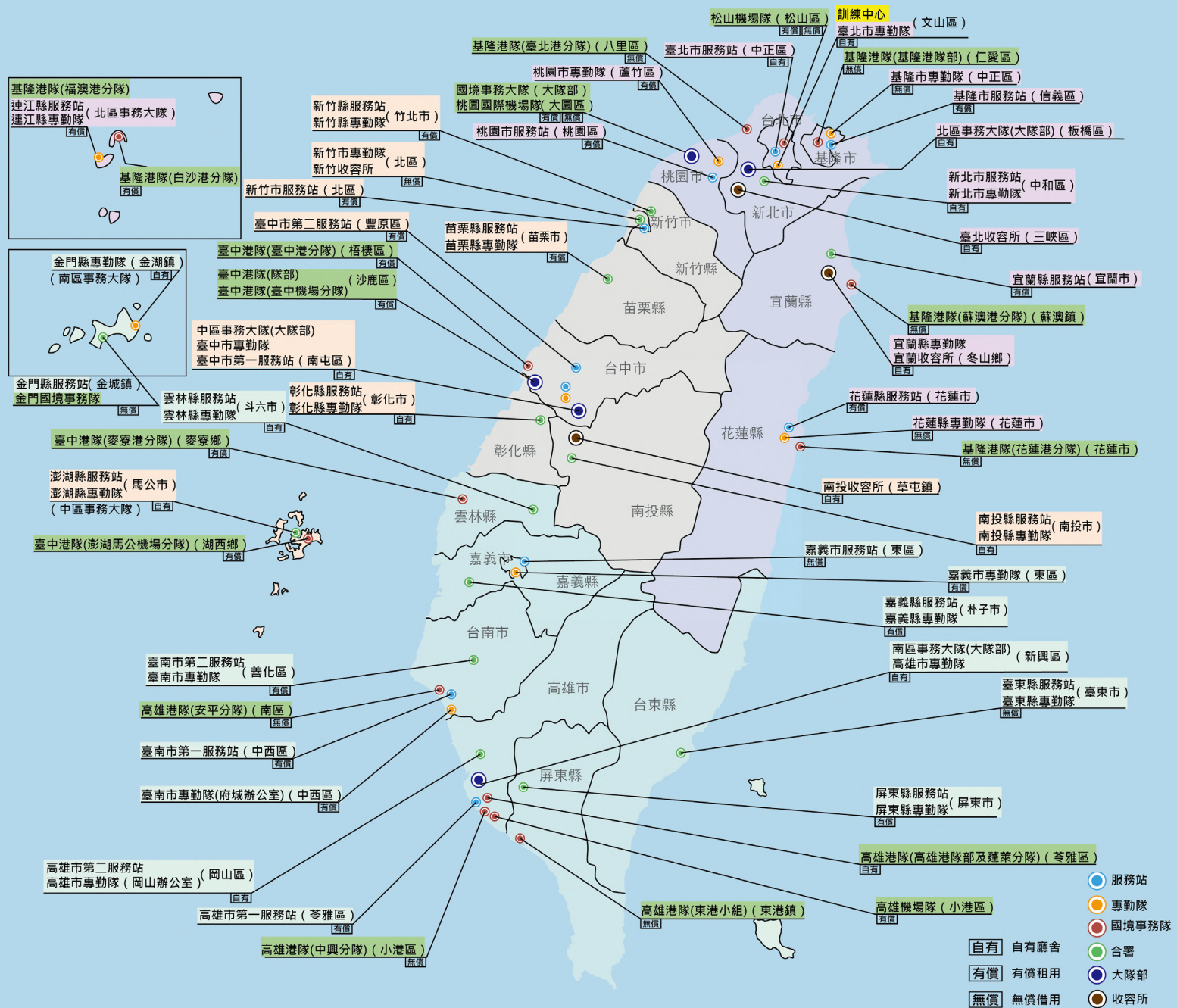
## 五、本署國境事務大隊服務據點：

### E. BORDER AFFAIRS CORPS OFFICES

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

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

# 內政部移民署各事務大隊及所屬站隊收容所分布圖



## 110年各機場、港口入出國(境)人數統計表

### Number of Entries and Exits by Place

月份 Month	總計 Total	桃園機場 Taoyuan Airport	高雄機場 Kaohsiung Airport	松山機場 Songshan Airport	臺中機場 Taichung Airport	花蓮機場 Hualien Airport	馬公機場 Magong Airport
1月Jan	114,445	94,170	6,591	8,014	524	-	-
2月Feb	69,738	58,084	3,529	5,814	238	-	-
3月Mar	86,241	72,212	3,221	7,427	334	-	-
4月Apr	82,828	71,174	2,870	5,339	239	-	-
5月May	72,976	61,220	2,746	5,364	191	-	-
6月Jun	78,468	68,262	2,303	5,946	81	-	-
7月Jul	84,414	73,615	3,351	4,841	93	-	-
8月Aug	91,100	79,321	3,431	5,163	186	-	-
9月Sep	80,929	71,158	3,086	4,772	73	1	-
10月Oct	79,864	69,061	3,368	5,006	63	-	-
11月Nov	77,988	68,150	3,187	4,479	109	-	-
12月Dec	105,043	90,346	4,654	5,934	114	-	-
總計Total	1,024,034	876,773	42,337	68,099	2,245	1	-



單位：人次  
Unit：Passengers

基隆港 Keelung Sea Port	臺中港 Taichung Sea Port	高雄港 Kaohsiung Sea Port	花蓮港 Hualien Sea Port	麥寮港 Mailiao Sea Port	金門 Kinmen	馬祖 Mazu	其他 Others
222	309	4,031	5	24	-	-	555
93	447	838	1	10	-	-	684
59	580	1,621	6	31	-	8	742
213	453	1,555	30	25	-	-	930
158	841	1,741	2	29	-	-	684
35	448	988	8	13	-	-	384
299	224	1,651	23	25	-	-	292
62	252	2,249	3	18	-	6	409
71	510	686	-	32	-	-	540
57	790	801	4	28	2	-	684
54	422	1,207	-	22	2	-	356
90	505	2,634	-	27	-	-	739
1,413	5,781	20,002	82	284	4	14	6,999

## 110年自動查驗通關系統註冊及通關人數統計表

### Number of e-Gate Registrations and Users

月份 Month	總計 Total		金門水頭商港 Kinmen Shuitou Harbor		高雄機場 Kaohsiung Airport	
	註冊 Registrations	通關 Users	註冊 Registrations	通關 Users	註冊 Registrations	通關 Users
1月Jan	1,101	47,415	-	-	11	2,973
2月Feb	958	29,714	-	-	18	1,896
3月Mar	1,427	30,556	-	-	21	1,468
4月Apr	1,332	25,054	-	-	13	1,098
5月May	1,156	23,507	-	-	17	834
6月Jun	1,254	27,947	-	-	3	741
7月Jul	1,495	30,638	-	-	15	1,060
8月Aug	1,942	37,722	-	-	20	1,427
9月Sep	1,355	32,488	-	-	18	1,357
10月Oct	1,123	30,090	-	-	19	1,421
11月Nov	1,263	29,141	-	-	21	1,227
12月Dec	1,359	41,961	-	-	22	2,097
總計Total	15,765	386,233	-	-	198	17,599

單位：人次  
Unit：Passengers

松山機場 Songshan Airport		桃園機場-T2 Taoyuan Airport-T2		桃園機場-T1 Taoyuan Airport-T1		臺中機場 Taichung Airport	
註冊 Registrations	通關 Users	註冊 Registrations	通關 Users	註冊 Registrations	通關 Users	註冊 Registrations	通關 Users
102	2,870	729	29,712	246	11,649	13	211
102	2,651	630	17,798	199	7,294	9	75
164	3,099	909	17,689	324	8,238	9	62
163	1,796	844	15,508	300	6,599	12	53
93	1,878	983	16,722	55	4,032	8	41
147	1,819	1,004	21,252	100	4,119	-	16
160	1,791	1,231	23,557	87	4,217	2	13
200	2,092	1,560	29,247	161	4,927	1	29
169	2,127	828	23,382	336	5,608	4	14
157	2,355	737	21,299	207	5,001	3	14
185	1,998	815	20,101	238	5,807	4	8
165	2,423	910	29,342	254	8,090	8	9
1,807	26,899	11,180	265,609	2,507	75,581	73	545

## 110年大陸地區專業、商務人士進入台灣地區申請案件統計表

## Number of People of the Mainland Area Visiting Taiwan for Business Purpo

月份 Month	申請 Applicants			核准 Approval		
	合計 Total	男 Male	女 Female	合計 Total	男 Male	女 Female
1月Jan	527	305	222	784	515	269
2月Feb	321	196	125	339	210	129
3月Mar	639	514	125	323	267	56
4月Apr	547	461	86	544	476	68
5月May	553	419	134	189	124	65
6月Jun	513	356	157	277	162	115
7月Jul	476	354	122	509	354	155
8月Aug	273	158	115	487	326	161
9月Sep	490	326	164	347	218	129
10月Oct	400	272	128	340	290	50
11月Nov	376	312	64	421	302	119
12月Dec	533	301	232	642	361	281
總計Total	5,648	3,974	1,674	5,202	3,605	1,597



Visas and Professional Exchanges				單位：人次 Unit : Passengers		
	入境 Entries		合計 Total	出境 Exits		
	合計 Total	男 Male		女 Female	合計 Total	男 Male
	100	99	1	130	120	10
	89	89	-	74	74	-
	77	73	4	87	83	4
	124	116	8	111	108	3
	85	83	2	66	60	6
	33	31	2	61	49	12
	80	80	-	143	121	22
	31	29	2	84	75	9
	26	24	2	46	43	3
	77	74	3	67	59	8
	121	115	6	86	81	5
	118	112	6	101	92	9
	961	925	36	1,056	965	91

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

縣市別 City / County	合 計 Total			越 南 Vietnam			印 尼 Indonesia			泰 國 Thailand			菲 律 賓 Philippines			東 計 Total
	合計 Total	男 Male	女 Female	計 Total	男 Male	女 Female	計 Total	男 Male	女 Female	計 Total	男 Male	女 Female	計 Total	男 Male	女 Female	
新北市 New Taipei City	111,032	13,044	97,988	19,543	479	19,064	3,955	163	3,792	1,783	445	1,338	1,692	188	1,504	456
臺北市 Taipei City	64,151	10,453	53,698	5,836	161	5,675	1,178	86	1,092	573	65	508	664	66	598	188
桃園市 Taoyuan City	63,707	6,451	57,256	11,765	436	11,329	4,995	250	4,745	2,486	907	1,579	1,932	203	1,729	303
臺中市 Taichung City	60,005	5,556	54,449	11,717	296	11,421	2,418	63	2,355	936	464	472	1,008	75	933	755
臺南市 Tainan City	35,413	2,813	32,600	8,680	176	8,504	1,138	24	1,114	564	239	325	556	44	512	332
高雄市 Kaohsiung City	64,471	4,889	59,582	12,632	184	12,448	2,189	48	2,141	688	173	515	1,110	52	1,058	438
宜蘭縣 Yilan County	9,078	543	8,535	2,509	27	2,482	489	6	483	131	34	97	110	6	104	134
新竹縣 Hsinchu County	14,527	994	13,533	2,751	62	2,689	2,507	43	2,464	336	63	273	668	25	643	53
苗栗縣 Miaoli County	14,783	645	14,138	3,351	57	3,294	1,967	22	1,945	279	90	189	323	17	306	72
彰化縣 Changhua County	24,167	1,212	22,955	7,666	194	7,472	1,829	18	1,811	512	204	308	453	29	424	413
南投縣 Nantou County	11,247	562	10,685	3,560	50	3,510	950	6	944	189	64	125	131	6	125	226
雲林縣 Yunlin County	16,744	512	16,232	4,785	49	4,736	1,902	9	1,893	231	90	141	193	3	190	259
嘉義縣 Chiayi County	13,372	461	12,911	3,982	48	3,934	1,231	4	1,227	157	60	97	146	8	138	167
屏東縣 Pingtung County	19,736	1,073	18,663	5,151	53	5,098	1,769	17	1,752	209	51	158	820	15	805	241
臺東縣 Taitung County	4,486	335	4,151	1,023	4	1,019	260	-	260	31	5	26	87	-	87	42
花蓮縣 Hualien County	8,026	813	7,213	1,166	6	1,160	550	4	546	68	26	42	73	7	66	63
澎湖縣 Penghu County	1,904	55	1,849	602	-	602	321	2	319	1	-	1	9	-	9	42
基隆市 Keelung City	10,575	765	9,810	1,849	19	1,830	328	5	323	119	16	103	114	5	109	67
新竹市 Hsinchu City	9,911	915	8,996	1,573	30	1,543	743	29	714	154	38	116	321	9	312	24
嘉義市 Chiayi City	5,188	378	4,810	992	15	977	202	2	200	42	12	30	71	4	67	64
金門縣 Kinmen County	2,844	135	2,709	189	-	189	113	1	112	9	2	7	6	-	6	3
連江縣 Lienchiang County	607	96	511	52	-	52	4	-	4	3	-	3	1	-	1	3
不詳 Unknown	3,877	302	3,575	-	-	-	-	-	-	-	-	-	-	-	-	-
總 計 Total	569,851	53,002	516,849	111,374	2,346	109,028	31,038	802	30,236	9,501	3,048	6,453	10,488	762	9,726	4,345

(2021年12月底)

Original Nationality from Jan 1987 to Dec 2021

單位：人

Unit: Persons

柬埔寨 Cambodia		日本 Japan			韓國 South Korea			大陸地區 Mainland Area			港澳地區 HongKong and Macau			其他國家 Others		
男 Male	女 Female	計 Total	男 Male	女 Female	計 Total	男 Male	女 Female	計 Total	男 Male	女 Female	計 Total	男 Male	女 Female	計 Total	男 Male	女 Female
1	455	1,181	494	687	569	202	367	69,388	4,679	64,709	6,381	2,992	3,389	6,084	3,401	2,683
2	186	1,760	751	1,009	522	172	350	43,548	3,347	40,201	4,449	2,099	2,350	5,433	3,704	1,729
-	303	448	192	256	162	78	84	37,489	2,403	35,086	1,912	797	1,115	2,215	1,185	1,030
1	754	608	293	315	215	97	118	37,854	1,699	36,155	1,928	804	1,124	2,566	1,764	802
1	331	279	141	138	90	47	43	21,874	1,061	20,813	817	340	477	1,083	740	343
1	437	548	289	259	200	93	107	43,076	2,086	40,990	1,624	668	956	1,966	1,295	671
1	133	61	32	29	13	6	7	5,160	181	4,979	178	65	113	293	185	108
-	53	100	34	66	77	40	37	7,098	258	6,840	267	107	160	670	362	308
-	72	46	20	26	19	8	11	8,290	266	8,024	162	43	119	274	122	152
1	412	88	35	53	23	12	11	12,421	374	12,047	343	102	241	419	243	176
-	226	32	23	9	9	6	3	5,764	209	5,555	162	69	93	224	129	95
-	259	25	8	17	20	11	9	8,974	222	8,752	148	29	119	207	91	116
-	167	20	7	13	4	3	1	7,406	229	7,177	119	37	82	140	65	75
1	240	58	30	28	15	9	6	10,809	603	10,206	288	74	214	376	220	156
-	42	35	24	11	9	4	5	2,766	151	2,615	66	23	43	167	124	43
-	63	53	37	16	22	8	14	5,586	475	5,111	182	73	109	263	177	86
-	42	9	5	4	-	-	-	860	19	841	27	6	21	33	23	10
-	67	65	36	29	34	10	24	7,421	405	7,016	294	115	179	284	154	130
-	24	174	59	115	75	15	60	5,888	263	5,625	284	101	183	675	371	304
-	64	37	14	23	12	3	9	3,507	193	3,314	110	35	75	151	100	51
-	3	6	1	5	1	-	1	2,430	87	2,343	59	31	28	28	13	15
-	3	-	-	-	1	1	-	533	94	439	3	-	3	7	1	6
-	-	-	-	-	-	-	-	3,772	250	3,522	105	52	53	-	-	-
9	4,336	5,633	2,525	3,108	2,092	825	1,267	351,914	19,554	332,360	19,908	8,662	11,246	23,558	14,469	9,089

## 110年移民照顧輔導成果統計表 Immigrant Counseling and Assistance

月份 Month	外籍配偶 諮詢專線 Foreign Spouses Counseling Hotline	外來人士在臺生 活諮詢服務熱線 Foreigner Information and Counseling Hotline	諮詢服務 Counseling Service	轉介服務 Referral Service	關懷訪視 Home Visit
1月Jan	31,370		7,683	96	949
2月Feb	16,499		6,313	64	803
3月Mar	19,105		8,124	92	1,023
4月Apr	18,476		7,595	108	983
5月May	44,746		6,768	83	759
6月Jun	31,517		6,001	58	695
7月Jul	46,615		6,828	77	860
8月Aug	36,832		7,519	93	940
9月Sep	36,023		9,030	41	1,289
10月Oct	35,784		7,162	55	1,012
11月Nov	26,616		8,285	113	1,350
12月Dec	18,424		7,885	81	1,046
總計Total	362,007		89,193	961	11,709



單位：次  
Unit: Times

宣導法令 Declaring Decree	參與活動 Participating Activity	宣導單張放置 Leaflet Placement	參與地方 聯繫會報 Participating in Local Contact Bulletins	志工服務 Volunteer Service	通譯服務 Interpretation Service
16	9	1,030	17	32,560	20,138
16	2	903	15	27,520	22,035
18	15	842	26	35,956	29,513
25	13	1,026	27	33,855	28,489
9	5	816	14	19,210	24,748
0	1	429	8	6,987	15,495
2	1	459	12	5,259	17,690
17	15	1,039	26	20,262	25,363
26	19	1,335	30	23,085	26,374
30	23	2,876	62	25,756	22,639
19	22	2,215	35	28,898	23,936
19	34	3,527	45	23,391	25,320
197	159	16,497	317	282,739	281,740

## 110年大陸地區配偶申請來臺團聚面談

## Interviews Conducted to Mainland Chinese Spouses for Family Reunification

月份 Month	合計 Total	通過訪查 Passed	未通過訪查需訪談 Visits and Interviews				計 Sub-Total
			計 Sub-Total	通過訪談 Passed	不予通 過訪談 Refused	不予通 過比率 Refused Rate(%)	
1月Jan	135	74	61	34	27	20.00	212
2月Feb	95	63	32	19	13	13.68	68
3月Mar	108	66	42	23	19	17.59	104
4月Apr	157	89	68	37	31	19.75	115
5月May	115	65	50	33	17	14.78	69
6月Jun	37	20	17	11	6	16.22	4
7月Jul	21	6	15	5	10	47.62	9
8月Aug	40	11	29	16	13	32.50	11
9月Sep	47	32	15	10	5	10.64	62
10月Oct	240	182	58	41	17	7.08	110
11月Nov	234	140	94	57	37	15.81	153
12月Dec	179	116	63	38	25	13.97	157
總計Total	1,408	864	544	324	220	15.63	1074

單位：件、比率%  
Unit: Cases; %

國境線面談 Border Interviews				二度面談 Secondary Interviews			
通過面談 Passed	不予通 過面談 Refused	需二度面談 Require Secondary Interviews	不予通過 面談比率 Refused Rate(%)	計 Sub-Total	通過面談 Passed	不予通 過面談 Refused	不予通過 面談比率 Refused Rate(%)
191	3	18	1.55	11	10	1	9.09
61	1	6	1.61	16	16	-	-
84	10	10	10.64	9	9	-	-
100	5	10	4.76	7	6	1	14.29
61	2	6	3.17	9	9	-	-
3	-	1	-	8	6	2	25.00
9	-	-	-	-	-	-	-
11	-	-	-	-	-	-	-
62	-	-	-	-	-	-	-
95	2	13	2.06	1	1	-	-
142	-	11	-	10	9	1	10.00
145	3	9	2.03	12	10	2	16.67
964	26	84	2.63	83	76	7	8.43

## 臺灣地區現持有效居留證(在臺)外僑居留人數統計(按職業及區域分)(76年1月至 Foreign Residents by Occupation and Region from Jan 1987 to Dec 2021

縣市別 City / County	合計 Total			計 Sub-Total	商 Business	工程師 Engineer
	合計 Total	男 Male	女 Female			
新北市 New Taipei City	104,941	42,342	62,599	104,151	985	637
臺北市 Taipei City	69,797	21,001	48,796	66,830	3,965	1,027
桃園市 Taoyuan City	121,472	66,352	55,120	120,891	215	376
臺中市 Taichung City	105,234	60,025	45,209	104,504	835	591
臺南市 Tainan City	62,597	33,058	29,539	62,370	150	403
高雄市 Kaohsiung City	68,830	31,482	37,348	68,293	387	600
宜蘭縣 Yilan County	11,415	4,621	6,794	11,376	28	19
新竹縣 Hsinchu County	33,461	14,443	19,018	33,157	205	440
苗栗縣 Miaoli County	21,444	8,667	12,777	21,389	36	119
彰化縣 Changhua County	52,759	33,127	19,632	52,694	22	23
南投縣 Nantou County	13,085	5,664	7,421	13,066	23	6
雲林縣 Yunlin County	19,150	9,236	9,914	19,042	21	28
嘉義縣 Chiayi County	13,767	6,642	7,125	13,738	13	14
屏東縣 Pingtung County	15,365	6,871	8,494	15,311	21	16
臺東縣 Taitung County	2,251	482	1,769	2,239	22	9
花蓮縣 Hualien County	6,466	1,923	4,543	6,429	25	8
澎湖縣 Penghu County	2,130	1,259	871	2,129	1	1
基隆市 Keelung City	6,523	1,961	4,562	6,493	34	14
新竹市 Hsinchu City	17,405	6,211	11,194	16,912	164	780
嘉義市 Chiayi City	3,462	682	2,780	3,453	26	21
金門縣 Kinmen County	1,135	308	827	1,134	3	-
連江縣 Lienchiang County	211	101	110	211	-	-
總計 Total	752,900	356,458	396,442	745,812	7,181	5,132



至110年12月底)

單位：人

Unit: Persons

年滿十五歲以上居留外僑按經濟活動分 Population of 15 Years and Over by Economic Activities							未滿十五歲者 Under 15 years Old
教師 Teacher	傳教士 Missionary	技工技匠 Technician	外籍勞工 Foreign Migrant Worker	其他 Others	失業 Unemployed	非勞動力 Inactive Person	
1,689	245	73	76,880	10,329	413	12,900	790
2,345	244	26	33,535	12,824	474	12,390	2,967
471	95	53	103,846	8,636	94	7,105	581
1,376	206	88	88,457	3,571	939	8,441	730
530	88	52	53,194	2,269	471	5,213	227
955	212	44	52,277	3,107	118	10,593	537
115	30	12	10,054	261	33	824	39
351	70	13	28,753	967	432	1,926	304
75	16	39	19,485	494	328	797	55
127	26	7	48,930	833	15	2,711	65
85	22	26	11,260	261	140	1,243	19
84	25	27	16,695	828	114	1,220	108
50	29	14	11,021	169	59	2,369	29
103	57	37	12,950	296	157	1,674	54
57	25	3	1,718	167	54	184	12
89	36	7	4,542	451	156	1,115	37
22	1	1	1,975	48	47	33	1
63	6	3	4,769	288	224	1,092	30
419	79	1	11,016	1,016	32	3,405	493
103	28	4	2,773	91	82	325	9
17	3	1	857	100	19	134	1
-	1	-	168	28	11	3	-
9,126	1,544	531	595,155	47,034	4,412	75,697	7,088

## 110年各司法警察機關查緝人口販運案件統計表

## Human Trafficking Cases Investigated by the Judicial Law Enforcement Agencies

月份 Month	合計 Total			內政部警政署 National Police Agency, MOI			National Im
	合計 Total	勞力剝削 Labor Exploitation	性剝削 Sexual Exploitation	計 Sub-Total	勞力剝削 Labor Exploitation	性剝削 Sexual Exploitation	
1月Jan	10	2	8	7	0	7	3
2月Feb	8	1	7	7	1	6	1
3月Mar	10	1	9	10	1	9	0
4月Apr	11	3	8	7	0	7	4
5月May	9	3	6	5	0	5	3
6月Jun	5	3	2	3	2	1	2
7月Jul	9	0	9	6	0	6	2
8月Aug	18	0	18	16	0	16	1
9月Sep	7	1	6	6	0	6	1
10月Oct	11	4	7	8	2	6	1
11月Nov	1	0	1	1	0	1	0
12月Dec	8	3	5	6	1	5	2
總計Total	107	21	86	82	7	75	20

單位：案件 Unit : Cases							
內政部移民署 Immigration Agency, MOI		海洋委員會海巡署 Coast Guard Administration, OAC			法務部調查局 Investigation Bureau, MOJ		
勞力剝削 Labor Exploitation	性剝削 Sexual Exploitation	計 Sub-Total	勞力剝削 Labor Exploitation	性剝削 Sexual Exploitation	計 Sub-Total	勞力剝削 Labor Exploitation	性剝削 Sexual Exploitation
2	1	-	0	0	-	0	0
0	1	-	0	0	-	0	0
0	0	-	0	0	-	0	0
3	1	-	0	0	-	0	0
2	1	-	0	0	1	1	0
1	1	-	0	0	-	0	0
0	2	-	0	0	1	0	1
0	1	1	0	1	-	0	0
1	0	-	0	0	-	0	0
0	1	2	2	0	-	0	0
0	0	-	0	0	-	0	0
2	0	-	0	0	-	0	0
11	9	3	2	1	2	1	1

## 110年各司法警察機關查獲失聯移工人數統計表

## Undocumented Migrant Workers Arrested by the Judicial Law Enforcement

月份 Month	合計 Total			內政部移民署 National Immigration Agency, MOI			內政部警政署 National Police Agency, MOI		
	計 Total	男 Male	女 Female	計 Sub-Total	男 Male	女 Female	計 Sub-Total	男 Male	女 Female
1月Jan	2,458	1,558	900	1,916	1,213	703	508	322	186
2月Feb	2,363	1,516	847	1,926	1,240	686	393	248	145
3月Mar	2,046	1,092	954	1,432	726	706	571	343	228
4月Apr	1,656	853	803	1,125	567	558	495	271	224
5月May	1,578	876	702	1,242	666	576	332	206	126
6月Jun	1,174	517	657	1,053	436	617	121	81	40
7月Jul	1,225	593	632	996	446	550	226	145	81
8月Aug	1,510	813	697	1,110	537	573	391	271	120
9月Sep	1,903	1,108	795	1,398	776	622	488	323	165
10月Oct	1,523	861	662	1,110	577	533	403	279	124
11月Nov	1,284	700	584	798	369	429	476	325	151
12月Dec	1,428	843	585	1,018	556	462	407	285	122
總計Total	20,148	11,330	8,818	15,124	8,109	7,015	4,811	3,099	1,712



Unit Agencies										單位：人 Unit: Persons		
海洋委員會海岸巡防署 Coast Guard Administration, OAC			法務部調查局 Investigation Bureau, MOJ			國防部憲兵指揮部 Military Police Command, MND						
計 Sub-Total	男 Male	女 Female	計 Sub-Total	男 Male	女 Female	計 Sub-Total	男 Male	女 Female				
25	22	3	9	1	8	-	-	-				
25	18	7	19	10	9	-	-	-				
30	16	14	12	6	6	1	1	-				
15	8	7	21	7	14	-	-	-				
3	3	-	1	1	-	-	-	-				
-	-	-	-	-	-	-	-	-				
-	-	-	3	2	1	-	-	-				
6	3	3	3	2	1	-	-	-				
8	5	3	8	4	4	1	-	1				
9	5	4	1	-	1	-	-	-				
6	4	2	4	2	2	-	-	-				
3	2	1	-	-	-	-	-	-				
130	86	44	81	35	46	2	1	1				

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