

直聘中心

功能：協助直接聘僱程序

- 直聘中心只代收文件，直聘中心未整合直聘所需流程（含移民署、健保、通報等程序）造成直聘的障礙
- 全台僅一間，不便民
- 目前勞動部聲稱勞工可自行下載聘雇相關文件，技術門檻太高（如需讀卡機、電腦、印表機）



就服站

功能：轉換雇主程序

- 各地作業不一致
- 語言不友善，資訊不透明
- 無實質媒合功能



健保署

功能：健保加退保、製卡

- 健保署之表格、電話、網站、臨櫃皆無多語
- 健保被雇主退保，無主動通知移工本人
- 失業移工未主動轉入第六類加保



疾管署

功能：定期體檢

- 健檢醫院及流程無多語，移工難以自行辦理
- 定期體檢無主動通知移工本人，易致移工權利遭重大損害（遣返）



移民署

功能：申請居留證、重入國許可

- 所有規範及表格皆無多語，資訊不透明
- 無正式聘僱雙語人員
- 無電話雙語諮詢
- 無法跨區服務
- 線上申辦服務排除藍領移工



勞保局

功能：勞保加退保、各項給付申請

- 勞保及災保之各項給付資訊與表格皆無多語，移工只能依賴仲介或黃牛，易致權益受損。
- 勞保局無電話、臨櫃、線上多語諮詢服務



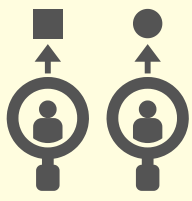
國稅局

功能：報稅、申請退稅

- 各區國稅局資訊、稅務資訊及報退稅流程，無簡明多語
- 所有表格、電話、臨櫃、線上申辦系統皆無多語
- 移工之退稅無法直接匯至母國帳戶，易致返鄉移工之退稅常遭仲介侵佔

總體檢報告

Overall Inspection Report



Direct Hiring Service Center (DHSC)

Affairs related to migrant workers: Assist with the direct hiring process

- The DHSC only collects documents and has not integrated the necessary processes for direct hiring (including procedures with the Immigration Agency, National Health Insurance, employment report, etc.), causing obstacles to the direct hiring process.
- There is only one center in all over Taiwan, causing inconvenience for the public.
- The Ministry of Labor claims that workers can download employment-related documents themselves, but the technical requirements are too high (such as the need for a card reader, computer, printer).



Employment Service Centers

Affairs related to migrant workers: Procedure of Employer Transfer

- Inconsistent operations across different locations.
- Unfriendly language and lack of transparency in information.
- Lack of substantial matchmaking functionality.



National Health Insurance Administration

Affairs related to migrant workers: Enrollment of national health insurance, the national health insurance card issue

- The National Health Insurance Administration's forms, phone services, website, and counter services are not available in multiple languages.
- Migrant workers are not actively notified when the insurance coverage is cut off by the employer.
- Unemployed migrant workers do not proactively switch to category 6 coverage.



Center of Disease Control

Affairs related to migrant workers: Regular medical checkup

- Medical checkup hospitals and processes lack multilingual support, making it difficult for migrant workers to handle on their own.
- Migrant workers are not actively notified of regular medical checkups, leading to potential significant damage to their rights (e.g. repatriation).



National Immigration Agency

Affairs related to migrant workers: Application for ARC and Re-entry Permit

- All regulations and forms lack multilingual support, leading to a lack of transparency in information.
- No formal employment of bilingual staffs.
- Lack of bilingual telephone consultation services.
- Unable to provide services across different regions.
- Online application system excludes blue-collar migrant workers.



Bureau of Labor Insurance

Affairs related to migrant workers: Enrollment of labor insurance, Labor Insurance benefit application

- Information and forms related to benefits for labor insurance and occupational accident insurance lack multilingual support, forcing migrant workers to rely on broker or unauthorized agents, leading to potential harm to their rights.
- The Bureau of Labor Insurance lacks multilingual consultation services through phone, counter, or online channels.



National Taxation Bureau

Affairs related to migrant workers: Tax filing and tax refund application

- Information on district tax bureaus, tax regulations, and the procedure for filing and refunding taxes lacks clear multilingual support.
- All forms, phone services, counter services, and online application systems are not available in multiple languages.
- Tax refunds of Migrant workers cannot be directly transferred to their bank accounts of home country. The tax refunds are susceptible to be encroached by their broker after migrant workers return home.

ถอดรื้อระบบ



ศูนย์บริการจ้างตรง

ระยะที่เกี่ยวข้องกับแรงงานต่างชาติ ช่วยเหลือจ้างตรง

- ศูนย์บริการจ้างตรง ศูนย์จ้างตรงเพียงช่วยรวบรวมเอกสารเท่านั้น ไม่ได้ช่วยเหลือดำเนินการตลอดทั้งกระบวนการที่จำเป็นต่อการจ้างแรงงานต่างชาติโดยตรง (รวมถึงขั้นตอนการดำเนินการกับหน่วยงานต่าง ๆ เช่น สำนักงานตรวจคนเข้าเมือง ประกันสุขภาพแห่งชาติรายงานการจ้างงาน เป็นต้น) ทำให้มีความยากลำบากในการจ้างงานโดยตรง
- มีเพียงแห่งเดียวในไต้หวัน ซึ่งไม่สะดวกมากนัก
- กระบวนการจ้างว่าแรงงานต่างชาติสามารถดาวน์โหลดเอกสารที่เกี่ยวข้องกับการจ้างงานได้เอง แต่ต้องอาศัยความชำนาญทางด้านเทคโนโลยีมากขึ้นไป (เช่น ต้องการคอมพิวเตอร์หรือเครื่องพิมพ์)



สถานบริการจัดหางาน

ระยะที่เกี่ยวข้องกับแรงงานต่างด้าว ธุรกิจที่เกี่ยวข้องกับแรงงานต่างชาติ

- ขั้นตอนการปฏิบัติงานของแต่ละเขตและเมืองแตกต่างกัน
- ไม่มีบริการหลายภาษา ข้อมูลก็ไม่ชัดเจน
- ขาดฟังก์ชันการหางานที่สำคัญ



สำนักงานประกันสุขภาพแห่งชาติ

ธุรกิจที่เกี่ยวข้องกับแรงงานต่างชาติ การลงทะเบียนประกันสุขภาพแห่งชาติ การออกบัตรประกันสุขภาพแห่งชาติ

- สำนักงานประกันสุขภาพแห่งชาติไม่มีแบบฟอร์ม บริการทางโทรศัพท์ เว็บไซต์ และเคาน์เตอร์ให้บริการในหลากหลายภาษา
- แรงงานต่างชาติไม่ได้รับการแจ้งเตือนโดย สำนักงานประกันสุขภาพแห่งชาติเมื่อมีการตัดสิทธิประกันภัยโดยนายจ้าง
- แรงงานต่างชาติที่ว่างงานไม่ได้เปลี่ยนสิทธิประกันภัยไปยังการคุ้มครองประเภท 6 โดยเจตนา



ศูนย์ควบคุมโรคติดต่อ

ระยะที่เกี่ยวข้องกับแรงงานต่างชาติ การตรวจโรคตามวาระที่กำหนด

- โรงพยาบาลสำหรับการตรวจสุขภาพและกระบวนการขาดการสนับสนุนหลากหลายภาษา ทำให้แรงงานต่างชาติเกิดความลำบาก หากต้องจัดการด้วยตนเอง
- แรงงานต่างด้าวไม่ได้รับการแจ้งเตือนจากศูนย์ควบคุมโรคติดต่อ เกี่ยวกับการตรวจสุขภาพตามวาระที่กำหนด ซึ่งอาจก่อให้เกิดความเสียหายที่สำคัญต่อสิทธิของพวกเขา (เช่น การถูกส่งกลับ)



สำนักงานตรวจคนเข้าเมือง

ระยะที่เกี่ยวข้องกับแรงงานต่างชาติ ยื่นขอใบถิ่นที่อยู่กับ Re-entry Permit

- ไม่มีบริการหลายภาษา ข้อมูลก็ไม่ชัดเจน
- ไม่มีการจ้างเจ้าหน้าที่ที่สามารถใช้ภาษาได้หลากหลายมาประจำการ
- ไม่มีบริการให้คำปรึกษาหลากหลายภาษาทางโทรศัพท์
- ไม่สามารถให้บริการข้ามเขตหรือเมือง
- ระบบการสมัครออนไลน์ไม่รองรับแรงงานข้ามชาติ



สำนักงานประกันสังคม

ระยะที่เกี่ยวข้องกับแรงงานต่างชาติ การลงทะเบียนประกันสังคม การยื่นคำขอสวัสดิการ ประกันสังคม

- ข้อมูลและแบบฟอร์มที่เกี่ยวข้องกับสวัสดิการประกันสังคม และประกันอุบัติเหตุที่เกี่ยวข้องกับงาน ขาดการสนับสนุนที่ชัดเจนในหลากหลายภาษา ซึ่งทำให้แรงงานต่างชาติต้องพึ่งพาคนกลาง จนทำให้เกิดความเสียหายต่อสิทธิของพวกเขาได้
- ไม่มีแบบฟอร์ม บริการทางโทรศัพท์ เว็บไซต์ และเคาน์เตอร์ให้บริการในหลากหลายภาษา

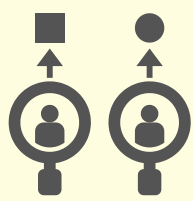


กระทรวงการคลัง

ระยะที่เกี่ยวข้องกับแรงงานต่างชาติ รายงานภาษี การขอคืน เงินภาษี

- ข้อมูลเกี่ยวกับกระบวนการคลังในแต่ละเขต กฎระเบียบภาษี และขั้นตอนการยื่นและขอคืนภาษี ขาดการสนับสนุนที่ชัดเจนในหลากหลายภาษา
- ไม่มีแบบฟอร์ม บริการทางโทรศัพท์ เว็บไซต์ และเคาน์เตอร์ให้บริการในหลากหลายภาษา
- การคืนภาษีของแรงงานต่างชาติไม่สามารถโอนเข้าบัญชีธนาคารในประเทศต้นทางของพวกเขาโดยตรงได้ การคืนภาษีอาจถูกคนกลางขโมยหลังจากที่แรงงานต่างชาติกลับสู่แผ่นดินบ้านเกิดของพวกเขา

Báo cáo kiểm tra tổng thể



Trung tâm tuyển dụng trực tiếp

Hạng mục công việc liên quan đến di công: Hỗ trợ thủ tục tuyển dụng trực tiếp

- Trung tâm tuyển dụng trực tiếp chỉ thu nhận hồ sơ, không tổng hợp quy trình các thủ tục cần thiết cho việc tuyển dụng trực tiếp (bao gồm các thủ tục liên quan đến Sở di dân, Cục bảo hiểm y tế và cách thông báo.v.v...), gây trở ngại cho việc tuyển dụng trực tiếp.
- Toàn Đài Loan chỉ có một Trung tâm duy nhất, gây bất tiện cho công chúng.
- Bộ Lao động thông báo người lao động có thể tự tải xuống các tài liệu liên quan đến công việc nhưng yêu cầu kỹ thuật quá cao (ví dụ: cần có đầu đọc thẻ, máy tính, máy in).



Trung tâm dịch vụ việc làm

Hạng mục công việc liên quan đến di công: Thủ tục đổi chủ

- Cách làm việc của các chi nhánh ở các nơi không đồng nhất.
- Ngôn ngữ không thân thiện, thông tin không rõ ràng.
- Không thực sự có chức năng giới thiệu việc làm.



Cục Bảo hiểm y tế

Hạng mục công việc liên quan đến di công: Tham gia đóng (ngừng đóng) Bảo hiểm y tế, Cấp thẻ Bảo hiểm y tế

- Các biểu mẫu, số điện thoại, trang web và quầy phục vụ của Cục Bảo hiểm y tế đều không có đa ngôn ngữ.
- Khi chủ ngừng đóng phí Bảo hiểm y tế, không chủ động thông báo cho di công biết.
- Di công thất nghiệp, không chủ động chuyển họ sang đóng Bảo hiểm y tế theo loại thứ 6.



Cục Kiểm soát và Phòng ngừa Dịch bệnh, Bộ Y tế và Phúc lợi

Hạng mục công việc liên quan đến di công: Khám sức khỏe định kỳ

- Bệnh viện và quy trình khám sức khỏe không có đa ngôn ngữ, khiến di công khó tự mình làm các thủ tục khám sức khỏe.
- Không chủ động thông báo trực tiếp cho di công về việc khám sức khỏe định kỳ, dễ gây thiệt hại nghiêm trọng đến quyền lợi của di công (phải về nước).



Sở di dân

Hạng mục công việc liên quan đến di công: Đăng ký thẻ cư trú, Đăng ký giấy phép tái nhập cảnh

- Tất cả các quy định và các mẫu đơn đều không có phiên bản đa ngôn ngữ, thông tin không rõ ràng.
- Không có nhân viên song ngữ được tuyển dụng chính thức.
- Tư vấn qua điện thoại không có nhân viên song ngữ.
- Không phục vụ người ngoài khu vực.
- Dịch vụ nộp đơn trực tuyến không bao gồm di công.



Cục Bảo hiểm lao động

Hạng mục công việc liên quan đến di công: Tham gia đóng (ngừng đóng) Bảo hiểm lao động, Đăng ký các loại trợ cấp

- Các thông tin và các biểu mẫu đăng ký những hạng mục trợ cấp của Bảo hiểm lao động, Bảo hiểm tai nạn lao động đều không có đa ngôn ngữ, di công chỉ có thể nhờ vào môi giới hoặc cò môi nên dễ gây thiệt hại đến quyền lợi của họ.
- Cục Bảo hiểm lao động không cung cấp dịch vụ đa ngôn ngữ ở quầy phục vụ, khi tư vấn qua điện thoại, khi tư vấn trực tuyến.

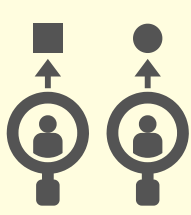


Cục thuế

Hạng mục công việc liên quan đến di công: Báo thuế, Hoàn thuế

- Thông tin của các Cục thuế ở các địa phương; thông tin về thuế và quy trình báo thuế, hoàn thuế chưa rõ ràng và không có đa ngôn ngữ.
- Tất cả các biểu mẫu, số điện thoại, quầy phục vụ và hệ thống đăng ký trực tuyến đều không có đa ngôn ngữ.
- Tiền hoàn thuế của di công không được chuyển khoản trực tiếp vào tài khoản ở nước sở tại (Việt Nam), nên tiền hoàn thuế của những di công đã về nước rất dễ bị môi giới chiếm dụng.

Hasil Inspeksi Keseluruhan



Kantor DHSC Direct Hiring Service Center

Pelayanan terkait Pekerja Migran: Membantu proses perekrutan langsung

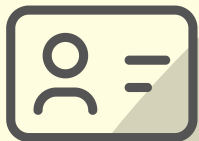
- Kantor DH hanya mengumpulkan dokumen, tidak dapat melaksanakan semua prosedur yang diperlukan untuk perekrutan secara langsung (termasuk pengurusan di Departemen Imigrasi, Asuransi Kesehatan, pelaporan dll), sehingga majikan masih merasa kesulitan mengurus semua dokumen terkait dengan perekrutan pekerja migran dan mengakibatkan perekrutan secara langsung antara majikan dan TKA terhambat.
- Kurang efektif dan efisien karena kantor DH hanya terpusat di Taipei tidak menyebar diseluruh wilayah Taiwan.
- Saat ini, Kementerian Tenaga Kerja mengklaim bahwa pekerja migran dapat mengunduh sendiri dokumen yang terkait, namun nilai ambang batas teknis terlalu tinggi (perlu mesin pembaca kartu ASKES, komputer, dan printer)



Pusat Pelayanan Kerja

Pelayanan terkait Pekerja Migran: Prosedur Pergantian Majikan

- Prosedur setiap wilayah tidak sama
- Menggunakan bahasa yang sulit dimengerti oleh pekerja migran dan informasi yang tidak transparan
- Tidak ada lowongan kerja yang diperkenalkan secara langsung sehingga pekerja migran sulit mendapatkan job



Biro Asuransi Kesehatan Nasional (ASKES)

Pelayanan terkait Pekerja Migran : pendaftaran, pengunduran dan pencetakan kartu asuransi kesehatan

- Formulir, nomor telepon, situs web, dan loket Biro Asuransi Kesehatan Nasional semuanya tidak dalam multibahasa.
- Tanpa memberitahukan pekerja migran yang bersangkutan jika pihak majikan mau membatalkan asuransi kesehatan
- Pekerja migran yang proses pindah majikan tidak bisa secara langsung berpindah ke kategori keenam untuk bisa mendaftarkan diri lagi ke Biro Asuransi Kesehatan



Departemen Pengendalian Penyakit (CDC)

Pelayanan terkait Pekerja Migran : Medikal rutin

- Informasi untuk medikal (RS) dan prosedur medikal tidak ada multibahasa, sehingga menyulitkan pekerja migran untuk medikal mandiri
- Tidak secara langsung memberitahukan pekerja migran untuk jadwal medikal rutin sehingga sangat mudah mengakibatkan kerugian serius terhadap hak-hak pekerja migran (repatriasi)



Imigrasi

Pelayanan terkait Pekerja Migran : Pengajuan permohonan ARC, surat visa keluar masuk Taiwan

- Semua proses dan formulir tidak dalam multibahasa dan informasinya tidak transparan.
- Tidak ada staf penerjemah yang dipekerjakan secara resmi.
- Saluran konsultasi lewat telepon tidak ada layanan dalam multibahasa
- Tidak ada pelayanan lintas wilayah
- Tidak ada pelayanan aplikasi online untuk pekerja migran kerah biru



Biro Asuransi Tenaga Kerja

Pelayanan terkait Pekerja Migran: pendaftaran, pengunduran asuransi tenaga kerja, pengajuan berbagai macam permohonan pengklaiman

- Informasi pembayaran ganti rugi, asuransi kecelakaan dan bentuk asuransi ketenagakerjaan sangat beragam. Semua formulir permohonan tidak ada multibahasa. Pekerja migran hanya dapat mengandalkan agen atau calo sehingga dengan mudah merugikan hak dan kepentingan pekerja migran.
- Biro Asuransi Tenaga Kerja tidak menyediakan pelayanan multibahasa untuk konsultasi melalui telepon, tatap muka, dan online

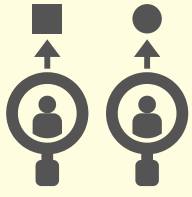


Kantor Pajak

Pelayanan terkait Pekerja Migran: pelaporan pajak, pengajuan permohonan pengembalian pajak

- Di setiap kantor perpajakan, informasi dan prosedur pengembalian pajak tidak tersedia dalam formulir yang jelas dan multibahasa.
- Formulir, nomor telepon, loket, dan sistem aplikasi online semuanya tidak ada multi-bahasa.
- Pengembalian pajak bagi pekerja migran tidak dapat dikirim secara langsung ke nomor rekening negara asal dari pekerja, sehingga mengakibatkan pihak agensi sangat mudah untuk menggelapkan uang pengembalian pajak bagi pekerja migran yang sudah kembali ke negara asal.

Pangkalahatang ulat ng inspeksyon



Direct Hiring Service Center (DHSC)

Mga gawaing may kaugnayan sa mga Migranteng Manggagawa

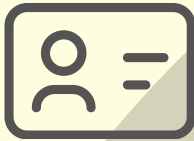
- Ang DHSC ay nangongolekta lamang ng mga dokumento at hindi isinasama ang mga ibang kailangang proseso para sa Direct Hiring (kamabilang ang mga: National Immigration Agency, National Health Insurance, employment report, atbp.), na nagiging dahilan upang hadlangan sa proseso ng Direct Hiring.
- Sa Taiwan iisa lamang ang tanggapan ng Direct Hiring.
- Ayon sa Ministry of Labor na ang mga Migranteng Manggagawa ay maaaring mag-download ng mga dokumentong na may kaugnayan sa trabaho, subalit mataas ang teknolohiya na nangangailangan ng pangangailangan ay masyadong mataas (tulad ng nangangailangan ng isang card reader, computer, at printer).



Tanggapan ng Trabaho (ESC)

Mga bagay na may kaugnayan sa mga Migranteng Manggagawa: Pamamaraan ng Paglipat ng Amo.

- Iba't-ibang pamamaraan sa iba't-ibang lugar.
- Hindi kaayaayang pananalita at kawalan ng linaw sa impormasyon.
- Malaking kakulangan sa pamamaraan ng pagtugma ng trabaho.



National Health Insurance Administration

Mga gawaing may kaugnayan sa mga Migranteng Manggagawa: Pagpapatalâ ng National Health Insurance at pag isyu ng National Health Insurance card

- Ang mga forms, serbisyo sa telepono, website, at mga serbisyo sa counter ng National Health Insurance Administration ay hindi nakasaad sa iba't ibang wika.
- Ang mga migranteng manggagawa ay hindi kaagad inaabisuhan kapag ang insurance coverage ay pinutol ng amo.
- Ang mga walang trabahong migranteng manggagawa ay hindi kaagad ininilipat sa kategorya 6.



Center of Disease Control

Mga gawaing may kaugnayan sa mga Migranteng Manggagawa: Regular na Medikal na Pagsusuri

- Ang medikal na pagsusuri sa ospital at ang proseso ay kulang ng suporta ng iba't ibang wika, na nagiging sanhi ng hindi makayang gawin mag-isa ng migranteng manggagawa.
- Ang mga migranteng manggagawa ay hindi kaagad inaabisuhan ng kanilang regular na medikal na pagsusuri na maaaring humahantong sa malaking pinsala ng kanilang mga karapatan (hal. mapapauwi).



National Immigration Agency

Mga gawaing may kaugnayan sa mga Migranteng Manggagawa: Aplikasyon para sa ARC at Re-entry Permit

- Ang lahat ng mga regulasyon at mga forms ay hindi nakasulat sa iba't ibang wika, na nagdulot ng hindi malinaw na impormasyon.
- Hindi kumukuha ng mga makapagsalita ng iba't ibang wika.
- Sa serbisyo sa pagkonsulta sa telepono ay merong kakulangan ng mga makapagsalita ng iba't ibang wika.
- Hindi makapagbigay ng mga serbisyo sa iba't ibang lugar.
- Ang online application system ay hindi kasali ang mga blue-collar na migranteng manggagawa.



Bureau of Labor Insurance

Mga gawaing may kaugnayan sa mga Migranteng Manggagawa: Pagpapatala sa Labor Insurance, Pag-apply ng Benepisyo ng Labor Insurance

- Impormasyon at mga forms na may kaugnayan sa benepisyo ng Labor Insurance at Insurance ng aksidente sa trabaho ay kulang ng suporta sa iba't ibang wika, na nagiging sanhi sa pagiging depende ng mga migranteng manggagawa sa broker at hindi awtorisadong ahensya, na humahantong sa potensyal na pinsala sa kanilang mga karapatan.
- Ang serbisyo sa telepono, counter at online ng kawanihan ng Labor Insurance ay kulang sa suporta ng iba't ibang wika para sa konsultasyon.



National Taxation Bureau

Mga gawaing may kaugnayan sa mga Migranteng Manggagawa: Pag-file ng buwis at pag-apply ng Refund

- Ang impormasyon tungkol sa mga tanggapan ng buwis sa mga distrito, mga regulasyon ng buwis, at pamamaraan para sa pag-file at pag-refund ng buwis ay kulang ng suporta ng iba't ibang wika.
- Ang lahat ng mga forms, serbisyo sa telepono at counter at mga sistema ng pag-apply sa online ay walang suporta ng iba't ibang wika.
- Ang mga tax refund ay hindi pwedeng maipadala ng direkta sa kanilang account sa kanilang bansa. Ang tax refund ay madaling pagsamantalahan ng mga broker kapag ang migranteng manggagawa ay nakauwi na.