

No.	Question Summary	Reply	Concerned Unit	Category
1.	Where to find “MOTC’s Key Points for Complaint Handling”.	Please visit MOTC’s official website, go to “Official Affairs” and click on the tab “Announcements” (link: https://www.motc.gov.tw/ch/home.jsp?id=15&parentpath=0,2). Select “Services” in the drop-down menu, and click “Search” to view results on <i>MOTC’s Key Points for Complaint Handling</i> .	Secretariat	Complaints
2.	Office hours of MOTC’s toll-free complaint hotline 0800-231-161 and service helpline (02)2349-2900.	I. The MOTC’s 24-hour toll-free complaint hotline, 0800-231-161, is run by the Road User Center of the Directorate General of Highways. II. The main service helpline, (02)2349-2900, is answered by designated staff or the security, who will transfer the call to the Service Center during office hours (8:30 am to 12:30 pm/1:30 pm to 5:30 pm). If calls are made during 12:30-13:30, non-office hours, and holidays, there will be automated voice answer prompting calling the complaint hotline 0800-231-161.	Secretariat	Complaints
3.	MOTC’s complaint handling approach.	Complaints can be made by telephone: 0800-231-161 or (02)2349-2900, in writing; fax: (02)2349-2491, email, or submitted in person at the Ministry.	Secretariat	Complaints
4.	MOTC’s processing time for complaint handling.	Complaints are managed on a case-by-case basis, and complaints for all agencies must be documented, classified, and archived as required by Point 6 of the MOTC’s Key Points for Complaint Handling. Whereas the process time for emails to the Executive Yuan’s Premier is limited to 5 days, all other complaints should be handled within 7 days, and the handling period for each case should not exceed 30 days.	Secretariat	Complaints
5.	How to make a complaint or suggestion to the MOTC via email?	Please visit MOTC’s official website, and select “Minister’s Mailbox”. (https://www.motc.gov.tw/ch/main.jsp?prg=ap/mailbox.jsp&maintitle=%e9%83%a8%e9%95%b7(%e6%b0%91%e6%84%8f)%e4%bf%a1%e7%ae%b1)	Secretariat	Complaints

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6.	How to track the complaint handling process.	Please visit MOTC's official website, and select "Minister's Mailbox," before clicking on complaint handling status. (https://www.motc.gov.tw/ch/main.jsp?prg=ap/mailbox.jsp&maintitle=%e9%83%a8%e9%95%b7(%e6%b0%91%e6%84%8f)%e4%bf%a1%e7%ae%b1). Calls can also be made at 0800-231-161, (02)2349-2490 or 2349-2096 to ask about particular complaints.	Secretariat	Complaints
7.	Where to find MOTC's Annual Work Plan.	The Ministry's annual work plan can be found on MOTC's official website (select Official Affairs > Open Government Data > Publicly Disclosed Government Data, link: https://www.motc.gov.tw/ch/home.jsp?id=641&websitelink=information_list.jsp&parentpath=0,2,639). Select "Work Plan" and click "Search" to view results. For more information, please dial (02)2349-2037.	Secretariat	Work Plan
8.	A complaint letter was sent through the official website but no confirmation email was received.	Not receiving a confirmation email after filing a complaint on MOTC's website could be a result of incorrect email address provided or a problem with the email service host. Please click "resend confirmation email" on the website. If you still don't receive a confirmation email after several attempts, it is likely the email has been identified as junk mail. Please check your junk mailbox or call 0800-231-161, (02)2349-2490, or 2349-2096 for assistance.	Information Management Center	Webpage Management
9.	A request confirmation email was received, but the attached confirmation link did not work.	The confirmation link is valid for 7 days. If the link is no longer available or errors occur when opening the link, please call 0800-231-161, (02)2349-2490, or 2349-2096 for assistance.	Information Management Center	Webpage Management

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10.	The confirmation email, sent to a Yahoo mailbox, is garbled.	Emails sent to a Yahoo mailbox with garbled message may be caused by different code settings in the mailbox. Please call 0800-231-161, (02)2349-2490, or 2349-2096 for assistance, or try changing your mailbox code setting to UTF-8.	Information Management Center	Webpage Management
11.	Where to find or download MOTC's promulgated rules and regulations.	Visit MOTC's website, and go to Official Affairs >Rules & Regulations > Rules & Regulations (https://www.motc.gov.tw/ch/home.jsp?id=740&parentpath=0,2,738) Click on the regulation for viewing or download. For more information, please contact Technical Specialist Jiang, Ming-Yi at (02)2349-2074.	Office of Technical Superintendents	MOTC's Rules & Regulations
12.	Request on research project reports commissioned by MOTC's Office of Science and Technology Advisors.	Visit MOTC's website, and go to Official Affairs > Report Summary of Commissioned Research Projects and File Download (https://www.motc.gov.tw/ch/home.jsp?id=714&parentpath=0,2,711) to download summary reports of previous research projects commissioned by MOTC's Office of Science and Technology Advisors. For more information, please contact Fan, Xiu-Xiang at (02)2349-2878	Office of Science and Technology Advisors	Research Projects
13.	Reporting MOTC and its agencies for improper handling of government procurements.	Contact number: (049)2370-030 Fax: (049)2391-517 Address: No. 6, Shengfu Road, Zhongxing New Village, Nantou County	Transportation and Communications Management Unit	Government Procurement
14.	Information on hot air balloons.	For more information, please visit Civil Aeronautics Administration's website, and go to the Hot Air Balloon section (https://www.caa.gov.tw/article.aspx?a=186&lang=1). For questions, please dial (02)2349-6393.	Department of Navigation and Aviation	Aviation Information

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15.	Information on drones.	For more information, please visit Civil Aeronautics Administration's website, and go to the Drones section (https://www.caa.gov.tw/article.aspx?a=188&lang=1). Drone Office service hotline: (02)2349-6316/-6317.	Department of Navigation and Aviation	Aviation Information
16.	Information on ultralight vehicles.	For more information, please visit Civil Aeronautics Administration's website, and go to the Ultralight Vehicles section (https://www.caa.gov.tw/article.aspx?a=187&lang=1). For questions, please dial (02)2349-6392.	Department of Navigation and Aviation	Aviation Information
17.	Information on consumer aviation.	For information related to consumer air travel, please visit Civil Aeronautics Administration's website, and go to Customer Service > Consumer Rights Protection > Passenger Services (https://www.caa.gov.tw/article.aspx?a=206&lang=1) for templates on terms and conditions of international air ticket transactions, standard contract of domestic airline passenger transport and data that should and should not be recorded in the above contract. For questions, please dial (02)2349-6042.	Department of Navigation and Aviation	Aviation Information
18.	How to report shipwreck incidents.	Please contact the Shipwreck Rescue Division of the Maritime and Port Bureau of the Ministry (https://www.motcmpb.gov.tw/Article?siteId=1&nodeId=499). Contact number: (02)8978-2563, 0972-762-608 (24HR).	Department of Navigation and Aviation	Maritime Management
19.	Where to find information on ferry services in Kinmen and Matsu.	Please contact the Maritime Affairs Division of the Maritime and Port Bureau of the Ministry (https://www.motcmpb.gov.tw/Information?siteId=1&nodeId=543). Contact number: (02)8978-8019.	Department of Navigation and Aviation	Information on Mini Three Links

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20.	Request information on seafarer training.	Please contact the Seafarer Training Management Division of the Maritime and Port Bureau of the Ministry (https://www.motcmpb.gov.tw/Information?siteId=1&nodeId=350). Contact number: (02)8978-6829.	Department of Navigation and Aviation	Seafarer training
21.	Request information on training, examination, and licensing of yacht and motorboat drivers.	Please contact the Seafarer Examination Planning Division of the Maritime and Port Bureau of the Ministry (https://www.motcmpb.gov.tw/Information?siteId=1&nodeId=351). Contact number: (02)8978-6826.	Department of Navigation and Aviation	Drivers of yachts and motorboats
22.	Issues with taxi fares or driving services.	Matters regarding taxi services and management are handled by the concerned municipal government. Please contact the Transportation Bureau of concerned city government for more information. If the location is not within a municipality, please contact the Directorate General of Highway at (02)2307-0123 or 0800-231-035.	Department of Railways and Highways	Taxi Management
23.	Request information on local driving schools.	Please visit the Directorate General of Highways' website (https://www.thb.gov.tw/) and go to Supervision Service > Driving License / List of Local Driving Schools. Results can be filtered based on your situated city or vehicle type.	Department of Railways and Highways	Supervision Service

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24.	Road deficiencies.	<p>I. For reporting road deficiencies and inquiries, please go to the Road Traffic Safety Portal Site (https://168.motc.gov.tw/) > Services, and click “Reporting” to view contact numbers for responsible road management agencies.</p> <p>II. For highway-related issues, please contact the Freeway Bureau on (02)2909-6141 or 1968.</p> <p>III. For provincial highway-related issues, please contact the Directorate General of Highways at (02)2307-0123 or 0800-231-035.</p> <p>IV. For issues regarding county, rural or urban roads, please contact the local government, whose numbers are listed on the webpage.</p>	Department of Railways and Highways	Road Works
25.	<p>Requesting information on regulations regarding turning vehicles giving right of way to oncoming vehicles.</p> <p>(Item 7, Section 1, Article 102 of the Regulations of Road Traffic)</p>	<p>The current Item 7, Section 1, Article 102 of the Regulations of Road Traffic applies to vehicles traveling in different directions or in different lanes; if a vehicle is traveling in the same lane, the order of traffic in front and behind must comply with the provisions as stipulated in Paragraph 1, Article 94 of the same Act. If the vehicles in question are traveling in the same lane and in the same direction, drivers should follow Article 94 of the same Act. In terms of the driving order at an intersection, there are no rules for giving the right of way to vehicles going straight or making a turn when the vehicle in front makes a turn.</p>	Department of Railways and Highways	Supervision Regulations
26.	<p>Inquiries on the roads stated in the Road Traffic Management and Penalty Act</p>	<p>“Roadways” are explained in Item 1, Article 3 of the Road Traffic Management and Penalty Act. The scope of relevant roadways shall be inspected by the local government after a field survey to determine whether they comply with the rights of other passageways for public use. In the case where a roadway is within the scope, the provisions as stipulated in the Road Traffic Management and Penalty Act shall apply, regardless of whether the property right of the road is privately or publicly owned.</p>	Department of Railways and Highways	Supervision Regulations

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27.	Inquiries about the no-parking boundary in front of a fire hydrant	The scope determined by the MOTC in the order letter of JIAO LU ZI Letter No. 0970062140 released by the National Police Agency, Ministry of the Interior on January 14, 2019, is in accordance with the calculation method stated in JING SHU JIAO ZI Letter No. 249 released on February 16, 1976. However, the letter was no longer applicable according to JING SHU JIAO ZI Letter No. 0950034985 released by the National Police Agency, Ministry of the Interior on March 13, 2006. Regarding inquiries about the no-parking boundary markings in front of a fire hydrant, please refer to the “Principles for Marking Parking Bays and No-parking Spaces” formulated by the Institute of Transportation, MOTC in 2003.	Department of Railways and Highways	Supervision Regulations
28.	Methods of determining the scope within 10 meters of an intersection	As the design, planning, and scope of each intersection is different, it is advised to consult with the local road authority for approval based on the facts of each case. It is also advised to take reference from the “Principles for Marking Parking Bays and No-Spaces” formulated by the Institute of Transportation, MOTC in 2003 regarding parking restrictions within the markings of temporary parking (red solid lines) within 10 meters of an intersection. The markings are 10 meters from both sides of the top of the curb; red markings for interactions on main roads can be adjusted according to traffic conditions for public use.	Department of Railways and Highways	Supervision Regulations
29.	Service hotline of Chunghwa Post	The 24HR toll-free hotline for Chunghwa Post is 0800-700-365.	Department of Posts and Telecommunications	Post Office Customer Service
30.	Where to find addresses, telephone numbers, or the business hours of post offices.	Please visit Chunghwa Post’s official website, go to Service Location > Post Office Locations (including agencies that offer postal services). (https://www.post.gov.tw/post/internet/I_location/default.jsp?ID=19)	Department of Posts and Telecommunications	Postal Services

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31.	How to look for 3+3 zip codes.	Please visit Chunghwa Post's website, go to > Enquiry > Postal Service > Zip Code > 3+3 Zip Code (https://www.post.gov.tw/post/internet/Postal/index.jsp?ID=208)	Department of Posts and Telecommunications	Postal Services
32.	Inquiries on changes in postal-related laws and regulations, and postal business regulations for 2019	Please visit Chunghwa Post's website, go to > Enquiry > Laws and Regulations effective from 2019/11/01. (http://www.post.gov.tw/post/internet/SearchZone/index.jsp?ID=1571368891225)	Department of Posts and Telecommunications	Postal Services
33.	Inquiries on types of mail rates applicable to printed materials	Please visit Chunghwa Post's website, go to Downloads > Postal Services > Others / Letters, Printed Materials and Others (came into effect on 2019/11/01) (http://www.post.gov.tw/post/internet/Download/index.jsp?ID=221003)	Department of Posts and Telecommunications	Postal Services
34.	Inquiries on post office's collection and delivery service measures for collect-on delivery service	Please visit Chunghwa Post's website, go to Postal Services > Collect-on Delivery Service (https://www.post.gov.tw/post/internet/Postal/index.jsp?ID=1397437571086)	Department of Posts and Telecommunications	Postal Services

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35.	Inquiries on files or items prohibited from being sent through the post office.	Please visit Chunghwa Post's website, go to Enquiry > Postal Services > Prohibited Goods (in all countries) and Dangerous Items(https://www.post.gov.tw/post/internet/SearchZone/index.jsp?ID=1406699177348)	Department of Posts and Telecommunications	Postal Services
36.	Inquiries on registering to become a member of Postmall	Please visit Chunghwa Post's website, go to Postmall > FAQ (https://www.postmall.com.tw/docdata.aspx?uid=16) for information on membership registration, or call Postmall customer service hotline: (02) 2392-1310 ext. 2807, 2886, or 2887.	Department of Posts and Telecommunications	Postmall
37.	Inquiries on customs and tariff regulations for mails sent to China.	Please visit Chunghwa Post's website, go to Postal Services > Service Index > China > Express Services > Service Description (https://www.post.gov.tw/post/internet/Postal/index.jsp?ID=2010301).	Department of Posts and Telecommunications	Taiwan-China Mail Delivery
38.	Inquiries on regulations for sending cosmetics and electronic products to China.	Please go to Chunghwa Post's website > Postal Services > Service Index / China > Express Services > Service Description (https://www.post.gov.tw/post/internet/Postal/index.jsp?ID=2010301).	Department of Posts and Telecommunications	Taiwan-China Mail Delivery
39.	How to send mails to China.	Please visit Chunghwa Post's website, go to Postal Services > Service Index > China (https://www.post.gov.tw/post/internet/Postal) for information on letter, package, and express delivery services.	Department of Posts and Telecommunications	Taiwan-China Mail Delivery
40.	Inquiries on postage rates of different types of mail.	Please visit Chunghwa Post's website, go to Enquiry > Postal Services > Postage Rates Enquiry (https://www.post.gov.tw/post/internet/SearchZone/index.jsp?ID=130101) or take a free "Postage Rates Booklet" at your local post office.	Department of Posts and Telecommunications	Postal Services

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41.	Request information on the Post Office's life insurance products.	Please visit Chunghwa Post's website and select Life Insurance Services > Insurance Services > Products > Current Products (https://www.post.gov.tw/post/internet/Insurance/index.jsp?ID=4010101). Click on product names for product description and policy rate calculation.	Department of Posts and Telecommunications	Life Insurance Services
42.	Request information on stamp issuance plans.	Please visit Chunghwa Post's website and select Stamp Collecting Services > News of New Stamps > Issuance Plan for New Stamps (https://www.post.gov.tw/post/internet/Philately/index.jsp?ID=50102) for stamps issued in recent years. For related questions, please contact Chunghwa Office Customer Service Center at 0800-700-365. For mobile phone, please dial (04)2354-2030 (non-toll-free).	Department of Posts and Telecommunications	Stamp Collecting Service
43.	Request information on restrictions on opening new savings accounts and documents required for opening a general personal savings account.	Please visit Chunghwa Post's website and select Savings and Remittance Services > Savings Account > Opening an Account and Document Inquiry. (https://www.post.gov.tw/post/internet/B_saving/index.jsp?ID=3010102)	Department of Posts and Telecommunications	Savings and Remittance Services

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44.	Complaints about the poor quality of mobile reception on Taiwan High Speed Rail and Taiwan Railways.	<p>A great amount of effort has been put in by the Ministry and the National Communications Commission (NCC) to better the mobile reception on Taiwan High Speed Rail and Taiwan Railways. We will continue to supervise the Railway Bureau and Taiwan High Speed Rail Corporation while assisting the mobile telecommunication sector in enhancing the reception on trains. The 4G signal improvement project for Taiwan High Speed Rail was completed and put into operation at the end of 2017. Telecommunication sectors expressed that they will continue to optimize and adjust the signal to provide a satisfying service for passengers. In terms of poor mobile reception sections on Taiwan Railways, the NCC is doing its utmost by holding a regular Wi-Fi Infrastructure Group Meeting, focusing on <i>Mobile Signal Improvement Project for East Areas</i> (including underground sections in Taipei City). In 2018, signal reception improvements were made for 22 tunnels in the North Link Line and 19 train station in the South Link Line. As required by the Legislative Yuan, the NCC has begun working on signal improvements for the Yilan Line, South Link Line, North Link Line and Huadong Line, and the Taipei underground sections since 2019.</p> <p>The concerned units (Department of Railways and Highways, Department of Posts and Telecommunications, Taiwan Railways Administration, and Railway Bureau) of the Ministry also help in the project. At the end of 2020, the Wi-Fi signal was made available for the South Link Line. Improvements to other sections will follow.</p>	Department of Posts and Telecommunications	Telecommunications Supervision

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45.	Disputes between consumers and communications providers	According to Article 3 of the National Communications Commission Organization Act - the public may file a complaint directly to the NCC if the complaint qualifies within the scope of their duties at 0800-177-177.	Department of Posts and Telecommunications	Telecom Customer Service
46.	The relationship between the NCC and MOTC	I. The NCC was established on February 22, 2006, as an independent agency with no affiliation with the MOTC. II. According to Article 2 of the <i>National Communications Commission Organization Act</i> - “Effective on the NCC inception date, the competent government agency pertinent communications laws and regulations, including the <i>Telecommunications Act</i> , the <i>Radio and Television Act</i> , the <i>Cable Radio and Television Act</i> , and the <i>Satellite Broadcasting Act</i> , that was once under the purview of the Ministry of Transportation and Communications, the Government’s Information Office, the Executive Yuan, the Directorate General of Telecommunications under the MOTC, shall fall under the purview of the NCC. The same also applies to those stipulated by other pertinent laws and regulations that concern the competent responsibilities of the NCC.”	Department of Posts and Telecommunications	Telecommunications Supervision
47.	Request MOTC’s previous Road Safety Annual Reports.	Please visit the Road Traffic Safety Portal Site and select Teaching Materials > click on “Publications” (https://bit.ly/35vs0kY) for downloads of previous Road Safety Annual Reports. Contact number: (02)2349-2856.	Traffic Safety Council	Traffic Safety Promotion
48.	Request information on road safety promotional materials.	Please visit the Road Traffic Safety Portal Site (https://168.motc.gov.tw/Default.aspx) for more details about traffic safety. Contact number: (02)2349-2844.	Traffic Safety Council	Traffic Safety Promotion

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49.	Request for MOTC's previous Traffic Safety Teaching Materials.	Please visit the Road Traffic Safety Portal Site > Teaching Materials. Click on "General Publications" (https://bit.ly/2s2vVI8) > "Teaching Materials for Junior High Schools" (https://bit.ly/39OIljO) "Teaching Material for Elementary Schools]" (https://bit.ly/39RzKRt) for downloads of previous traffic safety teaching materials. Contact number: (02)2349-2845.	Traffic Safety Council	Traffic Safety Promotion
50.	Request for MOTC's previous traffic safety videos and animated videos.	Please visit the Road Traffic Safety Portal Site(https://168.motc.gov.tw/Default.aspx) to download your desired traffic safety videos and animated videos. Contract number: (02)2349-2844.	Traffic Safety Council	Traffic Safety Promotion
51.	Request information on copyright issues if a school teacher wishes to download songs, images, or videos for teaching purposes.	The purpose of the Ministry's promotional and teaching materials is to enhance the public's general knowledge. The Ministry welcomes the public to use these materials as long as they are not used for making a profit.	Traffic Safety Council	Traffic Safety Promotion
52.	Request information on downloading the Vehicle Management Handbook	Please visit the Executive Yuan's website, and select "Information and Service" > "Administrative Affairs" > "Handbooks of Affair Management" (https://www.ey.gov.tw/Page/9695ADCD1F0CB9F4) for enquiry and download.	Department of General Affairs	Official Vehicle Management
53.	Request information on regulations regarding the management of local government vehicles.	The Vehicle Management Handbook formulated by the Ministry for the Executive Yuan applies to the Executive Yuan and its affiliated agencies, national schools, and state-run enterprises. Local governments may reference to the Handbook and formulate relevant regulations. The local government shall be reported to where an issue raised by the public is within the scope of vehicle management of the local government.	Department of General Affairs	Official Vehicle Management

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54.	Request information on the incomplete nature of the tender attachment on the MOTC website.	The tender information on the MOTC website is for exposure purposes only, therefore only tender announcements and important tender attachments will be uploaded to the website. Where vendors are interested in any tender, they may find more details on the Government's e-Procurement site (https://web.pcc.gov.tw/pishtml/pisindex.html)	Department of General Affairs	Procurement and Tendering
55.	Request information on the renting of MOTC's international conference hall and assembly hall.	The Ministry's international conference hall has been publicly tendered and is now being provided for the use by the GIS Group. Please contact the company for rental information and charges at (02) 2321-4946, ext. 601 or 602.	Department of General Affairs	Conference Hall Management
56.	Request information on parking at MOTC	I. Vehicles: There are on-street parking spaces on Hangzhou South Road, Chunghwa Telecom Renai Parking Lot (entrance located on the left side of Hangzhou South Road from Xinyi Road to Renai Road). Parking charges may vary. II. Motorbikes: Motorbikes may be parked in on-street parking spaces on Hangzhou South Road or Chunghwa Telecom Renai Parking Lot (entrance located on the left side of Hangzhou South Road from Xinyi Road to Renai Road).	Department of General Affairs	Parking Management
57.	Request information on whether official documents or items sent to the	Please contact the Documentation Section of the Department of General Affairs during office hours (8:30 am to 5:30 pm) at (02)2349-2470 for inquiry.	Department of General Affairs	Official Documentation Management

	Ministry have been received and processed.			
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58.	Request information on the heads and deputy heads of the MOTC and its agencies and the chairmen and presidents of state-run enterprises.	<p>Please visit the following websites:</p> <p>I. Ministry of Transportation and Communications website > About the MOTC > Minister of MOTC (https://www.motc.gov.tw/ch/home.jsp?id=12&parentpath=0,1)</p> <p>II. Civil Aeronautics Administration website > About CAA > Director General of CAA (https://www.caa.gov.tw/article.aspx?a=174&lang=1)</p> <p>III. Central Weather Bureau website > About CWB > Director General and Deputy Director General of CWB (https://www.cwb.gov.tw/V8/C/A/chief.html)</p> <p>IV. Maritime and Port Bureau website > About MPB > Director General of MPB (https://www.motcmpb.gov.tw/Article?siteId=1&nodeId=5)</p> <p>V. Tourism Bureau, Ministry, MOTC website > Tourism Bureau > About Us > Director General and Deputy Director General of the Bureau (https://admin.taiwan.net.tw/Organize/Zhizhang01.htm)</p> <p>VI. Directorate General of Highways website > About the DGH > Director General and Deputy Director General of DGH (https://www.thb.gov.tw/page?node=2f13bc57-a4bb-4e66-9a35-e5aee37ac1d3)</p> <p>VII. Freeway Bureau, MOTC website > About Us > Basic Information > Profile of Director General (https://www.freeway.gov.tw/Publish.aspx?cnid=538)</p> <p>VIII. Railway Bureau, MOTC website > Know the RB > About RB > Director General of RB (https://www.rb.gov.tw/showpage.php?lmenuid=2&smenuid=66&tmenuid=87&pagetype=0)</p> <p>IX. Institute of Transportation, MOTC website > About IOT > Director General (https://www.iot.gov.tw/page?node=d4ab3ac0-0e6b-45d5-9e55-7387e2d2bfb7)</p> <p>X. Taiwan Railways Administration, MOTC > About TRA > Know TRA > Director</p>	Personnel Department	Human Resources

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		<p>General of the TRA (https://www.railway.gov.tw/tra-tip-web/adr/about-director)</p> <p>XI. Chunghua Post website > About Us > Chairperson; President (https://www.post.gov.tw/post/internet/Group/index.jsp?ID=1561451696401)</p> <p>XII. Taoyuan International Airport Corporation website > Company > Airport Group > Board and Management (https://www.taoyuanairport.com.tw/main_ch/docdetail.aspx?uid=262&pid=17&docid=32)</p> <p>XIII. Taiwan International Ports Corporation website > About Us > Board of Directors (https://www.twport.com.tw/chinese/cp.aspx?n=05CB79A8B9100963)</p>		
59.	Request information on MOTC duties and functions.	<p>The MOTC oversees the national transportation administration and transportation businesses covering 4 areas: transportation, tourism, meteorology, and communications. The MOTC is also responsible for the supervision of determining and implementing transportation policies, and laws and regulations. For more details, please go to the MOTC's website > About the MOTC > Duties and Functions of the MOTC. (https://www.motc.gov.tw/ch/home.jsp?id=728&parentpath=0,1)</p>	Personnel Department	Human Resources
60.	Request information on finding MOTC regulations.	<p>Please visit the MOTC's website > Laws and Regulations (https://www.motc.gov.tw/ch/home.jsp?id=5&parentpath=0) > Real-time Traffic Regulation Retrieval System > Latest News > Click on or download the "System Operating Handbook" to find out how the System works. Contact number: (02)2349-2889 or 2349-2014.</p>	Rules Committee	Inquiries about Traffic Regulations
61.	Request information on the recourses available when an individual has an objection to the administrative actions made by administrative	<p>When the Ministry's affiliated administrative agencies, municipalities, or county (city) governments conduct a unilateral administrative act that affects an individual's rights, interests, or causes property damage which involves the Ministry's business scope, the individual may file an administrative appeal with the administrative body that carried out the act(s) or with the Ministry. For example, if an individual runs a hotel business without a registration certificate, the individual will be fined by the municipality or county (city) government for breaching the <i>Schedule of Penalties Applicable under the Tourism Development Act</i>; or for vehicle fuel charges collected by the Directorate General of Highways; or municipality or county (city) governments collecting parking fees in accordance with the regulations stipulated in the <i>Parking Facility Act</i>.</p>	Petitions and Appeals Committee	Administrative Remedy

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	agencies (the Ministry's affiliated agencies, municipalities, or county governments that are involved with the Ministry's affairs).			
62.	Request information on filing an administrative appeal. How long does it take for an administrative appeal decision to be made?	<p>I. A signed or sealed administrative appeal pleading that expresses an objection to administrative action is required upon the filing of an administrative appeal. For more details, please visit the Ministry's Petition and Appeals Committee website > Main Menu > Administrative Appeals (https://www.motc.gov.tw/petition/home.jsp?id=486&parentpath=0,476).</p> <p>As stated in the <i>Administrative Appeal Act</i>, an administrative appeal decision will be made within 3 months, which could be extended for a further 2 months.</p>	Petitions and Appeals Committee	Administrative Remedy
63.	Request information on posing an opinion when an administrative appeal is in process. How to apply for an oral argument?	Please visit the main menu of the Ministry's Petition and Appeals Committee website > Apply for Posing an Opinion or Oral Argument (http://nseweb.motc.gov.tw/NSEWEB/WebSite/Sys/Func03).	Petitions and Appeals Committee	Administrative Remedy

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64.	Request information on finding the progress of an administrative appeal.	Please visit the main menu of the Ministry's Petition and Appeals Committee website > Inquiry about the Progress of an Administrative Appeal (http://nseweb.motc.gov.tw/NSEWEB/WebSite/Sys/Func02).	Petitions and Appeals Committee	Administrative Remedy
65.	Request information on finding historical administrative appeal decisions.	Please visit the main menu of the Ministry's Petition and Appeals Committee website > Inquiry about the Decision of an Administrative Appeal (http://nseweb.motc.gov.tw/NSEWEB/WebSite/Sys/Func01).	Petitions and Appeals Committee	Administrative Remedy
66.	Request information on the proceeding where the appellant has an objection to the decision of the administrative appeal.	<p>I. Where the appellant has an objection to the decision of the administrative appeal or an administrative appeal decision fails to be made within 3 months, or an administrative appeal decision fails to be made within 2 months after being extended, the appellant has the right to file an administrative litigation with the administrative court as stated in the <i>Administrative Appeal Act</i>.</p> <p>II. The appellant may file a simple administrative litigation with the local administrative court where the administrative agency is located: if the appellant has an objection to a fine of up to NT\$400,000 imposed by the administrative agency; if the amount or value of the subject matter regarding a property litigation is up to NT\$400,000; or if the appellant has an objection to the reprimand, disciplinary warning, recording of points for violation, recording of times of the violation, or other similar minor actions imposed by the administrative agency.</p> <p>III. A general administrative appeal may be filed to a higher administrative court (Taipei, Taichung, Kaohsiung) for administrative actions other than those mentioned above.</p> <p>IV. The appellant may apply for a review de novo against an appeal decision to the Petitions and Appeals Committee as stated in <i>Article 97</i> of the <i>Administrative Appeal Act</i>. If further assistance is required, please contact Mr. Hong of the Ministry's Petitions and Appeals Committee at (02)2349-2089.</p>	Petitions and Appeals Committee	Administrative Remedy

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67.	Request information on state compensation statistics. How to request state compensation from the Ministry?	I. Please visit the MOTC's website > Official Affair Browsing > Open Government Information > Proactive Open Government Information (https://www.motc.gov.tw/ch/home.jsp?id=641&websiteslink=information_list.jsp&parentpath=0,2,639) for more information. II. Please go to the main menu of the Ministry's Petition and Appeals Committee website > State Compensation > Download the Application for State Compensation in a Document Format (https://www.motc.gov.tw/petition/home.jsp?id=513&parentpath=0,484).	Petitions and Appeals Committee	State Compensation
68.	Request information on reporting corruption and malfeasance to the MOTC.	Email: dac@motc.gov.tw Hotline: (02) 2349-2543 Fax: (02) 2331-7345 Mail: P.O. Box 177-17 Taipei Renhang Taipei City 10099 Taiwan (R.O.C.)	Civil Service Ethics Department	Reporting corruption and malfeasance
69.	Request information on the Ministry's telephone surveys.	Please visit the Ministry's website for "Announcement" (https://www.motc.gov.tw/ch/home.jsp?id=15&parentpath=0,2), or the transportation statistics page for ("Announcement" https://www.motc.gov.tw/ch/home.jsp?id=53&parentpath=0,6) to view the Ministry current surveys; or visit Directorate-General of Budget, Accounting and Statistics, Executive Yuan website for "Statistics Carried Out by Agencies this Month" under "Statistics" (https://statsvy.dgbas.gov.tw/43/43mos/query/wrkpage.asp).	Department of Statistics	Survey Statistics
70.	Query the analysis of relevant survey reports.	Please visit the Ministry's website for "Statistics" under "Transportation Statistics" (https://www.motc.gov.tw/ch/home.jsp?id=56&parentpath=0,6). Select the "Year" and enter the "Survey Name".	Department of Statistics	Survey Statistics
71.	Request information on the MOTC's relevant	Please visit the Ministry's website to find the "Ministry of Transportation Statistics" under "Transportation Statistics" (https://stat.motc.gov.tw/mocdb/stmain.jsp?sys=100) for "Easy Search". Select a category from postal, railway, water transportation, ports and harbors, aviation, tourism, and meteorology for statistical data. For more detailed information, please	Department of Statistics	Official Statistics

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	statistics on operations.	go to the “Main Search” then perform the same search steps as above; press “Search” for statistical data.		
72.	Feedback or suggestions in relation to the Ministry’s constructions regarding planning and design, project quality, safety measures, and surrounding facilities.	<p>I. Project deficiencies and suggestions may be lodged on the “Online Report System for National Supervision of Public Constructions” of the Public Construction Commission’s website. The Ministry and Construction organizers ensure the improvement of deficiencies and maintain the quality of public constructions.</p> <p>II. A deficiency discovered or an opinion wished to be expressed by the public may be registered on the website of Public Construction Commission under “Online Report System for National Supervision of Public Constructions” or via telephone (0800-009-609), through Online Reporting (https://cmdweb.pcc.gov.tw/pccms/pwreport/ducon2_geoeng.peo_entry), or using the app on a smartphone. Upon receipt of a report assigned by the Commission, the Ministry instructs the competent agency / institution to promptly make a response or carry out an improvement regarding the matter or suggestion. The contact person for the case is Engineer Zhong, Guo-Qiang of the Major Construction Supervisory Commission Report; contact number: (02)2349-2015.</p>	Major Project Supervisory Commission Report	National Supervision of Construction
73.	Request information on MOTC’s previous budgets and final accounts.	<p>Please visit the MOTC’s website > Official Affair Browsing > Open Government Information > Public Government Information (https://www.motc.gov.tw/ch/home.jsp?id=641&websiteslink=information_list.jsp&parentpath=0,2,639), click on “budgets and final accounts” > “Search” for the Ministry’s previous budgets and final accounts.</p> <p>The contact number are as follows: units’ budgets, final accounts, and monthly accounting report: (02)2349-2636; budget for transportation funds: (02)2349-2675; final accounts for transportation funds: (02)2349-2672; monthly accounting report for transportation funds: (02)2349-2679; final accounts of Taiwan Motor Transport Co., Ltd. (during cleaning period): (02)2349-2299; special final accounts for Forward-looking Infrastructure Development Program and monthly accounting reports (first and second); contact number: (02)2349-2298; monthly accounting reports for Special Budget for Prevention, Relief and Revitalization Measures for Severe Pneumonia with Novel Pathogens; contact number: (02)2349-2078.</p>	Department of Accounting	Budgets and Final Accounts

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74.	Request information on detailed lists of MOTC's supervisors' grants over the years	Detailed lists of MOTC's supervisors' grants over the years can be viewed on the MOTC website > Official Affair Browsing > Open Government Information > Public Government Information (https://www.motc.gov.tw/ch/home.jsp?id=641&websitelink=information_list.jsp&parentpath=0,2,639) > select "Grants Used or Received" > "Search". Contact number: (02)2349-2626.	Department of Accounting	Grants Used or Received
75.	Request information on the MOTC's advertisements for the promotion of its policies.	The Ministry's advertisements for promoting policies over the years can be found on the MOTC website / Official Affair Browsing / Open Government Information / Public Government Information (https://www.motc.gov.tw/ch/home.jsp?id=641&websitelink=information_list.jsp&parentpath=0,2,639) / select "Advertisements for Policy Promotion" then "Search". Contact number: (02)2349-2626.	Department of Accounting	Advertisements for Policy Promotion
76.	Inquiries about key points for the assessment regarding subsidies (donations) made by the MOTC through its affiliated agencies to non-governmental organizations or individuals	Key points for the assessment regarding subsidies (donations) made by the MOTC through its affiliated agencies to non-governmental organizations or individuals can be found on the MOTC website > About the MOTC > Organization > Department of Accounting > Accounting Information Site for the General Public > Summary of Statutory Interpretation > Laws and Regulations (https://www.motc.gov.tw/accounting/home.jsp?id=557&parentpath=0,287). Contact number: (02)2349-2625.	Department of Accounting	Laws and Regulations