

## [FAQ]

No.	Question Summary	Reply	Concerned Unit	Category
1.	Office hours of MOTC's toll-free complaint hotline +886800-231-161 and service helpline +886-2- 2349-2900.	I. The MOTC's 24-hour toll-free complaint hotline, +886800-231-161, is run by the Road User Center of the Directorate General of Highways. II. The main service helpline, +886-2-2349-2900, 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 +886800-231-161.	Secretariat	Complaints
2.	MOTC's complaint handling approach.	Complaints can be made by telephone: +886800-231-161 or +886-2-2349-2900, in writing; fax: +886-2-2349-2491, email, or submitted in person at the Ministry.	Secretariat	Complaints
3.	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
4.	How to make a complaint or suggestion to the MOTC via email?	Please visit MOTC's official website, and select "Contact us". ( <a href="https://poms.motc.gov.tw/message/en">https://poms.motc.gov.tw/message/en</a> )	Secretariat	Complaints
5.	A complaint letter was sent through the official website but no confirmation email was received.	If you still don't receive a confirmation email after several attempts, it is likely the email has been identified as spam mail. Please check your spam mailbox or call +886800-231-161, +886-2-2349-2490, or +886-2-2349-2096 for assistance.	Information Management Center	Webpage Management

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6.	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 +886800-231-161, +886-2-2349-2490, or +886-2-2349-2096 for assistance.	Information Management Center	Webpage Management
7.	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 +886800-231-161, +886-2-2349-2490, or +886-2-2349-2096 for assistance, or try changing your mailbox code setting to UTF-8.	Information Management Center	Webpage Management
8.	Reporting MOTC and its agencies for improper handling of government procurements.	Contact number: +886-49-2370-030 Fax: +886-49-2391-517 Address: No. 6, Shengfu Road, Zhongxing New Village, Nantou County	Transportation and Communications Management Unit	Government Procurement
9.	Information on hot air balloons.	For more information, please visit Civil Aeronautics Administration's website. For questions, please dial +886-2-2349-6363.	Department of Navigation and Aviation	Aviation Information
10.	Information on drones.	For more information, please visit Civil Aeronautics Administration's website. Drone Office service hotline: +886-2-2349-6316/-6317.	Department of Navigation and Aviation	Aviation Information
11.	Information on ultralight vehicles.	For more information, please visit Civil Aeronautics Administration's website. For questions, please dial +886-2-2349-6327.	Department of Navigation and Aviation	Aviation Information

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12.	Information on consumer aviation.	For information related to consumer air travel, please visit Civil Aeronautics Administration's website, 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 +886-2-2349-6047.	Department of Navigation and Aviation	Aviation Information
13.	How to report shipwreck incidents.	Please contact the Shipwreck Rescue Division of the Maritime and Port Bureau of the Ministry. Contact number: +886-2-8978-1419 (24HR).	Department of Navigation and Aviation	Maritime Management
14.	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. Contact number: +886-2-8978-8057.	Department of Navigation and Aviation	Information on Mini Three Links
15.	Request information on seafarer training.	Please contact the Seafarer Training Management Division of the Maritime and Port Bureau of the Ministry. Contact number: +886-2-8978-8036.	Department of Navigation and Aviation	Seafarer training
16.	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. Contact number: +886-2-8978-6828.	Department of Navigation and Aviation	Drivers of yachts and motorboats

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17.	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 +886-2-2307-0123 or +886800-231-035.	Department of Railways and Highways	Taxi Management
18.	Road deficiencies.	I. For highway-related issues, please contact the Freeway Bureau on +886-2-2909-6141 or 1968. II. For provincial highway-related issues, please contact the Directorate General of Highways at +886-2-2307-0123 or +886800-231-035. III. For issues regarding county, rural or urban roads, please contact the local government.	Department of Railways and Highways	Road Works
19.	Service hotline of Chunghwa Post	The 24HR toll-free hotline for Chunghwa Post is +886800-700-365.	Department of Posts and Telecommunications	Post Office Customer Service
20.	Where to find addresses, telephone numbers, or the business hours of post offices.	Please visit Chunghwa Post's official website, go to Postal Services > Post Office Locations (including agencies that offer postal services). ( <a href="https://www.post.gov.tw/post/internet/U_english2/index.jsp?ID=35140701">https://www.post.gov.tw/post/internet/U_english2/index.jsp?ID=35140701</a> )	Department of Posts and Telecommunications	Postal Services
21.	How to look for 3+3 zip codes.	Please visit Chunghwa Post's website, go to > Enquiry > Postal Services > Zip Code > Quick Search ( <a href="https://www.post.gov.tw/post/internet/U_english2/index.jsp?ID=35140301">https://www.post.gov.tw/post/internet/U_english2/index.jsp?ID=35140301</a> )	Department of Posts and Telecommunications	Postal Services

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22.	Inquiries on changes in postal-related laws and regulations, and postal business regulations for 2019	Please visit Chunghwa Post's website, go to Enquiry > Law and Regulations become effective from 2019/11/01> Postal Act, Regulations and Directions. ( <a href="https://www.post.gov.tw/post/internet/U_english2/index.jsp?ID=1665448537821">https://www.post.gov.tw/post/internet/U_english2/index.jsp?ID=1665448537821</a> )	Department of Posts and Telecommunications	Postal Services
23.	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 ( <a href="https://www.post.gov.tw/post/internet/U_english2/index.jsp?ID=1639969271130">https://www.post.gov.tw/post/internet/U_english2/index.jsp?ID=1639969271130</a> )	Department of Posts and Telecommunications	Postal Services
24.	Inquiries on files or items prohibited from being sent through the post office.	Please visit Chunghwa Post's website, go to Postal Services > Dangerous Goods Items ( <a href="https://www.post.gov.tw/post/internet/U_english2/index.jsp?ID=1574323915064">https://www.post.gov.tw/post/internet/U_english2/index.jsp?ID=1574323915064</a> )	Department of Posts and Telecommunications	Postal Services
25.	Inquiries on customs and tariff regulations for mails sent to China.	Please visit Chunghwa Post's website, go to Postal Services > Speed Post & EMS > Mainland China EMS Items ( <a href="https://www.post.gov.tw/post/internet/U_english2/index.jsp?ID=1639963759066">https://www.post.gov.tw/post/internet/U_english2/index.jsp?ID=1639963759066</a> ).	Department of Posts and Telecommunications	Taiwan-China Mail Delivery
26.	Inquiries on regulations for sending cosmetics and electronic products to China.	Please go to Chunghwa Post's website > Postal Services > Speed Post & EMS > Mainland China EMS Items ( <a href="https://www.post.gov.tw/post/internet/U_english2/index.jsp?ID=1639963759066">https://www.post.gov.tw/post/internet/U_english2/index.jsp?ID=1639963759066</a> ).	Department of Posts and Telecommunications	Taiwan-China Mail Delivery

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27.	How to send mails to China.	Please visit Chunghwa Post's website, go to Postal Services ( <a href="https://www.post.gov.tw/post/internet/U_english2/index.jsp?ID=3514">https://www.post.gov.tw/post/internet/U_english2/index.jsp?ID=3514</a> ) for information on letter, package, and express delivery services.	Department of Posts and Telecommunications	Taiwan-China Mail Delivery
28.	Inquiries on postage rates of different types of mail.	Please visit Chunghwa Post's website, go to Enquiry > Postal Services > Postage Rates ( <a href="https://www.post.gov.tw/post/internet/U_english2/index.jsp?ID=35140401">https://www.post.gov.tw/post/internet/U_english2/index.jsp?ID=35140401</a> ) or take a free "Postage Rates Booklet" at your local post office.	Department of Posts and Telecommunications	Postal Services
29.	Request information on the Post Office's life insurance products.	Please visit Chunghwa Post's website and select Life Insurance Services > Postal Life Insurance Services > Insurance product > Insurance product overview ( <a href="https://www.post.gov.tw/post/internet/U_english2/index.jsp?ID=1675388244036">https://www.post.gov.tw/post/internet/U_english2/index.jsp?ID=1675388244036</a> ). Click on product names for product description and policy rate calculation.	Department of Posts and Telecommunications	Life Insurance Services
30.	Request information on stamp issuance plans.	Please visit Chunghwa Post's website and select Downloads > Stamp Services > Postage Stamps Issuing Information ( <a href="https://www.post.gov.tw/post/internet/U_english2/index.jsp?ID=1665717760110">https://www.post.gov.tw/post/internet/U_english2/index.jsp?ID=1665717760110</a> ) for stamps issued in recent years. For related questions, please contact Chunghwa Office Customer Service Center at +886800-700-365. For mobile phone, please dial +886-4-2354-2030 (non-toll-free).	Department of Posts and Telecommunications	Stamp Collecting Service
31.	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 Banking Services > Postal Saving > Passbook Savings > Account opening and documents for application. ( <a href="https://www.post.gov.tw/post/internet/U_english2/index.jsp?ID=3515010102">https://www.post.gov.tw/post/internet/U_english2/index.jsp?ID=3515010102</a> )	Department of Posts and Telecommunications	Savings and Remittance Services

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32.	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, Taiwan High Speed Rail Corporation, and Taiwan Railways Administration, while assisting the mobile telecommunication sectors in enhancing the reception on trains. By the end of 2020, the 4G signal improvement project and the Wi-Fi hotspot setup on trains and at stations for Taiwan High Speed Rail were completed and put into operation.</p> <p>Telecommunication sectors expressed that they will continue to optimize and adjust the signal to provide a satisfying service for passengers. Meanwhile, the signal improvements of the Yilan Line, South Link Line, North Link Line and Huadong Line for Taiwan Railways were completed and put into operation; the Fuzhou-Taipei section of Taipei underground was completed in 2021, and the Taipei-Sike section was completed in 2022.</p>	Department of Posts and Telecommunications	Telecommunications Supervision
33.	Disputes between consumers and communications providers	According to Article 3 of the National Communications Commission (NCC) Organization Act, telecommunications consumer dispute belongs to NCC's duties. A consumer may file a complaint to the Telecommunications Consumer Mediation Center, and the toll-free hotline is +886800-034-580..	Department of Posts and Telecommunications	Telecom Customer Service

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34.	The relationship between the NCC and MOTC	<p>I. The NCC was established on February 22, 2006, as an independent agency with no affiliation with the MOTC.</p> <p>II. According to Article 2 of the National Communications Commission Organization Act - “Effective on the NCC inception date, the competent government agency pertinent communications laws and regulations, including the Telecommunications Act, the Radio and Television Act, the Cable Radio and Television Act, and the Satellite Broadcasting Act, 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.”</p>	Department of Posts and Telecommunications	Telecommunications Supervision
35.	Request information on road safety promotional materials.	Please visit the Road Traffic Safety Portal Site ( <a href="https://168.motc.gov.tw/en">https://168.motc.gov.tw/en</a> ) for more details about traffic safety. Contact number: +886-2-2349-2844.	Traffic Safety Council	Traffic Safety Promotion
36.	Request for MOTC’s previous traffic safety videos and animated videos.	Please visit the Road Traffic Safety Portal Site( <a href="https://168.motc.gov.tw/en">https://168.motc.gov.tw/en</a> ) to download your desired traffic safety videos and animated videos. Contract number: +886-2-2349-2844.	Traffic Safety Council	Traffic Safety Promotion
37.	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



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38.	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
39.	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 +886-2-2321-4946.	Department of General Affairs	Conference Hall Management
40.	Request information on parking at MOTC	<p>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.</p> <p>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).</p>	Department of General Affairs	Parking Management
41.	Request information on whether official documents or items sent to the Ministry have been received and processed.	Please contact the Documentation Section of the Department of General Affairs during office hours (8:30 am to 5:30 pm) at +886-2-2349-2470 for inquiry.	Department of General Affairs	Official Documentati on Management

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42.	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 &gt; About the MOTC &gt; Minister of MOTC (<a href="https://www.motc.gov.tw/en/app/artwebsite/view?module=artwebsite&amp;id=246&amp;serno=null">https://www.motc.gov.tw/en/app/artwebsite/view?module=artwebsite&amp;id=246&amp;serno=null</a>)</p> <p>II. Civil Aeronautics Administration website &gt; About CAA &gt; Administrators of CAA (<a href="https://www.caa.gov.tw/article.aspx?a=174&amp;lang=2">https://www.caa.gov.tw/article.aspx?a=174&amp;lang=2</a>)</p> <p>III. Central Weather Bureau website &gt; About CWB &gt; Bureau Head and (<a href="https://www.cwb.gov.tw/V8/E/A/chief.html">https://www.cwb.gov.tw/V8/E/A/chief.html</a>)</p> <p>IV. Maritime and Port Bureau website &gt; About MPB &gt; Director General of MPB (<a href="https://www.motcmpb.gov.tw/En/Article?SiteId=2&amp;NodeId=10005">https://www.motcmpb.gov.tw/En/Article?SiteId=2&amp;NodeId=10005</a>)</p> <p>V. Tourism Bureau website &gt; About us &gt; Management &gt; Director-General (<a href="https://admin.taiwan.net.tw/English/IntroductionEN/ManagementEN/DirectorGeneralEN.htm">https://admin.taiwan.net.tw/English/IntroductionEN/ManagementEN/DirectorGeneralEN.htm</a>)</p> <p>VI. Directorate General of Highways website &gt; About the DGH &gt; Basic Information &gt; Director of DGH (<a href="https://www.thb.gov.tw/en/cp.aspx?n=704">https://www.thb.gov.tw/en/cp.aspx?n=704</a>)</p> <p>VII. Freeway Bureau website &gt; About us &gt; Profile of Director General (<a href="https://www.freeway.gov.tw/english/Publish.aspx?cnid=102">https://www.freeway.gov.tw/english/Publish.aspx?cnid=102</a>)</p> <p>VIII. Railway Bureau website &gt; About RB &gt; Director General of RB (<a href="https://www.rb.gov.tw/en/showpage.php?lmenuid=23&amp;smenuid=73">https://www.rb.gov.tw/en/showpage.php?lmenuid=23&amp;smenuid=73</a>)</p> <p>IX. Institute of Transportation website &gt; About IOT &gt; Director General (<a href="https://www.iot.gov.tw/cp-1214-360-e20e3-2.html">https://www.iot.gov.tw/cp-1214-360-e20e3-2.html</a>)</p> <p>X. Chunghwa Post website &gt; About Us &gt; Chairperson; President (<a href="https://www.post.gov.tw/post/internet/U_english2/index.jsp?ID=35010102">https://www.post.gov.tw/post/internet/U_english2/index.jsp?ID=35010102</a>)</p> <p>XI. Taoyuan International Airport Corporation website &gt; Company &gt; Airport Group &gt; Board &amp; Management (<a href="https://www.taoyuanairport.com.tw/board?lang=en">https://www.taoyuanairport.com.tw/board?lang=en</a>)</p> <p>XII. Taiwan International Ports Corporation website &gt; About us &gt; Board of</p>	Personnel Department	Human Resources

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		Directors ( <a href="https://www.twport.com.tw/en/cp.aspx">https://www.twport.com.tw/en/cp.aspx</a> )		
43.	Request information on MOTC duties and functions.	The MOTC oversees the national transportation administration and transportation businesses covering 4 areas: transportation, tourism, meteorology, and postal services. 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 > Organization and Functions. ( <a href="https://www.motc.gov.tw/en/app/artwebsite?module=artwebsite&amp;id=251&amp;serno=null">https://www.motc.gov.tw/en/app/artwebsite?module=artwebsite&amp;id=251&amp;serno=null</a> )	Personnel Department	Human Resources
44.	Request information on finding MOTC regulations.	Please visit the MOTC's website > Laws and Regulations ( <a href="https://law.moj.gov.tw/ENG/Law/LawSearchLaw.aspx?TY=0118">https://law.moj.gov.tw/ENG/Law/LawSearchLaw.aspx?TY=0118</a> ) Contact number: +886-2-2349-2889 or +886-2-2349-2014.	Rules Committee	Inquiries about Traffic Regulations
45.	Request information on the recourses available when an individual has an objection to the administrative actions made by administrative agencies (the Ministry's affiliated agencies, municipalities, or county governments that are involved with the Ministry's affairs).	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> .	Petitions and Appeals Committee	Administrative Remedy

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46.	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 +886-2-2349-2089.</p>	Petitions and Appeals Committee	Administrative Remedy
47.	Request information on reporting corruption and malfeasance to the MOTC.	<p>Email: <a href="mailto:dac@motc.gov.tw">dac@motc.gov.tw</a>  Hotline: +886-2-2349-2543  Fax: +886-2-2331-7345  Mail: P.O. Box 177-17 Taipei Renhang  Taipei City 10099  Taiwan (R.O.C.)</p>	Civil Service Ethics Department	Reporting corruption and malfeasance
48.	Request information on the Ministry's telephone surveys.	Please visit the Ministry's website to find the "Bulletin Board" under "Statistics" ( <a href="https://www.motc.gov.tw/en/app/data/list?id=2388">https://www.motc.gov.tw/en/app/data/list?id=2388</a> ) to view the current surveys.	Department of Statistics	Survey Statistics

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49.	Request information on the MOTC's relevant statistics on operations.	Please visit the Ministry's website to find the "Data Query" under "Statistics" ( <a href="https://stat.motc.gov.tw/mocdb/stmain.jsp?sys=100&amp;funid=emenu">https://stat.motc.gov.tw/mocdb/stmain.jsp?sys=100&amp;funid=emenu</a> ). Select a category from postal services, railways, highways, water transportation and ports, free trade zones, civil aviation, tourism, and meteorology for statistical data.	Department of Statistics	Official Statistics