



臺灣宜蘭地方檢察署 為民服務白皮書

Taiwan Yilan District Prosecutors Office
The Public Services White Paper



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前言

Introduction

一、前言

廉潔、效能、便民為政府施政目標，民眾對政府服務品質之期盼與要求，亦日益殷切，而檢察機關職司犯罪的偵查與刑罰的執行，負有鞏固國家安全、維護社會安寧、保障人民權益之職責，因此，本署體認政府一切施政均以民意為依歸，且公正的司法是人民所企盼，所以實現民眾對公正的司法期待是我們努力的目標，故本署將秉持著主動積極的精神，以「以民為主」的工作理念，落實為民服務，增進民眾對司法的信賴。



I. Introduction

Integrity, performance, and convenience for people are administration objectives of government. People's expectation and requirements on quality of government service are getting eager nowadays. Given the duties and responsibility such as crime detection and punishment execution, as well as national security reinforcement, maintenance of public safety and protection of people's rights and interests that procuratorial authority is liable for, the Office realizes that every piece of administration by government shall subject to the will of the public, and a justice without fear is what people would expect, therefore, achievement of people's expectation on fair justice is the goal that we strive for. Possessed a spirit of positivity in mind, the Office fulfills public services and fosters people's trust on justice upon "people oriented" work philosophy.

Pic:
Service network for judicial protection of Yilan District Prosecutors, Office



我們在**為您**
做什麼？



What we
do for you?

二、我們在為您做什麼

(一)落實檢察工作：

依法審慎妥速辦理刑事偵查及刑事執行以期毋枉毋縱，有效維護社會治安。

- 1.落實「檢察機關排怨計畫」措施
- 2.貫徹掃黑肅貪，提升辦案效能
- 3.落實反毒策略，減少毒品危害
- 4.打擊黑道犯罪組織
- 5.加強林木保護及盜濫採砂石案件之偵辦
- 6.積極取締仿冒，保護智慧財產
- 7.打擊民生犯罪
- 8.加強婦幼案件之偵辦
- 9.實施修復式司法方案
- 10.加強運用緩起訴處分機制，彰顯公義

II. What we do for you ?

1.Fulfill procuratorial work :

To manage criminal detection and criminal execution properly, swiftly and meticulously as per laws, not to do things wrong and let someone have his/her own way and maintain social security effectively.

- (1).Fulfill measures of “resentment exclusion plan” .
- (2).Carry through crackdown on crime and anti-corruption, enhance case handling performance.
- (3).Fulfill anti-drug strategies, reduce hazards of drugs
- (4).Crack down on gangers and criminal organizations
- (5).Reinforce investigation of forest protection, river sand and gravel mining cases
- (6).Actively crack down on counterfeit, protect intellectual property
- (7).Fight against civil crime
- (8).Reinforce investigation of women and children cases
- (9).Implement restorative justice plan
- (10)Reinforce use of deferred prosecution mechanism and signify justice

(二)化解糾紛，減少訟累：

加強輔導各鄉鎮市調解委員會積極辦理並推展調解業務，促進社會和諧。

(三)推展觀護工作：

透過訪視、約談瞭解受保護管束人需求，以適性提供其就業、就醫、就養等相關協助，並推廣法律教育、加強為民服務，彰顯司法保護柔性之關懷。

1.輔導：

本署觀護人運用個別約談、訪視之方法，並輔以團體輔導之方式，以適性提供其就學、就業、就醫、就養以有效引導受保護管束人重歸正途。

2.監督：

針對毒品案件及重大刑案受保護管束人，除加強報到次數及採驗尿液外；亦函知警察機構列管，加強對其監控，以預防其再犯。

2.Reconcile disputes and reduce lawsuit fatigue :
Reinforce counseling of mediation committees of various villages/towns/cities to handle and promote reconciliation business and facilitate social harmony.

3.Promote probation work :

To understand the needs of people under custody through visit and interview, to moderately provide employment, medical treatment and home care related assistance, advocate legal education and reinforce public services to clearly signify soft care through judicial protection.

(1).Counseling :

Respective interview and visit aided with a manner of group counseling adopted by the probation officer of the Office introduces to moderately provide employment, medical treatment and home care to effectively lead people under custody to return to the right track.

(2).Supervision :

In addition to reinforcing report count and urine specimen collection, the police stations will also be notified by a letter for people under custody of drug cases and major criminal cases, to reinforce monitoring and control of them to prevent from committing another crime.

3. 法律宣導：

結合轄內各機關團體，深入宜蘭縣各社區、學校，辦理反毒、反賄選及社區、校園法治教育等宣導活動。

4. 推動社會勞動、義務勞務：

對犯輕罪者，可以社區服務義務勞務或社會勞動代替入監服刑，創造三贏。

5. 加強司法關懷：

以司法保護據點及修復式司法試行方案為民服務，更能表彰司法柔性之一面。

6. 辦理社區生活營：

關懷弱勢的社區生活營學生，減少中輟生，對社會多一份預防犯罪的力量。



(3).Legal advocacy：

Combine various authorities and communities within its jurisdiction to penetrate various communities, schools of Yilan County and to deal with anti-drug, anti-bribery and communities, law-related education at campus and related advocacy activities.

(4).Drive social labor, compulsory labor：

The prison sentence for those who commit a misdemeanor can be replaced by compulsory labor of community service or social labor to create a triple-win.

(5).Reinforce care by justice：

To be at people' s service upon the network of judicial protection and restorative justice options to honor the soft side of justice more.

(6).Conduct community living camps：

Care the minority students at community living camp to reduce students drop out of school, and enable strength for crime prevention in the society.



(四) 推動更生保護事業：

協助出獄受刑人自立更生、適應社會生活，給予直接、間接及暫時的保護措施，預防再犯。

1. 為協助違反毒品危害防制條例施用毒品之女性更生人或經收容女性之人，使其暫時獲得安置及戒除心癮，並施予適當之照顧及心理輔導，以獲得身心、人格之健全發展，復歸家庭社會生活，乃結合社會資源辦理「渡安居」中途之家，針對收容者施以就業輔導、技能訓練、生涯規劃及建立家庭支持服務系統等，另對於年老或身心障礙個案，則予以轉介安置（直接保護）。

4. Drive rehabilitation protection business :

Assist people discharged from prison to rehabilitate independently, adapt to social life, offer direct, indirect and temporary protection measures to prevent from committing another crime.

- (1). In order to assist female ex-convicts who violate Drug Prevention and Control Act or females who stay in rehabilitation center; making them settle down temporarily and quit heart addiction with proper care and mental counseling rendered to them to acquire complete development in terms of spirit, physics and character and to return to family and social life. Combined with social resources, a half-way house “corner house” is established to apply employment counseling, skill training and career life planning and establish family support service system to persons who stay in rehabilitation center, with transfer and settle-down (direct protection) provided for those elderly or cases with physical and mental disability.

2. 給予更生人間接保護，輔以就業、就學、就醫、就養、急難救助或其他適切之協助。
3. 給予更生人暫時保護，如：資助旅費、供給車票、資助醫藥費、協辦戶口、資助膳宿費用、護送回籍或其他適宜處所，或協助創業小額貸款等。
4. 推廣更生人及馨生人產品：善用更生人、馨生人之專長，販售自己的商品，除了協助其及早走出生活困境之外，也希望能藉此修補「更生人—馨生人」關係，達到「修復式司法」之積極目的，這也是國內首創為兩造服務方案之一。
5. 更生人家庭支持性服務方案：針對有接受服務需求之更生人，先以團體工作方式，輔以家庭關係聯繫與重建，以增強更生人與家庭間正向聯繫，並協助受刑人有自行解決問題之能力。

- (2). Offer indirect protection aided with employment, studying, medical treatment, home care, emergency rescue and other appropriate assistances to ex-convicts.
- (3). Offer temporary protection to ex-convicts, e.g.: fund traveling expenses, supply ticket, fund medical expenses, assist registration of permanent residence, fund catering expenses, escort to permanent residence or other proper locations or assist small loan for starting a business etc.
- (4). Promote products made from ex-convicts and victims: Setting projects to let ex-convicts and victims use their skills to sell products of their own. In addition to assisting them in getting out of living difficulty, which expects to fix the ex-convictvictim relationship and to attain active purpose of “restorative justice”. This is also one of the service plans created for both parties in Taiwan unprecedentedly.
- (5). Supportive service plan to ex-convict families : for those ex-convicts who have a need in receiving service, aided with contact and reconstruction of family relationship to foster positive contact between ex-convict and family, and assist people discharged from prison in dealing with self- problem solving ability.



- (五) 設置犯罪被害人補償審議委員會：
保護犯罪被害人，核發並協助犯罪被害補償金申請。
- (六) 協助推展犯罪被害人保護協會工作：
1. 於偵查、審判中及審判後，提供犯罪被害人妥適之協助，如「訪視慰問」、「法律協助」、「協助調查」、「醫療服務」、「申請補償」、「社會救助」、「生活重建」、「信託管理」、「緊急資助」、「安置收容」、「安全保護」、「心理輔導」、「出具保證書」、「查詢諮商」、「往生關懷」等相關事宜。

Pic
Association for Victims Support, Yilan branch

5. Set up Crime Victim Compensation Review Committee：
Protect crime victim, issue and assist in application of crime victim compensation.
6. Help promote tasks of Association for Victims Support：
- (1). Provide proper assistance to crime victims after detection, during the trial and after trial, e.g.: “visit and greeting”, “legal assistance”, “assist in investigation”, “medical services”, “compensation application”, “social assistance”, “life reconstruction”, “trust management”, “emergency aid”, “hospice”, “safety protection”, “mental counseling”, “issuing of written guarantee”, “inquiry of consultation”, “terminal care” and related matters.

2. 推動修復式司法：

讓馨生人與加害人有機會從自己的觀點陳述各自的體驗、聽取對方的感受，讓自己的疑問獲得解答，並放下怨懟與仇隙，學習寬恕加害人；而加害人也因此有機會表達歉意，直接負起責任，以建立與強化和諧之人際關係，進而關係的修復與重建。

3. 輔導馨生人創業成立「天秤福利社」網路拍賣平台；藉由更生人之專業協助，增加馨生人對更生人的好感，改善原本既有刻板印象，在教學過程中修復彼此關係，以達互惠合作相得益彰。

(2). Drive restorative justice :

Enable a chance between the victim and the offender to state respective experiences from personal viewpoints, to hear feelings of the opposite party, to allow doubt of oneself to acquire answer, lay down resentment and feud, learn to forgive the offender while there is a chance for the offender to express his/her apology and to take responsibility directly, so as to establish and reinforce a harmonious relationship and further a recovery and reconstruction of relationship.

(3). Provide guidance to victims to start their own businesses with “Scale Cooperative Store” online auction platform established : to increase good impression of “victim” on ex-convict through professional assistance to ex-convict, to improve former and existing stereotype, to fix the relationship in between and to achieve cooperation with mutual benefits that complements each other.



我們強化及
落實的服務

The services we
reinforce
and **put into**
effect

三、我們落實我們的服務

(一) 設置為民服務中心

1. 分層負責，落實服務功能。
2. 以民為主，實踐服務精神。
3. 單一櫃台，提升服務效能。
4. 專人服務，強化服務品質。

(二) 堅持服務的理念

1. 慎重的處理原則：

重視每一位民眾之需求，以主動積極的態度，妥速處理，圓滿解決。

2. 專業的處理原則：

強化業務承辦人的專業知能，迅速提供民眾正確及滿意的服務。

3. 雙向溝通原則：

以誠懇和藹的態度，面對面溝通，瞭解民眾需求，以便民眾洽辦業務。

4. 同理心原則：

用心聆聽，體認民眾心情，耐心說明及解釋。

(三) 重視服務的品質

1. 設置行政革新信箱，適時辦理民眾問卷調查，提昇服務品質。
2. 舉辦座談會，廣徵民眾意見。

III. We fulfill services we offer

1. Establish center for public services

- (1). Fulfill service function by decentralization of responsibility.
- (2). People oriented and implement spirit of service.
- (3). One counter that enhances service performance.
- (4). Reinforce quality of service by person-specific service.

2. Service oriented philosophy

(1). The principle of careful management :

Pay attention to the need of every citizen upon positive attitude to properly and swiftly manage and solve it smoothly

(2). The principle of professional management :

Reinforce the professional competence of person-in-charge, to provide citizen correct and satisfactory services swiftly.

(3). The principle of two-way communications:

To communicate face to face with sincere and amiable attitude, understand needs of the public to facilitate business coordination and management of citizens.

(4). The principle of sympathy :

Listen with heart, acknowledge citizens' sentiment, brief and explain with patience.

3. Think highly of quality of service

- (1). Set up e-mailbox for administration reform to timely conduct questionnaire survey on citizens to enhance quality of service.
- (2). Conduct seminar to broadly recruit opinions of the public.

3. 檢視各報章雜誌媒體收蒐輿情，並注意輿情反應，舉行檢討會議適時改進。
4. 辦理為民服務工作訓練，加強員工專業知能，全面提升服務態度。
5. 研究推展便民新措施：如增設被害人及證人使用之談話室專用走道、候訊處等設施，或民眾可擇定假日或下班時間領回贓證物品或刑事保證金等措施。
6. 不定時巡視、測試屬員及各服務場所，並加強差勤管理，落實職務代理制度，嚴格考核服務成果。



- (3).View in telligence collected by various newspapers, magazines and media and pay attention to responses of public sentiments, host review meeting to improve in a good time.
- (4).Conduct job training for public services, reinforce employees' professional competence, enhance service attitude comprehensively.
- (5).Study and drive new measures that offer great convenience to people : e.g. set up a path specifically for the conversation room for victim and witness, question waiting room related measures, or the public will be able to retrieve material evidence or bail during holidays or off work hours measures.
- (6).Irregular visit, give a test on Office staff and various locations at service, reinforce attendance management, fulfill deputy system and strictly assess outcomes of services.



臺灣宜蘭地方檢察署
為民服務白皮書



我們**提供**給您
直接的**服務**

We **provide** you
direct
services

四、我們提供給您直接的服務

- (一) 重視陳情案件服務：
 1. 妥速處理民眾陳情。
 2. 即時處理並答覆民眾陳情。
 3. 必要時指派專人到府服務。
- (二) 協助聲請案件服務：
 1. 限期處理並答復民眾聲請案件。
 2. 提供制式例稿或範例供民眾運用。
 3. 設置書寫用具及桌椅，方便民眾使用。
 4. 簡化聲請手續，接受民眾電話聲請。
- (三) 推動 e 化服務
(網址：<http://www.auth.moj.gov.tw>):
設置免費線上申辦服務，便利資訊提供。
 1. 提供申／聲請人身份驗證。
 2. 提供申辦進度 e-mail 自動回覆。
 3. 提供申辦進度查詢。
 4. 提供申辦表格範例。
 5. 檢察官庭期查詢。
- (四) 踐行各項便民措施
 1. 建置雙語服務標示。
 2. 裝置電子跑馬燈，宣導為民服務等相關資訊。
 3. 設置內勤檢察官處理案件暨檢察官值日牌電子顯示系統，方便民眾查詢。

IV. We provide you direct services

1. Value services for petition cases :
 - (1). Deal with public petition properly and swiftly.
 - (2). Immediate management and response to public petition.
 - (3). Assign person-specific to service you at home if necessary.
2. Assist services for petition cases :
 - (1). Manage and get back to public petition case within certain timeframe
 - (2). Provide example manuscripts for the public.
 - (3). Set up written stationery and tables/chairs to facilitate use of the public.
 - (4). Simplify petition procedure, accept petition by phone from the public.
3. Drive e-services
(<http://www.auth.moj.gov.tw>) : free application is available online to facilitate information delivery.
 - (1). Provide ID verification of applicant/petitioner.
 - (2). Provide auto email reply of application progress
 - (3). Provide inquiry of application progress.
 - (4). Provide sample application form.
 - (5). Inquiry of inspector's court sessions
4. Implement various convenient measures to people
 - (1). Set up bilingual service indication
 - (2). Install e-ticker to advocate related convenient services for people.
 - (3). Set up office-duty inspector & inspector on duty e-display system to facilitate public inquiry.

4. 設置單一窗口：收文、收狀、訴訟輔導、發還刑事保證金、發放證人旅費，簡化處理流程，以提升服務效率。
5. 設置司法志工服務台主動為民導引。
6. 為民服務中心除應有措施外，並增設例稿櫃、例稿範例、書寫用具、老花眼鏡、辦理事項程序卡及說明書、服務民眾。
7. 設置檢察長電子信箱廣納民意，即時回應民眾需求。
8. 偵查庭外設置檢察官開庭顯示系統，方便當事人掌握時間。
9. 當事人休息區提供書刊並播放法律常識影片及政令宣導活動、供民眾觀看。
10. 夜間不打烊：收狀、申告、具保責付、證人旅費之發放。（本署法警室代為辦理）
11. 購置殘障輪椅，提供殘障或受傷行動不便之當事人使用。
12. 設置殘障專用廁所，方便殘障及行動不便之當事人使用。
13. 大門外設有殘障坡道及愛心鈴，方便殘障及行動不便之當事人洽公。
14. 設置司法志工設詢台，協助本署辦理詢問及引導工作。

- (4).Set up one contact window : document collection, paper collection, lawsuit counseling, return bail, dispatch travelling expenses of witness, simplify work flow so as to enhance service efficiency.
- (5).Set up justice volunteer helpdesk to actively guide the people.
- (6).In addition to required measures in center for public services, there are example manuscript counter, example manuscript, writing stationery, reading glasses, procedure card for to-do-items and manual to service the public.
- (7).Set up inspector' s email to broadly receive public opinion and respond to public' s needs immediately.
- (8).court session display system outside inquiry session is installed to allow the person concerned to master time.
- (9).Books & magazines with legal knowledge of law and government' s policy advocacy events played for persons involved to view in the rest area for.
- (10).No office closure in the nighttime: paper collection, presentment, release on bond, to the custody of another and travelling expenses of witness. (to be managed by Prosecutor Office of the Office)
- (11).Handicapped wheelchairs are prepared for handicapped or injured persons.
- (12).Handicapped restroom is set for handicapped or people with disabilities.
- (13).Wheelchair ramp and special service bell set outside the entrance for handicapped and people with disabilities
- (14).Set up justice volunteer information counter that helps the Office to conduct inquiry and guidance job.



我們重視您的
寶貴意見

We **value** your
precious
opinions

五、我們重視您的寶貴意見

如果您對我們的服務有任何建議或回響，歡迎您告訴我們，我們一定虛心接受並改進之，更希望您有寶貴革新建言，敬請不吝賜教。

聯絡地址：宜蘭市縣政西路3號

電話總機：(03)9253000

陳情專線電話：(03)9251835

訴訟輔導專線電話：(03)9253661

電子民意信箱（檢察長信箱）：

ilcmail@mail.moj.gov.tw

（檢舉信箱）：

ilcn@mail.moj.gov.tw

臺灣宜蘭地方法院檢察署全球資訊網：

<http://www.ilc.moj.gov.tw>

臺灣宜蘭地方法院檢察署臉書專頁

(Facebook)：

<http://www.facebook.com/yilan.prosecutors.office>



V. We value your precious opinions

Any suggestions or feedbacks to our services are welcomed; we would certainly be open for this and improve accordingly if there is any. Please feel free to advise any of your precious and innovative suggestions.

Address : No. 3, Cheng-Xi Road, Yilan County

Telephone : (03) 9253000

Appeal hotline : (03) 9251835

Lawsuit counseling hotline : (03) 9253661

Email for public opinion (email of chief

Prosecutor) : ilcmail@mail.moj.gov.tw

(report email) :

ilcn@mail.moj.gov.tw

Yilian District Prosecutors, Office :

<http://www.ilc.moj.gov.tw>

Yilian District Prosecutors ,Office Facebook Page:

<http://www.facebook.com/yilan.prosecutors.office>



臺灣宜蘭地方檢察署

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