

Ministry of Health and Welfare, National Health Insurance
Administration Operation Guidelines for Handling Complaints
and Petitions from the Public

Ministry of Health and Welfare, National Health Insurance Administration

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- I. These Guidelines are established by the Ministry of Health and Welfare, National Health Insurance Administration (hereinafter referred to as the Administration) in accordance with Article 170, Paragraph 1 of the Administrative Procedure Act to enhance public services and effectively handle complaints and petitions.
- II. The terms “complaints” and “petitions” as used in these Guidelines refer to specific complaints and petitions regarding proposals for administrative innovations and reforms, inquiries into administrative ordinances, reports on actions in breach of law or neglect of administrative duties, or protection of the people’s administrative rights and interests, which are submitted to the Administration in writing or speech.
- III. A complaint or petition shall be handled by the business unit or regional division of the Administration which the complaint/petition concerns.

If the case involves two or more business units or regional divisions of the Administration, the handling business unit

or regional division shall coordinate processing. In the event of disputes, decisions shall be made by the handling business unit or Chief Secretary Chen of the regional division.

- IV. For complaints and petitions from the public made in writing (including e-mail and fax), dedicated personnel shall be assigned to handle the case. E-mails shall be handled in accordance the National Health Insurance Insurer Operation Guidelines for Handling E-mails.

The Administration may print blank feedback forms and install the National Health Insurance Feedback Box for complainants and petitioners to submit their feedback forms.

- V. For complaints or petitions made in speech, the Administration shall make records specifying the content and real name and contact information of the complainants or petitioners. After reading the records to the complainants or petitioners or having them read the records, the Administration shall have them sign or seal the records, which shall serve as the basis for the handling of the complaints or petitions. However, if the complainants or petitioners refuse or are unable to sign or seal, the reasons shall be specified. See the attachment for the record format.

The Administration may use conference rooms or other designated locations to listen to complaints or petitions or answer questions from the public regarding administration matters and policies.

- VI. The Administration shall handle complaints and petitions carefully and in accordance with the principles of lawfulness, reasonableness, speed, and valid completion.
- VII. For complaints and petitions that concern government agencies other than the Administration, the Administration shall notify the complainants or petitioners. However, when deemed appropriate, the cases shall be referred to other agencies and the complainants or petitioners shall be notified.
- VIII. If 1. the content of complaint or petition is complicated and requires a relatively long processing time; or 2. for cases that need to be referred to other agencies in order to be collectively replied with other cases, the Administration should inform the complainant or petitioner beforehand.
- IX. After accepting the complaint or petition, the Administration shall attach the documents or records and other relevant materials of the case to the documents being processed, and submit them to higher authorities, level by level, for approval in accordance with the regulations of hierarchical responsibility. After which, the

complainant or petitioner shall be replied to via official document, electronic official document, telephone call, e-mail, fax, interview, or other means of reply as appropriate.

If the complaint or petition in the preceding paragraph is signed by multiple complainants or petitioners, with the contact information of each complainant or petitioner but without an agent or contact person specified, the receiving agency shall reply to the complainants or petitioners one by one. However, the receiving agency may directly reply to the person selected or designated as the party in accordance with Article 27 of the Administrative Procedure Act.

For replies to complainant/petitioner via telephone or interview as mentioned in Paragraph 1, written records may be made for future reference.

- X. In handling a complaint or petition, the Administration may, depending on the circumstances of the case, arrange an interview with the complainant/petitioner or dispatch personnel to conduct on-site investigations.
- XI. When replying to complaints and petitions, the Administration shall state the specific handling opinions and legal bases regarding the content of the case, and reply to the complaints/petitioners in a concise, affirmative, kind

and accessible manner, and copy the replies to the relevant government agencies if necessary.

XII. Complaints and petitions handled by the Administration shall be registered, classified, statistically organized, and monitored. The effective period for each processing method above shall not exceed 30 days. For cases which have failed to be completed by the deadline, applications of extension shall be submitted in accordance with hierarchical responsibility, and the complaints/petitioners shall be notified of the reason for extension in writing or via telephone or e-mail.

XIII. Complaints or petitions about matters for which appeal, review of dispute, petition, litigation, request for state compensation, or other legal procedures may be made in accordance with the law shall be handled in accordance with respective relevant regulations.

If a complaint/petition has any one of the following circumstances, the Administration shall notify the complainant/petitioner to handle the matter in accordance with relevant regulations:

- (I) When an appeal is filed or a dispute is under review.
- (II) When the case is under investigation by prosecutors, the police or investigators.
- (III) When a legal action is pending in a court or an

administrative aid is proposed.

(IV) When a conviction or decision is made in a case, or a specific legal procedure has been completed.

XIV. If a complaint/petition has any one of the following circumstances, the Administration may reject the case in accordance with regulations regarding authority in hierarchical responsibility; however, it shall nonetheless be noted for reference:

(I) When the case does not specify content or the real name or contact information of the complainant or petitioner.

(II) When the complaint or petition has been properly handled and clearly replied to but nonetheless repeatedly made afterwards for the same reason.

(III) When a competent authority which is not the competent authority a complaint or petition concerns receives a complaint or petition from a complainant or petitioner who has lodged a complaint or petition with other competent authorities for the same reason.

Regarding the complaint or petition mentioned in Paragraph 2 above, which has been repeatedly made to the Administration or its superior authorities and thus referred to other authorities, the Administration may complete the

reply by simply notifying the complainant or petitioner about the referral, and copy the notice along with the date and document number of the reply to the handling agency to close the case.

XV. In handling complaints and petitions, the Administration shall compile, review and analyze information regarding the number, nature, categories and processing results (see the appendix for the format) of each unit's cases in the previous year by the end of January for the reference of the Director General and the Administration's relevant units.

The handling and effectiveness of complaints and petitions are listed as one of the implementation effectiveness categories of the Administration's public services.

XVI. If confidentiality is deemed necessary for a complaint/petition case, the Administration shall keep it confidential.

XVII. In handling foreigners' complaints/petitions written in English, the Administration shall in principle reply in English.

Appendix

Register of Complaints Processed by the National Health Insurance Administration			
<input type="checkbox"/> Confidential <input type="checkbox"/> Non-confidential <input type="checkbox"/> Telephone <input type="checkbox"/> Interview			Completed by (unit/agent):
Complainant Information	Full name		Contact number
	Contact address		Fax
			Email address
Date and time of complaint	__:__ (hh/mm), ____/__/__ (yyyy/mm/dd)		Location of complaint
Nature of complaint	<input type="checkbox"/> Proposal for administrative innovations and reforms <input type="checkbox"/> Inquiry into administrative ordinances <input type="checkbox"/> Report on actions in breach of law or neglect of administrative duties <input type="checkbox"/> Protection of the people's administrative rights and interests <input type="checkbox"/> Other (Please describe:)		
Complaint			
Recorder: _____		Complainant: _____	
(Signature)		(Signature)	

Note: After finishing the record, read the content of the record back to the complainant or have the complainant read it him/herself. For complainants who have been interviewed, confirm the signature/seal of the complainant. After completing the procedures, file the complaint to the Administration's document room for document registration.

Appendix

National Health Insurance Administration Statistical Analysis of _____ (Year) Complaints and Petitions

I. Statistic of complaint/petition sources

Source	Letter from the Presidential Office (incl. e-mail)	Letter from the Executive Yuan (incl. the Premier's e-mail)	Letter from the Ministry of Health and Welfare (incl. the Minister's e-mail)	Received directly by the Administration (via the Director General's mailbox or public opinion mailbox)	Other	Total
No. of cases						
Percentage						100.0%

Note:

1. Analyzed based on the closed cases of complaint/petition in _____ (year).
2. Other complaints/petitions referred to the Administration from the Legislative Yuan, Control Yuan, or other agency.

II. Statistics of complaint and petition acceptance methods

Acceptance method	Writing	E-mail	Public service hotline (e.g., 1999)	Service courter or telephone	Total
No. of cases					
Percentage					100.0%

Note:

1. Writing includes mail and fax.
2. E-mail acceptance includes the Presidential Office's e-mail, the Premier's e-mail, the Health and Welfare Minister's e-mail, and e-mails of government agency heads or public opinion mailboxes.

III. Statistics of complaint/petition categories

Category	Proposal for administrative innovations and reforms	Inquiry into administrative ordinances	Report on actions in breach of law or neglect of administrative duties	Protection of the people's administrative rights and interests	Total
No. of cases					
Percentage					100.0%

Note: The categories referred to in this table are defined based on the scope of petitions as specified in Article 168 of the Administrative Procedure Act.

IV. Statistics of complaint/petition processing status

Processing status	Referred to responsible government agencies	Replied directly (Including replies in writing or speech)	Rejected (Case closed and filed)	Total
No. of cases				
Percentage				100.0%

V. Processing time for complaints/petitions

Processing time:	Within 6 days	6-15 days	15-30 days	Overdue (30 days or longer)	Total
No. of cases					

Percentage					100.0%
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Note: The processing effective period set by the handling agency may not exceed 30 calendar days; processing times exceeding 30 calendar days shall be considered overdue. For cases processed within 30 calendar days, the processing time shall be recorded based on the processing time categories specified above (for example: If the processing time is more than 15 working days but not more than 30 calendar days, it shall be recorded as "15-30 days." The same recording method applies to other processing times.