



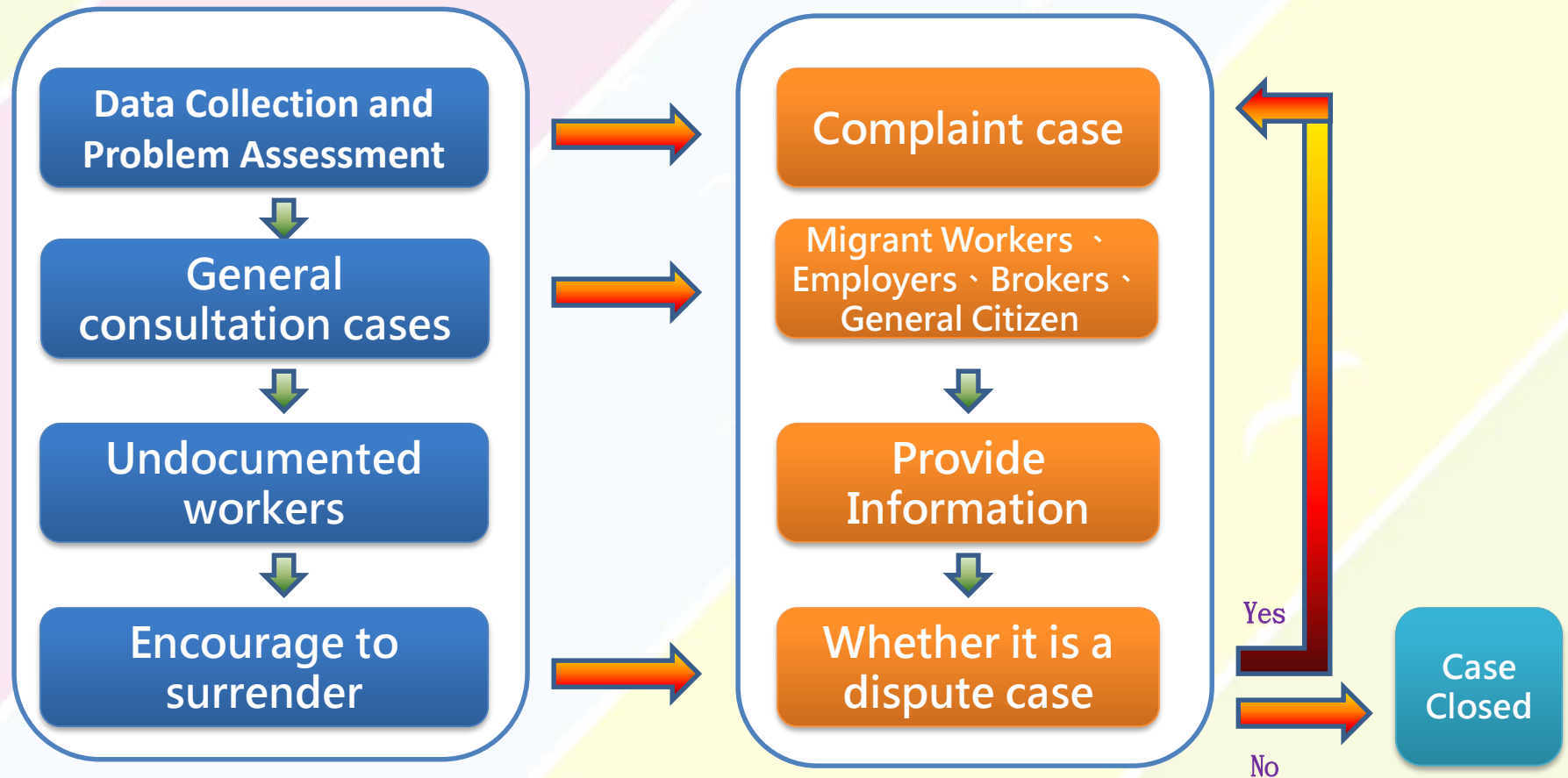
1955 Hotline Introduction of Cases Procedure

Ensure migrant workers' human rights · 24hours non-stop service

Consultation Cases Procedure

Inbound

Procedure



Common Complaint Cases Procedure

Filing of case

Should be Done Within The Day

Received phone calls

Key in complaint case

Supervisor Verification

Complaint case send

Reminder



Telephone Notification

(Cases Sent the Following Day /Need to be Reminded)

Follow-up

Exceeds 20 days
Case unsolved

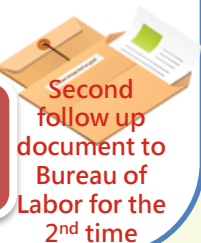


Exceeds 30 days
Case unsolved



Send follow up document to Bureau of Labor

Exceed 60 days
Case unsolved



Second follow up document to Bureau of Labor for the 2nd time

Bureau of Labor starts investigating/ Report result of investigation

Emergency Cases Procedure

Filing of case

Should be done within ~ hours

Received phone calls

Key in complaint case

Supervisor Verification

Case send + Emergency case report
[Specialized Operation Brigades/ 113]
[110 / Judicial Department]
[Bureau of Labor]

Emergency case follow up

Continuous follow up

(Follow up at least every 8 hours until it is confirmed that the victim has been protected and sheltered)

Bureau of Labor starts investigating/ Report result of investigation

Follow-up

Exceeds 20 days Case unsolved

Exceeds 30 days Case unsolved

Exceed 60 days Case unsolved

Send follow up document to Bureau of Labor

Second follow up document to Bureau of Labor for the 2nd time