

# 2012 服務承諾

## Performance Pledge



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## 我們的理想

我們要成為世界上以能幹和效率稱冠的入境事務隊伍。

## 我們的使命

我們要全力執行下列工作，為香港的安定繁榮作出貢獻：

- 執行有效的出入境管制
- 方便旅客訪港
- 拒絕讓不受歡迎人物入境
- 防止及偵查與出入境事宜有關的罪行
- 為居民簽發高度防偽的身份證及旅行證件
- 提供高效率的出生、死亡及婚姻登記服務

我們要按一視同仁的原則，為市民提供優質服務，並以尊重、體恤和關懷的態度對待每一位市民，不會因其殘疾、性別、婚姻狀況、懷孕、家庭崗位、種族、國籍及宗教而有差異。

## 我們的信念

### 正直誠信、公正無私

我們要以公正無私和誠實的態度，忠誠地執行本處的各项政策和工 作，並時刻維持本處高度正直誠信的標準。

### 以禮待人、體恤市民

我們要尊重每位市民，對每位市民誠懇有禮和體恤關懷。我們要設身處地去了解不同的觀點和看法，並且彈性 地實施各項政策，以切合特別的需求。

### 關顧共融、羣策羣力

我們要以人為本，關懷員工的需要及發展，加強溝通，培養和諧信任的部門文化，建立一支士氣高昂和上下一心的專業團隊，協力服務市民。

### 觸覺敏銳、因時制宜

我們要對不斷轉變的社會、經濟及政治環境，保持敏銳的觸覺；並要與時並進及重新釐定處理事務的策略和工作程序，以應付新的挑戰。

### 精益求精、樹立榜樣

我們要繼續悉力以赴，力求事事盡善，並致力成為世界上其他入境事務隊伍的榜樣。

## Our Vision

We will be the foremost immigration service in the world in effectiveness and efficiency.

## Our Mission

We will contribute to the security and prosperity of Hong Kong by:

- exercising effective immigration control
- facilitating the visit of genuine travellers
- keeping out undesirables
- preventing and detecting immigration-related crimes
- issuing to residents highly secure identity cards and travel documents
- providing efficient civil registration services for births, deaths and marriages

We will provide quality service without discrimination and treat each member of the public with respect, consideration and compassion, irrespective of disability, sex, marital status, pregnancy, family status, race, nationality and religion.

## Our Values

### Integrity and Impartiality

We will faithfully apply our policies and practices with impartiality and honesty, and will uphold our high standards of integrity at all times.

### Courtesy and Compassion

We will treat each member of the public with respect, consideration, courtesy and compassion. We will be empathetic, appreciative of different perspectives and flexible in the application of policies to meet specific needs.

### Care and Cohesion

We will adopt people-based management to care for our staff's need and development, enhance communication, cultivate harmony and trust, and build a professional team with high morale and cohesiveness to serve the public.

### Alertness and Awareness

We will remain sensitive to ever-changing social, economic and political environment, assimilate trends and realign our business strategies and operational procedures to meet new challenges.

### Improvement and Illumination

We will continuously strive for excellence in whatever we do and seek to be the role-model for other immigration services worldwide.



## 序言

本小冊子旨在說明入境事務處承諾達到的服務標準，並讓市民知道，如對所得到的服務有任何建議或意見，或對提供該項服務的方式有任何投訴，可循什麼程序提出。

## Preface

This booklet tells you about the standard of service which you can expect from the Immigration Department. It also tells you the steps you can take if you want to make any suggestions or comments on the service you receive or to complain about the way the service has been handled.



## 一、就 是否達到二零一一年 所定目標的檢討

由入境事務處處長出任主席及有關行業代表擔任委員的入境事務處使用服務人士委員會，於一九九三年九月成立，負責監察和檢討本處在實踐服務承諾方面的表現，聽取和考慮市民對入境事務處服務承諾所作的建議，就入境事務處所提供服務的可供改善之處，向入境事務處處長提供意見，並協助釐定所需資源的水平，以達到所定的服務標準。

委員會已檢討過本處在達到二零一一年服務承諾所定目標方面的成績，檢討範圍包括各出入境管制站、生死登記處、婚姻登記處、人事登記處，以及旅行證件、簽證及許可證簽發辦事處所提供的服務。

檢討結果顯示，在二零一一年，所有管制站都能達到本處所定目標，為百分之九十八的香港居民在十五分鐘內辦妥出入境手續。至於訪客方面，機場管制站能達到本處所定目標，為百分之九十五的訪客在十五分鐘內辦妥出入境手續，而港澳客輪碼頭、中國客運碼頭、屯門客運碼頭、羅湖、紅磡、落馬洲支線、文錦渡、沙頭角、落

## 1. Review on Achievement of Targets Set for 2011

The Immigration Department Users' Committee, chaired by the Director of Immigration with representatives from various trades and industries concerned, was established in September 1993 to monitor and review the fulfilment of performance pledges; to receive and consider reports on suggestions by members of the public in regard to performance pledges; to advise the Director of Immigration on areas which may require improvements for Immigration Department users and help determine level of resources required to achieve the standards set.

The Committee has reviewed the achievement of targets set in the performance pledges for 2011, which covered services delivered at immigration control points; births, deaths and marriage registries; registration of persons offices; issuing offices of travel documents, visas and permits.

Results of the review show that in 2011, all the control points were able to fulfil the Department's aim to clear 98% of residents within 15-minute waiting time. As for visitors, Airport Control Point was able to fulfil the Department's aim to clear 95% of visitors within 15-minute waiting time. Macau Ferry Terminal, China Ferry Terminal, Tuen Mun Ferry Terminal, Lo Wu,

馬洲及深圳灣各管制站亦能達到本處所定目標，為百分之九十五的訪客在三十分鐘內辦妥出入境手續。

Hung Hom, Lok Ma Chau Spur Line, Man Kam To, Sha Tau Kok, Lok Ma Chau and Shenzhen Bay control points were also able to fulfil the Department's aim to clear 95% of visitors within 30-minute waiting time.



在簽發旅行證件、旅遊許可證及入境簽證方面，本處亦能達到大部分的服務目標。

至於處理有關國籍的申請事宜，以及辦理生死、婚姻及人事登記方面的服務標準，大致上亦能達到。

We were able to achieve most of our performance targets for the issue of travel documents, visit permits and entry visas.

The performance standards set for handling nationality-related applications, processing registration of births, deaths and marriages and registration of persons were generally achieved.

## 二、服務範圍

二零一二年的服務承諾適用於下列服務：

- 在各管制站為旅客辦理出入境檢查
- 有關國籍的申請事宜
- 出生、死亡及婚姻登記服務
- 人事登記
- 簽發旅行證件
- 簽發簽證及許可證

## 三、服務標準及目標

本處致力為市民提供有效率和禮貌的服務，同時維持有效的出入境管制。本小冊子末頁的圖表，列載了我們就多項服務的標準處理時間及簽發證件期限所定的目標。然而，在某些繁忙時段或高峰期，又或倘若個案涉及複雜情況，則未必可以達標。

## 四、有效的監察

本處每年均以書面公布所定的服務承諾。入境事務處處長及使用服務人士委員會每半年舉行會議一次，以監察本處實踐服務承諾的表現。

## 2. Services Covered

The performance pledges for 2012 cover the following services :

- immigration clearance at control points
- nationality-related applications
- registration of births, deaths and marriages
- registration of persons
- issue of travel documents
- issue of visas and permits

## 3. Performance Standards and Targets

The Department is committed to providing efficient and courteous service to members of the public while at the same time maintaining effective immigration control. The table at the back of this booklet sets out the standard processing time and due date we aim to achieve for a wide range of services. These standards, however, may not be achievable during certain daily peak hours or peak periods or in complicated cases.

## 4. Effective Monitoring

The performance pledges are published annually. The Director of Immigration and the Users' Committee meet half yearly to monitor the performance of the Department in comparison with the pledges made.



## 五、提升服務水平

### 出入境檢查

為應付日益頻繁的出入境旅客及車輛流量，各管制站已分階段推行旅客自助出入境檢查系統(旅客e-道)及車輛司機自助出入境檢查系統(車輛e-道)。該兩個系統充分利用智能身份證和指模識別技術，通過先進的資訊科技，應付管制站與日俱增的過境服務需求。截至二零一一年十一月，所有管制站共設置378條旅客e-道和80條車輛e-道。

目前，e-道服務除適用於香港永久性居民外，亦擴大適用範圍至若干類別持有智能身份證的香港非永久性居民。由二零零九年三月三日起，本處於羅湖管制站推出快捷e-道試驗計劃，予現時可使用e-道服務的十八歲或以上並已成功登記的香港居民。在快捷e-道系統下，每位使用的旅客均可在八秒內完成手續，相比一般e-道快百分之三十。由於反應良好，本處於二零一一年一月在羅湖管制站加裝十條快捷e-道，並將擴展該服務至其他管制站。



## 5. Service Enhancement

### Immigration Clearance

In view of the ever-increasing passenger and vehicular traffic, the Automated Passenger Clearance (APC) and Automated Vehicle Clearance (AVC) systems have been introduced in phases at control points. Both systems provide an advanced information technology solution to the mounting traffic needs at control points by leveraging the smart identity card and the fingerprint recognition technology. Up to November 2011, a total of 378 passenger e-Channels and 80 vehicle e-Channels are installed at all control points.

At present, the e-Channel service has been extended further from permanent Hong Kong residents to certain categories of non-permanent residents holding smart identity cards. With effect from March 3, 2009, the Department commenced the pilot scheme on Express e-Channel at the Lo Wu Control Point. Hong Kong residents aged 18 or above who are existing e-Channel users and have successfully enrolled may use the Express e-Channel. Under the Express e-Channel, the users will complete the clearance within 8 seconds and is 30% faster than the general e-Channel. In view of the favourable feedback, the Department has provided 10 more Express e-Channels at Lo Wu Control Point since January 2011 and will extend the Express e-Channel service to other control points.

為進一步推廣e-道服務，訪港常客亦可使用e-道自助出入境檢查服務。自二零零九年九月七日開始，服務擴展至持有已參與這項安排的航空公司所簽發的飛行常客會會員證的旅客。現時，機場設有十條訪港旅客e-道。由二零零九年十二月十日起，合資格澳門永久性居民經預先登記，可在港澳客輪碼頭及中國客運碼頭管制站使用e-道過關。而該服務亦自二零一一年七月六日起擴展至屯門客運碼頭。三個碼頭管制站合共設有十八條澳門居民訪客e-道。



位於羅湖管制站的特定學童e-道已增至六條，以方便跨境學童。文錦渡管制站由二零零八年三月開始，推行試驗計劃，為跨境學童在校巴上辦理出入境手續。二零零九年八月，沙頭角管制站亦推行相同試驗計劃。

為經常訪港內地旅客提供更便捷的出入境服務，本處於二零一一年十二月開始讓合資格內地旅客辦理使用e-道的登記服務。成功登記的旅客可於二零一二年一月開始，在設有內地經常訪港旅客e-道的多個管制站使用e-道過關。

To further extend the e-Channel service, frequent visitors can also enjoy e-Channel facilities. With effect from September 7, 2009, the service has been extended to visitors holding Frequent Flyer Programme Membership Card issued by airlines which have joined this arrangement. At present, there are 10 Frequent Visitor e-Channels installed at Airport Control Point. Starting from December 10, 2009, successfully enrolled Macao permanent residents can also use the e-Channel service at Macau Ferry Terminal and China Ferry Terminal control points. Macao resident e-Channel service has been extended to Tuen Mun Ferry Terminal since July 6, 2011. There are 18 Macao resident e-Channels installed at these three sea control points.

To facilitate cross-boundary students, the number of designated e-Channels at Lo Wu Control Point was increased to six for facilitation. A trial scheme to clear cross-boundary students on board cross-boundary coaches has been introduced at Man Kam To Control Point since March 2008. From August 2009, Sha Tau Kok Control Point also introduced the same trial scheme.

To provide better clearance service to Mainland frequent visitors, the Department started to provide e-Channel enrolment service to eligible Mainland visitors in December 2011. After successful enrolment, they may use the designated e-Channels at various control points as from January 2012.



為了便利過境旅客，沙頭角管制站的服務時間於二零零九年七月一日起延長，由早上七時至晚上八時延長至早上七時至晚上十時。

在改善海上服務方面，預檢計劃廣受船務業界歡迎。船隻可在到達香港二十四小時前申請預檢。獲批准預檢的船隻，可直接駛往停泊處作業，而無須在入境船隻碇泊處等候辦理入境檢查手續。現時，遠洋船隻和內地內河及沿海貨船均受惠於這個安排。

鑑於e-道已在所有管制站成功推行，本處在二零一零年開始，進一步提升入境服務承諾，將目標旅客提高三個百分點。新的承諾是讓百分之九十八的香港居民能在十五分鐘內完成出入境手續，以及讓百分之九十五的訪客於機場管制站能在十五分鐘內完成入境手續或於其他出入境管制站能在三十分鐘內完成出入境手續。

To provide greater convenience for cross-boundary passengers, since July 1, 2009, the daily operating hours of Sha Tau Kok Control Point have been extended from 0700 – 2000 hours to 0700 – 2200 hours.

To improve our service at sea, the Pre-arrival Clearance (PAC) Scheme is well received by the vessel operators. Under the scheme, vessels may apply for advanced clearance 24 hours prior to the ship's arrival in Hong Kong. When the application is approved, the vessel may proceed to its berth directly for business activities without having to wait for immigration clearance at the anchorage. Currently, ocean-going vessels and Mainland river or coastal trade vessels benefit under this scheme.

With the successful rollout of e-Channels at all control points, the Department has enhanced its performance pledge and increased target passengers by 3 percentage points from 2010. The new pledge is to clear 98% of residents within 15 minutes at all control points and 95% of visitors within 15 minutes at Airport Control Point or within 30 minutes at other immigration control points.



### 個人證件

由二零一零年一月二日開始，在櫃檯處理登記領取香港身份證的標準處理時間由九十分鐘縮短為七十五分鐘。此外，由二零一零年六月二十一日起，人事登記辦事處申領香港身份證的預約期已由十二個工作天延長至二十四個工作天。

網上申請護照服務自二零零七年年底已推出，供十八歲或以上的合資格申請人使用。該服務更於二零零九年十一月三十日起進一步擴展至十一至十七歲的合資格申請人。



由二零零九年十一月三十日起，本處的預約服務已擴展至領取旅行證件。申請人在遞交申請書時須選擇領取證件的辦事處。這些辦事處包括位於入境處總部的旅行證件(簽發)組及六個入境事務分區辦事處。在獲發領證通知後，申請人可於領證通知發出日期的下一天起，透過互聯網或電話預約系統，預約領取證件。此外，除了六個分區辦事處外，位於入境處總部的旅行證件及國籍(申請)組亦會提供預約申請香港特區護照的服務。

### Personal Documentation

Starting from January 2, 2010, the standard processing time at counter for the registration for Hong Kong identity card was shortened from 90 to 75 minutes. Besides, the bookable period of appointment booking for applications for Hong Kong identity card at registration of persons offices has been extended from 12 to 24 working days with effect from June 21, 2010.

Online application for HKSAR passport has been available to eligible applicants aged 18 or above since late 2007. It was further extended to applicants aged 11 to 17 on November 30, 2009.



With effect from November 30, 2009, the Department has extended its appointment booking service to collection of travel documents. Applicants applying for a travel document are required to choose a collection office upon submission of their applications. These offices include the Travel Documents (Issue) Section at the Immigration Headquarters and six Immigration branch offices. On the day following the date of issue of the



由二零一零年六月二十一日起，申請旅行證件的預約期由十二個工作天延長至二十四個工作天，令市民更感方便。

有關處理旅行證件退款的申請，本處一般需要二十個工作天完成內部手續。

由二零一零年三月九日起，凡為新生嬰兒辦理出生登記時必須先行透過互聯網或電話預約。新措施可讓新生嬰兒的父母選擇合意的時段辦理登記手續，並依時得到服務，從而減省他們的輪候時間。

由二零一零年十二月六日起，市民可透過「我的政府一站通」登記他們的外遊資料，以便接收香港特別行政區政府發出的最新外遊警示及相關公開資料。

Collection Notice, applicants may make an appointment to collect the travel document through the Internet or the Telephone Appointment Booking System. Besides, the appointment booking service for applying for HKSAR passport has also been extended from the existing six Immigration branch offices to cover the Travel Documents and Nationality (Application) Section at the Immigration Headquarters.

With effect from June 21, 2010, the appointment bookable period for application for travel documents has been extended from 12 to 24 working days to provide greater convenience to appointment makers.

The normal processing time within the Department for refund in respect of travel document applications is 20 working days.

With effect from March 9, 2010, all parents applying for birth registration of their newborn babies have to make prior appointment booking through the Internet or by telephone. The new arrangement facilitates parents to choose their most preferred time-slots for the registration service and be served timely, hence shortening their waiting time.

With effect from December 6, 2010, the public may register their outbound travel information through MyGovHK to receive updates on Outbound Travel Alert and related public information from the HKSAR Government.

### 簽證及許可證

由二零一零年五月二十六日起，合資格的非永久性香港居民可利用互聯網遞交延長逗留期限的申請。

由二零一零年七月十二日起，外籍家庭傭工可透過郵遞、投遞方式或經互聯網遞交由同一僱主擔任保證人的延期逗留申請。此外，這類申請可於家庭傭工逗留期限屆滿前八星期內遞交，而須遞交證明文件數目亦已進一步減少。

工作假期計劃已於二零一一年一月一日起延展至適用於韓國。參與計劃的人士可在接待國家/地區逗留最多十二個月，並在當地度假期間，擔任短期工作。

由二零零九年四月二十七日起，台灣居民來往大陸通行證持有人可無須同時持有有效的內地入出境簽注，便可以訪客身份來港並逗留不超過七天。由二零一一年九月一日起，台灣居民來往大陸通行證持有人訪港的逗留期限已由七天延長至三十天。

由二零一一年十一月十四日起，持有塞爾維亞生物特徵護照持有人(貝爾格萊德行政當局所簽發的塞爾維亞護照持有人除外)可免簽證前來香港旅遊，最長可逗留十四天。

### Visas and Permits

With effect from May 26, 2010, eligible non-permanent Hong Kong residents may submit their applications for extension of stay online.

With effect from July 12, 2010, applications from foreign domestic helpers for extension of stay sponsored by the same employer can be made by post, drop-in, or online. In addition, such applications can be submitted within eight weeks before the expiry of the domestic helper's limit of stay. The number of supporting documents required is further reduced.

The Working Holiday Scheme was extended to the Republic of Korea on January 1, 2011. Participants in the scheme are allowed to stay up to 12 months in the host country/territory for holiday and to take up short-term employment during their stay.

With effect from April 27, 2009, holders of "Mainland Travel Permit for Taiwan Residents" may visit Hong Kong up to seven days without the need to possess a valid entry-exit endorsement for the Mainland. With effect from September 1, 2011, the period of stay in Hong Kong for holders of "Mainland Travel Permit for Taiwan Residents" has been extended from seven days to 30 days.

With effect from November 14, 2011, holders of biometric passports of the Republic of Serbia (except holders of Serbian passports issued by the Coordination Directorate in Belgrade) may visit Hong Kong visa-free for a stay up to 14 days.

## 資訊系統策略

為配合部門未來的業務發展需要包括提升服務質素，本處於二零一零年委聘顧問為部門進行了第三次的資訊系統策略檢討，以制定部門未來十年的資訊系統策略。按照顧問的建議，本處從二零一一年起，已開始分階段就建議中的各個資訊系統項目進行可行性研究，以決定是否推行有關項目。



個案簡易處理系統及電子記錄計劃已於二零零八年十二月全面推行，在記錄數碼化後，便可以即時查閱過往的記錄。有關出生、死亡和婚姻登記事宜，以及簽證、許可證、旅遊通行證、國籍事宜的申請服務均已獲得提升。



## Information Systems Strategy

To cope with the long-term business development needs including service enhancement, the Department engaged an external consultant to conduct the third review of Information Systems Strategy (ISS-3) in 2010 for the purpose of formulating an information systems strategy for the next decade. As recommended by the consultant, the Department has started to carry out feasibility studies on the recommended information systems projects by phase starting from 2011 with a view to deciding if the projects are to be implemented.

The Application and Investigation Easy System (APPLIES) and Electronic Records Programme have been fully implemented since December 2008. With instant retrieval of digitised records, public services on the registration of births, deaths and marriages; applications relating to visas, permits, travel passes; and nationality matters have been enhanced.

市民可經由「香港政府一站通」[www.gov.hk](http://www.gov.hk)，使用以下的入境處服務：

- 申領出生/死亡/結婚證明書副本和翻查有關資料
- 預約辦理出生登記
- 預約遞交擬結婚通知書及遞交婚姻登記所需資料
- 預約登記申領香港智能身份證
- 申請核實永久性居民身份證資格及遞交補充文件
- 更改/查詢有關核實永久性居民身份證資格查核證明文件的預約
- 查詢有關核實永久性居民身份證資格的申請狀況
- 申請香港特區護照（適用於十一歲或以上的申請人）
- 預約申請香港特區旅行證件
- 預約領取香港特區護照或簽證身份書
- 預約申請延長逗留期限（訪客及個別申請類別除外）

Members of the public can access the following e-services via GovHK website [www.gov.hk](http://www.gov.hk) to:

- apply for search and copy of birth/death/marriage certificate
- make appointment for birth registration
- make appointment for giving of notice of intended marriage and submit information required for registration of marriage
- make appointment for registration of Hong Kong smart identity card
- apply for verification of eligibility for permanent identity card and submit supplementary documents
- change or enquire about appointment for document verification relating to verification of eligibility for permanent identity card
- enquire about the status of application relating to verification of eligibility for permanent identity card
- apply for HKSAR Passport (for applicants aged 11 or above)
- make appointment for applying for HKSAR travel documents
- make appointment for collection of HKSAR Passport or Document of Identity for Visa Purposes
- make appointment for applying for extension of stay (except visitors and some application types)

- 申請延長逗留期限及遞交補充文件（訪客及個別申請類別除外）
- 查詢有關香港簽證的申請狀況
- 通知提前終止外籍家庭傭工的僱傭合約
- 舉報違反入境條例罪行
- 申請索取入境事務處資料
- apply for extension of stay and submit supplementary documents (except visitors and some application types)
- enquire about the status of application relating to Hong Kong visas
- file notification of pre-mature termination of employment contract of foreign domestic helper
- report immigration offences
- apply for access to information of Immigration Department

此外，市民可透過「我的政府一站通」，使用外遊提示登記服務接收香港特區政府發出的最新外遊警示及相關公開資料。

Besides, the public can access the Registration of Outbound Travel Information service through the MyGovHK portal to receive updates on Outbound Travel Alert and related public information from the HKSAR Government.



The poster features a yellow 'Register' button with a mouse cursor. Below it, the title '外遊提示登記服務' and 'Registration of Outbound Travel Information' are displayed in red. The main text explains that users should register their travel information through 'MyGovHK' to receive updates on travel alerts and public information from the HKSAR Government. It includes the website 'www.gov.hk/mygov' and the 'GovHK 香港政府一站通' contact information: '查詢熱線 Enquiry Hotline 002183 5300'. At the bottom, there are logos for the Immigration Department and the Information Services Unit, along with their respective contact details.

## 六、建議及意見

本處已在各登記處及辦事處張貼告示，列明我們的服務標準，以及市民與本處溝通的途徑，歡迎市民就本處提供服務的方式提出建議或意見。市民可把建議或意見寄交香港灣仔告士打道七號入境事務大樓入境事務處，或電郵至 [enquiry@immd.gov.hk](mailto:enquiry@immd.gov.hk)。

倘本處已盡最大努力，但仍未能提供符合既定標準的服務，你可以要求本處盡快作出詳盡的解釋。如欲本處作出解釋，或認為你的個案未獲適當處理，你可以：

- 當場向主管人員提出；或
- 在辦公時間內，致電本處檢討專責小組(電話 2829 4141 或 2829 4142)；或
- 致函總入境事務主任(管理審核)
  - 郵件：香港灣仔告士打道七號入境事務大樓；或
  - 電郵：[enquiry@immd.gov.hk](mailto:enquiry@immd.gov.hk)；或
  - 傳真：2827 0662

## 6. Suggestions and Comments

At our registries and offices, we have posted notices to set out our performance standards and channels of communication with customers. We welcome any suggestions or comments on the way in which our services are delivered. These should be addressed to Immigration Department at Immigration Tower, 7 Gloucester Road, Wan Chai, Hong Kong or e-mail at [enquiry@immd.gov.hk](mailto:enquiry@immd.gov.hk).

There will be occasions when, despite our best efforts, we are unable to provide the services within the specified standards. In such cases, you may ask for a full and prompt explanation. If you want such an explanation or if you feel that your case has not been dealt with adequately, you may:

- raise it on the spot to the officer-in-charge; or
- telephone our Customer Services Unit during office hours on 2829 4141 or 2829 4142; or
- write to Chief Immigration Officer (Management Audit)
  - by mail at Immigration Tower, 7 Gloucester Road, Wan Chai, Hong Kong; or
  - by e-mail at [enquiry@immd.gov.hk](mailto:enquiry@immd.gov.hk); or
  - by fax at 2827 0662



本處會盡可能即時回覆。所有投訴，不論是以書面或口頭方式提出，本處均會從速處理，並最遲在十天內作出臨時回覆。

若你覺得所提出的建議或意見未獲適當處理，你可按上列的郵寄或電郵地址致函入境事務處處長。

## 七、查詢及網址

市民可循以下途徑索取本處服務的資料：

- 查詢熱線：2824 6111；
- 郵件：香港灣仔告士打道七號  
入境事務大樓  
入境事務處查詢及聯絡組；
- 電郵：[enquiry@immd.gov.hk](mailto:enquiry@immd.gov.hk)；
- 傳真：2877 7711；或
- 網址：[www.immd.gov.hk](http://www.immd.gov.hk)

Wherever possible, the Department will respond immediately. All complaints, whether written or oral, will be dealt with expeditiously and an interim reply will be given within 10 days at the latest.

If you feel that your suggestions or comments have not been dealt with adequately, you may write to the Director of Immigration at the mailing or e-mail addresses given above.

## 7. Enquiries and Website

Further information on our services can be obtained through:

- enquiry hotline: 2824 6111;
- mail: Information and Liaison Section, Immigration Department, Immigration Tower, 7 Gloucester Road, Wan Chai, Hong Kong;
- e-mail: [enquiry@immd.gov.hk](mailto:enquiry@immd.gov.hk);
- fax: 2877 7711; or
- website: [www.immd.gov.hk](http://www.immd.gov.hk)



## 出入境檢查

### Immigration Clearance

## 標準等候時間(分鐘)

### STANDARD WAITING TIME (MIN)

|  |    |
|--|----|
| 香港居民 — 所有出入境管制站<br>Hong Kong Resident - All Immigration Control Points | 15 |
| 訪客 — 機場管制站<br>Visitor - Airport Control Point                          | 15 |
| 訪客 — 其他出入境管制站<br>Visitor - Other Immigration Control Points            | 30 |

## 國籍事宜

### Nationality Matters

#### 在櫃枱的標準處理時間(分鐘)

#### STANDARD PROCESSING TIME AT COUNTER (MIN)

(如有需要，申請人會獲告知在他們的申請得到處理之前需等候多少時間。)

(Applicants will be advised, if necessary, of the time to wait before their applications are processed.)

|   |    |
|---|----|
| 申報國籍變更<br>Declaration of Change of Nationality  | 30 |
| 有關加入中國國籍及恢復中國國籍的申請<br>Application for naturalisation as a Chinese national and restoration of Chinese nationality | —  |
| 有關退出中國國籍的申請<br>Application for renunciation of Chinese nationality  | —  |

## 出生、死亡及婚姻登記

### Registration of Births, Deaths and Marriages

#### 在櫃枱的標準處理時間(分鐘)

#### STANDARD PROCESSING TIME AT COUNTER (MIN)

(如有需要，申請人會獲告知在他們的申請得到處理之前需等候多少時間。)

(Applicants will be advised, if necessary, of the time to wait before their applications are processed.)

|   |    |
|---|----|
| 出生登記<br>Birth Registration  | 30 |
| 死亡登記<br>Death Registration  | 30 |
| 遞交擬結婚通知書<br>Giving Notice of Intended Marriage  | 30 |
| 出生、死亡紀錄翻查<br>Search of Birth or Death Record  | 10 |
| 簽發出生、死亡證明書的核證副本(如無須翻查紀錄)<br>Issue of certified copy of birth or death certificate (if search of record is not involved) | 10 |
| 簽發出生、死亡證明書的核證副本(如須翻查紀錄)<br>Issue of certified copy of birth or death certificate (if search of record is involved)      | 10 |
| 結婚紀錄翻查及/或簽發結婚證書的核證副本<br>Search of marriage record and/or issue of certified copy of marriage certificate                | 10 |



## 目標

### TARGET

百分之九十八的旅客  
98% of travellers

百分之九十五的旅客  
95% of travellers

百分之九十五的旅客  
95% of travellers

### 簽發證件的期限 (在收到全部所需文件後)

#### **DUE DAY FOR ISSUE (UPON RECEIPT OF ALL NECESSARY DOCUMENTS)**

確認函件可在即日簽發

Confirmation letter will be issued on the same day

百分之八十的申請可在三個月內處理完畢

80% of the applications will be finalised within 3 months

百分之八十的申請可在兩個月內處理完畢

80% of the applications will be finalised within 2 months

### 簽發證件的期限 (在收到全部所需文件後)

#### **DUE DAY FOR ISSUE (UPON RECEIPT OF ALL NECESSARY DOCUMENTS)**

(工作天指星期一至星期五，公眾假期除外。)

**(Working days denote Monday to Friday excluding General Holidays.)**

九個工作天 (如有關的出生或死亡紀錄已轉換為電腦紀錄，則所需要的證書可在十分鐘內簽發)  
9 working days (Issued within 10 minutes if the birth or death records concerned have been converted into computer records)

九個工作天 (如有關的出生或死亡紀錄已轉換為電腦紀錄，則所需要的證書可在十分鐘內簽發)  
9 working days (Issued within 10 minutes if the birth or death records concerned have been converted into computer records)

十四個工作天 (如有關的出生或死亡紀錄已轉換為電腦紀錄，則所需要的證書可在十分鐘內簽發)  
14 working days (Issued within 10 minutes if the birth or death records concerned have been converted into computer records)

九個工作天

9 working days

人事登記  
Registration of Persons

在櫃枱的標準處理時間(分鐘)  
**STANDARD PROCESSING TIME AT COUNTER (MIN)**  
(如有需要,申請人會獲告知在他們的申請得到處理之前需等候多少時間。)  
(Applicants will be advised, if necessary, of the time to wait before their applications are processed.)

登記領取香港身份證  
Registration for Hong Kong Identity Card

75

旅行證件  
Travel Documents

在櫃枱的標準處理時間(分鐘)  
**STANDARD PROCESSING TIME AT COUNTER (MIN)**  
(如有需要,申請人會獲告知在他們的申請得到處理之前需等候多少時間。)  
(Applicants will be advised, if necessary, of the time to wait before their applications are processed.)

香港特別行政區護照  
HKSAR Passport

30

香港特別行政區簽證身份書  
HKSAR Document of Identity for Visa Purposes

30

香港特別行政區回港證  
HKSAR Re-entry Permit

30

香港海員身份證  
Hong Kong Seaman's Identity Book

30



## 簽發證件的期限

### DUE DAY FOR ISSUE

(工作天指星期一至星期五，公眾假期除外。)

**(Working days denote Monday to Friday excluding General Holidays.)**

十個工作天 -

10 working days

## 簽發證件的期限 (在收到全部所需文件後)

### DUE DAY FOR ISSUE (UPON RECEIPT OF ALL NECESSARY DOCUMENTS)

(此標準並不適用於以下申請個案：申請人聲稱的中國國籍存疑，監管人聲稱對十八歲以下申請人行使監管權而有關的聲稱並不明確，以及旅行證件已遺失或損毀。)

**(This standard does not apply to applications involving doubtful claim to Chinese Nationality, uncertain claim to custodial rights over applicant under 18, lost or damaged travel documents.)**

(工作天指星期一至星期五，公眾假期除外。)

**(Working days denote Monday to Friday excluding General Holidays.)**

(a) 首次申請護照或換領護照：十個工作天

Application for first or replacement of passport : 10 working days

(b) 未滿十一歲而並未持有香港永久性居民身份證的兒童申請香港特別行政區護照：  
十四個工作天 -

Application for HKSAR passport for children under 11 not holding a Hong Kong permanent identity card : 14 working days

十個工作天

10 working days

即日簽發

Issue on the same day

即日簽發

Issue on the same day

## 簽證及許可證 Visas and Permits

來港旅遊入境簽證及許可證  
Entry Visas and Permits for Visit

---

來港工作入境簽證及許可證  
Entry Visas and Permits for Employment

---

輸入內地人才計劃入境許可證  
Entry Permits under the Admission Scheme for Mainland Talents and Professionals

---

工作假期簽證  
Working Holiday Visas

---

其他入境簽證及許可證  
Other Entry Visas and Permits

---

內地漁工進入許可  
Entry Permits for Mainland Fisherman Deckhands

---

網上快證  
iPermit

---

台灣居民訪港三十天的旅遊許可證  
Visit Permits for Taiwan Residents for a stay of 30 days

---

發給在港工作、就讀或居留的台灣華籍居民的多次入境許可證  
Multiple Entry Permits issued to Chinese Residents of Taiwan Working, Studying or Residing in HK

---

香港特別行政區旅遊通行證  
HKSAR Travel Pass

---

香港特別行政區居留權證明書  
HKSAR Certificate of Entitlement to the Right of Abode



**目標** (在收到全部所需文件後)

**TARGET (UPON RECEIPT OF ALL NECESSARY DOCUMENTS)**

(工作天指星期一至星期五，公眾假期除外。)

**(Working days denote Monday to Friday excluding General Holidays.)**

所有申請可在四個星期內處理完畢

100% of the applications will be finalised within 4 weeks

百分之九十的申請可在四個星期內處理完畢

90% of the applications will be finalised within 4 weeks

百分之九十的申請可在四個星期內處理完畢

90% of the applications will be finalised within 4 weeks

所有申請可在兩個星期內處理完畢

100% of the applications will be finalised within 2 weeks

百分之九十的申請可在六個星期內處理完畢

90% of the applications will be finalised within 6 weeks

百分之九十五的申請可在五個工作天內處理完畢

95% of the applications will be finalised within 5 working days

所有申請可在申請當天處理完畢並把結果通知申請人

100% of the applications will be finalised with results made known to the applicants on the day of application

所有申請可在兩個工作天內處理完畢

100% of the applications will be finalised within 2 working days

所有申請可在五個工作天內處理完畢

100% of the applications will be finalised within 5 working days

所有申請可在四個星期內處理完畢

100% of the applications will be finalised within 4 weeks

百分之九十的申請可在三個月內處理完畢

90% of the applications will be finalised within 3 months

(此標準不適用於以下申請個案：申請人與聲稱父母的關係存疑或收到的資料存疑。)

(This standard does not apply to applications involving doubtful claims on parent/child relationship or doubtful information.)

