



入境事务处
Immigration Department



2020

年报 Annual Report

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理想 VISION

我们要成为世界上以能干和效率称冠的入境事务队伍。

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

使命 MISSION

我们要全力执行下列工作，为香港的安定繁荣作出贡献：

- 执行有效的出入境管制
- 方便旅客访港
- 拒绝让不受欢迎人物入境
- 防止及侦查与出入境事宜有关的罪行
- 为居民签发高度防伪的身份证及旅行证件
- 提供高效率的出生、死亡及婚姻登记服务

我们要按一视同仁的原则，为市民提供优质服务，并以尊重、体恤和关怀的态度对待每一位市民，不会因其残疾、性别、婚姻状况、怀孕、家庭岗位、种族、国籍及宗教而有差异。

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.

信念 VALUES

正直诚信、公正无私

我们要以公正无私和诚实的态度，忠诚地执行本处的各项政策和工作，并时刻维持本处高度正直诚信的标准。

以礼待人、体恤市民

我们要尊重每位市民，对每位市民诚恳有礼和体恤关怀。我们要设身处地去了解不同的观点和看法，并且弹性地实施各项政策，以切合特别的需求。

关顾共融、群策群力

我们要以人为本，关怀员工的需要及发展，加强沟通，培养和谐信任的部门文化，建立一支士气高昂和上下一心的专业团队，协力服务市民。

触觉敏锐、因时制宜

我们要对不断转变的社会、经济及政治环境，保持敏锐的触觉；并要与时并进及重新厘定处理事务的策略和工作程序，以应付新的挑战。

精益求精、树立榜样

我们要继续悉力以赴，力求事事尽善，并致力成为世界上其他入境事务队伍的榜样。

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.

二零二零年，无论是对全世界、对香港，还是对入境事务处而言，都是极不平凡的一年。

2019冠状病毒病在二零二零年年初爆发，席卷全球。香港作为全球贸易、金融、运输和商业中心亦不能幸免。疫情来势汹汹，幸而在中央政府的支持和特区政府的带领下，社会各界上下一心、全情投入地打好这场抗疫防疫的持久战。入境处全方位支持特区政府推行各项抗疫防疫措施，主动配合、迅速行动，协助落实不同阶段的防疫策略。疫情之初，本处于十天内巡查超过1 800间酒店和宾馆，以找出在港的高风险旅客，并安排他们入住检疫中心或离开香港。为协助有关部门执行检疫令，本处建立了一套临时电脑查询系统，供医护人员识别来自高风险国家或地区的人士，并成立了特别行动小组上门突击检查强制检疫人士。在出入境管制站工作的人员，按照有关部门订定的风险程度，对来自世界各地的旅客，实施相应的入境限制，同时配合检疫安排提供人手及硬件支援，稳守香港的防疫前线，贯彻特区政府「外防输入」的防疫策略。

由于世界各地政府实施出入境限制和检疫安排，不少国际航线停飞或减少班次，导致全年出入境旅客流量剧减九成至三千一百多万人次。鉴于疫情影响，部分出入境管制站亦暂停旅客通关服务。于二零二零年八月启用的港深边界第七个陆路口岸—莲塘／香园围口岸亦暂时只开放货检设施供跨境货车使用。粤港两地政府同意视乎疫情发展，再落实口岸的旅客通关服务。纵然受到诸多客观条件限制，入境处仍然保持优秀的服务水平。继之前三度夺得国际专业航空运输研究机构Skytrax颁发的「全球最佳机场出入境服务大奖」，本处在二零二零年再下一城，在激烈的竞争中再次脱颖而出。我们的「新一代智能身份证系统」亦获得2020香港资讯及通讯科技奖：商业方案大奖及商业方案（商业及公营机构）金奖，足见各界对本处优质服务的肯定。本处不会以此自满，并将继续以精益求精的态度，竭尽所能地为市民和访港旅客提供世界一流的出入境服务。

疫情除了令各地人员的往来减少，亦无可避免地令市民的日常生活受到影响。为减低疫情对市民带来的不便，纾解市民面对的困难，本处「想民之所想，急民之所急」，多走一步，先后推出多项措施协助市民和社会各界应对疫情。有见疫情使大量外籍家庭佣工（外佣）无法返回原居地，本处为外佣签证申请人及雇主推出一系列弹性安排，除了容许外佣申请再度延后返回原居地度假，同时亦调派人手加快处理在港外佣的工作签证申请。本处其后扩展有关安排，分阶段为其他类别的签证／进入许可申请人推出临时便利措施，并提供更多网上服务途径，方便申请人足不出户办理申请。以上种种减少社交接触的防疫措施，一方面有效减低人群聚集所带来的病毒传播风险；另一方面切合不少市民疫下在家工作的新常态。本处正计划在e-道进一步应用容貌识别技术，让市民以自助形式办理出入境手续时减少接触共用

设备。我们希望新科技能提升本处的服务水平和效率，同时能保障公共卫生、遏止病毒传播。本处将继续借助尖端科技，推陈出新，针对社会实际需要，为各项服务推行更多贴心和「贴地」的安排，力求为市民和旅客提供最优质的服务。

本处的协助在外香港居民小组自成立以来，一直竭力为身处香港境外而陷于困境的香港居民提供切实可行的协助。二零二零年年初，不少香港居民因各地疫情及「封城」措施而被迫滞留外地，小组和特区政府驻内地办事处的入境事务组人员均接获大量香港居民的查询和求助。本处本着「以民为先」的精神，动员近680人增援1868电话中心，日以继夜地向求助者及其家属提供最新资讯和切实可行的协助。同时，考虑到各地疫情急剧变化和求助者及其家属的焦虑情绪，本处与我国外交部驻香港特派员公署、中国驻外国使领馆、保安局、政制及内地事务局等政府机关紧密合作，先后安排51班专机及协调商业航班，把滞留外地的7 547名香港居民接载回港。在疫情极其严峻的二月，来自部门不同组别和不同职级的55名人员更在时任处长曾国卫先生的带领下，义无反顾地甘冒被感染的风险，星夜驰赴日本横滨向滞留在「钻石公主号」邮轮的港人提供支援，并就各项返港安排与当地政府磋商，力争于最短时间内把滞留港人接载回港。其后于三月，58名人员再接再厉，前往当时仍然采取「封城」措施的湖北省武汉市，以八班专机顺利把分布省内各地千多名港人接返香港。在这些「包机」行动中，不论是走在前线还是在后方支援，本处人员均一往无前，不畏险阻完成使命，展现出高度的专业精神，赢得社会各界的赞誉和肯定。作为入境处处长，我对此感到非常自豪！

有国才有家，祖国是香港繁荣稳定的坚强后盾。不论是特区政府各项抗疫工作，还是维护香港居民在外的合法权益，国家都给予我们坚实的支持。中央政府在二零二零年六月颁布实施《中华人民共和国香港特别行政区维护国家安全法》（《香港国安法》），以保障香港维护国家安全，令「一国两制」得以重回正轨，也让香港社会免受暴动及社会动乱的困扰。香港是国家的「南大门」，入境处在维护国家安全的工作上担当重要的角色。本处会全力配合香港特别行政区维护国家安全委员会、中央人民政府驻香港特别行政区维护国家安全公署及其他相关部门的工作，防范和制止任何危害国家及香港安全的行为和活动，无畏无惧地为国为港把关。

经历了极不平凡的一年，入境处人员始终不忘为香港安定繁荣作出贡献的初心，坚守岗位，全力以赴应付各种挑战。我衷心感谢同事们即使面对逆境仍然发挥一贯的专业精神，不遗余力地完成各项艰巨任务。展望新的一年，我热切期望香港能脱离「疫境」，市民生活恢复正常，世界各地旅客重临香江。



入境事务处处长
Director of Immigration
区嘉宏 AU Ka-wang
I.D.S.M.

2020 was an extraordinary year for the whole world, for Hong Kong, as well as for the Immigration Department (ImmD).

Since its outbreak in early 2020, the COVID-19 pandemic has swept across the globe. Hong Kong, as a global trade, financial, transportation and commercial hub, was not spared. Luckily, with the support from the Central People's Government (CPG) and under the leadership of the Government of the Hong Kong Special Administrative Region (HKSAR), all sectors of society managed to fight this prolonged battle against the raging epidemic with united and all-out efforts. The ImmD rendered all-round support to the HKSAR Government in introducing various anti-epidemic measures by taking prompt action to facilitate the implementation of anti-epidemic strategies at different stages in a proactive manner. At the onset of the epidemic, we inspected over 1,800 hotels and guesthouses within 10 days to identify high-risk visitors to Hong Kong, and arranged for their admission to quarantine centres or departure from Hong Kong. To assist the departments concerned in enforcing quarantine orders, we set up an ad hoc computerised enquiry system for healthcare workers to identify persons travelling from high-risk countries or regions. Special operation teams were also formed to carry out surprise inspections on persons subject to compulsory quarantine. Our officers at control points not only imposed entry restrictions on foreign visitors in accordance with the risk levels set by the departments concerned, but also provided manpower and hardware support for implementing the quarantine arrangements, so as to fortify Hong Kong's frontline against the epidemic by following the HKSAR Government's anti-epidemic strategy of 'preventing the importation of cases'.

Owing to the immigration restrictions imposed and quarantine arrangements made by governments around the world, many international flights were suspended or reduced, resulting in a drastic decline in the annual number of passenger arrivals and departures by 90 per cent to just over 31 million. Passenger clearance services at some of the control points were also suspended in the midst of the epidemic. For the Liantang Port/Heung Yuen Wai Boundary Control Point, the seventh land-based control point at the Hong Kong-Shenzhen boundary commissioned in August 2020, only the cargo clearance facilities are open for cross-boundary goods vehicles for the time being. Both the governments of Guangdong and Hong Kong agreed that the provision of passenger clearance service at the control point would be subject to the developments of the epidemic. Despite the many constraints, the ImmD managed to maintain a high standard of service. After winning three times the award for the World's Best Airport Immigration Service awarded by Skytrax, an international specialist research agent of the air transport industry, our department stood out from its counterparts in the world amid intense competition and won the award again in 2020. In addition, the department's Next Generation Smart Identity Card System was given the Smart Business Grand Award and the Smart Business (Solution for Business and Public Sector Enterprise) Gold Award at the Hong Kong ICT Awards 2020, which is a manifestation of the wide recognition of the quality of our services. Nevertheless, we are not complacent about what we have achieved. We will continue to strive for excellence and go all out to deliver world-class immigration services for our citizens and visitors.

Apart from a reduced flow of people between different places, the epidemic has also inevitably affected our daily lives. In order to minimise the inconvenience caused to members of the public by the epidemic and to relieve the difficulties they face, the department, always thinking from the perspectives of the public and responding promptly to their pressing needs, has taken one more step forward to put in place a number of measures to help members of the public and all sectors of society cope with the epidemic. In view of a large number of foreign domestic helpers (FDHs) being unable to return to their places of origin due to the epidemic, the department has introduced a series of flexible arrangements for FDH visa applicants and their employers. Apart from allowing FDHs to apply for a further deferral of home leave, the department has also deployed manpower to expedite the processing of applications for employment visas for FDHs who are in Hong Kong. The department has subsequently expanded such arrangements by introducing in phases temporary facilitation measures for applicants of other types of visas/entry permits, and providing more online service channels so that the applicants can make applications without leaving home. All these initiatives for reducing social contact can effectively minimise the risk of virus spreading arising from

gathering of crowds while suiting the 'new normal' where many citizens work from home during the epidemic. The department is planning for further application of facial recognition technology to e-Channels so that members of the public can reduce physical contact with shared equipment while performing self-service immigration clearance. We hope that the use of new technologies can help protect public health and curb the spread of the virus while raising the standards and efficiency of our services. Striving to provide our citizens and visitors with services of the best quality, the department will continue to introduce new measures with the help of up-to-date technologies, and make more caring and down-to-earth arrangements for various services to cater for the actual needs of society.

Our Assistance to Hong Kong Residents Unit (AHU), since its establishment, has been devoted to providing practicable assistance for Hong Kong residents in distress outside Hong Kong. In early 2020, many Hong Kong residents were stranded abroad due to the epidemic situations and lockdown measures in different places, resulting in a large number of enquiries and requests for assistance from Hong Kong residents received by the AHU and the staff of the Immigration Divisions of the Mainland Offices of the Government of the HKSAR. With unyielding commitment to serving the community, the department mobilised nearly 680 staff members to reinforce the 1868 Call Centre, providing updated information and practicable assistance for assistance seekers and their families round the clock. Meanwhile, having regard to the rapidly changing epidemic situations around the world and the anxiety experienced by the assistance seekers and their families, the department worked closely with government authorities, such as the Office of the Commissioner of the Ministry of Foreign Affairs of the People's Republic of China in the HKSAR, Chinese diplomatic and consular missions in overseas countries, the Security Bureau and the Constitutional and Mainland Affairs Bureau, to arrange 51 charter flights and coordinate commercial flights to bring home 7,547 Hong Kong residents stranded abroad. In February 2020, when the epidemic situation was extremely severe, led by Mr Erick TSANG Kwok-wai, the then Director of Immigration, 55 staff members of different ranks from various sections of the department travelled to Yokohama, Japan in great haste without hesitation, running the risk of infection, to provide support for Hong Kong residents stranded on the Diamond Princess cruise ship, and to discuss various return arrangements with the local government so as to bring home the stranded Hong Kong residents within the shortest time. Later in March, 58 staff members went further to travel to Wuhan, Hubei Province, remaining locked down at that time, and successfully brought home by eight charter flights over 1,000 Hong Kong residents scattered across the province. In these operations, our staff members, be they in the front line or back office, remained undaunted and advanced indomitably to complete their missions with a display of a high standard of professionalism, winning praise and recognition from all sectors of society. As the Director of Immigration, I take great pride in their work.

Without a country, there is no family. Our motherland provides strong backing for Hong Kong's prosperity and stability, giving us staunch support in areas ranging from the HKSAR Government's anti-epidemic efforts to safeguarding the legal rights of Hong Kong residents outside Hong Kong. In June 2020, the CPG promulgated and implemented the Law of the People's Republic of China on Safeguarding National Security in the HKSAR (Hong Kong National Security Law) so as to ensure that Hong Kong can safeguard national security, thereby getting 'one country, two systems' back onto the right track and keeping our community free from riots and social turmoil. Given that Hong Kong is the country's southern gateway, the ImmD plays a pivotal role in safeguarding national security. In full support of the work of the Committee for Safeguarding National Security of the HKSAR, the Office for Safeguarding National Security of the CPG in the HKSAR and other relevant departments, we will act as a gatekeeper for our country and Hong Kong fearlessly by preventing and suppressing any act or activity endangering national and Hong Kong's security.

Having gone through an extraordinary year, our staff stay true to their original aspiration for contributing to the stability and prosperity of Hong Kong by standing fast at their posts and sparing no efforts in rising to all sorts of challenges. I would like to extend my heartfelt gratitude to all our colleagues for their strenuous efforts in completing various arduous tasks with continued professionalism amid adversities. In the year ahead, I earnestly hope that Hong Kong can get through the epidemic with people's lives returning to normal and visitors from around the world being able to visit Hong Kong again.

处长级人员

1 区嘉宏
AU Ka-wang, I.D.S.M.
入境事务处处长
Director of Immigration

2 陈天赐
CHAN Tin-chee
入境事务处副处长
Deputy Director of Immigration

3 何家荣
HO Ka-wing, Gavin
助理处长(资讯系统)
Assistant Director
(Information Systems)

4 张秀贤
CHEUNG Sau-yin, Sally
助理处长(遣送审理及诉讼)
Assistant Director
(Removal Assessment and Litigation)

5 戴志源
TAI Chi-yuen
助理处长(管理及支援)
Assistant Director
(Management and Support)

6 郭俊峯
KWOK Joon-fung, Benson
助理处长(管制)
Assistant Director (Control)

7 樊晓声
FAN Hiu-sing, Hillson
助理处长(个人证件)
Assistant Director
(Personal Documentation)



DIRECTORATE OFFICERS

截至二零二零年十二月三十一日
As at 31 December 2020



- 8 陈伟烈**
CHAN Wai-lit, Andrew
助理处长(执法)
Assistant Director
(Enforcement)
- 9 程和木**
CHING Wo-mok
助理处长(签证及政策)
Assistant Director
(Visa and Policies)
- 10 赵伟富**
CHIU Wai-fu, Bob, I.M.S.M.
机场管理科指挥官
Commander, Airport Division
- 11 苏智强**
SO Chi-keung
边境管制(铁路)科指挥官
Commander, Border (Rail) Division
- 12 邓浩光**
TANG Ho-kong
主任秘书
Departmental Secretary
- 13 吴灿兴**
NG Chan-hing, Sam
总系统经理(科技服务)
Chief Systems Manager
(Technology Services)

入境处抗疫工作

协助滞留「钻石公主号」邮轮的港人

Assistance to Hong Kong Residents Stranded on the Diamond Princess Cruise Ship

二零二零年二月，停泊在日本横滨的「钻石公主号」邮轮爆发 2019 冠状病毒病疫情，以致不少港人滞留船上。在中华人民共和国驻日本国大使馆和外交部驻港特派员公署的协助，以及本处与保安局的紧密合作下，时任处长曾国卫先生率领 55 名人员前往当地，向滞留邮轮的港人提供协助。这项行动共安排了三班包机接载共 193 名港人返港。本处的协助在外香港居民小组其后亦增派人员分批到日本，为百多名仍然留在当地就医或接受检疫的港人提供支援。



In February 2020, many Hong Kong residents stranded on board the COVID-19-hit Diamond Princess cruise ship docked at Yokohama, Japan. With the assistance from the Embassy of the People's Republic of China (PRC) in Japan and the Office of the Commissioner of the Ministry of Foreign Affairs of the PRC in the HKSAR, and in close cooperation with the Security Bureau (SB), Mr Erick TSANG Kwok-wai, the then Director of Immigration, led 55 officers to Japan to render assistance to the Hong Kong residents stranded on the cruise ship. Three charter flights were arranged in this operation to bring a total of 193 residents back to Hong Kong. The department's Assistance to Hong Kong Residents Unit also dispatched additional staff to Japan in batches to provide support to over 100 Hong Kong residents remaining there for medical or quarantine reasons.

January
1月

本港出现首宗 2019 冠状病毒病确诊病例。本处派员巡查酒店及宾馆，协助在港的湖北旅客入住检疫中心或离开香港。

The first confirmed case of COVID-19 occurred in Hong Kong. The department deployed staff to inspect hotels and guesthouses, in order to assist visitors from Hubei in Hong Kong to check into quarantine centres or leave Hong Kong.

February
2月

派员到日本协助滞留「钻石公主号」邮轮的港人返港。

Officers were dispatched to Japan to assist Hong Kong residents stranded on the Diamond Princess cruise ship in returning to Hong Kong.

成立特别行动小组，上门突击检查强制检疫人士。

A special operation team was set up to conduct door-to-door spot checks on persons subject to compulsory quarantine.

ANTI-EPIDEMIC WORK OF THE DEPARTMENT

包机接载滞留湖北省及海外的港人回港

Charter Flights to Bring Stranded Residents Home from Hubei Province and Abroad

二零二零年三月，本处与保安局和政制及内地事务局紧密合作，派出58名人员，协助安排八班包机接载共1,027名滞留湖北省的港人返港，当中包括严重病患者、应届香港中学文凭试考生和孕妇。本处其后亦协助统筹商业航班到秘鲁、摩洛哥、印度和巴基斯坦等地接回滞留港人。二零二零年，本处共安排了51班包机或商业航班（包括上述日本及湖北省的包机），接载共7,547名滞留在外的港人回港。



In March 2020, the department, working in close cooperation with the SB and the Constitutional and Mainland Affairs Bureau, deployed 58 officers to assist in arranging for eight charter flights to bring back a total of 1,027 Hong Kong residents stranded in Hubei Province, including those suffering from serious illnesses, candidates of the Hong Kong Diploma of Secondary Education Examination and pregnant women. Later, the department also assisted in coordinating commercial flights to bring back Hong Kong residents stranded in various countries, including Peru, Morocco, India and Pakistan. In 2020, the department arranged for a total of 51 charter or commercial flights (including the aforementioned flights to Japan and Hubei Province) to bring back a total of 7,547 Hong Kong residents stranded outside.



建立临时电脑查询系统，以协助医院管理局进行风险评估。
A temporary computer enquiry system was set up to assist the Hospital Authority in risk assessment.

就外籍家庭佣工（外佣）签证申请推出一系列弹性安排。
A series of flexible arrangements on foreign domestic helper (FDH) visa applications were introduced.

March
3月

协助安排八班包机接载因疫情而滞留湖北省的港人回港。
Assisted in arranging for eight charter flights to bring back Hong Kong residents stranded in Hubei Province due to the epidemic.

获委任为特别任务警察的本处人员协助执行禁止群组聚集的防疫规例。
Immigration officers appointed as Special Constables assisted in the enforcement of the anti-epidemic regulation on prohibition on group gathering.

支援政府检疫措施

Support to the Government's Quarantine Measures

在疫情下，本处全力配合香港特区政府采取多项措施控制疫情，包括分阶段暂停部分出入境口岸的客运通关服务、实施入境限制，以及调派前线人员到各口岸的入境大堂及车辆检查亭筛查旅客身份，以协助卫生署的检疫工作，并把意图在检疫令有效期间离港的人交予相关部门跟进。二零二零年二月，本处成立特别行动小组，上门突击检查强制检疫人士有否按检疫令的规定留在居所。有关行动有超过100名同事参与，突击检查了6,766名强制检疫人士及5,967处报称的居所。



During the COVID-19 pandemic, the department fully supported the HKSAR Government in taking various measures to control the epidemic, including suspending passenger clearance services at some of the control points in phases, imposing entry restrictions, and assisting the Department of Health (DH) with their quarantine work by deploying frontline staff to arrival halls and vehicular clearance kiosks of control points to conduct identity screening and refer persons who attempted to leave Hong Kong while their quarantine orders were in force to relevant departments for follow-up action. In February 2020, a special operation team was set up to conduct door-to-door spot checks on persons subject to compulsory quarantine to check if they had complied with the requirement of the orders to stay in their places of residence. Over 100 officers participated in the operations, in which 6,766 persons subject to compulsory quarantine and 5,967 reported places of residence were checked.

弹性处理签证申请

Flexibility in Handling Visa Applications

为协助外佣及其雇主应对疫情，本处推出一系列弹性安排，包括延长合约有效期限、容许外佣申请再度延后返回原居地度假，以及加快处理在港外佣的工作签证申请。本处亦加强网上递交申请的服务，并分阶段推出一系列便利签证／进入许可申请人的措施，包括根据「非本地毕业生留港／回港就业安排」递交的申请、访港旅客的延期逗留申请，以及外佣转换雇主或以访客身份延期逗留的申请。由于部分身在香港以外地方的非永久性居民可能因疫情而未能及时返港申请延期逗留，本处亦实施临时便利措施，容许合格的非永久性居民在香港以外地方申请签证／进入许可回港。



To help FDHs and their employers cope with the epidemic, the department introduced a series of flexible arrangements, including extending the validity period of contracts, allowing FDHs to apply for further deferral of home leave, and expediting the processing of applications for employment visas for FDHs in Hong Kong. The department also strengthened its service for online submission of applications and implemented, in phases, a series of measures to facilitate visa/entry permit applicants under the Immigration Arrangements for Non-local Graduates, visitors applying for extension of stay, and FDHs applying for change of employer or extension of stay as visitors. Since some non-permanent residents outside Hong Kong might not be able to return to Hong Kong timely to apply for an extension of stay due to the epidemic, the department also implemented temporary facilitation measures to allow eligible non-permanent residents to make visa/entry permit applications outside Hong Kong for returning to Hong Kong.

June
6月

加强网上递交申请的服务和推出有关申请签证／进入许可的便利措施。
Strengthened the service for online submission of applications and implemented facilitation measures on visa/entry permit application.

November
11月

协助卫生署核对根据「回港易」计划预约名单抵港人士的资料。
Assisted the DH in verifying the information of arriving passengers in the booking list under the Return2hk Scheme.

同行抗疫 不遗余力

Together, We Spare No Efforts to Fight the Virus



为保障公众人士及职员的健康，本处在各管制站、办事处及羁留设施加强清洁和消毒工作，维持充足的个人防护装备及防疫物资储备，并增设消毒搓手液机、消毒地毡、红外线体温探测器及空气清新机等防疫设备。

In order to protect the health of members of the public and the staff, the department enhanced the cleansing and disinfection work at control points, offices and detention facilities, and maintained a stockpile of personal protective equipment and anti-epidemic supplies. Additional anti-epidemic equipment items, such as hand sanitiser dispensers, sanitising floor mats, infrared temperature scanners and air cleaners, were also provided.

纵使2019冠状病毒病疫情持续严峻，本处人员仍积极贡献社会，参与多项抗疫义工活动，包括支援威尔斯亲王医院的后勤工作、为家居检疫电子手环作测试及品质检定，以及在用作等候检测结果中心的酒店协助检疫工作。本处的义工队亦向社区的长者及有需要人士派发抗疫物资及礼品包。此外，本处的福利主任向确诊2019冠状病毒病或须接受强制检疫的员工送上慰问和提供适切的协助，以表达部门的关心及支持。

Even though the situation of the COVID-19 pandemic remained severe, staff of the department continued to contribute to society actively by participating in various anti-epidemic volunteer work, including supporting the back office of the Prince of Wales Hospital, performing tests and quality checks on electronic wristbands for home quarantine, and assisting with the quarantine work in hotels used as Holding Centres for Test Results. The department's volunteer work team also distributed anti-epidemic supplies and gift packs to the elderly and the needy in the community. Moreover, to show the concern and support of the department, welfare officers offer consolation and appropriate assistance to staff members who were confirmed to have contracted COVID-19 or subject to compulsory quarantine.



December
12月

实施临时便利措施，容许合资格的非永久性居民在香港以外地方申请签证／进入许可回港。

Temporary facilitation measures were implemented to allow eligible non-permanent residents to make visa/entry permit applications outside Hong Kong for returning to Hong Kong.

强化团队 追求卓越

Strengthen the Corps Strive for Excellence



管理及支援部负责部门的人力资源管理和
发展。该部由三个科别组成，分别是部队
管理科、服务质素科和入境事务学院。部
队管理科负责处理入境事务队成员的福
利、行为及纪律和部门的公共关系事宜；
服务质素科专责进行管理审核、就市民的
投诉作出检讨，以及策划新入境事务处总
部的兴建工作；入境事务学院则负责处理
入境事务队成员的招聘、培训、调配及专
业发展事宜。



The Management and Support Branch is responsible for the human resource management and development of the department. It comprises three divisions, namely the Service Management Division, the Quality Assurance Division and the Immigration Service Institute of Training and Development (ISITD). The Service Management Division deals with matters relating to the welfare, conduct and discipline of service staff as well as public relations. The Quality Assurance Division is dedicated to conducting management audits, reviewing complaints from the public and planning the construction of the new Immigration Headquarters. The ISITD is responsible for the recruitment, training, deployment and career development of service staff.

管理 及



本处致力向人员推广终身学习文化，促进其个人发展。

The department is committed to promoting a life-long learning culture among its staff and facilitating their personal development.

建立能干和效率的团队

管理及支援部全力支援部门具策略性和有效的人力资源管理，让员工有机会发挥所长，以建立一支专业和效率的团队。二零二零年，本处聘任了约40名入境事务主任及150名入境事务助理员。本处将继续招聘新人，以配合部门的持续发展。

专业培训 服务为民

本处一直致力为入境事务队成员提供专业培训，促进他们的个人发展，借以提升部队素质。本处会不时检视训练课程内容，以切合社会需要。二零一九年，入境事务学院以课程营办者的身份向香港学术及职业资历评审局（评审局）申请资历评审，把不同职系的入职和在职训练课程纳入《资历名册》。二零二零年十二月，本处进一步为高级入境事务主任管理才能课程申请资历评审。该课程获资历架构认可，并获评定为第五级别（与学士学位同等）。



Building a Highly Competent and Efficient Workforce

To build a professional and effective workforce, the Management and Support Branch provides full support for the department's strategic and effective human resource management, providing opportunities for staff to play to their strengths. In 2020, about 40 Immigration Officers and 150 Immigration Assistants were appointed. The department will continue to recruit new blood to support its continuous growth.

Nurturing Professionalism for Service Excellence

The department has been committed to providing professional training for service staff and facilitating their personal development so as to enhance the quality of the Immigration Service. The department will review the contents of the training programmes from time to time to meet the needs of society. In 2019, the ISITD, in the capacity of programme operator, applied to the Hong Kong Council for Accreditation of Academic and Vocational Qualifications (HKCAAVQ) for accreditation of its various induction and in-service training programmes for inclusion in the Qualifications Register. In December 2020, the department further applied to the HKCAAVQ for accreditation of its Senior Immigration Officer Management Competency Course, which has been recognised under the Qualifications Framework (QF) and is pitched at QF Level 5 (equivalent to bachelor's degree level).



新增设的模拟青山湾入境事务中心寝室及日间活动室与自助出入境检查训练中心，为学员提供一个模拟实际工作情况的训练环境。

The newly built simulated dormitory and dayroom of the Castle Peak Bay Immigration Centre, together with the Automated Immigration Clearance Training Centre, are set up to cater for job-related training in a mock environment.



入境处不时邀请中国人民解放军驻香港部队为人员提供中式步操训练，以提升步操水平。

The department invites the Chinese People's Liberation Army Hong Kong Garrison to provide Immigration officers with training on Chinese-style footdrill from time to time to improve their marching skills.

管理及支援部

此外，为加强人员对国民身份的认同和对国家的归属感，本处已在入职和在职培训课程中加入基础国情教育，内容涵盖《中华人民共和国宪法》、《基本法》等，以巩固人员作为公务员的核心价值。

自《香港国安法》实施后，学院亦已把国家安全教育加入内部训练课程中，以加强人员对全面准确贯彻「一国两制」、「港人治港」等课题的认知，让他们更明白拥护《基本法》和效忠香港特别行政区（香港特区）政府是公务员应有之义，并继续本着爱国爱港的精神和廉洁专业的态度，为香港的繁荣稳定和市民的福祉作出贡献。

关顾管理 以人为本

本处非常重视推行关顾管理，透过关怀员工的需要及专业发展，培养和谐互信的部门文化，建立一支士气高昂、上下一心的专业团队。本处举办一连串「探访工作间」活动，提供有效的平台让同事分享不同课题的工作间经验。本处亦为前线人员推出「快乐工作间」一天课程，协助同事建立积极乐观的人生观。此外，本处的聆心服务中心为有需要的员工提供专业辅导服务。中心的临床心理学家不时举办促进身心健康的课程，帮助同事培养健康和平衡的生活方式。

Moreover, to heighten service staff's sense of national identity and sense of belonging to our country, the department has included basic national education in the induction and in-service training programmes, covering the Constitution of the People's Republic of China and the Basic Law, so as to reinforce staff members' core values as civil servants.

Since the implementation of the Hong Kong National Security Law, the ISITD has also included national security education in our internal training programmes with a view to enhancing staff members' understanding of issues such as upholding and implementing the principles of 'one country, two systems' and 'Hong Kong people administering Hong Kong', etc. It also enables staff members to have a clearer perception that it is obligatory for civil servants to uphold the Basic Law and pledge allegiance to the Government of the Hong Kong Special Administrative Region so that they will continue to contribute to the prosperity and stability of Hong Kong and the well-being of members of the public with patriotism, professionalism and integrity.

Promoting People-based Caring Management

The department places much importance on promoting caring management. We aim to nurture a culture of trust and harmony and build a professional and united force through caring management and professional development of staff. The department organises a series of Workplace Visits to provide an effective platform for our colleagues to share their workplace experience on various topics. The department also organises a one-day 'Delighting Your Work' programme for frontline staff to help them develop a positive and optimistic outlook on life. In addition, the Immigration Wellness Service Centre (the Centre) provides professional counselling service for staff in need. The Clinical Psychologist of the Centre organises various psychological wellness and related health promotion programmes from time to time to help staff foster a healthy and balanced lifestyle.

追求卓越服务

二零二零年，本处有两位同事获颁发「申诉专员嘉许奖(公职人员奖)」。这是本处连续22年有人员获得这个奖项，肯定了我们在处理投诉方面专业而积极的态度。此外，本处共有五位同事获颁「公务员事务局局长嘉许状」，以表扬他们持续优秀的工作表现。自该计划于二零零四年推出以来，本处已连续17年有同事获得嘉许。本处定当继续发挥精益求精的专业精神，为市民提供优质的服务。

新入境事务处总部

本处自成立以来一直与香港一同成长，见证不同的社会变迁。由于本处各项工作与市民的生活息息相关，随着时代和业务的发展，本处的总部亦相应地不断扩充和演变。迈向新时代，本处正积极筹划兴建一所新总部大楼，以期持续提升服务水平，为市民提供更优质便捷的服务。新总部大楼的各项策划工作正相继落实。兴建新总部大楼的拨款申请于二零一九年五月获立法会财务委员会批准，建造工程于同年六月展开，地基工程已于二零二零年七月完成。整项工程预计在二零二三年竣工，相关办公室和设施将于二零二四年分阶段迁到新总部大楼。

In Pursuit of Service Excellence

In 2020, two colleagues received The Ombudsman's Awards for Officers of Public Organisations, making it the 22nd consecutive year that our officers had been given the award in recognition of our professional and proactive attitude towards complaint handling. In addition, five colleagues received the Secretary for the Civil Service's Commendation Award in recognition of their consistently outstanding performance. Since the introduction of this scheme in 2004, it was the 17th consecutive year that our officers had been commended. The department will continue to provide quality services for the public by upholding the professional spirit of striving for excellence.

The New Immigration Headquarters

Since its establishment, the department has been growing with Hong Kong, witnessing various social changes. Given that its work is closely related to the daily life of members of the public, its headquarters has been expanding and evolving in pace with the times and its business development. Embracing the new era, the department is actively planning for the construction of our new headquarters with a view to continuously raising service standards and providing more convenient and efficient services for the public. Various items of the planning work of the new headquarters are being carried out one after another. The funding application for the construction of the new headquarters was approved by the Finance Committee of the Legislative Council in May 2019. The construction works commenced in June 2019 and the foundation works were completed in July 2020. The whole project is expected to be complete in 2023, with the relevant offices and facilities to be moved into the new headquarters in phases in 2024.



新总部将座落于将军澳市中心，毗邻港铁将军澳站和调景岭站，多种公共交通工具均可直达。
(此模拟效果图由建筑署提供)

The new headquarters, which will be located in Tseung Kwan O town centre, are adjacent to Tseung Kwan O and Tiu Keng Leng MTR Stations and easily accessible by various means of public transport.
(This rendering is provided by the Architectural Services Department)

欢迎访客 汇聚人才

Welcome Visitors

Attract Talent

签证及政策部由签证管制(政策)科和签证管制(执行)科组成，主要负责制定和复检签证政策、审批各项入境、延期逗留和居留权证明书的申请，以及处理有关居留权证明书及签证管制事宜的上诉、反对和司法复核个案。

The Visa and Policies Branch comprises the Visa Control (Policies) Division and the Visa Control (Operations) Division, which are mainly responsible for formulating and reviewing visa policies; processing applications for entry, extension of stay and Certificate of Entitlement to the Right of Abode; and handling appeals, objections and judicial reviews relating to Certificate of Entitlement to the Right of Abode and visa control matters.



簽證及

VISA AND

POLICIES BRANCH



市民可透过入境处网页办理各项签证申请。
Members of the public may submit various visa applications through the departmental webpages.

入境计划优化措施

为更积极招揽外来人才，本处自二零一五年五月起实施一系列入境计划优化措施，包括放宽根据「一般就业政策」、「输入内地人才计划」和「优秀人才入境计划」来港人士的逗留安排；优化「优秀人才入境计划」的计分制度；以及推行「输入中国籍香港永久性居民第二代计划」。

优秀人才入境计划

「优秀人才入境计划」旨在吸引世界各地的卓越人才来港定居。自二零二零年九月起，该计划的配额由每年1 000名增加至2 000名。申请人可选择按两套计分制度的其中一套接受评核。在「综合计分制」下，申请人根据指明的客观准则接受评核。自二零一八年八月起，申请人如符合人才清单的要求，经评核后可在「综合计分制」下获得30分额外分数。拥有杰出成就的申请人可选择以「成就计分制」接受评核。截至二零二零年年底，已有7 100名申请人获分配名额。

Enhancement Measures on Admission Schemes

To take a more proactive approach to recruit talent from outside Hong Kong, the department has, since May 2015, implemented a series of enhancement measures to refine the existing admission schemes, which include relaxing the stay arrangements for entrants under the 'General Employment Policy' (GEP), the 'Admission Scheme for Mainland Talents and Professionals' (ASMTP) and the 'Quality Migrant Admission Scheme' (QMAS); refining the QMAS scoring scheme; and implementing the 'Admission Scheme for the Second Generation of Chinese Hong Kong Permanent Residents' (ASSG).

Quality Migrant Admission Scheme (QMAS)

The QMAS aims at attracting top-notch talent from around the world to settle in Hong Kong. With effect from September 2020, the annual quota has been increased from 1,000 to 2,000. Applicants may choose to be assessed under one of the two points-based tests. Under the 'General Points Test' (GPT), applicants are assessed based on specified objective criteria. With effect from August 2018, applicants who meet the requirements of the Talent List may be awarded 30 bonus points under the GPT after assessment. For applicants who have outstanding achievements, they may choose to be assessed under the 'Achievement-based Points Test'. As at the end of 2020, about 7,100 applicants had been allotted quotas.



本处人员向签证申请人讲解申请流程。
Our officer is explaining the visa application process to an applicant.

签证及政策部

专才和企业家

「一般就业政策」容许具备香港所需而又缺乏的特别技能、知识或经验，或能够对本港经济作出重大贡献的非内地居民来港。在二零二零年，共有14 617名专才和投资者根据这项政策获准来港。「输入内地人才计划」吸引到内地多个界别的人才来港工作。二零二零年，共有6 995名申请人根据这项计划获批来港。

非本地毕业生留港／回港就业安排

「非本地毕业生留港／回港就业安排」旨在吸引非本地毕业生在香港修读经本地评审全日制课程并取得学士学位或更高资历后留港／回港工作。截至二零二零年年底，已有超过98 000名非本地毕业生获批准在港工作。

「科技人才入境计划」于二零二零年一月三十日推出优化措施，把5G通讯纳入新增的科技范畴。
With the launch of the enhancement measures under the 'Technology Talent Admission Scheme' (TechTAS) on 30 January 2020, 5G communications has been included as one of the new technology areas under TechTAS.

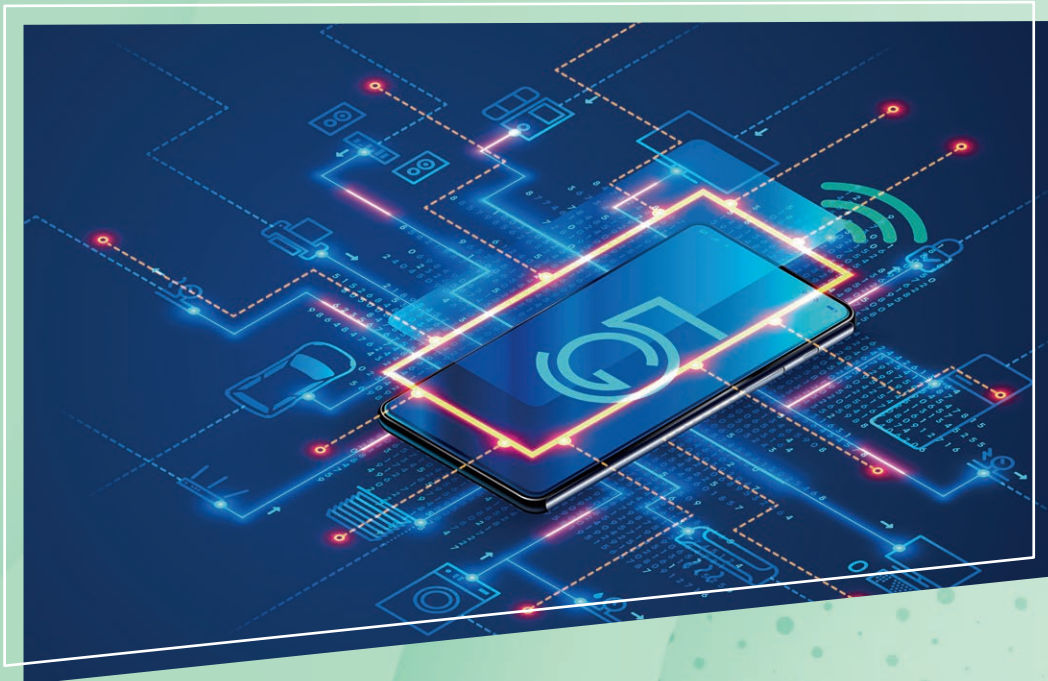
Professionals and Entrepreneurs

The GEP allows entry of non-Mainland residents who possess special skills, knowledge or experience of value to and not readily available in Hong Kong, or who are in a position to make substantial contributions to the economy of Hong Kong. In 2020, a total of 14,617 professionals and investors were admitted under the GEP. The ASMTIP has successfully attracted a wide variety of talented persons from the Mainland to work in Hong Kong. In 2020, a total of 6,995 applicants were admitted under the ASMTIP.

Immigration Arrangements for Non-local Graduates (IANG)

The IANG aims at attracting non-local graduates to stay in/return to Hong Kong to work after obtaining a bachelor's degree or a higher qualification in a full-time locally-accredited programme in Hong Kong. As at the end of 2020, over 98,000 non-local graduates had been approved to work in Hong Kong.

本处透过一系列弹性安排，灵活调配人手，以处理疫情期间的签证申请。
The department introduced a series of flexible arrangements in redeploying manpower to handle visa applications during the epidemic.



输入中国籍香港永久性居民第二代计划

「输入中国籍香港永久性居民第二代计划」在二零一五年五月推出，旨在吸引已移居海外的中国籍香港永久性居民的第二代回港发展。截至二零二零年年底，本处共批准了478宗申请。

科技人才入境计划

「科技人才入境计划」在二零一八年六月推出，旨在透过快速处理安排，让合资格科技公司／机构申请输入科技人才来港从事研发工作。有关公司／机构获创新科技署发出配额后，可于配额有效期内为合资格人士向本处申请工作签证／进入许可。政府在二零二零年一月三十日推出优化措施，包括增加适用的科技范畴、扩大计划的适用范围至全港所有进行相关科技范畴研发活动的公司，以及延长配额的有效期。截至二零二零年年底，共有215名申请人根据这项计划获批来港。

驻内地办事处入境事务组人员不时向内地居民讲解各项入境计划。
Staff of the Immigration Divisions of the Mainland offices explain various immigration schemes to Mainland residents from time to time.



截至二零二零年年底，已有超过98,000名非本地毕业生获批准「非本地毕业生留港／回港就业安排」在港工作。

As at the end of 2020, over 98,000 non-local graduates had been approved to work in Hong Kong under the Immigration Arrangements for Non-local Graduates.



Admission Scheme for the Second Generation of Chinese Hong Kong Permanent Residents (ASSG)

The ASSG was introduced in May 2015 to attract the second generation of Chinese Hong Kong permanent residents who have emigrated overseas to return to Hong Kong. As at the end of 2020, a total of 478 applications had been approved by the department.

Technology Talent Admission Scheme (TechTAS)

TechTAS was launched in June 2018 to provide a fast-track arrangement for eligible technology companies/institutes to admit technology talent to undertake research and development work in Hong Kong. After being allotted quotas by the Innovation and Technology Commission, the companies/institutes concerned can sponsor eligible persons to apply to the department for employment visas/entry permits within the quota validity period. The government introduced enhancement measures on 30 January 2020, including increasing the number of applicable technology areas, extending the coverage of TechTAS to all companies undertaking research and development activities in the relevant technology areas in Hong Kong, and extending the quota validity period. As at the end of 2020, a total of 215 applicants had been admitted under TechTAS.

有效管制 快捷有礼

Effective Control Speedy and Courteous Service



管制部辖下设有四个科别，分别为机场管制科、边境管制(铁路)科、边境管制(车辆)科和港口管制科。这四个科别共同分担出入境管制的职责，包括拒绝让不受欢迎人物入境和防止通缉犯离境，以及为游客和商务访客提供方便的出入境服务。机场管制科位于香港国际机场。边境管制(铁路)科辖下设有四个管制站，分别位于罗湖、红磡、落马洲支线和广深港高速铁路西九龙站。边境管制(车辆)科辖下设有六个边境管制站，分别位于落马洲、文锦渡、沙头角、深圳湾、港珠澳大桥香港口岸和香园围。港口管制科辖下则设有港口管制组、港澳客轮码头管制组、中国客运码头管制组、屯门客运码头管制组及启德邮轮码头管制组。

The Control Branch comprises the Airport Division, the Border (Rail) Division, the Border (Vehicles) Division and the Harbour Division. These four divisions share responsibilities in maintaining immigration control by denying entry of undesirable persons and preventing wanted criminals from departure, and facilitating the mobility of tourists and business visitors. The Airport Division is located at Hong Kong International Airport (HKIA). The Border (Rail) Division comprises four control points located at Lo Wu, Hung Hom, Lok Ma Chau Spur Line and West Kowloon Station of the Guangzhou-Shenzhen-Hong Kong Express Rail Link. The Border (Vehicles) Division comprises six control points located at Lok Ma Chau, Man Kam To, Sha Tau Kok, Shenzhen Bay, the Hong Kong-Zhuhai-Macao Bridge (HZMB) Hong Kong Port and Heung Yuen Wai. The Harbour Division comprises the Harbour Control Section, the Macau Terminal Section, the China Ferry Terminal Section, the Tuen Mun Ferry Terminal Section and the Kai Tak Cruise Terminal Section.

信



香园围边境管制站于二零二零年八月二十六日正式启用。鉴于2019冠状病毒病疫情，粤港双方同意先开放货检设施供跨境货车使用。

The Heung Yuen Wai Boundary Control Point was officially commissioned on 26 August 2020. In view of the COVID-19 pandemic, both Guangdong and Hong Kong have agreed to open the cargo clearance facilities for cross-boundary goods vehicles first.

管制站的交通流量

二零二零年经各管制站出入境人次超过2 420万，而全年的访港旅客入境人次则为357万，其中内地访客入境人次为269万，而其他访客的入境人次则为88万。全年的访港旅客入境人次中，机场管制站的访港旅客有85万人次、陆路管制站有255万人次、海路管制站则有17万人次。

扩展e-道服务

为进一步提升部门处理旅客出入境检查的能力和效率，本处善用科技，让更多旅客以自助形式使用e-道办理出入境检查手续。现时，各管制站共设有757条多功能e-道，可灵活调配供合资格的香港居民或访港旅客使用。

推出访港旅客自助离境服务

为向离境的访港旅客提供更便捷的服务，本处于二零一七年十月在香港国际机场推出访港旅客自助离境服务「离境易」，并于同年十二月把该服务扩展至其他管制站。这项服务采用容貌识别技术核实访港旅客的身份，让合格并持有电子旅行证件的访港旅客经「离境易」e-道办理自助离境手续，无须预先登记。截至二零二零年年底，已有超过1 189万访客人次使用该服务。

Traffic at Control Points

Over 24.2 million passengers passed through control points in 2020 and the total number of visitor arrivals was 3.57 million, of which the number of Mainland visitor arrivals was 2.69 million, while the number of arrivals of other visitors was 880,000. Among the visitor arrivals in 2020, 850,000 visitors travelled through the Airport Control Point, while 2.55 million and 170,000 visitors passed through land control points and sea control points respectively.

Extension of the e-Channel Service

To further enhance the department's passenger clearance capacity and efficiency, the department has extended the e-Channel service through the utilisation of information technology to enable more passengers to perform self-service immigration clearance. At present, a total of 757 multi-purpose e-Channels are installed at all control points, which can be flexibly deployed for use by eligible Hong Kong residents or visitors.

Launch of Self-service Departure for Visitors

To provide greater convenience for departing visitors, self-service departure for visitors (Smart Departure) was launched at HKIA in October 2017. The service was extended to other control points in December 2017. Smart Departure employs facial recognition technology for identity verification, which allows eligible visitors holding electronic travel documents to perform self-service departure clearance through Smart Departure e-Channels without prior enrolment. As at the end of 2020, over 11.89 million visitors had used the service.



香园围边境管制站是港深边界第七个陆路口岸，位于文锦渡管制站与沙头角管制站之间，是能让「人车直达」的边境管制站。

The Heung Yuen Wai Boundary Control Point, the seventh land-based control point at the Hong Kong-Shenzhen boundary and located between the Man Kam To and Sha Tau Kok Control Points, is a boundary control point that offers 'direct access by passengers and vehicles'.



本处在二零二零年获得Skytrax 全球最佳机场出入境服务大奖，是本处继二零一五年、二零一六年及二零一九年后第四度获得该奖项。

The department receives the Skytrax's award for the World's Best Airport Immigration Service 2020. This is the fourth time that the department has received the award after winning it in 2015, 2016 and 2019.

Skytrax 二零二零年全球最佳机场出入境服务大奖

本处在国际专业航空运输研究机构Skytrax的年度旅客意见调查中，赢得二零二零年度全球最佳机场出入境服务大奖，是本处继二零一五年、二零一六年及二零一九年后第四度获得该奖项。

延长管制站的通关时间

行政长官在《2019年施政报告》中公布，深圳湾口岸的通关时间将会延长至24小时，以进一步配合深港两地旅客的过境需求。为进一步支援深港两地的物流往来，以应付凌晨时分的跨境货运需求，同时配合「东进东出、西进西出」的布局，深港双方经商讨后，已自二零二零年十二月十日起，把深圳湾管制站的货物清关服务时间延长至24小时。鉴于2019冠状病毒病疫情，深港两地政府会视乎两地的疫情发展，另行考虑深圳湾管制站推行24小时旅客通关服务的时间。

香园围边境管制站

香园围边境管制站于二零二零年八月二十六日正式启用。香园围边境管制站是港深边界第七个陆路口岸，位于文锦渡管制站与沙头角管制站之间，是能让「人车直达」的边境管制站。

Skytrax Award for the World's Best Airport Immigration Service 2020

The department was voted the winner of the award for the World's Best Airport Immigration Service 2020 in the World Passenger Survey commissioned by Skytrax, an international specialist research agent of the air transport industry. This was the fourth time that the department had received the award after winning it in 2015, 2016 and 2019.

Extension of the Operating Hours of a Control Point

As announced in the Chief Executive's 2019 Policy Address, the operating hours of the Shenzhen Bay Control Point would be extended to 24 hours in order to cater for the needs of cross-boundary passengers. To further support the logistics flow between Shenzhen and Hong Kong to cope with the cross-boundary goods traffic in the early hours, and to tie in with the 'East in East out, West in West out' planning strategy, both the Shenzhen and HKSAR governments decided after discussions to extend the operating hours of cargo clearance to 24 hours at the Shenzhen Bay Control Point with effect from 10 December 2020. In view of the COVID-19 pandemic, the Shenzhen and HKSAR governments will consider when to implement round-the-clock passenger clearance at the Shenzhen Bay Control Point with regard to the epidemic developments of the two places.

Heung Yuen Wai Boundary Control Point

The Heung Yuen Wai Boundary Control Point was officially commissioned on 26 August 2020. The Heung Yuen Wai Boundary Control Point, which is the seventh land-based control point at the Hong Kong-Shenzhen boundary and located between the Man Kam To and Sha Tau Kok Control Points, is a boundary control point that offers 'direct access by passengers and vehicles'.

管制部

CONTROL BRANCH

香园围边境管制站是国家《十二五规划纲要》内《港澳专章》的其中一个「粤港澳合作重大项目」。该管制站启用后，缩短了香港往来深圳东部和广东东部的行车时间，进一步完善粤港澳大湾区「一小时生活圈」的理想布局。

新口岸开通后，实现了港深两地跨境货运「东进东出、西进西出」的布局，可缩短香港往来深圳东部和广东东部的行车时间，令跨境物流在运作上更畅顺和更有效率。

鉴于2019冠状病毒病疫情，粤港双方同意先开放货检设施供跨境货车使用。视乎2019冠状病毒病的疫情发展，两地政府将适时全面开通香园围边境管制站以提供旅客通关服务。

皇岗口岸／落马洲管制站的重建工程

为配合内地和香港的经济和社会发展需要，皇岗口岸／落马洲管制站将会进行重建工程，并预计会在未来数年完成。该管制站完成重建后，将实施类似深圳湾口岸的「一地两检」安排，边境管制站的整体旅客处理能力将可进一步提升。本处会积极配合有关发展，继续为旅客提供高效率的出入境检查服务。

The Heung Yuen Wai Boundary Control Point is one of the major co-operation projects among Guangdong, Hong Kong and Macao stated in the Dedicated Chapter on Hong Kong and Macao of the National 12th Five-Year Plan. The commissioning of the Heung Yuen Wai Boundary Control Point has shortened the travelling time between Hong Kong and the eastern parts of both Shenzhen and Guangdong, enhancing the 'one-hour living circle' in the Guangdong-Hong Kong-Macao Greater Bay Area.

With the commissioning of the new control point, the 'East in East out, West in West out' planning strategy has been implemented for cross-boundary goods traffic between Hong Kong and Shenzhen, which shortens the travelling time between Hong Kong and the eastern parts of both Shenzhen and Guangdong, hence facilitating the smooth and efficient operation of cross-boundary logistics.

In view of the COVID-19 pandemic, both Guangdong and Hong Kong have agreed to open the cargo clearance facilities for cross-boundary goods vehicles first. The two governments will put the Heung Yuen Wai Boundary Control Point into full operation and provide passenger clearance service in due course in light of the developments of the COVID-19 pandemic.

Redevelopment of the Huanggang Port/Lok Ma Chau Control Point

To cater for the social and economic development needs of the Mainland and Hong Kong, redevelopment of the Huanggang Port/Lok Ma Chau Control Point will be carried out and is expected to be complete in the coming few years. At the new Huanggang Port after redevelopment, a 'co-location' arrangement similar to that in place at the Shenzhen Bay Port will be implemented. The overall passenger handling capacity of boundary control points will be further enhanced. The department will actively support the relevant development and continue to provide efficient immigration clearance service for passengers.



为进一步提升边境管制站的整体旅客处理能力，皇岗口岸／落马洲管制站将会于重建工程后实施类似深圳湾口岸的「一地两检」安排。

To further enhance the overall passenger handling capacity of boundary control points, the Huanggang Port/Lok Ma Chau Control Point, upon the completion of their redevelopment works, will implement a 'co-location' arrangement similar to that of the Shenzhen Bay Port.

以客为本 服务市民

Focus on Customers

Serve the Community

德

个人证件部辖下设有证件科和人事登记科。证件科处理香港特区护照和其他香港特区旅行证件申请、有关在本港实施《中华人民共和国国籍法》事宜，以及出生、死亡和婚姻登记事宜。人事登记科则处理根据《基本法》提出拥有居留权的声请、签发香港身份证、管理人事登记纪录、推行「全港市民换领身份证计划」、与外国政府商定香港特区居民免签证入境安排，以及为在香港境外身陷困境的香港居民提供切实可行的协助。

The Personal Documentation Branch comprises the Documents Division and the Registration of Persons Division. The Documents Division deals with applications for Hong Kong Special Administrative Region (HKSAR) passports and other HKSAR travel documents, handles matters relating to the implementation of the Nationality Law of the People's Republic of China in Hong Kong and processes registration of births, deaths and marriages. The Registration of Persons Division processes applications relating to claims to right of abode under the Basic Law, issues Hong Kong Identity Cards (HKICs), maintains registration of persons records, implements the Territory-wide Identity Card Replacement Exercise, negotiates visa-free travel arrangements for HKSAR residents, and provides practicable assistance to Hong Kong residents in distress outside Hong Kong.



全港市民换领身份证计划 (换证计划)

换证计划于二零一八年十二月二十七日展开，截至二零二零年年底，本处已签发超过340万张新智能身份证，当中250万张透过换证计划签发。

由二零二零年二月十八日开始，换证人士除可携同两名65岁或以上的亲友，亦可同时携同另外两名残疾人士一同前往换证。

为在香港境外身陷困境的香港居民提供协助

二零二零年，受2019冠状病毒疫情影响，各国实施旅游限制，许多香港居民因而滞留在内地或海外。本处的协助在外香港居民小组(小组)与保安局、外交部驻香港特派员公署(公署)、中国驻外使领馆、外国驻港领事馆、香港特区政府驻内地办事处和其他政府部门保持紧密联系，为受影响港人及其家属提供切实可行的协助。小组先后在二月及三月派员到日本和武汉协助滞留的港人回港，并自三月起协助安排和协调多班包机/民用航班接载滞留各国的港人回港。外交部的应急呼叫中心亦会转介求助个案予小组跟进。二零二零年，小组共处理了香港居民提出的153 596宗查询和18 511宗求助个案。

在全港市民换领身份证计划的关爱安排下，换证人士可携同最多两名65岁或以上的亲友和两名残疾人士一同前往换证。

Under the caring arrangements of the Territory-wide Identity Card Replacement Exercise, each applicant may bring along up to two family members or friends aged 65 or above and two persons with disabilities to replace their smart Hong Kong Identity Cards together during the same visit.



协助在外香港居民小组为在香港境外身陷困境的港人提供适时协助，获市民来函致谢。
Letters and cards from members of the public to the Assistance to Hong Kong Residents Unit in appreciation of their timely assistance rendered to Hong Kong residents in distress outside Hong Kong.

Territory-wide Identity Card Replacement Exercise (Replacement Exercise)

The Replacement Exercise was rolled out on 27 December 2018. As at the end of 2020, the department had issued over 3.4 million new Smart HKICs, of which 2.5 million were issued under the Replacement Exercise.

Starting from 18 February 2020, an applicant may bring along two persons with disabilities, in addition to two family members or friends aged 65 or above to replace their smart HKICs together during the same visit.

Provision of Assistance for Hong Kong Residents in Distress Outside Hong Kong

In 2020, many Hong Kong residents were stranded outside Hong Kong as a result of global travel restrictions due to the COVID-19 pandemic. The Assistance to Hong Kong Residents Unit (AHU) closely liaised with the Security Bureau, the Office of the Commissioner of the Ministry of Foreign Affairs (OCMFA) in the HKSAR, Chinese diplomatic and consular missions overseas, consulates in Hong Kong, Offices of the HKSAR Government in the Mainland and other government departments to provide all practicable assistance to the affected Hong Kong residents and their families. In February and March 2020, the AHU deployed staff to Japan and Wuhan city to bring back stranded Hong Kong residents. Since March 2020, the AHU had also assisted in arranging and coordinating chartered/commercial flights to bring back stranded Hong Kong residents from various countries. The Ministry of Foreign Affairs emergency call centre will also refer assistance requests to the AHU for follow-up. In 2020, the AHU handled 153,596 enquiries and 18,511 requests for assistance from Hong Kong residents.



行政长官林郑月娥于二零二零年三月探访本处协助在外香港居民小组，感谢人员在抗疫期间坚守岗位。

The Chief Executive, Mrs Carrie LAM, visited the office of the AHU of the department in March 2020, expressing her gratitude to officers for standing fast at their posts during the epidemic.

疫情期间，协助在外香港居民小组不忘坚守使命，致力为在香港境外身陷困境的香港居民提供切实可行的协助。

With commitment to our mission, the AHU has all along provided practicable assistance for Hong Kong residents in distress outside Hong Kong during the epidemic.



二零二零年，本处继续推行「领保进校园、进社区」的宣传工作，并会同公署举办讲座，与社区团体分享外游安全小贴士和介绍中国领事保护工作。

为香港特区护照持有人争取免签证入境待遇的游说工作

二零二零年，「一带一路」国家肯尼亚给予香港特区护照持有人落地签证待遇。截至二零二零年年底，共有167个国家和地区给予香港特区护照持有人免签证或落地签证待遇。

In 2020, the department continued to run promotional campaigns to reach out to schools and the community to promote China's consular protection. Furthermore, the department and the OCMFA jointly organised talks to share with community groups outbound travel safety tips and introduce China's consular protection work.

Visa-free Lobbying for HKSAR Passport Holders

In 2020, Kenya, one of the Belt and Road countries, granted visa-on-arrival access to HKSAR passport holders. As at the end of 2020, a total of 167 countries and territories had granted visa-free or visa-on-arrival access to HKSAR passport holders.

个人证件部

DOCUMENTAL PERSONAL BRANCH

领取香港特区护照的新措施

本处于二零二零年十月三十日推出全新的领取护照服务站。合资格申请人除可在服务柜台领取特区护照外，亦可在提交护照申请时，选择使用设于入境处总部或西九龙办事处的领取护照服务站，以自助方式领取特区护照，无需预约，程序快捷、简单又方便。

本处亦于同日推出海外领取特区护照的新措施，为申请人提供更具弹性的安排。在新措施下，身处香港或海外的申请人无论以何种方式（包括亲身、邮递、投递、互联网、入境处流动应用程序或申请证件服务站）直接向本处递交特区护照申请，均可选择在指定的中国驻外国使领馆领取护照。

设于各分区办事处的「申请证件服务站」让申请人可免费以自助方式递交护照申请。
Travel Document Submission Kiosks installed at various Branch Offices allow applicants to submit their passport applications in a self-service manner free of charge.



New Initiative on HKSAR Passport Collection

The department introduced Passport Collection Kiosks on 30 October 2020. In addition to collecting passports at service counters, eligible applicants may, upon application of passports, choose to collect their passports at Passport Collection Kiosks installed at the Immigration Headquarters or the West Kowloon Office in a self-service manner without prior appointment. The procedure is quick, simple and convenient.

To provide greater flexibility for applicants, the department also introduced, on the same day, a new measure on collection of passports overseas. Under the new measure, local or overseas applicants who submit their HKSAR passport applications direct to the department by whichever means (including those submitted in person, by post or drop-in box, through the Internet, the Immigration Department Mobile Application or Travel Document Submission Kiosks) may choose to collect their passports at designated Chinese diplomatic and consular missions.



合资格申请人可在「领取护照服务站」以自助方式领取香港特区护照。
Eligible applicants may collect their HKSAR passports at Passport Collection Kiosks in a self-service manner.

维护法纪 公正严明

Uphold the Law Act with Impartiality

执法部辖下设有执法科及反恐科。执法科负责制定和执行调查方面的政策、处理与入境事务有关的检控、制定和推行有关递解及遣送离境(免遣返声请人除外)的措施,以及管理用作羁留18岁或以上人士的青山湾入境事务中心。反恐科负责制订本处的反恐策略和进行相关执法行动,以及与本地、内地和海外执法机关及驻港领事馆联系,交流反恐情报。反恐科人员亦代表本处参与「跨部门反恐专责组」的工作。

The Enforcement Branch comprises the Enforcement Division and the Counter-Terrorism Division. The Enforcement Division is responsible for formulating and implementing policies in respect of investigation, and handling immigration-related prosecutions. It is also responsible for formulating and implementing measures in respect of deportation and removal (other than non-refoulement claimants), and managing the Castle Peak Bay Immigration Centre for detention of persons of 18 years old or above. The Counter-Terrorism Division is responsible for formulating departmental strategies relating to counter-terrorism (CT) and taking relevant enforcement action, and liaising with local, Mainland and overseas law enforcement agencies as well as consulates in Hong Kong for CT intelligence exchange. Officers of the Counter-Terrorism Division also serve as the department's representatives in the Inter-departmental Counter Terrorism Unit (ICTU).

執





行动研究组举行鉴定伪造旅行证件及伪造香港智能身份证的工作坊和讲座。

The Operational Research Section conducts workshops and talks on identification of forged travel documents and forged Hong Kong smart identity cards.

打击跨国非法移民、伪造证件和偷运人口活动

本处一直透过国际间的合作，共同打击跨国非法移民、罪案及恐怖活动等全球关注的问题。

本处非常关注免遣返声请人从内地非法进入香港的情况，一直与香港警务处及内地有关当局保持紧密联系和交换情报，协力从源头打击这类非法偷渡活动。截至二零二零年年底，本处与内地执法机关和香港警务处共展开十次联合行动，侦破多个跨境犯罪集团和拘捕了506名涉案人士，包括164名人蛇集团骨干成员。



本处严厉打击雇用非法劳工或非受雇的活动。
The department takes stringent enforcement action against illegal employment.

Combating Transnational Illegal Migration, Forgery and Human Smuggling

The department has all along been tackling the global issues of transnational illegal migration, crimes and terrorism through international co-operation.

The department is very concerned about the situation of non-refoulement claimants smuggling into Hong Kong via the Mainland, and has been maintaining close liaison and intelligence exchange with the Hong Kong Police Force (HKPF) and the relevant Mainland authorities for joint efforts in combating these illicit activities at source. As at the end of 2020, the department conducted 10 joint operations with Mainland law enforcement agencies and the HKPF and smashed a number of cross-boundary crime syndicates, resulting in the arrest of 506 involved persons, including 164 core members of smuggling syndicates.



本处调查员突击搜查非法劳工黑点，遏止非法劳工在港工作。
Investigators of the department conduct a raid on a black spot of illegal workers to combat illegal employment.

ENFORCEMENT
BRANCH

打击贩运人口

本处人员一直根据贩运人口受害人识别机制审核和识别被捕或主动接触当局的容易受剥削人士，以确定该等人士是否贩运人口受害人。

为落实《香港打击贩运人口及加强保障外籍家庭佣工行动计划》，本处于二零一九年十二月成立外佣专责调查组，把识别机制扩展至涵盖适用的外佣签证申请人以便进行初步筛查，从而及早识别潜在的贩运人口受害人或剥削外佣个案，并在有需要时展开调查。

二零二零年，本处在贩运人口受害人识别机制下共进行了3 504次初步筛查，当中2 315次为外佣专责调查组对外佣签证申请人进行的初步筛查。

遏止雇用非法劳工或非法受雇活动的执法行动

年内，本处继续致力打击雇用非法劳工或非法受雇的活动。二零二零年，本处进行了13 612次反非法劳工行动，共有1 380名非法劳工（包括555名涉及性工作的人）和486名雇主被拘捕。



派驻青山湾入境事务中心的人员均配备适当装备和接受相关训练，以应付工作需要。

Officers deployed to the Castle Peak Bay Immigration Centre are equipped with suitable equipment and provided with relevant training to meet their operational needs.



Tackling Trafficking in Persons (TIP)

Immigration officers have all along been conducting screening and identification of vulnerable persons who are arrested or who put themselves forward to the authorities under the TIP victim screening mechanism, with a view to ascertaining whether they are TIP victims.

To implement the 'Action Plan to Tackle Trafficking in Persons and to Enhance Protection of Foreign Domestic Helpers in Hong Kong', the Foreign Domestic Helpers Special Investigation Section (FIS) was set up in December 2019 to extend the coverage screening mechanism to cover applicable foreign domestic helper (FDH) visa applicants for initial screening, so as to facilitate early identification of potential TIP victims and exploitation relating to FDHs, and to conduct investigations where necessary.

In 2020, the department conducted a total of 3,504 initial screenings under the TIP victim screening mechanism. Among them, 2,315 were conducted by FIS in respect of FDH visa applicants.

Enforcement Action against Illegal Employment

Throughout the year, the department continued to take vigorous enforcement action against illegal employment. In 2020, the department conducted 13,612 operations against illegal employment. A total of 1,380 illegal workers (including 555 sex workers) and 486 employers were arrested.

本处瓦解一个安排印尼籍及菲律宾籍人士利用虚假外籍家庭佣工合约留港非法工作的犯罪集团，集团主脑的串谋欺诈及行使虚假文书罪被判罪成，入狱43个月。入境处人员向传媒介绍该案详情。

The department smashed a syndicate having arranged Indonesian and Filipino to work in Hong Kong illegally by false domestic helper contracts. The mastermind of the syndicate was convicted of conspiracy to defraud and using false instruments and had been sentenced to 43 months' imprisonment. The officers briefed the press on the facts of the case.

執法部

反恐侦查及调查

本处因应当前的恐袭威胁评估，在各出入境管制站进行执法行动，堵截怀疑涉恐访客入境。二零二零年，反恐科人员在各出入境管制站共进行3 116次巡查行动并截查7 438名人士。年内，本处为893名人员提供共55次内部反恐训练。

除定期举行内部反恐演习外，本处所参与的跨部门反恐专责组亦于二零二零年三月进行代号为「夺峰」的跨部门反恐演习，以加强部门间的协调，同时提高市民对可疑物品的警惕和防范。

本处积极与各执法机关交流反恐情报，依法实施有效出入境管制，确保香港免受恐袭威胁。

揭发假结婚案件

本处十分关注非本港居民借与香港居民假结婚来港居留的问题。二零二零年，共有45人因涉及假结婚案件而被定罪及判监6至16个月不等。

Counter-Terrorism Detection and Investigation

In light of the current terrorist threat assessment, the department takes enforcement action at various immigration control points to prevent visitors suspected of involving in terrorism-related activities from entering Hong Kong. In 2020, a total of 3,116 operations were conducted at various immigration control points with a total of 7,438 passengers intercepted and enquired. A total of 55 internal CT training sessions were provided for 893 officers during the year.

Apart from organising internal CT drills regularly, the ICTU, of which the department is a member, conducted an inter-departmental CT exercise codenamed 'CATCHMOUNT' in March 2020 to enhance the co-ordination among departments, and to heighten public vigilance and awareness of suspicious objects.

The department proactively exchanges CT intelligence with various law enforcement agencies and exercises effective immigration control in accordance with the law to keep Hong Kong free from terrorist threats.

Uncovering Cases of Bogus Marriages

The department has grave concern about non-Hong Kong residents coming to Hong Kong for residence by entering into bogus marriages with Hong Kong residents. In 2020, a total of 45 persons were convicted of offences relating to bogus marriages and were sentenced to jail terms ranging from 6 to 16 months.



为提升入境处人员的反恐意识及对恐怖活动的认知，本处定期举办内部反恐训练课程及演习，以有效堵截怀疑涉及恐怖活动的可疑旅客。

To enhance staff's professional knowledge and awareness of counter-terrorism (CT)-related issues, the department organises internal CT training and drills regularly for effective interception of suspicious visitors suspected of being involved in terrorist activities.

高度公平 高效审理

High Standards of Fairness

Expeditious Process of Screening



遣送审理及诉讼部辖下的遣送审理及诉讼科负责审理没有权利进入及逗留于香港的人所提出的免遣返声请。该科亦就全面检讨处理免遣返声请的策略为政府提供支援，负责处理关乎免遣返声请及执法的上诉／呈请及诉讼个案，并执行有关免遣返声请不获确立人士的遣送程序。

The Removal Assessment and Litigation Division, under the Removal Assessment and Litigation Branch, is responsible for screening non-refoulement claims lodged by persons not having the right to enter and remain in Hong Kong. The division also provides support for the government's comprehensive review of the strategy of handling non-refoulement claims, handles appeal/petition and litigation cases relating to non-refoulement claims and enforcement, and executes removal proceedings against unsubstantiated non-refoulement claimants.

遣送
审理及



个案主理人员在传译员的协助下，与由代表律师陪同的免遣返声请人进行审核会面。

With the assistance of an interpreter, a case officer is conducting a screening interview with a non-refoulement claimant in the presence of a legal representative.



本处设有资料库储存声请人来源国家的地区资讯、专题报告和主要事件资料，以协助审核声请。

The department maintains a database on information such as localities, reports of topical issues and major events of the source countries of claimants to facilitate the screening of claims.

统一审核机制

凡非法入境、逾期逗留或抵港时遭本处拒绝入境者，均无合法身份逗留于香港。为实施有效的出入境管制和维护公众利益，应根据《入境条例》尽快遣送他们离港。

根据多宗法院裁决，将被遣返至另一国家的人，如声称遣返至该国后会面对酷刑、《香港人权法案》下的绝对及不容减免的权利受到损害，或迫害等风险，本处须在合乎「高度公平标准」的审核程序下，于最终决定其声请不获确立前，暂缓遣返声请人到有关国家。

政府于二零一四年三月实施统一审核机制，根据所有适用的理由审核免遣返声请。在统一审核机制下，声请人有合理机会确立其声请。审结后，本处会书面通知声请人其决定及理由。声请人如不服本处的决定，可向法定的独立酷刑声请上诉委员会／免遣返声请呈请办事处提出上诉。

Unified Screening Mechanism

Illegal immigrants, overstayers or persons refused entry by the department upon arrival in Hong Kong do not have legal status to remain in Hong Kong. For effective immigration control and public interest, they should be removed from Hong Kong in accordance with the Immigration Ordinance as soon as practicable.

Pursuant to a number of court rulings, if a person to be removed to another country claims that he would face risks of torture, violation of his absolute and non-derogable rights under the Hong Kong Bill of Rights, or persecution if so removed, then the department must withhold the claimant's removal to that country until his claim is finally determined as unsubstantiated through procedures meeting 'high standards of fairness'.

The government introduced the Unified Screening Mechanism (USM) in March 2014 to determine non-refoulement claims on all applicable grounds. Under the USM, claimants are provided with reasonable opportunities to establish their claims. After assessment, the department will inform the claimants of the department's decision and reasons in writing. Claimants aggrieved by the department's decision may lodge an appeal, which will be considered by the statutory and independent Torture Claims Appeal Board/Non-refoulement Claims Petition Office.



所有负责审核免遣返声请的个案主理人员，在就任前均须接受专业训练课程。为遵守2019冠状病毒病疫情下的社交距离措施，本年度的训练课程首次以视像会议方式进行。

All case officers responsible for screening non-refoulement claims are required to attend professional training courses before assuming duties. To maintain social distancing during the COVID-19 pandemic, this year's training has been held by video conferencing for the first time.

遣送 审理 及 诉讼 部

全面检讨及成效

政府于二零一六年就处理免遣返声请的策略展开全面检讨。本处一直积极配合相关的检讨工作，多项措施于二零二零年继续取得成效。

对潜在免遣返声请人实施入境前管制

为了针对问题的源头，本处致力防止非法入境者或入境风险较高的可疑访客来港，加强打击非法跨境偷渡活动及所涉及的犯罪集团，并自二零一七年一月起实施「印度国民预办入境登记」。鉴于各项措施发挥作用，本处于二零二零年共接获1,223宗免遣返声请，较全面检讨前高峰期大幅减少约八成。然而，接获的新声请数目和被截获的非华裔非法入境者数目于二零二零年下半年有所上升，政府会密切留意有关情况。

审核程序

本处在现行的法律框架下推出了多项行政措施优化工作流程，借以加快审理声请个案。二零二零年，每宗声请的平均处理时间约为10星期。从统一审核机制开始实施到二零二零年年底，本处已就18,233宗声请作出决定，当中219宗获确立（包括134宗于上诉阶段获确立），再加上有6,923宗被撤回，尚待审核的声请为563宗。二零二零年，由于在2019冠状病毒病疫情期间实施特别工作安排，只能为声请人提供有限度的公费法律支援服务，因而阻延了部分声请个案展开审核程序。截至二零二零年十二月底，除了563宗尚待入境处完成审核的声请外，另有约700宗个案因疫情影响而尚未展开审核程序。

Comprehensive Review and Effectiveness

The government commenced a comprehensive review of the strategy of handling non-refoulement claims in 2016. The department had been providing active support accordingly and measures implemented under the review continued to achieve results in 2020.

Pre-arrival Control of Potential Non-refoulement Claimants

To tackle the problems at source, the department is committed to preventing illegal immigrants or doubtful visitors with higher immigration risk from coming to Hong Kong. The department has also stepped up enforcement action against illicit smuggling activities across the boundary and the criminal syndicates involved, and has implemented 'Pre-arrival Registration for Indian Nationals' with effect from January 2017. Given the effectiveness of the measures in place, the number of non-refoulement claims received in 2020 was 1,223 claims, representing a significant drop of around 80 per cent as compared with that of the peak period before the comprehensive review. However, there were increases in the numbers of new claims received and non-ethnic Chinese illegal immigrants intercepted in the second half of 2020. The government will closely monitor the situation.

Screening Procedures

To enhance the workflow, the department has introduced various administrative measures within the existing legal framework so as to expedite the screening of claims. In 2020, the average handling time for each case was about 10 weeks. From the commencement of the USM to the end of 2020, the department determined 18,233 claims, among which 219 claims were substantiated (including 134 claims substantiated at the appeal stage), together with the 6,923 claims withdrawn, bringing the total number of claims pending screening to 563. In 2020, due to the special work arrangements during the COVID-19 pandemic, only limited publicly-funded legal assistance could be provided to claimants, which delayed the commencement of the screening procedures of some claims. As at the end of December 2020, apart from 563 claims pending completion of screening by the ImmD, there were around 700 claims of which the screening procedures had yet to commence due to the epidemic.



政府已于二零二零年十二月向立法会提交《2020年入境(修订)条例草案》，借以改善审核程序，并引入措施加强在执法、遣送和羁留方面的工作。

羁留

《入境条例》赋予本处权力，羁留正在等候审核免遣返声请及／或遣送程序的人士等。在全面检讨下，政府会继续循法律、资源、公众安全等方面研究不同的羁留措施。

遣送

入境处一直致力尽快把免遣返声请不获确立的人根据现行相关法例及政策遣离香港。二零二零年，虽然部分国家或地区受2019冠状病毒病疫情影响实施航班或其他限制，本处仍尽力维持遣送工作，包括与声请人主要来源国的政府、航空公司及其他政府部门保持更紧密的联系，以及利用特别航班把免遣返声请不获确立人士遣返原居地。本处亦已加强执法行动，打击非法劳工及其雇主，以减低非法入境者留港的经济诱因。本处会继续与声请人主要来源国家的执法机构加强交换情报和合作。

入境处近年多次采用专机执行大规模特别遣送行动，把非法入境者遣离香港。
In recent years, the department has conducted a number of large-scale special removal operations by charter flights to effect the repatriation of illegal immigrants.

为确保个案主理人员具备足够知识处理有关个案及了解相关法律程序，本处提供本地及海外最新案例等法例书籍以作参考。

To ensure that case officers have sufficient knowledge to process the cases and are familiarised with the relevant legal procedures, the department provides legal reference books on the latest local and overseas jurisprudence for their reference.

In December 2020, the government introduced the Immigration (Amendment) Bill 2020 to the Legislative Council with a view to improving the screening procedures and to introducing enhanced measures in respect of law enforcement, removal and detention.

Detention

The Immigration Ordinance empowers the department to detain persons pending determination of non-refoulement claims and/or during the removal process. Under the comprehensive review, the government will continue to study various detention measures, taking into account legal, resources and public security implications, etc.

Removal

The department has all along been committed to removing unsubstantiated non-refoulement claimants from Hong Kong as soon as practicable in accordance with prevailing laws and policy. In 2020, although flight or other restrictions were imposed by some countries or regions in the midst of the COVID-19 pandemic, the department endeavoured to sustain the removal work through, among others, maintaining closer liaison with governments of major source countries, airline companies and other government departments, and removing unsubstantiated non-refoulement claimants to their places of origin by special flight. The department had also stepped up enforcement action against illegal workers and the employers involved to reduce the economic incentives for illegal immigrants to stay in Hong Kong. The department will continue to strengthen intelligence exchanges and co-operation with the law enforcement agencies of major source countries of claimants.



锐意创新 提升效率

Spearhead Innovation Enhance Efficiency

資

资讯系统部负责管理本处资讯系统及相关事宜，其下设有四个科别。资讯系统(发展)科负责制定及推行处内的资讯系统策略和开发新的资讯系统，以应付未来工作需求。资讯系统(运作)科负责管理目前运作的资讯系统，确保系统保安以及不断优化及更新各系统和有关程序。纪录及数据管理科负责一切有关私隐、公开资料和处内纪录管理的事宜。科技服务科则为处内电脑系统的应用及发展提供技术支援。

The Information Systems Branch is tasked to manage the information systems and related matters of the department. It comprises four divisions. The Information Systems (Development) Division is responsible for formulating and implementing the Department's information systems strategy and developing new information systems to meet future business needs. The Information Systems (Production) Division is responsible for management and security of information systems in operation as well as on-going enhancement of the information systems and related processes. The Records and Data Management Division is responsible for all issues relating to privacy, access to information and management of departmental records. The Technology Services Division provides technical support for the maintenance and development of information systems in the department.



截至二零二零年年底，各管制站共设有757条多功能e-道，可灵活调配供合格的香港居民或访港旅客使用。

As at the end of 2020, a total of 757 multi-purpose e-Channels were installed at all control points, which could be flexibly deployed for use by eligible Hong Kong residents or visitors.



Automated Immigration Clearance Service (e-Channel)

At present, eligible Hong Kong residents, enrolled visitors and Consular Corps Identity Card holders may perform self-service immigration clearance at e-Channels in control points. Moreover, under the Smart Departure service, eligible visitors holding electronic passports may perform self-service departure clearance at e-Channels without prior enrolment.

e-Channels with Voice Navigation Function

The department has launched e-Channels with voice navigation function for the visually impaired persons to perform self-service immigration clearance at the Lok Ma Chau Spur Line, Macau Ferry Terminal, Shenzhen Bay, China Ferry Terminal, Lo Wu, Express Rail Link West Kowloon, Hong Kong-Zhuhai-Macao Bridge, Hung Hom Control Points and Heung Yuen Wai Boundary Control Points. Users of the service should first press the activation button at the entrance of the e-Channel to initiate the voice navigation function, and voice instructions would be delivered to guide them to complete the clearance process.

自助出入境检查服务 (e-道)

现时，合资格香港居民、已办妥登记的访港旅客和领事团身份证持有人，均可使用设于各管制站的e-道办理自助出入境检查手续。此外，持有电子护照的合资格访港旅客可使用「离境易」e-道服务办理自助离境手续，无须预先登记。

语音辅助功能的e-道

本处在落马洲支线、港澳客轮码头、深圳湾、中国客运码头、罗湖、高铁西九龙、港珠澳大桥、红磡和香园围边境管制站已设置具语音辅助功能的e-道，供视障人士办理自助出入境手续。使用此服务的人士只需在e-道入口按下启动按钮，语音系统便会提供适当的语音提示，引导他们完成出入境手续。



「新一代智能身份证系统」获「2020香港资讯及通讯科技奖」主办当局颁发商业方案（商业及公营机构）金奖及商业方案大奖。

The Next Generation Smart Identity Card System was awarded the Smart Business (Solution for Business and Public Sector Enterprise) Gold Award and the Smart Business Grand Award under the Hong Kong ICT Awards 2020.

資訊系統部
INFORMATION SYSTEMS BRANCH



本处于二零二零年推出的全新网页采用流动友善的设计，方便市民使用各种流动装置浏览部门网页。
The revamped homepage launched by the department in 2020 adopts a mobile-friendly design, which facilitates the browsing of our homepage with various mobile devices.

流动应用程序

「入境事务处流动应用程序」让香港市民及访客能随时随地透过手机或流动装置使用入境处的多元化电子服务及浏览相关资讯。自流动应用程序推出以来，本处不断优化和扩充其功能及内容，除了「预约申领身份证」及「申请香港特区护照」等常用功能外，更加入了新的网上申请签证服务，为需要办理签证申请的市民及访客带来更大便利，让他们再无须亲身到本处办事处递交申请。这项服务亦有助市民在2019冠状病毒病疫情下保持社交距离。

此外，流动应用程序亦加入「外游小锦囊」以提示市民外游时须注意的事项，以及新增连接本处YouTube频道的连结，方便市民查阅本处的服务和活动资讯。

全新入境事务处网页

为进一步提升用户体验，本处于二零二零年十二月十二日推出了全新的网页。新网页采用流动友善的设计，方便市民使用各种流动装置浏览部门网页。

新增电子缴费选项

自二零二零年十二月二十一日起，市民在各人事登记处和分区办事处可透过「转数快」以无接触方式缴付申领身份证及旅行证件的费用，让市民享有更多缴费选择。本处亦正积极筹备在二零二一年年底前把「转数快」缴费服务扩展至其他类别的申请。

Mobile Application

The Immigration Department Mobile Application enables Hong Kong residents and visitors to use a variety of electronic services and obtain relevant information of the Immigration Department anytime, anywhere through their mobile phones or devices. Since the launch of the mobile application, the department has continuously enhanced and enriched its functions and contents. In addition to the popular functions such as 'Booking for HKID Application' and 'Application for HKSAR Passport', a new online service for visa application was launched via the mobile application to provide greater convenience for Hong Kong residents and visitors applying for visas so that they no longer need to visit immigration offices in person for submission of their applications. This service also helps maintain social distancing during the COVID-19 pandemic.

Furthermore, the mobile application has included 'Outbound Travel Tips' to provide Hong Kong residents with tips on travelling abroad, and the link to the department's official YouTube channel to facilitate public access to information on the services and activities of the department.

Revamped Departmental Homepage

To further enhance user experience, the department launched a revamped homepage on 12 December 2020. The revamped homepage adopted a mobile-friendly design, which facilitates the browsing of our homepage with various mobile devices.

New e-Payment Options

Starting from 21 December 2020, Hong Kong residents have more options of payment of application fees for identity cards and travel documents at Registration of Persons Offices and Branch Offices. They may choose to make the payment in a contactless manner through the Faster Payment System (FPS). The department is also actively preparing for extending the FPS payment service to other types of application by the end of 2021.



本处正计划在网上申请流程中加入「智方便」的「填表通」功能，自动为市民填写个人资料，轻松快捷。

The department is planning to incorporate the 'e-ME' form-filling function of 'iAM Smart' into the online application process, making the process fast and easy by automatically filling in personal particulars for members of the public.

采用「智方便」

为进一步便利市民，本处正计划在多项电子服务中采用「智方便」，包括在二零二一年年中加入「填表通」功能，让市民在网上申请香港特区护照，以及预填身份证和旅行证件申请表时，无需重复填写相同资料，令申请过程更简单方便。

推行第三代资讯系统策略

「新一代电子护照系统」已于二零一九年五月十四日推出，以配合新版香港特区电子护照及电子签证身份书的签发工作。

「新一代个案简易处理系统」项目下的「签证自动化系统」、「协助在外港人、生死及婚姻、居留权决策支援系统」及「执法个案处理系统」现正进行开发工作。新系统预计将于二零二一年第三季起分阶段推行。

至于「人力资源管理系统」项目，有关的可行性研究将于二零二一年第二季完成。

2020 香港资讯及通讯科技奖：商业方案奖

本处的「新一代智能身份证系统」获「2020 香港资讯及通讯科技奖」主办当局颁发商业方案（商业及公营机构）金奖及商业方案大奖，以表扬本处在善用资讯科技提供优质公共服务方面的贡献和努力。



入境事务处流动应用程序加入了新的网上申请签证服务，让办理签证申请的市民及访客在2019 冠状病毒病疫情下再无须亲身到本处办事处递交申请。

A new online service for visa application was launched via the Immigration Department Mobile Application so that Hong Kong residents and visitors applying for visas no longer need to visit Immigration Offices in person for submission of their applications during the COVID-19 pandemic.

Adoption of 'iAM Smart'

To provide greater convenience to the public, the department is planning to adopt 'iAM Smart' in various electronic services, including the introduction of the 'e-ME' form filling function by mid-2021, sparing Hong Kong residents the need to input the same information when applying online for an HKSAR Passport and pre-filling application forms for identity card and travel document applications, making the application process simpler and more convenient.

Implementation of the Third Information Systems Strategy (ISS-3)

The Next Generation Electronic Passport System was launched on 14 May 2019 to tie in with the issuance of the newly introduced HKSAR Electronic Passport and Electronic Document of Identity for Visa Purposes.

The development of the Visa Automation System; the Assistance to Hong Kong Residents, Births, Deaths & Marriage, Right of Abode Decision Support System; and the Enforcement Case Processing System under The Next Generation Application and Investigation Easy Systems Project are underway. The systems are expected to be implemented in phases starting from the third quarter of 2021.

As regards the Human Resources Management System project, the feasibility study concerned will be completed by the second quarter of 2021.

Hong Kong ICT Awards 2020: Smart Business Award

The department's Next Generation Smart Identity Card System was awarded the Smart Business (Solution for Business and Public Sector Enterprise) Gold Award and the Smart Business Grand Award under the Hong Kong ICT Awards 2020 in recognition of our contribution and efforts in providing quality public services through utilising information technology.

节约能源 善用资源

Energy Conservation Better Use of Resources

我们致力确保部门为市民提供的所有服务和内部运作，均按照相关环保法例、工作守则和《清新空气约章》的规定，符合环保原则和常规。

节约能源

本处在各分科委任能源管理员，确保各办事处有效实行环保内务管理方法。能源管理员定期检查各办事处，并维持同事持续遵行该些内务管理方法的意识，有关方法包括关掉无须使用的办公室器材，以及将办公室及公共空间等地方的照明设备调校至合适的亮度。二零二零年的能源消耗量较二零一九年轻微增加了1.77%。

减少用纸

本处一直致力提倡减少用纸，二零二零年的用纸量较二零一九年减少了14.05%。为了节约用纸，本处充分利用资讯科技作对外及对内的沟通。我们已在日常工作中广泛使用电邮、互联网、内联网及其他电子方式沟通。本处除了提供部门网站上的电子资讯共用平台和流动应用程序让市民以无纸方式快捷地查阅资讯外，亦为市民提供多项电子服务，例如网上申请及外游提示登记服务等。此外，部门已推行电子处理假期申请系统及电子采购系统，减少采用以纸张处理工作的传统模式。本处会继续监察用纸量，并会采取节约措施尽量减少用纸。

We are committed to ensuring that all services delivered to the public and our internal operations are conducted in compliance with environmental protection principles and practices and in accordance with the requirements under relevant environmental legislation, codes of practice and the Clean Air Charter as appropriate.

Energy Conservation

Energy Wardens are appointed at the sub-divisional level to ensure the effective implementation of green housekeeping measures. They conduct regular inspections in office premises and maintain staff awareness of the importance of persistent conformity to the housekeeping measures, such as switching off office equipment that is not in use and adjusting illumination to an appropriate level in offices and public areas. Our power consumption in 2020 slightly increased by 1.77 per cent when compared with that in 2019.

Minimisation of Paper Consumption

The department has been committed to advocating the reduction of paper consumption. Our paper consumption in 2020 decreased by 14.05 per cent when compared with that in 2019. To conserve paper, the department has made full use of information technology for both external and internal communication. Emails, the Internet, our intranet portal and other electronic means are widely used in our daily operations. In addition to the electronic platform on our departmental website and mobile application for public access to our information in a quick and paperless way, a number of e-Services, such as online application and registration of outbound travel information, have also been provided. Moreover, the Electronic Leave Application and Processing System and the e-Procurement System, which are less dependent on the traditional paper-based mode of operation, have been implemented for processing leave applications and procurement requests. The department will continue to closely monitor our paper consumption and adopt conservation measures to minimise the use of paper.





新总部会采用多种节能装置和可再生能源技术。绿化措施方面，新总部会提供园林景观和采用垂直绿化，以收环保和美化之效；而在循环再用装置方面，则会采用雨水收集系统灌溉花木，以节约用水。

(此模拟效果图由建筑署提供)

The new headquarters will adopt various forms of energy efficient features and renewable energy technologies. For greening features, the new headquarters will provide landscaping and adopt vertical greening for environmental and amenity benefits; for recycled features, a rainwater harvesting system will be used for landscape irrigation for water conservation.

(This rendering is provided by the Architectural Services Department)

废物循环再用及资源回收

为使员工和市民更加了解废物回收对环境裨益，入境事务大楼自二零零八年起参与环境保护署推行的「工商业废物源头分类计划」。

支持《清新空气约章》

为实践以改善香港空气质素为目标的《清新空气约章》，我们尽力减少部门车队和船队的能源消耗量和废气排放量。例如，我们会安排定期检查车辆和船只，以减少因废气排放而产生的环境污染和造成的环境滋扰。此外，我们亦鼓励员工共用部门车辆，并在可行情况下尽量把行程合并，以便充分使用车辆和减少行车里数。

提高员工的环保意识

为培养员工的环保文化，本处继续经电邮和内联网向员工发放有关环保的最新消息和有用资料，例如鼓励同事响应环境保护署的呼吁，减少使用即弃塑胶餐具。本处亦鼓励员工参与由不同机构安排的环保活动，例如由香港公益金举办，旨在鼓励参加者实践绿色生活（例如尽量使用公共交通工具及支持废物回收）的「绿色低碳日」；世界自然基金会举办，旨在鼓励参加者在指定的时间把非必要的灯关掉的「地球一小时」，以及入境事务大楼管业处举办的「支持回收月饼盒」和「支持回收利是封、糖果／饼盒」活动。

为进一步提高员工的环保意识，本处于各办事处张贴海报、环保锦囊和有关环保事宜的最新消息，并定期更新有关资讯。

未来路向

本处会持续巩固和扩展现行的内务管理方法，在各项活动中采用环保管理准则，以及按需要在部门推行新的环保措施及目标，务求善用能源及资源。

Waste Recycling and Resources Recovery

To raise staff and public awareness of the benefits of waste recycling for the environment, the Immigration Tower has participated in the 'Programme on Source Separation of Commercial and Industrial Waste' initiated by the Environmental Protection Department (EPD) since 2008.

Support for Clean Air Charter

To implement the Clean Air Charter, which aims at improving air quality in Hong Kong, great efforts have been put into minimising the energy consumption and emissions of our vehicle and vessel fleets. For instance, departmental vehicles and vessels are checked regularly to minimise the production of pollutants and nuisance caused by exhaust emissions. Furthermore, staff members are encouraged to share pool cars and combine their trips whenever practicable to fully utilise the vehicles and reduce mileage.

Enhancement of Staff's Environmental Awareness

To foster a green culture among staff members, the department continued to disseminate to staff through emails and our intranet portal the latest news and useful information on environmental protection, such as encouraging staff members to minimise the use of disposable plastic tableware as urged by the EPD. Staff members were encouraged to participate in environmental protection campaigns arranged by other departments/organisations, such as the 'Green Low Carbon Day' organised by the Community Chest, which encouraged participants to adopt a greener lifestyle, such as taking public transport and supporting recycling of waste; the 'Earth Hour' organised by the World Wide Fund for Nature, which encouraged participants to switch off non-essential lights at the appointed time for an hour; and the 'Moon Cake Box Recycling Programme' and 'Red Packet, Candy/Biscuit Box Recycling Campaign' organised by the building management office of the Immigration Tower.

To enhance staff's environmental awareness, the department has displayed posters, green tips and the latest news relating to green matters at various offices. The posted information is updated periodically.

The Way Forward

The department will continue to reinforce and extend the current housekeeping measures, adopt green management principles in all activities and take forward new green initiatives and targets in the department as appropriate for the efficient use of energy and resources.



部門
組織
圖

ORGANISATION CHART OF IMMIGRATION DEPARTMENT



二零二零年年报

入境事务处部队支援组制作

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入境事务处 Immigration Department

中华人民共和国香港特别行政区政府
The Government of the Hong Kong Special Administrative Region of
the People's Republic of China



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