

入境事务处  
IMMIGRATION  
DEPARTMENT



2021  
年报 ANNUAL  
REPORT

Anti-epidemic work  
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## 我们的理想

我们要成为世界上以能干和效率称冠的入境事务队伍。

## 我们的使命

为维护国家安全和为香港的安定繁荣作出贡献，我们要全力执行下列工作：

- 执行有效的出入境管制，以方便旅客访港，同时拒绝让不受欢迎人物入境
- 为在香港以外地方身陷困境的香港居民提供切实可行的协助
- 防范恐怖活动，并防止和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
- 提供高效率的人事、出生、死亡及婚姻登记服务
- 提供入境便利以汇聚人才

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。

## 我们的信念

### 爱国爱港、坚定不移

我们热爱祖国和香港，坚定履行维护国家主权、安全和发展利益的责任。我们要拥护《中华人民共和国香港特别行政区基本法》、效忠香港特别行政区、尽忠职守和对香港特别行政区政府负责。

### 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、羣策羣力

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；并要与时俱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。

## Our Vision

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

## Our Mission

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

- exercising effective immigration control to facilitate the visit of genuine travellers and keep out undesirables
- providing practicable assistance to Hong Kong residents in distress outside Hong Kong
- guarding against terrorist activities, and preventing and detecting immigration-related crimes
- issuing to residents highly secure identity cards and travel documents
  - providing efficient services for registration of persons and civil registration for births, deaths and marriages
  - providing immigration facilitation to attract talent

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

### Patriotism and Perseverance

With our love for our motherland and Hong Kong, we will remain steadfast in performing our duty to safeguard national sovereignty, security and development interests. We will uphold the Basic Law of the Hong Kong Special Administrative Region of the People's Republic of China, bear allegiance to the Hong Kong Special Administrative Region, be dedicated to our duties and be responsible to the Government of the Hong Kong Special Administrative Region.

### 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.



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入境事务处处长  
Director of Immigration

**区嘉宏**  
**AU Ka-wang**  
**I.D.S.M.**



二零二一年，本港继续受 2019 冠状病毒疫情影响。面对反复不定的疫情，入境事务处（入境处）全力以赴配合香港特区政府抗击疫情，动员人力物力支援各个范畴的抗疫工作。在重重挑战下，入境处人员始终坚守岗位，维持一贯的专业服务。

### 坚守使命 卫国护港

香港是国家的南大门，而入境处立于香港的最前线，对维护国家安全和确保香港持续繁荣稳定，有着神圣的宪制责任。入境处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相关部门的工作，履职尽责，负起维护国家安全的重责，牢牢筑起维护国家安全的铜墙铁壁。维护国家安全的工作涉及本处的不同工作范畴。在入境和签证管制方面，因应《香港国安法》的实施，本处在审理各类签证申请时，加入了国家安全风险评估，坚决防止不受欢迎及访港目的存疑者借着入境便利进入香港。在执法方面，本处成立了网络罪案及法证调查小组，加强调查案件和搜证的能力，务求能更有效地打击与入境事务有关的不法活动，确保香港社会繁荣稳定。针对非法入境者和逾期居留者滥用免遣返声请机制的问题，本处亦加快了审核程序，并继续以特别航班把声请不获确立者有序地遣送离港。此外，《2021 年入境（修订）条例》于二零二一年八月一日生效，进一步改善免遣返声请的安排，从源头堵截、执法、遣送和羁留声请人等方面，多管齐下应对滥用免遣返声请机制所带来的挑战。适逢《香港国安法》实施一周年及入境处成立六十周年，我们更新了部门的使命和信念，以凸显本处维护国家安全的神圣使命和爱国爱港的坚定信念。本处亦提升了人员的国情培训，以增强他们对国情的了解和维护国家安全的意识，从理念到实践全方位打造一支团结担当且心系祖国的专业入境事务队伍，为国家和香港的发展保驾护航。

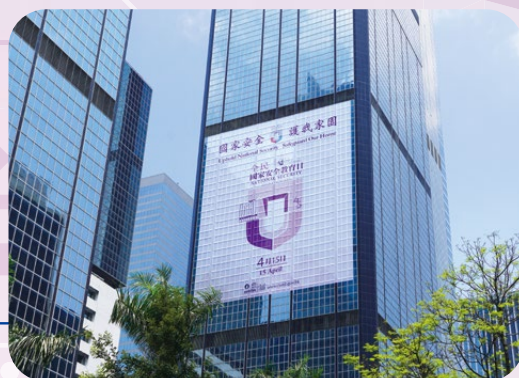
In 2021, the COVID-19 epidemic continued to impact on Hong Kong. In face of the volatile epidemic situation, the Immigration Department (ImmD) gave the HKSAR Government all-out support in fighting the epidemic by mobilising manpower and resources to assist in various aspects of anti-epidemic work. Despite the many challenges, staff of the ImmD had all along been standing fast at the post and maintaining professional services.

### Upholding our mission to safeguard the country and Hong Kong

Hong Kong is our country's southern gateway. The ImmD, standing at the forefront of Hong Kong, has a sacred constitutional responsibility of safeguarding national security and ensuring the continued prosperity and stability of Hong Kong. In full support of the work of the Committee for Safeguarding National Security of the Hong Kong Special Administrative Region, the Office for Safeguarding National Security of the Central People's Government in the Hong Kong Special Administrative Region and the relevant departments, the ImmD discharges its duties conscientiously and shoulders the grave responsibility of safeguarding national security by building an iron bastion of national security. Safeguarding national security spans different areas of our work. For immigration and visa control, in light of the implementation of the Hong Kong National Security Law, we have introduced national security risk assessment into the process of vetting of various types of visa applications in order to prevent undesirables and people who have doubtful purpose of visit from entering Hong Kong by taking advantage of immigration facilitation. For law enforcement, we have established the Cybercrime and Forensics Investigation Group to strengthen its capabilities of case investigation and evidence gathering in a bid to combat immigration-related illicit activities more effectively, thereby securing the prosperity and stability of Hong Kong society. Regarding the problem of abuse of the screening mechanism for non-refoulement claims by illegal immigrants and overstayers, we have also expedited the screening process and continued to remove unsubstantiated claimants from Hong Kong orderly by special flight. Moreover, with the Immigration (Amendment) Ordinance 2021 coming into effect on 1 August 2021, the handling of non-refoulement claims has been further enhanced, thereby

## 支援抗疫 专业承担

因应防疫抗疫的需要，世界各地的政府实施了不同的出入境限制。纵使本港暂停大部分出入境管制站的客运服务，所有提供货运通关服务的管制站在疫情期间一直维持运作，以确保物资供应稳定和社会运作畅顺。深圳湾口岸更于二零二零年十二月实施货检 24 小时通关，以配合「东进东出、西进西出」的跨境货运布局。此外，本处灵活调配资源，调动人手处理因疫情而大幅增加的签证和延期逗留申请、港人在境外求助的个案，以及其他与抗疫有关的工作。本处亦积极支持香港特区政府各项抗疫行动，包括动员人手参与多次围封强制检测行动、上门突击检查检疫令的遵行情况、派员到个案追踪办公室，以及支援社区疫苗接种计划。本处调派至个案追踪办公室的人员凭借专业和富经验的盘问技巧，更追踪到本港首宗社区变异病毒株个案患者的行踪及与其相关的社交群组，截断病毒传播链。不论是在原有岗位提供必要的公共服务，抑或在 frontline 或后勤参与抗疫工作，本处人员均秉持服务市民的初心，尽心竭力地完成任务，其专业精神令我们引以自豪。我衷心感激各位同事不惧病毒威胁，充分展现出齐心抗疫的使命担当。



本处配合宣传全民国家安全教育日。  
The department participated in the publicity campaign of the National Security Education Day.

curbing the challenges posed by the abuse of the screening mechanism for non-refoulement claims in multiple ways, including interception at source, enforcement, removal and detention of claimants. Coinciding with the first anniversary of the implementation of the Hong Kong National Security Law and our 60th anniversary of establishment, we have updated our mission and values to highlight our sacred mission to safeguard national security and our unwavering love for the country and Hong Kong. We have also enhanced the national studies programmes for our staff to increase their understanding of national affairs and awareness of safeguarding national security, with a view to building, from concept to live, a united, committed and professional immigration service that loves our motherland and contributes to the development of our country and Hong Kong.

## Supporting anti-epidemic work with professionalism and commitment

To meet the needs for epidemic prevention and control, governments around the world had introduced various immigration restrictions. Although passenger clearance services at most immigration control points were suspended, all cargo clearance services at control points continued to operate throughout the epidemic in order to ensure a stable supply of goods and the smooth operation of society. The Shenzhen Bay Control Point in particular has implemented round-the-clock cargo clearance since December 2020 to tie in with the 'East in East out, West in West out' planning strategy for cross-boundary goods traffic. Furthermore, we flexibly deployed resources and manpower to handle the substantial increase in applications for visas and extension of stay and requests for assistance from Hong Kong residents outside Hong Kong arising from the epidemic, and other anti-epidemic related work. We also proactively supported various anti-epidemic operations of the HKSAR Government by, among others, deploying manpower to participate in multiple 'restriction-testing declaration' and compulsory testing notice operations, conducting door-to-door spot checks on compliance with quarantine orders, deploying staff to Contact Tracing Offices (CTOs), and providing support for the community-wide vaccination programme. Immigration staff deployed to CTOs, with professional and seasoned interrogation skills, had even traced the movements of the patients of the first mutant strain case in the community and a related social cluster, contributing to the cut-off of transmission chains of the virus. Our staff, be they in their original posts to provide essential public services, or in the front line or back office to participate in anti-epidemic work, had stayed true to their original aspiration for serving the public and spared no efforts to complete their tasks with professionalism of which we were proud. I would like to extend my heartfelt gratitude to all our colleagues for remaining dauntless under the threat of the virus, fully demonstrating a sense of mission to fight the virus together.

本处于全民国家安全教育日当天在入境事务学院举办开放日。  
The department organised an open day at the Immigration Service Institute of Training and Development on the National Security Education Day.



## 科创为民 以人为本

作为一个与市民频繁接触的政府部门，入境处多年来一直与时俱进，利用创新科技提升服务质素和效率，成效有目共睹。本处的「新一代电子护照系统」在「2021 香港资讯及通讯科技奖」赢得全年大奖、商业方案大奖和商业方案（商业及公营机构）金奖，成绩斐然。有见于创新科技在防疫抗疫方面发挥重要的作用，本处积极推展公共服务电子化和智能化，以协助市民和签证申请人应对疫情。二零二一年十二月，本处推出「非触式 e-道」服务优化管制站的自助出入境检查服务，让已登记的香港居民利用流动应用程序产生加密二维码，再配合容貌识别技术核实身份，以自助方式办理出入境检查手续，其间无需出示身份证、扫描指纹或接触任何共用设备，过程既卫生又便捷。同月，本处实施首阶段的「电子签证」安排，让申请人可在网上完成整个申请程序，无需亲临入境处办事处办理手续，借以减低疫情期间人羣聚集的风险。

本处在运用科技提供服务之余，也不忘「以礼待人、体恤市民」的信念，在各个服务范畴中作出贴心和便利的安排。「全港市民换领身份证计划」（换证计划）下推行的关爱措施和在人事登记办事处设立的「乐龄柜位」广受市民欢迎，更在「赛马会龄活城市『全城·长者友善』计划 2020」中赢得「我最喜爱的全城·长者友善计划大奖」；同时，换证计划、日本撤离行动和入境处义工队亦获得「龄活协作大奖」，以表扬本处持续推动惠及长者的年龄友善措施和服务。此外，为进一步便利市民，本处自二零二一年三月起在入境处流动应用程序新增了网络数据电话功能，提供更多联络途径方便在境外遇事的香港居民向本处求助。二零二一年八月，本处更首次应用人工智能技术，在入境处总部引进「智能服务大使」，为访客提供现场导览资讯和即时解答简单查询。另外，本处首间以「一站式」服务理念设计的综合办事处——入境处屯门综合办事处亦已于年内投入服务，方便当区居民办理各项入境事务。展望未来，预计在二零二三年竣工的入境处新总部会引入更多智能元素和设置服务多元化的自助服务站，为市民提供更方便和高效的服务。



本处持续推动惠及长者的年龄友善措施和服务，在「香港赛马会龄活城市『全城·长者友善』计划 2020」中，赢得两项大奖。

The department won two major awards under the Jockey Club Age-friendly City Partnership Scheme 2020 for its sustained efforts in promoting age-friendly initiatives and services for the benefit of the elderly.

## People-oriented services with the adoption of innovative technology

As a government department in frequent contact with the public, the ImmD has been keeping up with the times and harnessing innovative technology to enhance the quality and efficiency of its services, with notable results. Our Next Generation Electronic Passport System has achieved remarkable success by winning the Award of the Year, the Smart Business Grand Award and the Smart Business (Solution for Business and Public Sector Enterprise) Gold Award at the Hong Kong ICT Awards 2021. Given that innovative technology plays an important role in epidemic prevention and control, we have been proactively rolling out electronic and smart service delivery to help members of the public and visa applicants cope with the epidemic. In December 2021, the Contactless e-Channel service was introduced to enhance our automated immigration clearance services at control points, allowing enrolled Hong Kong residents to perform self-service immigration clearance by scanning the encrypted QR code generated from the mobile application and having their identity verified with the use of facial recognition technology. There is no need to furnish an identity card, take any fingerprint or touch any shared equipment throughout the process, which is hygienic, convenient and fast. In the same month, we launched the first stage of the 'e-Visa' arrangement, enabling applicants to complete the whole application process online without having to go through the formalities at an Immigration Office, thus minimising the risk posed by the gathering of crowds during the epidemic.

Apart from adopting technology in service delivery, we always hold on to the department's value of 'Courtesy and Compassion' by making thoughtful and convenient arrangements in every aspect of our services. The caring arrangements under the Territory-wide Identity Card Replacement Exercise (Replacement Exercise) and the Age-friendly Counters at the Registration of Persons Offices, well received by the public, won the My Favourite City Partnership Scheme Award under the Jockey Club Age-friendly City Partnership Scheme 2020; while the Replacement Exercise, the Evacuation Operations in Japan and the ImmD Volunteer Work Team were given the Age-friendly Collaborator Award in recognition of our sustained efforts in promoting age-friendly initiatives and services for the benefit of the elderly. Moreover, to provide greater convenience to members of the public, a network data call function was added to the ImmD Mobile Application since March 2021 as an additional means for Hong Kong residents in distress outside Hong Kong to seek assistance from the ImmD. In August 2021, with our pioneering application of artificial intelligence technology, the 'i Ambassador' was

## 培育青年 薪火相传

青年人是社会的未来，「青年兴，则香港兴」。入境处一直十分重视青年的培育工作，早于二零一三年已成立「入境处青年领袖」制服团队，为中学生提供多元化的纪律及领袖训练。二零二一年，本处把团队易名为「入境事务处青少年领袖团」，扩展团员对象至所有年级的中学生，并在新蒲岗成立训练基地，加强团队的训练内容，锐意培养青年人的国民身份认同感、爱国爱港的情怀和服务社会的热忱。本处期望在疫情消退后为团队筹办更多活动，包括到访内地驻港机构及到内地交流，以开阔青少年的视野、加深其对国家的认识和增强其民族自豪感。

## 结语

入境处自一九六一年成立以来，一直守护香港，维持香港安定繁荣，与香港同步成长。回顾过去，无论是面对国际金融危机、「沙士」疫情，还是严重的社会动荡，香港总能乘风破浪，稳步前行。在祖国的坚实支持下，只要全港市民坚定信心，团结携手，香港必定能够战胜疫情和克服各种挑战。入境处将一如既往，全力配合国家和香港特区政府的政策，协助香港更好地融入国家发展大局，开启由治及兴的新篇章。

在十二月举行的入境事务处学员结业会操暨六十周年大会操中，会操队伍以中式步操排列出「1961」、「IMMD」和「六十」，寓意本处成立六十周年。  
In the Immigration Department Passing-out Parade cum 60th Anniversary Grand Parade in December, the parade lined up to form '1961', 'IMMD' and Chinese numerals '60' in the Chinese-style foot drill performance to symbolise the 60th anniversary of the department.



introduced at the Immigration Headquarters to give visitors on-site navigation information and instant answers to simple enquiries. In addition, the ImmD's Tuen Mun Regional Office, our first regional office designed with the concept of one-stop service, commenced operation in the same year, providing the local residents with convenient access to various kinds of immigration services. In days to come, the new Immigration Headquarters, expected to be complete in 2023, will provide the public with services which are more convenient and efficient through the incorporation of more smart elements in its design and the installation of self-service kiosks with diversified services.

## Nurturing the youth and passing the torch

Young people are the future of our society, so when young people thrive, Hong Kong thrives. The ImmD has always attached great importance to nurturing the youth. It has established its uniformed group, the Immigration Department Youth Leaders, in as early as 2013, providing a variety of disciplinary and leadership training programmes for secondary school students. In 2021, the ImmD changed the name of the group to the Immigration Department Youth Leaders Corps (IDYL), with membership expanded to include secondary school students of all levels. A training base in San Po Kong was set up and the training programme of the group was enriched to demonstrate the ImmD's determination to inculcate young people with a sense of national identity, the love for our country and Hong Kong, and the enthusiasm for serving the community. The ImmD looks forward to organising more activities for IDYL members when the epidemic subsides, including visits to the Hong Kong offices of Mainland institutions and Mainland exchange programmes, so as to broaden youngsters' horizons, deepen their understanding of the country and heighten their sense of national pride.

## Conclusion

Since its establishment in 1961, the ImmD has safeguarded the safety, stability and prosperity of Hong Kong, and has grown with the city. Looking back, notwithstanding the international financial crises, the epidemic situation of the Severe Acute Respiratory Syndrome (SARS), or the serious social unrest, Hong Kong has always forged valiantly ahead against the winds and billows. With the staunch support of the country and the strengthened confidence and unity of Hong Kong residents, Hong Kong will certainly surmount the epidemic and various challenges. The ImmD will, as always, give full support to the policies of the Central Government and the HKSAR Government, so as to help Hong Kong better integrate into the country's overall development and turn over a new chapter of progressing from stability to prosperity.

二零二一年适逢本处成立六十周年，本处以「坚守使命六十载 追求卓越创未来」为口号，象征人员一直本着尽忠职守、锐意求进的精神服务市民。  
As the department celebrated its 60th anniversary in 2021, a slogan 'Innovation and Dedication 60 Years and beyond' was adopted to represent its dedication to duties and spirit of forging ahead in serving the community.





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助理处长（资讯系统）  
Assistant Director  
(Information Systems)



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



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





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



**陈伟烈**  
**CHAN Wai-lit, Andrew**  
 助理处长（执法）  
 Assistant Director  
 (Enforcement)



**程和木**  
**CHING Wo-mok**  
 助理处长（签证及政策）  
 Assistant Director  
 (Visa and Policies)



**蔡志远**  
**CHOI Chi-yuen**  
 助理处长（管制）  
 Assistant Director  
 (Control)



**苏智强**  
**SO Chi-keung**  
 边境管制（铁路）科指挥官  
 Commander,  
 Border (Rail) Division



**徐定一**  
**CHUI Ting-yat, Andy**  
 机场管制科指挥官  
 Commander,  
 Airport Division



**邓浩光**  
**TANG Ho-kong**  
 主任秘书  
 Departmental Secretary



**吴灿兴**  
**NG Chan-hing, Sam**  
 总系统经理（科技服务）  
 Chief Systems Manager  
 (Technology Services)



处长为通宵参与「围封强检」行动的人员打气。

The Director expresses support for officers participating in an overnight RTD operation.

本处于一月至二月动员人员支援多个「围封强检」行动，以配合政府的抗疫策略。

The department mobilised staff to assist in various RTD operations in January and February to support the anti-epidemic strategy of the government.



## 支援疫苗接种计划

二零二一年三月至五月期间，本处调派约 80 名人员到四间社区疫苗接种中心，为中心提供行政支援，以协助政府推动全民接种疫苗。本处亦鼓励人员尽快、及时接种疫苗，护己护人。

## Supporting Vaccination Programme

The department deployed about 80 officers to provide administrative support to four Community Vaccination Centres to assist the government in promoting vaccination for all. The department also encouraged its staff to receive vaccination early and timely so as to protect themselves and others.

## 「围封强检」行动

为全力抗击 2019 冠状病毒病疫情，本处积极响应香港特区政府的各项抗疫行动。为配合以风险为本的检测策略，本处调动人手和资源，联同其他纪律部队和政府部门组成支援队伍，于二零二一年一月和二月，先后在佐敦、柴湾、土瓜湾和屯门等多个地点协助执行限制与检测宣告。为减低对当区居民的影响，本处人员须于非常紧迫的时间内作出筹备，并通宵达旦工作以尽快完成围封行动。本处共派出 876 名人员参与上述行动。

## Restriction-testing Declaration (RTD)

To make all-out efforts to combat the COVID-19 epidemic, the department has been actively participating in various anti-epidemic operations of the HKSAR Government. In support of the risk-based testing strategy, the department deployed manpower and resources to form supporting teams with other disciplinary forces and government departments to assist in executing RTDs in various locations such as Jordan, Chai Wan, To Kwa Wan and Tuen Mun in January and February 2021. In order to minimise the impact on residents in the districts concerned, our officers had to make preparations within an extremely tight timeframe and work overnight to complete the RTD operations at the earliest possible time. A total of 876 officers were deployed to participate in the above operations.

处长与入境处各工会代表一起呼吁同事及早接种疫苗。

The Director and members of various staff unions of the department encourage colleagues to get early vaccination.



获派到卫生署工作的入境处人员协助管理社区疫苗接种中心。

Immigration officers on attachment to the Department of Health assist in managing the community vaccination centres.



获派往个案追踪办公室工作的人员向时任行政长官讲解追踪密切接触者工作。  
An officer on attachment to the Contact Tracing Office is explaining the close contact tracing work to the then Chief Executive.

本处人员运用专业的讯问和调查经验进行个案追踪。  
Our officers conduct contact tracing by making use of their professional interrogation and investigation experience.



## 个案追踪办公室

本处自二零二零年十二月起协助卫生署卫生防护中心追踪确诊者的密切接触者。本处人员运用讯问及调查经验，以专业的方式进行个案追踪，成功揭发首宗社区变异病毒株个案患者的行踪及相关群组，切断病毒传播链。截至二零二一年年底，本处人员在个案追踪办公室的总服务时数达 137 550 小时，平均每天有 50 名职员参与个案追踪工作。本处人员亦继续协助卫生署致电和上门突击检查家居检疫人士，以确保检疫人士遵守检疫令。截至二零二一年，已有超过 130 名入境处人员参与有关工作，当中突击检查了 12 911 名检疫人士。

## Contact Tracing Office

Since December 2020, the department has been assisting the Centre for Health Protection of the Department of Health (DH) in tracing close contacts of confirmed cases. By making use of the interrogation and investigation experience, our officers conducted contact tracing in a professional manner, and had successfully uncovered the movements of the patients of the first mutant strain case in the community and a related cluster, thus contributing to the cut-off of transmission chains. As at the end of 2021, the total service hours of officers deployed to the Contact Tracing Office reached 137,550 hours, with a daily average of 50 staff members participating in contact tracing. Our officers also continued to assist the DH in making calls to and conducting spot checks on persons under home quarantine so as to ensure that the persons concerned comply with the quarantine orders. As at 2021, over 130 Immigration officers had participated in the related work, in which 12,911 persons under quarantine were spot-checked.

## 科技抗疫

本处善用科技，协助政府相关政策局及部门推行抗疫措施。举例来说，本处在出入境管制系统加入「绿色」二维码的检查机制，让市民可以直接在特定柜位或 e-道一站式完成卫生署及入境处的检查和入境程序，以缩短市民的轮候时间。为避免人羣聚集，本处推出多项办理证件及签证的便利措施，并呼吁申请人透过本处网页或流动应用程式等方式递交申请。

此外，本处亦协助库务署核实「现金发放计划」和「消费券计划」的申请人的身份和资格，以加快向市民发放现金及消费券，配合特区政府的各项疫下纾困措施。



机场管制站设立特定柜位便利透过「回港易」计划返港的香港居民。  
Designated counters have been set up at Airport Control Point to facilitate Hong Kong residents returning to Hong Kong under the Return2hk Scheme.

## Combating the Epidemic with Technology

The department has made good use of technology to assist relevant government bureaux and departments in implementing anti-epidemic measures. For instance, the department has incorporated the 'Green' QR code into its immigration control system, a clearance mechanism which enables members of the public to undergo the DH's inspection and the department's clearance procedures at designated counters or e-Channels in one go, thereby shortening their waiting time. The department has introduced various facilitation measures for application for documents and visas, and appealed to the applicants concerned to submit their applications through the department's website or mobile application, etc. in order to avoid the gathering of crowds.

Moreover, to support various relief measures introduced by the government under the epidemic, the department also assisted the Treasury in verifying the identity and eligibility of applicants of the Cash Payout Scheme and the Consumer Voucher Scheme so as to speed up the disbursement of cash and consumption vouchers to members of the public.



管理及支援部

MANAGEMENT AND  
SUPPORT BRANCH

## 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（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.



本处已在人员入职和在职训练课程中加入《香港国安法》的内容。The department has included the Hong Kong National Security Law in induction and in-service training programmes.

### 建立能干和高效率的团队

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，以建立一支专业和高效率的团队。二零二一年，本处聘任了约 80 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。

### 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 2021, about 80 Immigration Officers and 150 Immigration Assistants were appointed. The department will continue to recruit new blood to support its continuous growth.



入境事务队成员自二零二一年八月起获授权管有枪械和弹药，学院为此加强人员的相关训练。The ISITD enhances the relevant training of officers as Immigration Service members have been authorised to possess arms and ammunition since August 2021.

## 专业培训 服务为民

为加深本处人员对《香港国安法》的认识，学院除了把该法例纳入入境事务队成员的必修课程，亦为新入职和现职的文职人员提供有关训练。本处亦为所有新入职的入境事务队成员安排中式步操训练，又在现职成员的培训课程中加入国情教育内容，加强他们对国家《宪法》、《基本法》、国旗、国徽和国歌的认识，以巩固他们的国民身份认同和对国家的归属感。

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。学院于二零一九年首次以课程营办者的身份向香港学术及职业资历评审局申请资历评审，至今已有六个为主任级和员佐级人员而设的入职和在职训练课程分别获得资历架构第五级别（与学士学位同等）和第四级别（与副学士学位或高级文凭同等）认可。

## 入境事务处青少年领袖团

本处在二零一三年成立「入境处青年领袖」制服团队，为中三至中六学生提供纪律及领袖训练，内容涵盖入境处知识、步操、体适能、社会服务和野外历奇训练等，以期加强队员的国民身份认同、爱国守法和自律精神，同时培养良好品格、领袖才能、正向思维和服务社会的热诚。二零二一年，团队正式改名为「入境事务处青少年领袖团」，培训内容增设基础国情教育；服务对象延伸至中一和中二学生，让更多青少年受惠。



## Nurturing Professionalism for Service Excellence

In order to deepen our staff's understanding of the Hong Kong National Security Law (NSL), the ISITD has not only included the NSL in the compulsory training for Immigration Service members, but also provided relevant training for newly appointed and serving civilian staff. Besides, the department has arranged Chinese-style footdrill training for all newly recruited Immigration Service members and introduced national studies to the training courses for serving Service members in order to increase their understanding of the Constitution, the Basic Law, the national flag, the national emblem and the national anthem, so as to enhance their sense of national identity and sense of belonging to the country.

The department has been committed to providing professional training for Service members to facilitate their personal development. In 2019, the ISITD, in the capacity of programme operator, first applied to the Hong Kong Council for Accreditation of Academic and Vocational Qualifications for accreditation of its training programmes. Since then, six induction and in-service training programmes for Service members of both officer grade and rank and file grade have been recognised under the Hong Kong Qualifications Framework (HKQF) and were accredited at HKQF Level 5 (equivalent to bachelor's degree level) and HKQF Level 4 (equivalent to associate degree or higher diploma level) respectively.

## Immigration Department Youth Leaders Corps

The department established its uniformed group, the Immigration Department Youth Leaders, in December 2013 to provide Secondary Three to Secondary Six students with disciplinary and leadership training, covering an introduction to the work of the department, footdrill, physical training, social service and wilderness adventure training, with a view to strengthening members' sense of national identity and reinforcing patriotism, law-abiding values and self-discipline. The uniformed group also aimed at fostering good personal character, leadership, positive thinking and enthusiasm for serving the community. In 2021, the group was officially renamed as the Immigration Department Youth Leaders Corps (IDYL). It has added basic national studies to its training and expanded its membership to include Secondary One and Secondary Two students for the benefit of more young people.

十二月的学员结业会操暨六十周年大会操中，「入境事务处青少年领袖团」的团员手持国旗、区旗及入境处部门旗以中式步操进场，由本处的护旗方队接过旗帜进行升旗礼。  
In the Passing-out Parade cum 60th Anniversary Grand Parade held in December, members of the IDYL marched into the venue in the Chinese-style footdrill performance, holding the national, regional and departmental flags, which were taken over by the Flag Party to perform a Chinese-style flag raising ceremony.

## 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「探访工作间」活动，让同事分享工作间经验。此外，聆心服务中心的临床心理学家为有需要的员工提供专业辅导服务。

## 追求卓越服务

二零二一年，本处有两位同事获颁发「申诉专员嘉许奖（公职人员奖）」，肯定了我们在处理投诉方面专业而积极的态度。此外，共有六位同事获颁「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。



## 新入境事务处总部

本处正在将军澳兴建新总部大楼，以期持续提升服务水平，为市民提供更优质便捷的服务。新总部大楼的建造工程在二零一九年六月展开，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。

## 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 Workplace Visits for our colleagues to share their workplace experience. In addition, the clinical psychologist of the Immigration Wellness Service Centre provides professional counselling service for staff in need.

## In Pursuit of Service Excellence

In 2021, two colleagues received The Ombudsman's Awards for Officers of Public Organisations in recognition of the department's professional and proactive attitude towards complaint handling. In addition, six colleagues received the Secretary for the Civil Service's Commendation Award in recognition of their consistently outstanding performance.

新总部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搬迁。The construction project of the new headquarters is expected to be complete in 2023, with the relevant offices and facilities to be moved into the new headquarters by phases in 2024.



本处率先应用人工智能技术，在入境事务大楼二楼查询及联络组设置「智能服务大使」，提供现场导览资讯和协助解答简单查询。The department pioneers the use of artificial intelligence technology by introducing the 'iAmbassador', which is installed at the Information and Liaison Section on the second floor of the Immigration Tower to provide on-site navigation information and assist in answering simple enquiries.

## The New Immigration Headquarters

A new headquarters building is being constructed in Tseung Kwan O with a view to continue to raise service standards and provide members of the public with more convenient and efficient services of better quality. The construction works of the new headquarters commenced in June 2019 and the foundation works were complete 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 by phases in 2024.



签证及政策部

VISA AND POLICIES  
BRANCH



## 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，前者主要负责制定和复检签证政策，以及处理有关签证管制事宜的上诉、反对和司法复核个案，而后者则主要负责处理与签证相关的申请。

The Visa and Policies Branch comprises the Visa Control (Policies) Division and the Visa Control (Operations) Division. The former is mainly responsible for formulating and reviewing visa policies, and handling appeals, objections and judicial reviews relating to visa control matters, whereas the latter for processing visa-related applications.



入境处便利真正旅客及专业人士来港，同时致力实施严格的签证管制，以维护国家及香港特区的安全。  
While facilitating the entry of genuine visitors and professionals to Hong Kong, the department spares no efforts in exercising strict visa control to safeguard the security of our country and of the HKSAR.



本处不时优化各项签证计划，以鼓励世界各地的优秀人才、专业人士及企业家来港工作及定居。  
The department refines various visa schemes from time to time to encourage talent, professionals and entrepreneurs from all over the world to work and stay here.

### 人才入境计划优化措施

为更积极招揽外来人才，本处实施一系列措施以优化「一般就业政策」、「输入内地人才计划」和「优秀人才入境计划」，以及推行「输入中国籍香港永久性居民第二代计划」。本处亦自二零二一年十二月起实施便利措施，以放宽「一般就业政策」和「输入内地人才计划」下符合资格的聘用公司及申请人的文件证明要求。

### Enhancement Measures on Talent Admission Schemes

To take a more proactive approach to recruit talent from outside Hong Kong, the department has implemented a series of measures to refine the General Employment Policy (GEP), the Admission Scheme for Mainland Talents and Professionals (ASMTP) and the Quality Migrant Admission Scheme (QMAS), and introduced the Admission Scheme for the Second Generation of Chinese Hong Kong Permanent Residents (ASSG). Since December 2021, the department has also implemented facilitation measures to relax the requirements for documentary proof for eligible employing companies and applicants under the GEP and the ASMTP.

## 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。该计划的配额自二零二零年九月起由每年 1 000 名增加至 2 000 名，并自二零二一年十月起进一步增加至每年 4 000 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。政府于二零一八年八月公布首份香港人才清单后，于二零二一年十月更新该清单，加入两项专业，使专业项目总数增至 13 个，并扩阔部分原有专业的领域。申请人如符合人才清单的要求，经评核后可在「优秀人才入境计划」下的「综合计分制」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。截至二零二一年年底，约有 9 100 名申请人获分配名额。

## 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。在二零二一年，共有 13 821 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。二零二一年，共有 9 065 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全日制经本地评审课程并取得学士学位或更高资历后留港或回港工作。截至二零二一年年底，已有超过 105 000 名非本地毕业生获批准在港工作。



「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取得学士学位或更高资历后留港或回港工作。  
The IANG aims at attracting non-local graduates to stay in or return to Hong Kong to work after obtaining a bachelor's degree or a higher qualification in Hong Kong.

## Quality Migrant Admission Scheme (QMAS)

The QMAS aims at attracting top-notch talent from around the world to settle in Hong Kong. The annual quota, increased from 1,000 to 2,000 in September 2020, has been further increased to 4,000 since October 2021. 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. After promulgating the first Talent List of Hong Kong in August 2018, the government updated the list in October 2021 by adding two professions, making a total of 13 professions, and expanding the scope of some existing professions. Applicants who meet the requirements of the Talent List will be awarded 30 bonus points under the GPT of QMAS 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 2021, about 9,100 applicants had been allotted quotas.

## Professionals and Entrepreneurs

The GEP allows the 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 2021, a total of 13,821 professionals and investors were admitted under the GEP. The ASMTP has successfully attracted a wide variety of talented persons from the Mainland to work in Hong Kong. In 2021, a total of 9,065 applicants were admitted under the ASMTP.

## Immigration Arrangements for Non-local Graduates (IANG)

The IANG aims at attracting non-local graduates to stay in or 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 2021, over 105,000 non-local graduates had been approved to work in Hong Kong.

## 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」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。截至二零二一年年底，本处共批准了 517 宗申请。



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

The ASSG aims at attracting the second generation of Chinese Hong Kong permanent residents who have emigrated overseas to return to Hong Kong. As at the end of 2021, a total of 517 applications had been approved by the department.

本处在疫情下推出「电子签证」服务，让申请人可于网上或本处流动应用程序完成整个申请程序。  
The department introduced the 'e-Visa' Services amid the epidemic to allow visa applicants complete the whole application process online or through the department's mobile application.



## 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。截至二零二一年年底，共有 275 名申请人根据这项计划获批来港。

## Technology Talent Admission Scheme (TechTAS)

TechTAS was launched in June 2018 to allow eligible technology companies/institutes to admit technology talent to undertake research and development work in Hong Kong through a fast-track arrangement. 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 in 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 2021, a total of 275 applicants had been admitted under TechTAS.



管制部

CONTROL BRANCH

## 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 for 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.

### 管制站的旅客流量

二零二一年，各管制站的出入境人次超过 195 万，而全年的访港旅客入境人次约为九万，其中内地访客入境人次为 66 000，而其他访客的入境人次则为 26 000。全年的访港旅客入境人次中，机场管制站的访港旅客有 21 000 人次，陆路管制站有六万人次，海路管制站则有 9 000 人次。

### Passenger Traffic at Control Points

In 2021, over 1.95 million passengers passed through various control points and the total number of visitor arrivals was around 90,000, of which the number of Mainland visitor arrivals was 66,000, while the number of arrivals of other visitors was 26,000. Among the visitor arrivals in 2021, 21,000 visitors travelled through the Airport Control Point, while 60,000 and 9,000 visitors passed through land and sea control points respectively.



入境处全力守好国家的南大门，防止不受欢迎的人物入境。  
The department spares no efforts in guarding our country's southern gateway, keeping out undesirables from Hong Kong.



入境处人员致力为旅客提供专业而优质的出入境服务。  
Officers of the department strive to provide professional and quality immigration service for passengers.



港口管制组属下的船只搜查小组于疫情期间加强对船只抵港后的检查。  
The Ship Searching Unit of Harbour Control Section steps up post-entry enforcement measures during the epidemic.

## 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 751 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。

## 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，本处推出访港旅客自助离境服务「离境易」。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。截至二零二一年年底，已有超过 1 190 万访客人次使用该服务。

## 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 751 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, the department introduced self-service departure for visitors (Smart Departure). The Smart Departure service 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 2021, over 11.9 million visitors had used the service.

## 推出香港居民「非触式 e-道」服务

入境处于二零二一年十二月在香港国际机场、港珠澳大桥香港口岸、深圳湾口岸及启德邮轮码头管制站推出「非触式 e-道」服务，供已登记的香港居民使用，让他们可利用自己的智能电话产生加密二维码，透过容貌识别技术办理自助出入境手续，无需出示身份证或使用指纹扫描器，过程更快捷、方便和卫生。入境处会于二零二二年把「非触式 e-道」服务陆续扩展至所有出入境管制站，并会积极研究让更多出入境旅客使用这项服务的可行性。

## 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，皇岗口岸正进行原址重建。新皇岗口岸的主体工程将于二零二三年年底完成。届时，落马洲管制站的出入境设施将会迁往新皇岗口岸的港口口岸区，以便实施「一地两检」安排，进一步提升管制站的整体通关能力。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。



疫情下港口管制组及内河码头一直维持服务，为进出香港货船上的人士办理出入境检查手续。  
During the epidemic, the Harbour Control Section and River Trade Terminal have been in operation all along to conduct immigration clearance on incoming and outgoing vessels.

## Introduction of the Contactless e-Channel Service for Hong Kong Residents

In December 2021, the department launched the Contactless e-Channel service at the control points at HKIA, HZMB Hong Kong Port, Shenzhen Bay and Kai Tak Cruise Terminal to allow enrolled Hong Kong residents to perform self-service immigration clearance by means of an encrypted QR code generated by their smartphones and facial recognition technology without the need to present their identity cards or touch the fingerprint scanner, making the process faster, more convenient and more hygienic. In 2022, the department will gradually extend the Contactless e-Channel service to all control points and vigorously study the feasibility of extending the service to more passengers.

## 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, the Huanggang Port is being redeveloped in-situ. The main works of the new Huanggang Port are expected to be completed by the end of 2023. By then, the immigration facilities of the Lok Ma Chau Control Point will be relocated to the Hong Kong Port Area of the new Huanggang Port for the implementation of the 'co-location' arrangement, which will further enhance the overall passenger handling capacity of boundary control points. The department will actively support the relevant development and continue to provide efficient immigration clearance services for passengers.

各陆路管制站的车辆 e-道为跨境货车司机提供方便快捷的出入境检查服务，保障跨境物流于疫情下畅顺有效地运作。  
Vehicular e-Channels at border control points provide speedy clearance service for cross-boundary drivers, thereby safeguarding the smooth and efficient operation of cross-boundary logistics amid the epidemic.





个人证件部

PERSONAL

DOCUMENTATION BRANCH



## 以客为本 服务市民 Focus on Customers Serve the Community

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的申请、有关在本港实施《中华人民共和国国籍法》的事宜，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的免签证入境安排，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, matters relating to the implementation of the Nationality Law of the People's Republic of China in Hong Kong, as well as 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 over visa-free travel arrangements for HKSAR residents, and provides practicable assistance to Hong Kong residents in distress outside Hong Kong.



入境处为香港身份证引入更多的资料储存和更先进的防伪特征。The department has been improving the identity cards with more secure data storage and sophisticated security features.



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.

### 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，截至二零二一年年底，本处已签发近 560 万张新智能身份证，当中约 430 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，亦可携同两名残疾人士一同前往换证。

### Territory-wide Identity Card Replacement Exercise (Replacement Exercise)

The Replacement Exercise was rolled out on 27 December 2018. As at the end of 2021, the department had issued nearly 5.6 million new smart HKICs, of which around 4.3 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.

## 为在香港境外身陷困境的香港居民提供协助

二零二一年，政府因应疫情的最新发展对抵港人士实施不同的入境防控措施，许多香港居民因而滞留在外。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）、中国驻外国使领馆、外国驻港领事馆、香港特区政府驻内地办事处及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。截至二零二一年年底，小组共协调了68班包机或商业航班，接载了超过一万名滞留外地的港人回港。二零二一年，小组共处理了香港居民提出的88 418宗查询和2 647宗求助个案。

二零二一年，本处继续推行「领保进校园、进社区」的宣传工作，并联合公署举办讲座，与社区团体分享外遊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

二零二一年，「一带一路」国家阿曼给予香港特区护照持有人落地签证待遇，而乌兹别克斯坦亦把香港特区护照持有人的旅遊免签证入境期限由七天延长至十天。截至二零二一年年底，共有168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。



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



In 2021, in response to the latest developments of the epidemic, the government implemented

various border control measures against inbound travellers, resulting in a large number of Hong Kong residents being stranded outside Hong Kong. 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 of the People's Republic of China in the HKSAR (OCMFA), Chinese diplomatic and consular missions, consulates in Hong Kong, Offices of the HKSAR Government in the Mainland and other government departments to provide practicable assistance to the affected Hong Kong residents and their families. As at the end of 2021, the AHU had coordinated 68 charter flights or commercial flights to bring home more than 10,000 Hong Kong residents stranded abroad. In 2021, the AHU handled 88,418 enquiries and 2,647 requests for assistance from Hong Kong residents.

「協助在外香港居民小組」為身處香港境外而陷於困境的香港居民提供切实可行的協助。AHU provides practicable assistance to Hong Kong residents in distress outside Hong Kong.

In 2021, 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 2021, Oman, one of the Belt and Road countries, granted visa-on-arrival access to HKSAR passport holders, while Uzbekistan extended the period of visa-free entry for HKSAR passport holders from 7 days to 10 days. As at the end of 2021, a total of 168 countries and territories had granted visa-free or visa-on-arrival access to HKSAR passport holders.

本处的流动应用程序加入了新功能，让身处外地并需紧急协助的市民可使用网络数据致电24小时「1868」热线。

A new function was added to the Immigration Department Mobile Application to allow Hong Kong residents abroad who need urgent assistance to use their network data to call the 24-hour '1868' Hotline.



屯门综合办事处的婚礼大堂采用高楼底和落地玻璃设计，引入更多自然光。  
The wedding hall of the TMRO adopts a high ceiling design with floor-to-ceiling glass panels, bringing in more natural light.

## 有关香港特区旅行证件的优化措施

本处一直致力便利市民申领旅行证件。二零二一年，本处推出在内地申领香港特区旅行证件的新措施。自二零二一年十一月二十九日起，特区政府五个驻内地办事处的入境事务组除处理合格人士换领香港特区护照的申请外，亦处理合格人士递交的首次香港特区护照申请。申请人无论以任何形式直接递交香港特区护照申请至本处，均可选择在驻内地办事处领取护照。此外，自二零二一年十一月起，合格申请人亦可透过驻内地办事处递交换领香港特区签证身份书或回港证的申请。

## 屯门综合办事处

本处设于屯门兆麟政府综合大楼的屯门综合办事处于二零二一年三月一日启用，为市民提供一站式个人证件服务。为进一步提升服务质素，新办事处除了提供出生和婚姻登记服务外，亦增设办理香港特区旅行证件、香港身份证和延长在港逗留期限等服务，并设有自助服务站。市民在屯门综合办事处办理出生登记或申请香港身份证时，可选择同时申领香港特区旅行证件。

## New enhancements for HKSAR travel documents

The department has all along been committed to facilitating members of the public's application for and collection of travel documents. In 2021, the department introduced new measures for application for and collection of HKSAR travel documents in the Mainland. With effect from 29 November 2021, the Immigration Divisions of the five Mainland Offices of the HKSAR Government not only process applications for the replacement of an HKSAR passport, but also first applications for HKSAR passports from eligible applicants. Applicants who submit applications for an HKSAR passport directly to the department by whichever means may choose to collect their passports at the Mainland Offices. In addition, from November 2021 onwards, eligible applicants may also submit their applications for the replacement of an HKSAR Document of Identity for Visa Purposes or a Re-entry Permit through the Mainland Offices.

## Tuen Mun Regional Office

The department's Tuen Mun Regional Office at the Tuen Mun Siu Lun Government Complex, which commenced operation on 1 March 2021, provides one-stop personal documentation service for the public. To further enhance service quality, in addition to the services of births and marriage registration, the new office processes applications for HKSAR travel documents, HKICs and extension of stay in Hong Kong. It is also equipped with self-service kiosks. Members of the public applying for births registration or HKICs at the Tuen Mun Regional Office may choose to apply for HKSAR travel documents at the same time.



執法部

ENFORCEMENT BRANCH

## 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（免遣返声请个案除外）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。反恐科负责制定本处的反恐策略和采取相关执法行动，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 claims), and managing the Castle Peak Bay Immigration Centre (CIC), which is for the 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).



本处在代号「猎途」的执法行动中，捣破一个专门安排内地人来港非法工作，并为他们提供伪造香港身份证的犯罪集团。In an enforcement operation codenamed 'Pathcatcher', the department successfully neutralised a forgery-cum-illegal worker syndicate that specialised in arranging for Mainlanders to seek illegal employment in Hong Kong and providing them with forged Hong Kong Identity Cards.



青山湾入境事务中心设有一支紧急应变队，负责处理中心的紧急情况。An emergency response team has been established in the CIC to deal with the emergencies.

### 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，共同应对跨国非法移民、伪造证件和偷运人口等全球关注的问题。

本处非常关注免遣返声请人从内地非法进入香港的情况，并致力从源头打击这类非法偷渡活动。截至二零二一年年底，本处与内地执法机关和香港警务处共展开了 10 次联合行动，侦破了多个跨境犯罪集团和拘捕了 506 名涉案者，包括 164 名人蛇集团骨干成员。

### Combating Transnational Illegal Migration, Forgery and Human Smuggling

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

The department is very concerned about the situation of non-refoulement claimants smuggling into Hong Kong via the Mainland and is committed to combating these illicit activities at source. As at the end of 2021, the department conducted 10 joint operations with Mainland law enforcement agencies and the Hong Kong Police Force and smashed a number of cross-boundary crime syndicates, resulting in the arrest of 506 involved persons, including 164 core members of smuggling syndicates.



入境处特遣队对违反入境条例者采取执法行动。  
The Immigration Task Force conducts enforcement operations against immigration offenders.

本处人员向商户派发「切勿聘用非法劳工」的宣传单张。  
Officers of the department distribute 'Don't Employ Illegal Workers' leaflets to shop owners.



## 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。外佣专责调查组会对外佣签证申请人进行初步筛查，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。

二零二一年，本处在贩运人口受害人识别机制下共进行了3 082次初步筛查，当中1 702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。二零二一年，本处进行了16 132次反非法劳工行动，共有1 476名非法劳工（包括373名性工作者）和604名雇主被拘捕。

## 揭发假结婚案件

本处十分关注非本港居民借着与香港居民假结婚来港居留的问题。二零二一年，共有43人因涉及假结婚案件而被定罪及判监8至20个月不等。

## Tackling Trafficking in Persons (TIP)

Immigration officers have all along been conducting screening and making 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. The Foreign Domestic Helpers Special Investigation Section (FIS) conducts initial screening of foreign domestic helper (FDH) visa applicants, so as to facilitate early identification of potential TIP victims and cases of exploitation of FDHs, and conducts investigations where necessary.

In 2021, the department conducted a total of 3,082 initial screenings under the TIP victim screening mechanism. Among them, 1,702 were conducted by FIS in respect of FDH visa applicants.

## Enforcement Action against Illegal Employment

During the year, the department continued to take vigorous enforcement action against illegal employment. In 2021, the department conducted 16,132 operations against illegal employment. A total of 1,476 illegal workers (including 373 sex workers) and 604 employers were arrested.

## Uncovering Cases of Bogus Marriages

The department has grave concerns about non-Hong Kong residents coming for residence in Hong Kong by contracting bogus marriages with Hong Kong residents. In 2021, a total of 43 persons were convicted of offences relating to bogus marriages and sentenced to jail terms ranging from 8 to 20 months.

## 打击与出入境事宜相关的网络罪案

本处致力打击和防范与出入境事宜相关的网络罪案，并于二零二一年成立了网络罪案及法证调查小组，以加强调查案件和搜证的能力。该小组专责对在调查期间检获的电脑、智能电话等电子证物进行专业的数码法理鉴证，并处理和分析电子数据，以供日后呈堂之用。

## 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。二零二一年，反恐科人员在各出入境管制站共进行了12 989次巡查行动，截查了15 720人。年内，本处为1 314名人员提供了共75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二零二一年十一月进行代号为「虎速」的跨部门反恐演习，以测试和提升各部门处理涉恐情报和应对不同形式恐怖袭击的应变能力，以及展示在反恐工作上各持份者通力合作协调的重要性。

## Combating Immigration-related Cyber Crimes

The department is dedicated to combatting and preventing immigration-related cyber crimes, and established the Cybercrime and Forensics Investigation Group (CFIG) in 2021 to strengthen the ability of case investigation and evidence collection. The CFIG is tasked with carrying out professional digital forensic examinations on electronic exhibits such as computers and smartphones seized during investigations, as well as processing and analysing digital data for the purpose of tendering them as evidence in court.

## 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 being involved in terrorism-related activities from entering Hong Kong. In 2021, a total of 12,989 operations were conducted at various immigration control points with a total of 15,720 passengers intercepted. A total of 75 internal CT training sessions were provided for 1,314 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 'Tigerpace' in November 2021 to test and enhance the departments' capabilities in dealing with terrorism-related intelligence and responding to different forms of terrorist attacks, as well as to demonstrate the importance of concerted efforts and coordination by all stakeholders for CT work.



本处数码法证人员利用不同的电脑法证工具，为在调查期间检获的电子证物进行数码法理鉴证。  
CFIG member carries out digital forensic examinations on electronic exhibits seized during investigations with different computer forensic tools.

二零二一年十一月，跨部门反恐专责组于香港西九龙站进行代号为「虎速」的反恐演习。  
In November 2021, the Inter-departmental Counter Terrorism Unit conducted an inter-departmental counter-terrorism exercise codenamed 'TIGERPACE' at the Hong Kong West Kowloon Station.





遣送审理及诉讼部

REMOVAL ASSESSMENT AND  
LITIGATION BRANCH



## 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.



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。本处亦实施一系列防疫措施确保公共卫生。  
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. A series of anti-epidemic measures has also been implemented to ensure public hygiene.

### 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.

## 全面检讨及成效

政府于二零一六年年年初就处理免遣返声请的策略展开全面检讨，多年来已落实多项措施并取得进展。本处一直积极配合有关检讨工作，各项措施于二零二一年继续取得成效。

## 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。二零二一年，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二零二一年年底，本处已就 20 453 宗声请作出决定，当中 257 宗获确立（包括 168 宗于上诉阶段获确立），再加上有 7 053 宗被撤回，尚待审核的声请为 741 宗。虽然免遣返声请的整体情况自二零一九年起大致保持平稳，但审核声请的工作受到 2019 冠状病毒疫情影响。由于疫情期间实施特别工作安排，影响了为声请人提供的公费法律支援服务，阻延了审核程序的展开，加上接获的新声请数目亦有所上升，在二零二一年六月，尚待入境处审核的新声请数目曾升至约 1 500 宗。透过入境处积极处理，加上公费法律支援的处理名额逐步增加，入境处于二零二一年共就 2 220 宗免遣返声请作出决定。截至二零二一年十二月底，尚待入境处审核的声请数目已回落至 741 宗。



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的资料，以协助审核声请。

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

## Comprehensive Review and Effectiveness

The government commenced a comprehensive review of the strategy of handling non-refoulement claims in early 2016, and various measures had been implemented with good progress over the years. The department had been providing active support accordingly and measures implemented under the review continued to achieve results in 2021.

## Screening Procedures

To enhance the workflow, the department had introduced various administrative measures within the existing legal framework so as to expedite the screening of claims. In 2021, the average handling time for each case was about 10 weeks. From the commencement of the USM to the end of 2021, the department determined 20,453 claims, of which 257 claims were substantiated (including 168 claims substantiated at the appeal stage), together with the 7,053 claims withdrawn, bringing the total number of claims pending screening to 741. While the overall landscape of non-refoulement claims has been stable since 2019, the screening of claims was affected by the COVID-19 epidemic. Due to the special work arrangements implemented during the epidemic, the provision of publicly-funded legal assistance (PFLA) to claimants was interrupted and the commencement of the screening procedures was hindered. There was also an increase in the number of new claims received. In June 2021, the number of new claims pending screening by the department rebounded to about 1,500. With the department's vigorous efforts and the gradual increase in PFLA quotas, the department processed a total of 2,220 non-refoulement claims with decisions in 2021. The number of claims pending screening by the department was brought down to 741 as at the end of December 2021.



本处聘用驻部门的翻译及传译员，主要在简介会和审核会面期间为声请人提供传译支援，并翻译声请人所递交的文件。

The department hires in-house translators and interpreters mainly to provide interpretation support for claimants during briefing sessions and screening interviews, and to translate documents submitted by claimants.



本处于十一月将 40 名越南籍非法入境者及逾期逗留人士以特别航班遣返越南。The department repatriated 40 Vietnamese illegal immigrants and overstayers to Vietnam in November through a special flight.

## 羈留

《入境条例》赋予本处权力，羈留正在等候审核免遣返声请及/或遣送程序的人等。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羈留措施。

## 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。纵然国际航班运作受到疫情影响，本处仍致力执行遣送工作，包括在签发回国证件和遣返航班上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密切联系。二零二一年，共有 753 名免遣返声请人被遣离香港。当中，于二零二一年十一月，入境处把 40 名越南籍非法入境者及逾期逗留者遣返越南，其中包括 36 名免遣返声请不获确立的人。

## 《2021 年入境（修订）条例》

《2021 年入境（修订）条例》（《修订条例》）已于二零二一年八月一日起生效，为遣送、羈留、源头堵截和执法等方面的措施提供稳固的法律基础，进一步改善免遣返声请的处理工作，包括提高入境处的审核效率、防止拖延手段，以及加强在源头堵截、执法、遣送和羈留声请人等。

入境处会继续跟进《修订条例》下各项加强措施，以确保统一审核机制运作畅顺，而尚待处理的声请、上诉及相关诉讼得以有效率地处理，并把声请被拒者尽快遣离香港。

## Detention

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

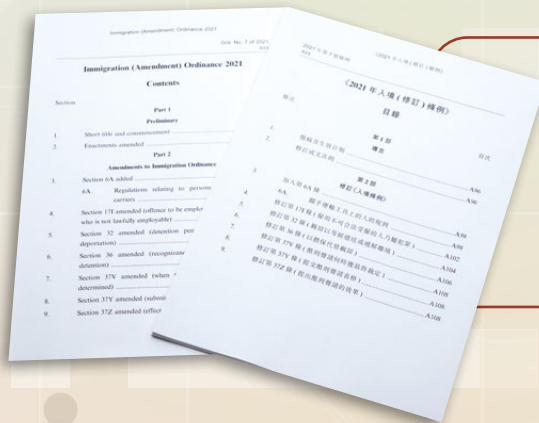
## Removal

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. Despite the impact of the epidemic on the operation of international flights, the department had endeavoured to effect repatriation through, among others, close liaison with governments of major source countries of claimants, airline companies and other government departments for issuing travel documents for the return of unsubstantiated claimants and for repatriation flights. In 2021, a total of 753 non-refoulement claimants were removed from Hong Kong. In this regard, in November 2021, the department repatriated to Vietnam 40 Vietnamese illegal immigrants and overstayers, including 36 unsubstantiated non-refoulement claimants.

## Immigration (Amendment) Ordinance 2021

The Immigration (Amendment) Ordinance 2021 (Amendment Ordinance) has taken effect from 1 August 2021, providing solid legal backing for measures in respect of removal, detention, interception at source and law enforcement, etc., and further improving the handling of non-refoulement claims, including enhancing the department's efficiency in screening, preventing delaying tactics, and stepping up interception at source, law enforcement, removal as well as detention of claimants, etc.

The department will continue to follow through the enhancements made under the Amendment Ordinance to ensure the smooth operation of the USM, the efficient handling of the outstanding claims, appeals and relevant litigations, as well as the expeditious removal of unsuccessful claimants.



《2021 年入境（修订）条例》已于二零二一年八月一日起生效，为遣送、羈留、源头堵截和执法等方面的措施，提供稳固的法律基础，进一步改善免遣返声请的安排。The Immigration (Amendment) Ordinance 2021 has taken effect from 1 August 2021, providing solid legal backing for measures in respect of removal, detention, interception at source and law enforcement, etc., with a view to further improving the handling of non-refoulement claims.



资讯系统部

INFORMATION SYSTEMS  
BRANCH

## 锐意创新 提升效率 Spearhead Innovation Enhance Efficiency

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）科负责制定和推行处内的资讯系统策略和开发新的资讯系统，以应付未来工作要求。资讯系统（运作）科负责管理目前运作的资讯系统和系统的保安事宜，以及不断优化和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 manages 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 the management and security of information systems in operation as well as the 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 application and development of information systems in the department.



合资格香港居民可以透过加密二维码进入 e-道，再配合容貌识别技术核实身份自助办理出入境检查手续，过程中无需接触 e-道的任何共用设备。  
Eligible Hong Kong residents can enter the e-Channel with an encrypted QR code, and then verify their identity with the facial verification technology for automated immigration clearance. Throughout the entire process, there will be no need for them to touch any shared equipment of the e-Channel.



### 自助出入境检查系统（e-道）

现时，合资格的香港居民、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，「离境易」服务 e-道让持有电子护照的合资格访港旅客可使用 e-道办理自助离境手续，无须预先登记。

### 非触式 e-道

香港国际机场、港珠澳大桥、深圳湾及启德邮轮码头管制站已推出「非触式 e-道」服务。合资格的香港居民可使用「智方便」平台进行身份认证和登记使用「非触式 e-道」服务，登记后可凭其个人流动电话所产生的加密二维码进入「非触式 e-道」，并透过容貌识别技术办理出入境检查手续。过程可令香港居民减少接触共用设备，享用更快捷、方便及卫生的出入境服务。

### Automated Passenger Clearance System (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, the 'Smart Departure' service allows eligible visitors holding electronic passports to perform self-service departure clearance at e-Channels without prior enrolment.

### Contactless e-Channel

The Contactless e-Channel service has been implemented at the Hong Kong International Airport, Hong Kong-Zhuhai-Macao Bridge, Shenzhen Bay and Kai Tak Cruise Terminal Control Points. Eligible Hong Kong residents can use the 'iAM Smart' platform for identity verification and enrolment for the Contactless e-Channel service. Upon successful enrolment, they can use the encrypted QR code generated by their personal mobile phones to enter the Contactless e-Channel and perform immigration clearance through facial verification technology. The process enables Hong Kong residents to reduce contact with shared equipment and enjoy faster, more convenient and hygienic immigration clearance service.

## 推行第三代资讯系统策略

「新一代个案简易处理系统」的第一阶段系统功能已于二零二一年九月至二零二二年一月推行，第二阶段的系统功能则预计于二零二二年第四季或之前推出。至于「人力资源管理系统」项目，其可行性研究已于二零二一年五月完成，现正就有有关的建议申请拨款。

## 电子化签证申请服务和「电子签证」

本处自二零二一年十二月起分阶段推行电子化签证申请服务，申请人可透过香港政府一站通网站或本处网站或流动应用程序在网上完成整个签证服务相关的申请流程，无需亲身前往入境处办事处。申请人可在网上填写电子申请表格和上载证明文件。申请人亦可在网上补交文件及 / 或查询申请状况。申请人的入境签证 / 进入许可及延长逗留期限等申请获批后，便可在网上缴交相关费用（如适用）并即时下载「电子签证」。「电子签证」可供申请人列印及 / 或以 PDF 档案形式储存在个人流动装置。

## 流动应用程序

除了「预约申领身份证」及「申请香港特区护照」等常用功能外，为配合电子化签证申请服务推出，「入境事务处流动应用程序」加入了网上付款、查询及下载「电子签证」等相关功能。此外，本处的流动应用程序加入了新功能，让身处外地并需紧急协助的市民可使用网络数据致电协助在外香港居民小组的 24 小时「1868」热线求助；而新增的「非触式 e-道」连结，亦可方便市民登记和使用「非触式 e-道」。

入境处致力确保业务常规、工作程序及所持有的个人资料及纪录均按照《个人资料（私隐）条例》、其他相关法例、规例及指引处理。  
The department is committed to ensuring that business processes and practices and the handling of all personal data and records are in accordance with the provisions of the Personal Data (Privacy) Ordinance, relevant laws, regulations and guidelines.

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

The system functions of Phase 1 of APPLIES-2 were put in place from September 2021 to January 2022, while those of Phase 2 are expected to be rolled out by the fourth quarter of 2022. As regards the Human Resources Management System project, the feasibility study was completed in May 2021. The funding application for the proposal is underway.

## Electronic Services for Visa Application and 'e-Visa'

With effect from December 2021, the department has introduced electronic services for visa application in phases to allow applicants to complete the entire process of visa-related application online through the GovHK website or the department's website or mobile application. Applicants can complete the application forms and upload supporting documents online. They can also submit supplementary documents and/or enquire about the status of their applications online. Upon approval of the applications for an entry visa/permit, extension of stay, etc., applicants can pay the relevant fee (if applicable) online and download the 'e-Visa' instantly. The 'e-Visa' can be printed out and/or saved as a PDF file on a personal mobile device.

## Mobile Application

In addition to some frequently used functions such as 'Booking for HKID Application' and 'Application for HKSAR Passport', in light of the launch of electronic services for visa application, relevant functions such as online payment, making enquiries and downloading an 'e-Visa' were added to the Immigration Department Mobile Application. Furthermore, a new function was added to allow Hong Kong residents abroad who need urgent assistance to use their network data to call the 24-hour '1868' Hotline of the Assistance to Hong Kong Residents Unit for seeking assistance. In addition, the newly added link to Contactless e-Channel can facilitate members of the public's enrolment for and use of the Contactless e-Channel service.





## 新增电子缴费选项

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。自二零二一年起出生、死亡及婚姻登记等服务的使用者亦可选择以「转数快」缴费。

## 采用「智方便」

除了让合格的香港居民使用「智方便」平台进行身份认证和登记使用「非触式 e-道」服务外，本处自二零二一年六月起在多项电子服务中加入「智方便」的「填表通」功能，让市民在网上申请签证、延长逗留期限、香港特区护照，以及预填身份证和旅行证件申请表格时，无需重复填写个人资料。本处计划透过「智方便」平台在本处的日常公共服务中加入更多智慧生活元素，包括在二零二二年推出「入境处提提您」服务，为市民提供度身订造的个人化信息提示服务，适时提醒市民办理各项与入境事务有关的申请，例如到期换领香港特区护照和新智能身份证。

## 2021 香港资讯及通讯科技奖

本处的「新一代电子护照系统」荣获「2021 香港资讯及通讯科技奖」的全年大奖、商业方案大奖及商业方案（商业及公营机构）金奖，以表扬入境处在善用资讯科技提供优质公共服务方面的贡献和努力。



## New e-Payment Options

Hong Kong residents may choose to make the payments of application fees for identity cards and travel documents at Registration of Persons Offices and Branch Offices in a contactless manner through the Faster Payment System (FPS). Since 2021, the FPS payment option has also been available to users of births, deaths and marriage registration services.

## Adoption of 'iAM Smart'

Apart from allowing eligible Hong Kong residents to use the 'iAM Smart' platform for identity verification and enrolment for the Contactless e-Channel service, in order to provide greater convenience to the public, the department has included the 'e-ME' form filling function of 'iAM Smart' in various electronic services since June 2021 to spare Hong Kong residents the need for repeated input of personal information when applying online for visas, extension of stay and HKSAR passports and pre-filling forms for identity card and travel document. In addition, the department is planning to incorporate more smart living elements into its daily public services through the 'iAM Smart' platform. They include the introduction in 2022 of the 'I RemindU' service, a tailor-made personalised notification service to give members of the public timely reminders to submit various kinds of immigration related applications, such as the renewal of HKSAR passports and replacement of new smart Hong Kong Identity Cards.

## Hong Kong ICT Awards 2021

The department's Next Generation Electronic Passport System was given the Award of the Year, the Smart Business Grand Award and the Smart Business (Solution for Business and Public Sector Enterprise) Gold Award at the Hong Kong ICT Awards 2021 in recognition of our contribution and efforts in providing quality public services through utilising information technology.

凭借其智能元素、自助服务体验和效率提升等优点，新一代电子护照系统在 2021 香港资讯及通讯科技奖中获得包括全年大奖在内多个奖项。

With the competencies of intelligent elements, self-service experience and improved efficiency, the e-Passport-2 System has won a number of awards of the Hong Kong ICT Awards 2021, including the Award of the Year.



环保管理

GREEN MANAGEMENT



## 节约能源 善用资源

### Energy Conservation Better Use of Resources

我们致力确保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。

#### 减废节能

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，以及把办公室及公共空间等地方的照明设备调校至合适的亮度。二零二一年的能源消耗量较二零二零年轻微增加了 2.3%。

为使员工和市民更加了解废物回收对环境的裨益，入境事务大楼参与环境保护署（环保署）推行的「工商业废物源头分类计划」。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。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。部门亦积极采取节省纸张的措施，例如双面列印纸张，以及重用纸张、文件夹和信封。二零二一年的用纸量较二零二零年减少了 13.35%。

#### 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》，本处积极减少部门车队和船队的能源消耗量和废气排放量。本处定期安排室内空气质素测试和参加了「室内空气质素检定计划」，并取得令人满意的成绩。年内，本处辖下所有已检定处所均获颁「良好级」或「卓越级」证书。我们会继续致力维持获发证书后的室内空气质素。

#### 提高员工的环保意识

员工的支持与合作是办公室环保管理的成功关键。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保署的呼吁，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。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。

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

#### Waste Reduction and Energy Saving

Energy Wardens are appointed at 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, etc. Our power consumption in 2021 slightly increased by 2.3 per cent when compared with that in 2020.

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). To conserve paper, the department has fully employed information technology for both external and internal communication. 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 have also been provided. Paper-saving practices, such as double-sided printing, and the reusing of paper, file covers and envelopes are widely adopted in daily operation. Our paper consumption in 2021 decreased by 13.35 per cent when compared with that in 2020.

#### Support for the 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. The department arranges indoor air quality tests regularly and has participated in the Indoor Air Quality Certification Scheme, achieving satisfactory results. While all certified premises under our purview were awarded the 'Good Class' or 'Excellent Class' certificate during the year, continuous efforts will be made to maintain post-certification indoor air quality.

#### Enhancement of Staff's Environmental Awareness

The support and cooperation from staff are the key crux of success in green office management. 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. 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.



截至二零二一年十二月三十一日  
As at 31 December 2021

## 二零二一年年报

入境事务处部队支援组制作

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本年报内统计数字的涵盖期间为二零二一年一月一日至二零二一年十二月三十一日。

本年报所提供的资料只供参考之用，如有遗漏、谬误、或因使用有关资料而引致任何损失、作为或不作为，或因依据有关资料而得出任何意见，中华人民共和国香港特别行政区政府均无须负上任何责任。

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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

