



入境事務處

Immigration Department

二零一二年年報
Annual Report 2012





入境事務處 Immigration Department

香港特別行政區政府
The Government of the Hong Kong Special Administrative Region

二零一二年年報
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理想 Our Vision

我們的



我們要成為世界上以能幹和效率稱冠的入境事務隊伍。

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

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我們的使命

我們要全力執行下列工作，為香港的安定繁榮作出貢獻：

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

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

Our Mission

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

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

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





我們的信念

正直誠信、公正無私

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

以禮待人、體恤市民

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

關顧共融、羣策羣力

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

觸覺敏銳、因時制宜

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

精益求精、樹立榜樣

我們要繼續悉力以赴，力求事事盡善，並致力成為世界上其他入境事務隊伍的榜樣。



Our Values

Integrity and Impartiality

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

Courtesy and Compassion

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

Care and Cohesion

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

Alertness and Awareness

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

Improvement and Illumination

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

序言 Foreword

二零一二年，入境處經歷了充滿挑戰且極為繁忙的一年。面對不斷增加的工作量，全體人員始終以專業、盡責、承擔的態度克服困難，完成各項艱辛的任務。

The Department experienced another challenging year in 2012. With the ever increasing workload, all staff members forged ahead with professionalism, dedication and commitment all the time and successfully completed each and every difficult task.

入境事務處處長
Director of Immigration

陳國基
Chan Kwok-ki, Eric
I.D.S.M.

香港是國際金融、貿易、旅遊和運輸樞紐，旅客流量不斷上升，二零一二年的出入境人次超過2.67億。本處繼續多管齊下，進一步提升部門處理旅客的能力和效率。由二零一二年一月起，e-道服務擴展至已登記的經常訪港內地旅客。落馬洲及文錦渡管制站亦正在進行改善工程，以提升通關能力。我們更因應新學年大幅上升的跨境學童的需要，推行「跨境學童簡易過關程序」及擴展學童「免下車過關檢查」服務，增進學童通關的便利和安全。而二零一三年第一季推行的訪港旅客出入境免蓋章安排，將為訪客提供更便捷的出入境服務，令口岸人流更為暢順。

我們亦致力推行便利旅客來港的措施。合資格的台灣居民由二零一二年九月一日起，可自行在香港政府一站通網頁上透過「台灣居民預辦入境登記」免費預先辦理入境登記。該項服務推出以來備受台灣旅客歡迎。我們將繼續為旅客提供優質高效的出入境服務，以維持香港作為國際貿易及旅遊中心的地位。

一如既往，本處積極防止及偵查與出入境事宜有關的罪行，並與本地及不同地區的執法機關保持緊密聯繫和合作，共同打擊跨國偷渡及行使偽證等罪行。二零一二年，本處進行了多次反非法勞工及反偷渡罪行的行動。同時，為配合「零雙非」政策，我們加強執行對非本地孕婦的入境截查工作，並打擊協助非本地孕婦來港產子的中介活動。在打擊非法水貨客方面，自二零一二年九月起，本處進行了一連串代號為「風沙」的反非法勞工行動，拘捕了多名涉

嫌從事水貨活動而違反逗留條件的訪客及涉嫌聘用非法勞工的本地僱主。管制站人員亦會對懷疑從事水貨活動的入境旅客進行突擊截查。本處會持之以恆，繼續以不定時、不定點、不定期的方式採取嚴厲的執法行動，以打擊這些違規活動。

在酷刑聲請方面，立法會於二零一二年七月通過《2012年入境(修訂)條例》，就酷刑聲請的行政審核機制訂立法例，並於二零一二年十二月三日起生效。在法定機制下，本處相信審核工作能維持高度公平的標準，亦同時有助遏止濫用程序的情況。

為應付日益繁重的工作，我們積極研發及提升各電子化系統，借助尖端科技以加強服務質素及通關效率。二零一二年二月二十四日，本處推出全新電子表格，讓市民利用電子平台預約辦理出生登記時，可選擇在網上填寫及遞交有關資料。同年，我們亦優化「外遊提示登記服務」，使用戶可選擇輸入其外地流動電話號碼並透過該電話接收最新外遊警示及相關資料的短訊。「新出入境管制系統」將引入更多自動化程序，包括面容辨識技術及自助離境e-道等，以提高通關效率及服務水平，應付持續增長的出入境旅客量及配合各管制站長遠的業務發展。新系統計劃於二零一五年年底開始分階段推出。

本處人員致力服務市民，表現出色，獲得政府以至社會各界的認同。二零一二年，本處有六位同事獲得「公務員事務局局長嘉許狀」，亦有兩位同事獲頒「申訴專員嘉許獎(公職人員獎)」，更有一位同事獲香港機場管理局頒發「香港國際機場優質顧客服務計劃一個人獎」。在本處「最有禮貌入境管制人員」選舉中得票最多的管制人員，亦獲香港旅遊發展局委任為「香港禮貌大使」。我們亦很榮幸連續第六年獲香港社會服務聯會頒發「同心展關懷」標誌，而部門義工隊亦獲義工總領袖及社會福利署署長頒發義務工作嘉許金獎狀，肯定了部門對社會的承擔。

未來數年，將有新的跨境口岸設施陸續落成，當中包括於二零一三年年中啓用的啓德郵輪碼頭，以及之後陸續建成的「廣深港高速鐵路」、「港珠澳大橋」等。本處將會積極配合有關發展，繼續為旅客及香港居民提供高效率的出入境服務。

香港越繁榮，入境處的工作就越繁重。本處全體人員一定會秉承「以人為本、精益求精」的服務理念，以忠誠專業的態度服務市民和訪港旅客，確保香港繼續位居世界上最安全及繁榮的城市之列。

Hong Kong is an international financial, trade, tourism and transportation hub. The number of passengers coming to Hong Kong has always been on the rise, recording over 267 million arrivals and departures in 2012. In order to further increase passenger handling capacity as well as clearance efficiency, the Department has adopted a multi-pronged approach. Since January 2012, the e-Channel service has been extended to enrolled Mainland frequent visitors. Improvement works are being carried out at Lok Ma Chau and Man Kam To Control Points to enhance capacity. Simplified clearance procedure for cross-boundary students has been introduced and on-board clearance service extended to enhance the overall convenience and safety for cross-boundary students in response to their fast-growing needs in the new school year. The introduction of non-stamping immigration clearance arrangement for visitors in the first quarter of 2013 will provide more efficient services to visitors and facilitate smooth passenger flow at control points.

We also endeavour to facilitate visitors coming to Hong Kong. With effect from September 1, 2012, eligible Taiwan residents may submit pre-arrival registration using the e-Service platform on the GovHK website free of charge. This service has been well received by Taiwan visitors since it was launched. The Department will continue to provide smooth and effective immigration services to maintain Hong Kong's status as an international trade and tourism hub.

The Department always takes proactive measures to prevent and detect immigration-related offences. We maintain close contact and collaboration with local and non-local law enforcement agencies around the world in combating clandestine illegal migration, forgery and other immigration-related crimes. Various anti-illegal worker and anti-illegal migration operations were conducted in 2012. In order to fully complement the 'zero quota' policy on non-local pregnant women adopted by the Government, we enhanced examination of these visitors at various control points and cracked down on intermediaries assisting them to give birth in Hong Kong. The Department also made concerted efforts to combat offences involving parallel trade activities. Since September 2012, the Department has stepped up enforcement actions by mounting a series of anti-illegal worker operations codenamed 'Windsand', resulting in the arrest of a number of visitors and local employers for breach of conditions of stay with suspected involvement in parallel goods trading and for suspected employment of illegal workers. Special operation teams at control points also conducted spot checks on arriving visitors who were suspected of being parallel traders. The Department will maintain its efforts against these illicit activities through rigorous enforcement actions to be conducted from time to time at different locations.

In regard to torture claims, the Immigration (Amendment) Ordinance 2012, which underpins the enhanced administrative mechanism for screening, was passed by the Legislative Council in July 2012 and came into operation on December 3, 2012, putting in place statutory procedures for handling torture claims. The Department believes that the statutory mechanism

will help reduce procedural abuse while maintaining high standards of fairness.

To cope with the increasing workload, we have been working on a number of initiatives and making good use of state-of-the-art technology by developing and upgrading various electronic systems to enhance service quality and efficiency. The Department introduced a new electronic form on February 24, 2012. By using this form, members of the public may complete and submit the information required online while making an appointment for birth registration via the e-Service platform. In the same year, the Registration of Outbound Travel Information service was enhanced. Registrants may choose to enter their overseas mobile phone number and receive SMS on the latest Outbound Travel Alerts and related public information via that number. Aiming at enhancing clearance efficiency and service quality to cope with continuous passenger growth and to tie in with the future needs and developments of all control points, the New Immigration Control Point System will incorporate more automated process including facial recognition technology, self-service departure e-Channels, etc. It is targeted to be implemented by phases from the end of 2015.

The dedicated service and excellent performance of our staff are recognised by the Government and the public. In 2012, six members of the Department were commended in the Secretary for the Civil Service's Commendation Award Scheme. Two colleagues received The Ombudsman's Awards for Officers of Public Organisations. A staff member won an Individual Award in the Hong Kong International Airport Customer Service Excellence Programme organised by the Airport Authority Hong Kong. In addition, the officer with the highest number of votes for the Most Courteous Immigration Control Officers election campaign organised by the Department was appointed by the Hong Kong Tourism Board as Hong Kong Courtesy Ambassador. In recognition of its contributions in assuming social responsibility, the Department had been awarded the Caring Organisation Logo by the Hong Kong Council of Social Service for the sixth consecutive year and our Volunteer Work Team had also received the Gold Award for Volunteer Service from the Volunteer-in-Chief and the Director of Social Welfare.

In the next few years, a number of new immigration facilities will be completed, including those at the new cruise terminal at Kai Tak (opening in mid-2013), the Guangzhou-Shenzhen-Hong Kong Express Rail Link and the Hong Kong-Zhuhai-Macao Bridge. The Department will actively work for the development of new facilities and continue to provide efficient immigration services to the travelling public.

The increasing workload of the Immigration Department reflects the prosperity of Hong Kong. We will always strive for excellence and adhere to the people-oriented value. We will continue to serve the public and visitors with dedication and professionalism so as to help maintain Hong Kong's status as one of the most prosperous and safest cities in the world.

處長級人員 Directorate Officers

- 1 陳國基
Chan Kwok-ki, Eric I.D.S.M.
入境事務處處長
Director of Immigration
- 2 鍾林慧
Chung Lam Wai, Jennifer
入境事務處副處長
Deputy Director of Immigration
- 3 趙偉佳
Chiu Wai-kai, David I.D.S.M.
助理處長(個人證件)
Assistant Director
(Personal Documentation)
- 4 周康道
Corrado Chow I.D.S.M.
助理處長(資訊系統)
Assistant Director
(Information Systems)
- 5 陳孟麟
Chan Man-lang
助理處長(簽證及政策)
Assistant Director
(Visa and Policies)
- 6 梁偉光
Leung Wai-kwong I.M.S.M.
助理處長(管理及支援)
Assistant Director
(Management and Support)
- 7 曾國衛
Tsang Kwok-wai, Erick
助理處長(管制)
Assistant Director
(Control)
- 8 馮伯豪
Fung Pak-ho, William
助理處長(執法及酷刑聲請審理)
Assistant Director
(Enforcement and
Torture Claim Assessment)
- 9 徐德盛
Chui Tak-shing I.D.S.M.
機場管制科指揮官
Commander, Airport Division
- 10 黃然生
Wong Yin-sang
邊境管制(鐵路)科指揮官
Commander, Border (Rail) Division
- 11 范美卿
Fan Mei-hing, Caroline
總系統經理(科技服務)
Chief Systems Manager
(Technology Services)
- 12 梁銳忠
Leung Yui-chung, Antony
主任秘書
Departmental Secretary

截至二零一三年六月三十日
As at June 30, 2013





二零一二年大事摘要

Event Highlights 2012

一月 由二零一二年一月一日起，香港特區護照持有人可免簽證前往阿爾巴尼亞共和國旅遊，最長可逗留14天。而阿爾巴尼亞共和國國民持生物特徵護照亦可自同日起免簽證前來香港旅遊，最長可逗留14天。

由二零一二年一月三日起，e-道服務擴展至合資格的經常訪港內地旅客。^①

二月 由二零一二年二月中開始，「外遊提示登記服務」用戶可選擇輸入其外地流動電話號碼並透過該電話接收最新外遊警示及相關資料的短訊。

由二零一二年二月二十四日起，本處為已預約辦理出生登記手續的父母，提供網上遞交出生登記所需資料的服務。這項電子服務能有效地提升辦理出生登記的效率。

一名內地女訪客因經營安排非本地孕婦來港分娩業務，干犯一項違反逗留條件及一項向入境事務主任作出虛假申述的控罪而被判入獄十個月。

三月 本處連續第六年榮獲香港社會服務聯會頒發「同心展關懷」標誌，肯定了部門對社會的承擔。^②

一名香港居民因牽涉一宗入境詐騙案，協助三名內地人士持偽造旅行證件登上前往加拿大溫哥華的客機，干犯一項串謀以欺騙手段取得服務的控罪而被判入獄23個月。

四月 由二零一二年四月二十日起，香港特區護照持有人可免簽證前往黑山共和國旅遊，最長可逗留90天。而黑山共和國國民由同日起亦可免簽證前來香港旅遊，最長可逗留14天。

五月 一名內地女訪客因非法從事陪月員工作，干犯一項違反逗留條件的控罪而被判監禁兩個月。

六月 一名非法從事舞蹈教師工作的內地女訪客承認一項違反逗留條件罪，被判監禁兩個月，緩刑兩年。

七月 立法會於二零一二年七月十三日通過《2012年入境(修訂)條例》，就酷刑聲請的行政審核機制訂立法例。

由二零一二年七月二十六日起，香港特區護照持有人可免簽證前往哈薩克斯坦共和國旅遊，最長可逗留14天。而哈薩克斯坦共和國國民由同日起亦可免簽證前來香港旅遊，最長可逗留14天。

八月 由二零一二年八月二日起，香港特區護照持有人可免簽證前往荷蘭王國加勒比地區旅遊，該地區由阿魯巴、庫拉索、聖馬丁以及荷蘭加勒比組成。於阿魯巴的最長免簽證逗留期為30天，而於庫拉索、聖馬丁及荷蘭加勒比的最長逗留期為三個月。

一名內地男訪客因於辦理入境檢查時，出示兩張假電子機票，訛稱將會與妻子過境香港到印尼，希望藉此讓妻子成功入境香港分娩，干犯一項管有虛假文書的控罪而被判入獄12個月。

本處推出「跨境學童簡易過關程序」及擴展學童「免下車過關檢查」服務，以進一步增進跨境學童通關的便利和安全。^③

九月 為進一步便利台灣居民訪港，自二零一二年九月一日起，合資格的台灣居民可自行透過網上的「台灣居民預辦入境登記」服務，免費預辦入境登記。預辦入境登記的有效期為兩個月，其間登記人可獲准以訪客身份進入香港兩次，每次逗留最多30天。

二零一二年九月十三日，入境事務處處長陳國基先生主持入境事務學院結業會操。^④

為打擊非法水貨活動，本處自二零一二年九月起，進行了一連串代號為「風沙」的反非法勞工行動。首個行動於九月十九日進行，突擊搜查位於上水區的水貨黑點。行動中，131名內地訪客因涉嫌違反逗留條件而被捕。^⑤

一名內地孕婦因訛稱其懷孕周數及出示一張虛假的醫生證明書，以圖瞞騙入境處人員准許其入境香港，干犯一項管有虛假文件及一項作出虛假申述罪，被判監禁八個月。

十月 本處展開一連串打擊非法水貨及非法勞工行動，包括「風沙」、「冠軍」、「Powerplayer」及「曙光」行動，共拘捕447名非法勞工及27名涉嫌聘用非法勞工人士。^⑥

十一月 一名香港居民因分別與一名內地居民及一名泰籍前家庭傭工假結婚，被裁定兩項串謀詐騙罪名成立，被判監禁13個月。

十二月 《2012年入境(修訂)條例》(《修訂條例》)於二零一二年十二月三日起生效。《修訂條例》訂明提出和審核酷刑聲請的法定程序，包括如何提出酷刑聲請、聲請人提交酷刑聲請表格的時限、入境處須安排審核會面及發出書面決定、如聲請人不服決定可提出上訴並由法定的酷刑聲請上訴委員會處理等。





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JAN With effect from January 1, 2012, HKSAR passport holders may visit the Republic of Albania for a stay of up to 14 days without a visa. Likewise, nationals of Albania holding biometric passports of the Republic of Albania may also visit Hong Kong visa-free for a stay of up to 14 days.

With effect from January 3, 2012, e-Channel service was extended to eligible Mainland frequent visitors. [①](#)

FEB With effect from mid-February 2012, registrants of Registration of Outbound Travel Information service may choose to enter their overseas mobile phone number and receive Outbound Travel Alert updates and related information by SMS via their registered overseas mobile phone.

With effect from February 24, 2012, the Department has accepted online submission of information required for registration of birth by parents who have already made an appointment. This online submission of information helps enhance the efficiency of birth registration.

A female Mainland visitor running a business arranging for non-local pregnant women to give birth in Hong Kong pleaded guilty to one count of breach of condition of stay and one count of making false representation to an immigration officer and was sentenced to 10 months' imprisonment.

MAR In recognition of its contributions in practising social responsibility, the Department was awarded the Caring Organisation Logo by the Hong Kong Council of Social Service for the sixth consecutive year. [②](#)

A Hong Kong resident involved in an immigration scam assisted three Mainland residents in using forged travel documents to board a flight to Vancouver, Canada. He pleaded guilty to a charge of conspiracy to obtain services by deception and was sentenced to 23 months' imprisonment.

APR With effect from April 20, 2012, HKSAR passport holders may visit the Republic of Montenegro for a stay of up to 90 days without a visa. Likewise, nationals of the Republic of Montenegro may also visit Hong Kong visa-free for a stay of up to 14 days.

MAY A female Mainland visitor working illegally in Hong Kong as a post-natal care worker pleaded guilty to one count of breach of condition of stay and was jailed for two months.

JUN A female Mainland visitor pleaded guilty to her charge of breach of condition of stay by establishing business as a dance teacher and was sentenced to two months' imprisonment suspended for two years.

JUL The Immigration (Amendment) Ordinance 2012 was passed by the Legislative Council on July 13, 2012, which underpins the enhanced administrative mechanism for torture claims.

With effect from July 26, 2012, HKSAR passport holders may visit the Republic of Kazakhstan for a stay of up to 14 days without a visa. Likewise, nationals of the Republic of Kazakhstan may also visit Hong Kong visa-free for a stay of up to 14 days.

AUG With effect from August 2, 2012, HKSAR passport holders do not need a visa for visiting the Caribbean parts of the Kingdom of the Netherlands which consist of Aruba, Curaçao, St Maarten and the Caribbean Netherlands. The visa-free period for Aruba is 30 days, while that for Curaçao, St Maarten and the Caribbean Netherlands is three months.

A male Mainland visitor presented two fake electronic air tickets for arrival clearance and falsely represented that he and his wife intended to transit Hong Kong to Indonesia so that his wife could enter Hong Kong for confinement. He was convicted of one count of possession of false instrument and sentenced to 12 months' imprisonment.

Simplified clearance procedure for cross-boundary students was implemented and on-board clearance service was extended to provide convenient and safe immigration clearance to cross-boundary students. [③](#)

SEP To further enhance the travel convenience of Taiwan residents, with effect from September 1, 2012, eligible Taiwan residents may submit pre-arrival registration on their own through the online 'Pre-arrival Registration for Taiwan Residents (PAR)' free of charge. Each PAR is valid for two months and good for two entries to Hong Kong as a visitor for up to 30 days on each landing.

The Director of Immigration, Mr Eric K K Chan, reviewed the passing-out parade of the Immigration Service on September 13, 2012. [④](#)

Since September 2012, the Department has stepped up enforcement actions by mounting a series of anti-illegal worker operations codenamed 'Windsand' to combat parallel trade activities. The first operation was mounted on September 19 to raid black-spots for parallel goods trading in Sheung Shui District. During the operation, 131 Mainland visitors were arrested for suspected breaching their conditions of stay. [⑤](#)

A pregnant Mainland visitor falsely represented her gestation and produced false medical proof with a view to deceiving an immigration officer upon her arrival clearance. She was convicted of one count of possession of false document and one count of making false representation and sentenced to eight months' imprisonment.

OCT The Department has stepped up enforcement actions by mounting a series of operations codenamed 'Windsand', 'Champion', 'Powerplayer' and 'Twilight' to combat parallel trading and illegal employment. A total of 447 illegal workers and 27 people suspected of employing these workers were arrested during the operations. [⑥](#)

NOV A Hong Kong resident who entered into bogus marriages with a Mainland resident and a Thai former domestic helper was convicted of two counts of conspiracy to defraud and sentenced to 13 months' imprisonment.

DEC The Immigration (Amendment) Ordinance 2012 (the Ordinance) came into operation on December 3, 2012, putting in place statutory procedures for handling torture claims. The Ordinance provides a statutory process for making and determining claims, including how a torture claim is made, the time limit for a claimant to return the torture claim form, the requirements for the Department to arrange screening interviews and issue written notices of decision, how a claimant who is aggrieved by the decision may lodge an appeal to be handled by a statutory Torture Claims Appeal Board, etc.



管理及支援部

Management and Support Branch

強化團隊 追求卓越

Strengthen the corps
Strive for excellence

管理及支援部負責部門的人力資源管理和發展。該部由兩個科別組成，分別是部隊管理科和入境事務學院。部隊管理科負責入境事務隊成員的福利、行為及紀律事宜，執行部門的公共關係工作和管理審核，以及就市民的投訴進行檢討；入境事務學院則負責處理入境事務隊成員的招聘、培訓、專業發展及人手調配事宜。

The Management and Support Branch is responsible for the human resources management and development of the Immigration Service. It comprises two divisions, namely the Service Management Division and the Immigration Service Institute of Training and Development. The Service Management Division deals with matters relating to welfare, conduct and discipline of service staff, public relations, management audit and review of complaints from the public. The Immigration Service Institute of Training and Development is responsible for the recruitment, training, career development and deployment of service staff.



管理及支援部

Management and Support Branch



建立卓越和高效率團隊

本處深信員工是部門最寶貴的資產。要成為一支專業和高效率的團隊，關鍵在每名員工都能發揮所長及致力提供卓越的優質服務。管理及支援部轄下的入境事務學院透過監督招聘活動、崗位調配、工作表現管理及培訓計劃，致力為入境事務隊成員策劃切合所需的專業發展。本處在二零一二年共聘任180名入境事務主任及227名入境事務助理員，獲聘的人員在接受入職訓練後，已投入工作行列。本處將繼續進行招聘，透過招攬新血以確保部門的持續發展。管理及支援部將繼續全力支持部門的策略性和有效的人力資源管理。

專業培訓 服務為民

人力資源的培育對部門的長遠及健康發展非常重要。能夠激勵員工悉力以赴，部門的服務便會不斷進步。本處將會持續投放資源，透過適切的培訓和發展計劃，如前線人員團隊建立訓練課程、中期事業發展訓練計劃、傳媒工作坊和不同形式

的內地／海外交流計劃等，以提升不同職級同事的工作知識、技能及國際視野。上述課程更針對性地加強壓力管理和團隊合作的內容，在提升整體工作效率之餘，亦有助員工取得適當的工作與生活平衡。

關顧管理 以人為本

本處非常重視推行關顧管理，透過關懷員工的需要及專業發展，加強溝通，培養和諧互信的部門文化，建立一支士氣高昂、上下一心的專業團隊。本處的聆心服務中心自二零零八年成立至今，為有需要的員工提供專業輔導服務。中心內的臨床心理學家不時透過舉辦促進心理健康的課程，藉以幫助同事在工作和日常生活中取得平衡，並籌劃一系列壓力管理講座，協助同事應付日常工作帶來的壓力。本處致力成為一個展現關懷的機構，部門義工隊於二零一二年獲義工總領袖及社會福利署署長頒發義務工作嘉許金獎狀，而本處更連續第六年獲香港社會服務聯會頒發「同心展關懷」標誌，肯定了部門對社會的承擔。

二零一二年公務員事務局局長嘉許狀計劃

公務員事務局局長嘉許狀計劃由公務員事務局統籌，旨在表揚有持續優秀工作表現的公務員。二零一二年，本處共有六位同事獲得殊榮。自計劃於二零零四年推出以來，本處已連續第九年有同事獲得嘉許。

二零一二年申訴專員嘉許獎

二零一二年，本處有兩位同事獲頒「二零一二年申訴專員嘉許獎(公職人員獎)」。自一九九九年增設此獎項以來，已是連續第十四年有本處同事獲得這項嘉許。此獎項印證了本處一向抱著專業和積極的態度處理投訴及致力為公眾提供優質服務所作出的努力。

① 入境處結業會操中的戰術小隊。
Tactical Squad in the passing-out parade of the Department.

② 入境事務處處長陳國基先生、副處長鍾林慧女士及各助理處長出席二零一二年工作回顧簡報會。
The Director of Immigration Mr Eric K K Chan, Deputy Director of Immigration Mrs W Chung and all Assistant Directors attending Immigration Department Year-end briefing 2012.

③ 本處在香港會議展覽中心舉行的「教育及職業博覽 2012」中宣傳招聘活動。
The Department promoted recruitment activities in the 'Education & Careers Expo 2012' which was held at the Hong Kong Convention and Exhibition Centre.

④ 入境事務處使用服務人士委員會每半年舉行會議以監察和覆檢本處在履行服務承諾方面的表現。
Members of the Immigration Department Users' Committee meet half-yearly to monitor and review the fulfillment of performance pledges.

⑤ 入境事務學院致力提供不同的訓練課程，培育學員所需的技能。
Immigration Service Institute of Training and Development provides various training to our staff and equips them with necessary skills.

⑥ 入境事務隊成員正接受防暴訓練。
Immigration Service staff undergoing anti-riot training.



Building a Highly Competent and Efficient Workforce

We strongly believe that staff is our most valuable asset and a professional and competence-based workforce hinges on the excellent performance and service contributed by each staff member. The Immigration Service Institute of Training and Development of the Management and Support Branch strives to formulate strategic plans on the career development of the Immigration Service Grade staff through overseeing recruitment activities, making strategic staff posting, managing staff performance, and identifying training needs for all the service staff. In 2012, a total of 180 Immigration Officers and 227 Immigration Assistants were appointed. They had already joined the workforce after induction training. The Department will continue to recruit new blood for sustainable development. The Management and Support Branch will continue to provide full support to the Department's strategic and effective human resources management.

Nurturing Professionalism for Service Excellence

Human resources development is essential to the Department's healthy and sustainable growth. By motivating staff to render the best performance, the Department is able to achieve continuous improvement. The Department will continue to invest in staff training and development, arrange appropriate programmes for staff at all levels, such as the Team Building

Programme for Frontline Staff, Mid-Career Development Programme, Media Training Workshop and various Mainland / overseas exchange programmes to enhance their professional knowledge, skills and global perspectives. The programmes also highlight the areas of stress management and team-building so as to facilitate the participants to develop a healthy work-life balance.

Promoting People-based Caring Management

The Department places much importance on promoting caring management. We aim to cultivate a culture of trust and harmony as well as build a professional and united force through caring management, staff development and reinforcement of communication. Set up in the Department since 2008, the Immigration Wellness Service Centre serves to render comprehensive support for the psychological health of our staff and provide professional counselling services to staff in need. The Clinical Psychologist of the Centre has arranged various health promotion programmes to promote among staff a healthy and balanced lifestyle, and organised a series of stress management talks for frontline service staff to help them manage pressure arising from work and life positively. We are committed to being a caring organisation. In recognition of its contributions in practising social responsibility, the Volunteer Work Team of the Department had received the Gold Award for Volunteer Service from the Volunteer-in-Chief and the Director of Social Welfare in 2012 and the Department had also been awarded the Caring Organisation Logo by the Hong Kong Council of Social Service for the sixth consecutive year.

The Secretary for the Civil Service (SCS)'s Commendation Award Scheme 2012

Administered by the Civil Service Bureau, the SCS's Commendation Award Scheme aims at commending civil servants for their consistently meritorious performance. In 2012, six members of the Department were commended under the Scheme. Since the introduction of the Scheme in 2004, it had been the ninth consecutive year that our staff members were commended.

The Ombudsman's Awards 2012

In 2012, two members of our Department were awarded The Ombudsman's Awards 2012 for Officers of Public Organisations. It had been the 14th consecutive year that our officers were granted the Awards since the introduction of this category in 1999. These awards were given in recognition of the Department's long-lasting tradition of holding a professional and proactive attitude towards handling complaints as well as our staff's concerted efforts in providing quality services to the public.



有效管制 快捷有禮

Effective control

Speedy and courteous service

管制部轄下設有四個科，分別為機場管制科、邊境管制(鐵路)科、邊境管制(車輛)科和港口管制科。這四個科別共同分擔出入境管制的職責，包括拒絕讓不受歡迎人物入境和防止通緝犯離境，以及為遊客和商務訪客提供方便的出入境服務。機場管制科位於香港國際機場。邊境管制(鐵路)科轄下設有三個邊境管制站，分別位於羅湖、紅磡和落馬洲支線。邊境管制(車輛)科轄下設有四個邊境管制站，分別位於落馬洲、文錦渡、沙頭角和深圳灣。港口管制科之下則設有港口管制組、港澳客輪碼頭管制組、中國客運碼頭管制組、屯門客運碼頭管制組及郵輪管制組。

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 undesirables and preventing wanted criminals from departure, and facilitating the mobility of tourists and business visitors. The Airport Division is located at the Hong Kong International Airport. The Border (Rail) Division comprises three control points located at Lo Wu, Hung Hom and Lo Ma Chau Spur Line. The Border (Vehicles) Division comprises four control points located at Lok Ma Chau, Man Kam To, Sha Tau Kok and Shenzhen Bay. 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 Liner Clearance Section.



管制部

Control Branch



擴展經常訪港旅客 e- 道

由二零一二年四月三十日起，符合以下三個條件的旅客亦可登記使用經常訪港旅客 e- 道：(一) 持有無須入境簽證／進入許可來港的有效旅行證件；(二) 在登記前 12 個月內經香港國際機場訪港三次或以上；及(三) 在香港並無不良紀錄。

推行跨境學童簡易過關程序及擴展學童免下車過關檢查服務

為進一步便利跨境學童往返內地及香港，本處由二零一二至一三學年起在落馬洲支線、深圳灣、落馬洲、文錦渡及沙頭角管制站推行「跨境學童簡易過關程序」，利用資訊科技優化學童過關時所需辦理的出入境手續。而學童「免下車過關檢查」服務亦已由文錦渡和沙頭角進一步擴展至落馬洲管制站，為更多跨境學童提供更便捷及安全的通關服務。

訪港旅客出入境免蓋章安排

本處將於二零一三年三月十九日起，在各管制站推出訪港旅客出入境免蓋章安排，以提供更便捷的出入境服務及簡化訪港旅客的過關程序。

發展啓德郵輪碼頭設施

啓德郵輪碼頭大樓預計於二零一三年竣工，目標是與首個泊位在二零一三年年中同步啓用。根據碼頭大樓的設計，出入境大堂每半小時可為多達 1 500 名旅客提供出入境服務。

將會興建的新管制站

三個新的陸路跨境管制站預計會在未來數年投入運作。位於西九龍的廣深港高速鐵路管制站約於二零一五年啓用，為來往香港與珠江三角洲的鐵路乘客提供服務。港珠澳大橋管制站則約於二零一六年投入服務，為往來香港、珠海及澳門三地的旅客和車輛提供出入境服務。此外，蓮塘／香園圍管制站亦預計於二零一八年落成，為在東面進出的旅客與車輛而設。新管制站將有助紓緩現時的跨境交通壓力及改善邊境管制站的整體處理能力，以維持高質素的跨境服務。

- ① 本處不斷擴展e-道服務，為旅客提供更多出入境便利。
The Department keeps extending the e-Channel service to provide efficient immigration clearance to visitors.
- ② 學童「免下車過關檢查」服務增進學童通關的便利和安全。
On-board clearance service for cross-boundary students enhances the overall clearance convenience and safety.

- ③ 已登記的經常訪港內地旅客可於二零一二年一月三日起使用e-道過關。
Enrolled Mainland frequent visitors can use e-Channels for immigration clearance with effect from January 3, 2012.
- ④ 本處一直致力提供優質的出入境檢查服務。
The Department is always committed to providing high quality immigration clearance service.

- ⑤ 「流動容貌辨認系統」讓本處人員在本港水域即時核實可疑旅客及船員的身份。
The Mobile Face Recognition System facilitates instant verification of doubtful passengers and crew members in Hong Kong waters.
- ⑥ 落馬洲管制站客運大樓正進行加設e-道的改善工程。
The Lok Ma Chau Control Point Passenger Clearance Building is undergoing improvement works to increase the number of e-Channels.



Extension of Frequent Visitors e-Channel

As from April 30, 2012, the enrolment criteria for frequent visitors using the e-Channel service was extended to include visitors (a) holding a valid travel document which does not require an entry visa / permit for entering Hong Kong; (b) having made visits to Hong Kong by air via the Hong Kong International Airport for not less than 3 times in the past 12 months immediately before enrolment; and (c) having no adverse record in Hong Kong.

Implementation of Simplified Clearance Procedure and Extension of On-board Clearance Service for Cross-boundary Students

To further assist cross-boundary students (CBS) to travel between the Mainland and Hong Kong, the Department had implemented the simplified clearance procedure for CBS in the 2012-13 school year at Lok Ma Chau Spur Line, Shenzhen Bay, Lok Ma Chau, Man Kam To and Sha Tau Kok Control Points. The procedure made use of information technology to enhance the immigration clearance process for CBS. In addition, the on-board clearance service had also been extended from Man Kam To and Sha Tau Kok to Lok Ma Chau Control Point to provide CBS with speedy and safe clearance.

Non-stamping Immigration Clearance Arrangement for Visitors

Starting from March 19, 2013, a non-stamping immigration clearance arrangement for visitors will be introduced to provide more efficient services and simplify the immigration clearance procedure for visitors.

Development of the Kai Tak Cruise Terminal Facilities

Construction works of the Kai Tak Cruise Terminal is expected to be completed in 2013, with the target to synchronise with the opening of the first berth around mid-2013. The Immigration Clearance Hall inside the terminal building is designed to handle a maximum of 1 500 passengers in 30 minutes.

New Control Points to be Built

Three new boundary control points (BCPs) will be built for operation in the coming years. The new BCP of the Guangzhou-Shenzhen-Hong Kong Express Rail Link at West Kowloon will operate in around 2015 facilitating rail passengers travelling to and from the Pearl River Delta region. The new BCP at Hong Kong-Zhuhai-Macao Bridge will commence operation in 2016 to provide cross-boundary clearance services to passengers and vehicles travelling to and from Hong Kong, Zhuhai and Macao by land transportation. Another BCP at Liantang / Heung Yuen Wai is targeted for commissioning in 2018, serving both passengers and vehicles in the east. The new control points will help ease the current traffic pressure and improve the overall handling capacity of the cross-boundary control points to maintain high quality service.



執法及酷刑聲請審理部

Enforcement and Torture Claim Assessment Branch

維護法紀 公正嚴明

Uphold the law Act with impartiality

執法及酷刑聲請審理部轄下設有執法科和酷刑聲請審理科。執法科負責制定及執行有關調查、遞解及遣送離境方面的政策。酷刑聲請審理科負責審理酷刑聲請，檢控違反入境法例人士，處理遣送、遞解離境及酷刑聲請有關的訴訟個案，以及管理用作羈留年齡 18 歲或以上人士的青山灣入境事務中心。

The Enforcement and Torture Claim Assessment Branch comprises the Enforcement Division and the Torture Claim Assessment Division. The Enforcement Division is responsible for formulating and implementing policies in respect of investigation, deportation and removal. The Torture Claim Assessment Division is responsible for handling torture claims, matters relating to prosecution of immigration offenders and litigation cases relating to removal, deportation and torture claim matters. It is also responsible for the management of the Castle Peak Bay Immigration Centre for the detention of persons of 18 years old or above.



執法及酷刑聲請審理部

Enforcement and Torture Claim Assessment Branch



國際合作打擊跨國非法移民活動

跨國非法移民活動是全球關注的問題，只有透過國際間共同合作才能有效處理。本處在二零一二年參與多個國際及地區性會議及研討會，包括在馬來西亞舉行的「非法人口遷移第四次峇里進程技術專家小組會議」。另外，本處亦派遣人員參與在哥倫比亞舉行的「第二次防止拉丁美洲販運人口罪行的移民會議」、在印尼舉行的「峇里進程 — 偷渡、販賣人口及相關跨國犯罪問題十周年高級官員會議」，以及在澳門舉行的「第七屆海峽兩岸暨香港、澳門警學研討會 — 跨境有組織犯罪的治理對策」。

打擊偽造證件和偷運人口活動

本處與本地其他執法機關及內地和外國的相關部門一直緊密合作，打擊偽造證件和偷運人口活動。二零一二年九月及十月，本處聯同德國聯邦警察及荷蘭皇家憲兵在香港國際機場、法蘭克福機場及阿姆斯特丹史基浦機場展開代號為「快拍」的三方聯合行動。行動旨在打擊非法移民活動及建立可持續的三方聯絡以處理行動及情報事宜。同年十二月，本處再次在香港國際機場進行了代號為「天網」的大型行

動，多國駐港總領事館的代表人員亦有參與，擔當顧問或觀察人員的角色。

年內，為打擊安排內地女子來港從事性工作的有組織活動，本處聯同香港警方進行了一項代號為「迅捷」的聯合行動。行動中，30名內地女子及3名泰籍女子因涉嫌違反逗留條件而被捕。

遏止僱用非法勞工或非法受僱的執法行動

年內，本處繼續致力打擊僱用非法勞工或非法受僱的活動。直至二零一二年年底，本處進行了13 701次反非法勞工行動，包括代號為「曙光」、「冠軍」及「驚愕」等行動，共有5 849名非法勞工（包括3 619名涉及性工作的人士）和876名僱主被拘捕。

為進一步打擊有關水貨活動的違法行為，自二零一二年九月起，本處進行了一連串代號為「風沙」的反非法勞工行動。截至二零一二年年底，本處一共採取了21次行動，並拘捕了471名涉嫌從事水貨活動而違反逗留條件的內地訪客及8名涉嫌聘用非法勞工的本地僱主。當中，76名內地訪客已被定罪及判入獄四星期至兩個月不等。

打擊內地孕婦透過違法行為來港產子

本處積極打擊內地孕婦透過違法行為來港產子。在二零一二年，本處檢控359名逾期逗留在港產子的內地孕婦及3名透過非法行為來港產子的內地孕婦，她們全部被定罪，刑期高達8個月。

揭發涉及假結婚的案件

本處十分關注非本港居民藉與香港居民假結婚來港居留的問題。在二零一二年，共有240人因涉及假結婚案件而被檢控。

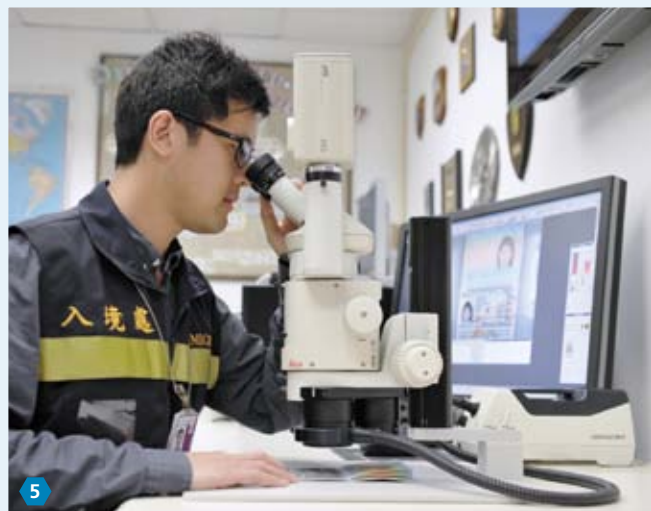
審核酷刑聲請的法定程序

立法會於二零一二年七月通過《2012年入境（修訂）條例》（《修訂條例》），就酷刑聲請的行政審核機制訂立法例，並於二零一二年十二月三日起生效。《修訂條例》訂明提出和審核聲請的法定程序，包括如何提出酷刑聲請、聲請人提交酷刑聲請表格的時限、入境處須安排審核會面及發出書面決定、如聲請人不服決定可提出上訴並由法定的酷刑聲請上訴委員會處理等。

- ① 派駐青山灣入境事務中心的管理人員須定期參加戰術訓練複修課程。
Immigration Service staff responsible for the operation of the Castle Peak Bay Immigration Centre are required to undergo refresher training periodically.
- ② 入境處特遣隊聯同香港警方進行反非法勞工行動。
Immigration Task Force and the Hong Kong Police Force conducting joint anti-illegal worker operations.

- ③ 本處調查員於香港國際機場進行巡查及識別可疑旅客。
Immigration investigators mounting surveillance at the Hong Kong International Airport to identify suspicious passengers.
- ④ 本處與內地及外國執法機關保持緊密聯繫及進行情報交流，以打擊跨境非法移民活動。
In combating transnational illegal migration activities, the Department maintains close liaison and actively involves in the exchange of immigration intelligence with Mainland and overseas law enforcement agencies.

- ⑤ 本處人員使用先進精密的設備辨別證件真偽。
Our staff use sophisticated equipment in the detection of forged documents.
- ⑥ 本處人員在行動現場即時向傳媒闡述工作成果。
Press conference held at scene after an enforcement operation.



International Co-operation in the Fight against Transnational Illegal Migration

The problem of transnational illegal migration is a global concern that can only be dealt with effectively through concerted international co-operation. In 2012, the Department participated in numbers of international and regional conferences and seminars, including the '4th Meeting of the Technical Experts Group on Irregular Movements' held in Malaysia. The Department also attended the '2nd Latin American Congress of Migration on Crime Prevention of the Trafficking in Persons in Latin America' held in Colombia, the '10th Anniversary Commemorative Conference of the Bali Process on People Smuggling, Trafficking in Persons and Related Transnational Crime for Senior Officials' held in Indonesia, and the '7th Symposium on Police Studies of the Strait cum Hong Kong and Macao on Strategies on the Control of Cross Border Organised Crime' held in Macao.

Combating Forgery and Human Smuggling

The Department has all along maintained close liaison and co-operation with other local law-enforcement agencies as well as our Mainland and foreign counterparts in combating forgery and human smuggling activities. In September and October 2012, a joint tripartite operation codenamed 'Snapshots' was conducted by the Department, the Federal Police of Germany and the Royal Marechaussee of the Netherlands at the Hong Kong International Airport, Frankfurt Airport and Amsterdam Schiphol Airport respectively. The operation aimed at combating illegal migration activities and establishing sustainable tripartite contacts for operation and intelligence matters. In December 2012,

the Department continued to conduct a special joint operation codenamed 'Sky League' at the Hong Kong International Airport with the participation of various local consulate representatives as advisers or observers.

During the year, the Department joined hands with the Hong Kong Police Force to conduct a joint operation codenamed 'Speed Well' to combat syndicated activities in arranging Mainland women to Hong Kong for sex work. During the operation, 30 Mainland women and 3 Thai females were arrested for suspected breaching their conditions of stay.

Enforcement Actions against Illegal Employment

Throughout the year, the Department continued to take vigorous enforcement actions against illegal employment. As at the end of 2012, the Department conducted 13 701 operations against illegal employment including operations codenamed 'Twilight', 'Champion' and 'Flabbergast'. A total of 5 849 illegal workers (including 3 619 sex workers) and 876 employers were arrested.

To combat offences relating to parallel trade activities, the Department has stepped up enforcement actions by mounting a series of anti-illegal worker operations codenamed 'Windsand' since September 2012. As at the end of 2012, a total of 21 operations were conducted with the apprehension of 471 Mainland visitors for breaching their conditions of stay by being involved in suspected parallel goods trading, and 8 local employers on suspicion of employing illegal workers. Among them, 76 Mainland visitors were convicted and sentenced to imprisonment ranging from 4 weeks to 2 months.

Combating Mainland Pregnant Women Coming to Hong Kong for Confinement by Illegal Means

The Department is committed to combating Mainland pregnant women giving birth in Hong Kong through illicit means. In 2012, the Department prosecuted 359 Mainland women who had overstayed to give birth in Hong Kong and 3 Mainland pregnant women who gave birth in Hong Kong through illicit means. They were all convicted and sentenced up to 8 months' imprisonment.

Bogus Marriages Uncovered

The Department has grave concern about non-Hong Kong residents obtaining stay in Hong Kong by entering into bogus marriages with Hong Kong residents. In 2012, a total of 240 people were prosecuted for bogus marriage-related offences.

Statutory Scheme for the Processing of Torture Claims

The Immigration (Amendment) Ordinance 2012 (the Ordinance), which underpins the enhanced administrative mechanism for torture claims, was passed by the Legislative Council in July 2012 and came into operation on December 3, 2012, putting in place statutory procedures for handling torture claims. The Ordinance provides a statutory process for making and determining claims, including how a torture claim is made, the time limit for a claimant to return the torture claim form, the requirements for the Department to arrange screening interviews and issue written notices of decision, how a claimant who is aggrieved by the decision may lodge an appeal to be handled by a statutory Torture Claims Appeal Board, etc.



資訊系統部

Information Systems Branch

銳意創新 提升效率

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資訊系統部負責處理本處資訊系統及相關事宜，其下設有四個科別。資訊系統（發展）科負責制定及推行處內的資訊系統策略和開發新的資訊系統，以應付未來工作需求。資訊系統（運作）科負責管理目前運作的資訊系統，確保系統保安及更新各系統和有關程序。紀錄及數據管理科負責管理一切有關部門紀錄、保障個人資料和公開資料守則的事宜。科技服務科則為處內電腦系統的應用及發展提供技術支援。

The Information Systems Branch is tasked to take charge of 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 the 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 management of departmental records, personal data protection and Code on Access to Information. The Technology Services Division provides technical support for the maintenance and development of information systems in the Department.



資訊系統部

Information Systems Branch



1



2



3

旅客自助出入境檢查系統 (e-道)

自二零一一年十二月五日開始，合資格的經常訪港內地旅客可登記使用e-道服務。已成功登記的經常訪港內地旅客可由二零一二年一月三日開始在羅湖及落馬洲支線管制站使用自助e-道過關，而有關服務在二零一二年首季分階段擴展至深圳灣、中國客運碼頭、港澳客輪碼頭及機場管制站。同時，其他已登記的經常訪港旅客包括外籍人士、台灣居民和澳門永久性居民身份證持有人，亦可在上述管制站使用e-道服務。

便攜式出入境檢查裝置

自二零一二年八月底開始，本處推出「跨境學童簡易過關程序」，透過使用便攜式出入境檢查裝置，本處職員可靈活地在校巴上或出入境大堂內，為已登記的跨境學童提供更有效及快捷的出入境檢查服務。

訪港旅客出入境免蓋章安排

為配合由二零一三年三月十九日起對所有訪港旅客推行免蓋章安排，本處正提升相關的資訊系統。屆時，所有獲准入境的訪客，將會獲發一張電腦印製的入境標籤，註明其逗留條件及期限，以代替在其旅行證件內作人手蓋章。出境時，有關訪客不會獲發任何標籤，而其旅行證件亦無須蓋章。

推行第三代資訊系統策略

在推行第三代資訊系統策略上，本處已於二零一一年十二月獲立法會財務委員會通過撥款，發展首個關於「新資訊科技基建設施」的資訊系統項目。相關的採購工作已於二零一二年一月開始，預計有關系統將於二零一三年年底分階段推出。第二個關於「新出入境管制系統」的資訊系統項目亦已於二零一三年二月八日獲立法會財務委員會通過撥款，用作更新目前有關的系統，以應付持續增長的旅客量及配合各管制站長遠的業務發展，預計有關系統將於二零一五年年底分階段推出。其他資訊系統項目將按有關時間表進行可行性研究。

- ① 高科技讓本處人員實時監察旅客流量以靈活調配人手。
Advanced technologies allow immigration officers to have real-time monitoring of the passenger traffic for flexible deployment of staff.
- ② 新推出的「跨境學童簡易過關程序」進一步便利學童過關。
The Department implemented simplified clearance procedure for cross-boundary students to further enhance the convenience of clearance services.

- ③ 車輛 e-道同時採用指紋識別技術及容貌辨認系統，使出入境過程更快捷暢順。
The vehicular e-Channels are installed with both fingerprint verification technology and face recognition system to ensure smooth and fast clearance.
- ④ 企業系統管理中心的電腦紀錄儲存設備。
Computer record storage device at the Enterprise System Management Centre.

- ⑤ e-道服務已擴展至已登記的經常訪港內地旅客。
The e-Channel service has been extended to enrolled Mainland frequent visitors.
- ⑥ 旅客出入境免蓋章安排令口岸人流更為暢順。
The non-stamping immigration clearance arrangement for visitors facilitates smooth passenger flow at control points.



Automated Passenger Clearance System (e-Channel)

Starting from December 5, 2011, eligible Mainland frequent visitors may enrol for e-Channel service. Enrolled Mainland frequent visitors may use self-service e-Channels at Lo Wu and Lok Ma Chau Spur Line Control Points with effect from January 3, 2012. The service was extended to Shenzhen Bay, China Ferry Terminal, Macau Ferry Terminal and Airport Control Points by stages in the first quarter of 2012. Meanwhile, other enrolled frequent visitors including foreigners, Taiwan residents and Macao permanent identity card holders may also enjoy the e-Channel service at these control points.

Portable Clearance Device

Starting from late August 2012, simplified clearance procedure for cross-boundary students had been implemented. With the use of Portable Clearance Device, a more flexible, effective and expeditious immigration clearance service could be provided to the enrolled cross-boundary students on school bus or in immigration clearance hall.

Non-stamping Immigration Clearance Arrangement for Visitors

To tie in with the non-stamping initiative for all arriving and departing visitors, which will be implemented on March 19, 2013, the Department is enhancing the related information systems. By then, arriving visitors will be issued with a computer-printed landing slip bearing the conditions and limit of stay in lieu of manual stamping on their travel documents. Upon departure, no slip will be issued and the travel documents will not be stamped.

Implementation of the Third Information Systems Strategy

To take forward the third Information Systems Strategy Review (ISS) recommendations, the Department secured funding approval from the Finance Committee of the Legislative Council in December 2011 for the first project of the New Information Technology Infrastructure. Procurement had started in January 2012 and it was planned to implement the project by phases in late 2013. Funding approval for the second project of the New Immigration Control System was secured from the Finance Committee of the Legislative Council on February 8, 2013 for upgrading the current system to cope with continuous passenger growth and to tie in with the future needs and developments of all control points. Phased implementation was scheduled to begin in late 2015. For other ISS projects, relevant feasibility studies will be conducted as scheduled.



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個人證件部轄下設有證件科和人事登記科。證件科負責處理香港特區護照和其他香港特區旅行證件的申請、有關《中國國籍法》在本港實施的事宜，以及出生、死亡和婚姻登記事宜。人事登記科則負責處理根據《基本法》提出擁有居留權的聲請，為香港居民簽發身份證，管理人事登記紀錄，與外國政府商定香港特區居民的免簽證入境安排，以及為在香港境外身陷困境的香港居民提供協助。

The Personal Documentation Branch comprises the Documents Division and the Registration of Persons Division. The Documents Division deals with applications for HKSAR passports and other HKSAR travel documents, handles matters relating to the implementation of the Chinese Nationality Law 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 identity cards to Hong Kong residents, maintains registration of persons records, negotiates visa-free travel arrangements for HKSAR residents, and provides assistance to Hong Kong residents in distress outside Hong Kong.

個人證件部 Personal Documentation Branch



個人證件部

Personal Documentation Branch



外遊提示登記服務

「外遊提示登記服務」推出以來，本處聯同保安局及政府資訊科技總監辦公室對系統進行了多項優化及改善工程。由二零一二年二月中開始，用戶可選擇輸入其外地流動電話號碼並透過該電話接收流動電話短訊。這項優化功能主要是為在外地升學及長時間在外地公幹的市民提供更方便而花費較少的服務，免使他們在外地時須長時間啟動香港流動電話的漫遊功能。此外，自二零一二年七月二十三日起，當用戶輸入或修改行程時，系統會提示他們前赴有關國家的最新外遊警示。

爭取香港特區護照持有人免簽證入境待遇的游說工作

為方便旅客來港旅遊及加強香港與有關國家在貿易、商業及旅遊方面的聯繫，香港特區政府與

黑山共和國及哈薩克斯坦共和國兩國政府於二零一二年達成免簽證協定。由二零一二年四月二十日起，香港特區護照持有人可免簽證前往黑山共和國旅遊，最長可逗留90天。由二零一二年七月二十六日起，香港特區護照持有人可免簽證前往哈薩克斯坦共和國旅遊，最長可逗留14天。截至二零一二年十二月三十一日，同意給予香港特區護照持有人免簽證或落地簽證待遇的國家／地區已達147個。

增設駐成都經濟貿易辦事處入境事務組

香港特別行政區政府駐成都經濟貿易辦事處（駐成都辦）於二零零六年九月成立，目的為促進香港特區與四川、雲南、貴州、湖南、陝西五省及重慶直轄市的經濟貿易聯繫和合作，以及其他方

面的交流。行政長官於二零一三年《施政報告》中公布計劃在駐成都辦增設入境事務組。該入境事務組的設立將有助提升為駐成都辦周邊地區的香港居民所提供的支援服務，以及向公眾提供與入境事務有關的資料及處理相關的查詢。本處會積極配合相關政策局進行籌備工作。

網上遞交出生登記所需資料

由二零一二年二月二十四日起，本處為已預約辦理出生登記手續的父母，提供網上遞交出生登記所需資料的服務。這項電子服務能有效地提升辦理出生登記的效率。

- ① 本港共有四間出生登記處，為市民提供出生登記服務。
There are four birth registries in Hong Kong providing birth registration services.
- ② 智能身份證採用先進的科技印製，安全穩妥，難以偽造。
The smart identity card employs state-of-the-art technologies to make it more secure and fraud-resistant.

- ③ 協助在外香港居民小組的24小時熱線「1868」。
The '1868' 24-hour hotline of the Assistance to Hong Kong Residents Unit.
- ④ 婚姻監禮人計劃打破過往舉行婚禮在時間及地點方面受到的限制。
The Civil Celebrants of Marriages Scheme lifts the restrictions on the time and place of marriage solemnisation.

- ⑤ 本處在總部及分區辦事處設置自助取籌機，以便申請人在領取旅行證件時自行拿取籌號。
Self-service tag kiosks are available at the Immigration Headquarters and Immigration Branch Offices to facilitate applicants in the collection of travel documents.
- ⑥ 香港特區護照持有人可在逾140個國家／地區享有免簽證入境待遇。
Holders of HKSAR passports can enjoy visa-free access to over 140 countries / territories.



Registration of Outbound Travel Information (ROTI)

Since the rollout of the ROTI, the Department has been working with the Security Bureau and the Office of the Government Chief Information Officer to enhance the ROTI service. With effect from mid-February 2012, the registrants may choose to enter their overseas mobile phone number and receive SMS via their registered overseas mobile phone. This enhanced function provides a convenient and cost-effective service to those Hong Kong residents who are studying or working overseas without using the roaming services of their Hong Kong mobile phones. Moreover, starting from July 23, 2012, upon creation and change of itinerary, the registrants would be informed of the Outbound Travel Alerts in force in the countries they are going.

Visa-free Lobbying for HKSAR Passport Holders

To provide greater travel convenience and to promote trade, business and tourism links between Hong Kong and

the countries concerned, agreements on mutual abolition of visa requirements were reached between the HKSAR Government and the respective governments of the Republic of Montenegro and the Republic of Kazakhstan in 2012. With effect from April 20, 2012, HKSAR passport holders can visit the Republic of Montenegro for a stay of up to 90 days without a visa. With effect from July 26, 2012, HKSAR passport holders can visit the Republic of Kazakhstan visa-free for a stay of up to 14 days. As at December 31, 2012, 147 countries / territories have granted visa-free access or visa-on-arrival to holders of HKSAR passports.

Setting up of Immigration Division in Hong Kong Economic and Trade Office in Chengdu

The Hong Kong Economic and Trade Office in Chengdu (CDETO) of the Government of the HKSAR was set up in September 2006 to promote economic and trade ties and co-operation, as well as exchanges on other fronts, between the HKSAR and five Mainland provinces, namely Sichuan, Yunnan, Guizhou, Hunan and Shaanxi, and the Municipality

of Chongqing. The Chief Executive announced in the 2013 Policy Address a plan to set up an Immigration Division in the CDETO. The new division will enhance support services to Hong Kong residents in the surrounding regions, provide immigration-related information to the public and handle related enquiries. The Department will actively work with the relevant bureaus in making the necessary preparations and arrangements.

Online Submission of Information Required for Registration of Birth

Since February 24, 2012, the Department has accepted online submission of information required for registration of birth by parents who have already made an appointment for registration of birth. This online submission of information helps enhance the efficiency of birth registration.



簽證及政策部

Visa and Policies Branch

歡迎訪客 匯聚人才

Welcome visitors
Attract talents

簽證及政策部由簽證管制(政策)科和簽證管制(執行)科組成。兩科的主要工作範圍包括制定及覆檢有關簽證事宜的政策和審批程序，並處理各項申請，例如來港旅遊、就業、投資、受訓、居留或就讀的入境申請，訪客和臨時居民的延期逗留申請，聲稱憑藉父親或母親的血統而擁有香港居留權的中國籍人士所提出的香港特區居留權證明書申請，以及處理有關居留權證明書及簽證管制事宜的上訴、呈請和司法覆核個案。

The Visa and Policies Branch comprises the Visa Control (Policies) Division and the Visa Control (Operations) Division. The major areas of work of the two divisions include formulating and reviewing policy and assessment procedures on visa matters, and processing various immigration applications, such as applications for entry into Hong Kong for visit, employment, investment, training, residence or study; applications for extension of stay from visitors and temporary residents; applications for Certificate of Entitlement to the Right of Abode in the HKSAR from persons of Chinese nationality who claim to have the right of abode in Hong Kong by descent from their either parent; and to handle appeals / petitions / judicial reviews relating to Certificate of Entitlement and visa control matters.



簽證及政策部

Visa and Policies Branch



優秀人才入境計劃

擴充人力資源對香港的可持續發展及在全球市場上的競爭力非常重要。優秀人才入境計劃於二零零六年六月二十八日實施，旨在吸引世界各地(包括內地)的卓越人才來港定居。這項計劃所訂的每年配額為1 000人。申請人會按一套根據年齡、語言技能、學術成就、專業資歷及工作經驗等客觀準則釐定的計分制來接受評核，並透過定期進行的甄選程序獲得分配名額。獲批准的申請人無須在來港定居前先獲得本地僱主聘用。截至二零一二年十二月三十一日，共有2 392名申請人獲分配名額。

持續吸引資本和人才來港

資本投資者入境計劃於二零零三年十月開始實施，目的是讓那些把資金帶來香港投資但不會在港參與經營業務的人士來港居留。截至二零一二年十二月三十一日，共有16 915名申請人獲正式

批准來港居留及1 724名獲原則上批准，總計為香港帶來多達1,298億元的投資。輸入內地人才計劃於二零零三年七月實施，計劃至今已吸引內地多個界別的人才和專業人士來港工作。截至二零一二年十二月三十一日，共有57 126名申請人經此計劃來港。

非本地畢業生留港／回港就業安排

本處於二零零八年五月推出「非本地畢業生留港／回港就業安排」，以進一步吸引非本地畢業生留港及回港工作。非本地畢業生是指來自香港以外，並在香港修讀經本地評審全日制課程而獲得學位或更高資歷的人士。成功申請人士如能符合一般入境規定，可獲准留港12個月而不受其他逗留條件限制。他們在獲准逗留期間可自由從事及轉換工作，無須事先取得本處的批准。截至二零一二年十二月三十一日，共22 115名非本地畢業生獲批准根據此安排在港工作。

方便訪客來港的新措施

本處不時檢討簽證管制的制度及審批程序，並在有需要時實施新措施，務求使遊客和商務訪客來港更感方便。為進一步便利台灣居民訪港，由二零一二年九月一日起，合資格的台灣居民可自行透過香港政府一站通網頁的「台灣居民預辦入境登記」電子服務平台(www.gov.hk/par)，免費預辦入境登記。電腦系統會處理有關登記，並即時顯示結果。預辦入境登記的有效期為兩個月，其間登記人可獲准以訪客身份進入香港兩次，每次逗留最多30天。截至二零一二年十二月三十一日，已有129 699人次成功登記。此外，黑山共和國及哈薩克斯坦共和國的國民，分別由二零一二年四月二十日及二零一二年七月二十六日起，可享受免簽證入境香港並逗留14天的待遇。

- ① 本處歡迎具有認可資歷的優秀人才和專業人士來港工作。
The Department welcomes qualified talents and professionals to work in Hong Kong.
- ② 「個案簡易處理系統」讓本處人員更有效率地處理簽證及許可證等申請。
The Application and Investigation Easy System allows immigration staff to process applications for visas and permits, etc. more efficiently.

- ③ 本處提供方便快捷的簽證服務。
The Department provides efficient and convenient visa services.
- ④ 本處在「中小企國際推廣博覽」中宣傳各項方便商務旅客來港的措施，以及吸引資本和人才來港的入境計劃。
The Department participated in the World SME Expo to promote various schemes in facilitating frequent business travellers and attracting capital and talent.

- ⑤ 新推出的「台灣居民預辦入境登記」電子服務便利台灣旅客訪港。
The Department introduced 'Pre-arrival Registration for Taiwan Residents' to facilitate Taiwan visitors to visit Hong Kong.
- ⑥ 本處不時檢討簽證政策和程序，以配合社會不斷轉變的需要。
The Department keeps the visa control system and procedures under review to meet the changing needs of Hong Kong.



Quality Migrant Admission Scheme

Expanding the pool of human capital is essential to Hong Kong's sustainable development and competitiveness in the globalised market. The Quality Migrant Admission Scheme, introduced on June 28, 2006, aims at attracting top-notch talent from around the world including the Mainland to settle in Hong Kong. The scheme has an annual quota of 1 000. Applicants are assessed under a point-based system basing on objective criteria such as age, language skill, academic attainment, professional qualification and working experience, and are selected through selection exercises conducted on a regular basis. Successful applicants are not required to secure an offer of local employment before taking up residence in Hong Kong. As at December 31, 2012, 2 392 applicants were allocated quota.

Sustained Efforts to Attract Capital and Talent

The Capital Investment Entrant Scheme, launched in October 2003, aims at facilitating the entry for residence of persons who make capital investments in Hong Kong but will not engage in the running of business here. As at December 31, 2012, formal approval was given to 16 915 applicants to reside in

Hong Kong while approval-in-principle was also granted to 1 724 entrant applicants, bringing in a total investment of up to \$129.8 billion. The Admission Scheme for Mainland Talents and Professionals, implemented since July 2003, has successfully attracted a wide variety of talented persons and professionals from the Mainland to work in Hong Kong. As at December 31, 2012, 57 126 applicants were admitted under the scheme.

Immigration Arrangements for Non-local Graduates

The Immigration Arrangements for Non-local Graduates (IANG) was introduced in May 2008 to attract non-local graduates to stay / return and work in Hong Kong. Non-local graduates refer to persons from outside Hong Kong who have obtained a degree or higher qualification in a full-time and locally-accredited programme in Hong Kong. Successful applicants under the IANG who are able to meet the normal immigration requirements may be granted 12 months' stay on time limitation without other conditions of stay. They are free to take up and change employment during their permitted stay without the need to seek prior approval from the Department. As at December 31, 2012, 22 115 non-local graduates were approved to work in Hong Kong under this arrangement.

Enhanced Travel Convenience for Visitors

The Department has been keeping the visa control system and processing procedures under constant review. New measures will be implemented as and when necessary to enhance the travel convenience of tourists and business people. To further enhance the convenience of Taiwan residents to visit Hong Kong, with effect from September 1, 2012, eligible Taiwan residents may submit pre-arrival registration on their own using the e-Service platform 'Pre-arrival Registration for Taiwan Residents (PAR)' at the GovHK website (www.gov.hk/par) free of charge. The computer system will process the registration and display the result instantly. Each PAR is valid for two months and good for two entries to Hong Kong as a visitor for up to 30 days on each landing. As at December 31, 2012, there were 129 699 successful registrations. Besides, with effect from April 20, 2012 and July 26, 2012 respectively, nationals of the Republic of Montenegro and the Republic of Kazakhstan enjoy visa-free access to Hong Kong for a stay of up to 14 days.



節約能源 善用資源

Energy conservation
Better use of resources

我們致力確保部門為市民提供的所有服務和內部運作，均嚴格遵守相關環保法例、工作守則和《清新空氣約章》的規定，符合環保原則和常規。

We are committed to ensuring that all the services delivered to the public and our internal operations are conducted in an environmentally responsible manner. In particular, we strictly comply with the environmental protection principles and practices according to the requirements under the environmental legislation, codes of practices and the Clean Air Charter as appropriate.



環保管理

Green Management



節約能源

二零一二年，本處的運作活動大幅增加，例如管制站的e-道服務擴展至已登記的訪港旅客。然而，二零一二年的耗電量與二零一一年比較，只輕微增加3.2%。

本處在各分科委任能源管理員，負責確保各項節能措施在辦事處已經有效執行，以盡量抵銷由所增加的部門運作活動引起而不能避免的額外能源消耗。能源管理員定期檢查各辦事處，並提醒同事遵行環保措施的重要性，例如在無須使用時把辦公室器材關掉及在夏季期間把室溫調節為建議的攝氏25.5度。

減少用紙

為了節約用紙，本處積極採用資訊科技作為對外及對內的溝通途徑。我們已在日常工作中廣泛使用電郵、互聯網、內聯網及其他電子方式溝通。本處亦為市民提供多項電子服務，例如網上申請

及「外遊提示登記服務」等，以助減低用紙量。此外，部門全面使用電子處理假期申請系統及電子採購系統，減少依賴以紙張處理工作的傳統方式。在員工同心協力下，二零一二年的用紙量與二零一一年相比，減少了1.7%。

廢物循環再用及資源回收

為使員工和市民更了解廢物回收對環境的裨益，入境事務大樓自二零零八年起參與環境保護署推行的「工商業廢物源頭分類計劃」。透過參與廢物回收，我們相信員工和市民可攜手合作，為建設更宜居及可持續發展的家園共同努力。

支持《清新空氣約章》

為實踐以改善香港空氣質素為目標的《清新空氣約章》的規定，我們致力減少部門車隊和船隊的能源消耗量和空氣污染物排放量。例如，我們會為部門車輛和船隻進行定期檢查，以盡量減少因廢氣排放而產生環境污染物和造成環境滋擾。此外，

我們亦會於使用部門車輛時事先計劃路線，盡量縮短行車路程及時間。

提高員工的環保意識

為進一步培養員工的環保意識，本處於二零一二年落成的葵涌和宜合道入境事務處員佐級職員宿舍「盛境居」，推行了一系列的環保措施。宿舍的設計廣泛地融合了綠化概念，宿舍公用地方藉着各種樹木和花卉植物的精巧配置，提高同事居住環境的質素。宿舍亦裝設了多項環保節能系統，包括太陽能光伏系統、雨水循環再用系統及感應器和光敏感測器裝置。這些環保節能系統除了可以提高能源效益外，亦可鼓勵員工在日常生活中節約能源。

未來路向

本處會持續加強和擴展現行的環保措施，在各項活動中採用環保管理準則，以及在部門推行新的環保措施及目標。

① 本處同事積極綠化工作環境。
Our staff actively contribute to green office environment.

② 深圳灣管制站的綠化庭園。
Green garden at the Shenzhen Bay Control Point.



③ 本處總部、管制站和分區辦事處的照明光度均調節至機電工程署建議的標準。
Illumination at the Immigration Headquarters, control points and the branch offices has been adjusted to the standard as recommended by the Electrical and Mechanical Services Department.

④ 葵涌和宜合道入境事務處員佐級職員宿舍「盛境居」的光伏板系統。
Photovoltaic panels installed at Prosperity Villa, the rank and file staff quarters at Wo Yi Hop Road, Kwai Chung.



⑤ 辦公室張貼環保資訊以提升環保意識。
Environmental protection tips and reminders are posted prominently in office to raise the environmental awareness among staff.



Energy Conservation

In 2012, as there was a substantial increase in operational activities in the Department such as the extension of e-Channel service to enrolled visitors at control points, the power consumption slightly increased by 3.2 per cent when compared to 2011.

Energy Wardens appointed at sub-divisional level are tasked to ensure that the green housekeeping measures have been taken effectively with a view to offsetting the unavoidable increase in energy consumption arising from more departmental activities. Energy Wardens have conducted regular inspections in office premises and reminded colleagues of the importance to conform to the ongoing housekeeping measures such as switching off office equipment that is not in use and adjusting indoor temperature to the recommended 25.5 °C level during summer months.

Minimisation of Paper Consumption

For the sake of economising the use of paper, the Department has made the best use of information technology for external and internal communication as far as possible. E-mail, internet, intranet portal and other electronic means are widely adopted in our daily operations. A number of e-Services such as online application and Registration of Outbound Travel Information are provided for members of the public which help conserve paper.

In addition, the Electronic Leave Application and Processing System and e-Procurement System which are less dependent on traditional paper-based mode have been implemented for leave applications and approvals as well as for processing the procurement procedures. With the concerted efforts of staff members, the paper consumption in 2012 decreased by 1.7 per cent when compared to 2011.

Recycling of Waste and Recovery of Resources

In order to raise the awareness of staff and public on the benefits of recycling of waste to the environment, the Immigration Tower has participated in the 'Programme on Source Separation of Commercial and Industrial Waste' initiated by the Environmental Protection Department since 2008. Through reuse and recycling of solid waste, we believe that both staff and the public would join hands to make our home more livable and sustainable.

Support on Clean Air Charter

To achieve the commitments of the Clean Air Charter which aims at improving the air quality of Hong Kong, great effort has been put into reducing energy consumption and emissions of our vehicles and vessels. For instance, departmental vehicles and vessels are checked regularly to minimise the production of pollutants and nuisance caused by exhaust emissions. Furthermore, we would plan routes when using departmental vehicles to minimise the journey distance and travel time.

Promotion of Staff Awareness

To further cultivate the environmental awareness among staff members, the Department has extended the green initiatives to Prosperity Villa, the new rank and file staff quarters at Wo Yi Hop Road, Kwai Chung, which was completed for occupancy in 2012. The concept of greening has been applied extensively in the quarters. A diversified range of trees, plants and flowers are sophisticatedly displayed at the communal areas which serve to enhance the quality of the living environment of staff members. Multiple energy saving systems including photovoltaic installation, rainwater recycling system as well as occupancy sensor and light sensor system have been introduced. These energy saving systems could not only increase the energy efficiency of the quarters, but also encourage staff members to conserve energy in their personal lives.

The Way Forward

The Department would continue to reinforce and expand the current housekeeping measures, adopt green management principles in all activities and take forward new green initiatives and targets in the Department as appropriate.

部門組織圖

Organisation Chart of Immigration Department



截至二零一三年六月三十日
As at June 30, 2013



二零一二年年報

入境事務處部隊支援組製作

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兌換率

除另有說明外，本年報提及的「元」均指港元。
自一九八三年十月十七日起，政府通過發行鈔票機制，
把港元與美元掛鈎，以 7.8 港元兌 1 美元為固定匯率。

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Exchange Rates

When dollars are quoted in this report, they are Hong Kong dollars, unless otherwise stated.

Since October 17, 1983, the Hong Kong dollar has been linked to the US dollar,
through an arrangement in the note-issue mechanism, at a fixed rate of HK\$7.8 = US\$1.