



入境事务处
Immigration Department



ANNUAL REPORT
年报 **2019**

我们的理想 OUR VISION

我们要成为世界上以能干和效率称冠的入境事务队伍。

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

我们的使命 OUR MISSION

我们要全力执行下列工作，为香港的安定繁荣作出贡献：

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

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

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

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

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

HONG KONG

IMMID



我们的信念 OUR VALUES

正直诚信、公正无私

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

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.

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。

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.

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。

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.

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。

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.

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。

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

曾国卫
Tsang Kwok-wai, Erick
I.D.S.M.

竭诚服务 任重道远

Playing an Important Part in Serving the Community with Dedication

二零一九年是中华人民共和国成立 70 周年，对国家及香港特别行政区而言都别具历史意义。

The year 2019, which marked the 70th anniversary of the founding of the People's Republic of China, was a year of historical significance to our country as well as the Hong Kong Special Administrative Region (HKSAR).

国家在过去 70 年砥砺前行，坚毅不屈，克服重重困难和挑战，稳步迈向开放进步、繁荣富强，成就辉煌，傲视国际。对入境事务处（入境处）而言，二零一九年是值得鼓舞的一年。凭着全体同事上下一心，克尽厥职，坚守使命，入境处各方面的工作均取得不俗的成绩，我感到十分欣喜和自豪。

二零一九年，本处继续推行「全港市民换领身份证计划」（换证计划），分阶段为合格的市民更换新一代智能身份证。换证计划以贴心和关爱的服务作为主题，务求方便市民和有需要的社群。除持续推行的「长者同行换证安排」外，本处更由二零一九年第二季开始推出为住宿院舍的长者和残疾人士而设的到访院舍换证和派送新证服务。换证计划及到访院舍换证服务的贴心安排得到市民普遍赞赏，更于「二零一九年公务员优质服务奖励计划」中分别夺得「队伍奖（一般服务）」金奖和「队伍奖（专门服务）」银奖，足见各界对本处优质服务的肯定。

Over the past seven decades, our country has marched ahead steadfastly, persevering through numerous difficulties and challenges with indomitable spirit and transforming into an open, progressive, prosperous and powerful nation in steady steps, with tremendous achievements winning world acclaim. To the Immigration Department (ImmD), the year 2019 was a heartening year. I am very pleased and proud to see that we achieved satisfactory results in different areas of work during the year, which was attributable to our staff, who worked in concert with devotion and a powerful sense of mission.

In 2019, the ImmD continued to carry out the territory-wide identity card replacement exercise (Replacement Exercise) to replace in phases the existing identity cards with the next generation smart identity cards for eligible residents. The Replacement Exercise, with the theme of thoughtful and caring services, aims to provide convenience for members of the public and the communities in need. In addition to the on-going arrangement for the elderly to be accompanied by an applicant for identity card replacement, the on-site identity card replacement service and the delivery service of new identity cards for elderly persons and persons with disabilities (PwDs) residing at residential care homes were also introduced in the second quarter of 2019. The thoughtful arrangements of the Replacement Exercise and the on-site identity card replacement service were generally well-received by members of the public, and won the gold prize of the Team Award (General Service) and the silver prize of the Team Award (Specialised Service) under the Civil Service Outstanding Service Award Scheme 2019, showing that our quality service has received wide recognition from various sectors of the community.

另外，由二零二零年第一季度开始，「长者同行换证安排」进一步扩展至残疾人士。换证人士除可带同两名 65 岁或以上的长者外，还可额外带同两名残疾人士一同换证。本处希望透过各项贴心的关爱安排，让有需要人士享用更便利的服务，促进社会共融。

为应付日益繁重的工作和提升服务质素，我们推陈出新，借助尖端科技以优化服务。二零一九年五月，本处推行「新一代电子护照系统」，使处理护照申请所需的时间由以往十个工作日大幅缩减至五个工作日。另外，本处新增了递交护照申请的途径，让申请人可透过入境处流动应用程序递交申请，不受时间及地点限制。此外，新设计的申请证件服务站使申请流程更便捷，除了加入自助拍摄功能，让合格的申请人可选择以自助形式免费拍摄个人照片外，亦增设八达通的付款方式，为市民提供多一个电子缴费选择。

随着全球一体化和多个陆路新口岸相继开通，香港与内地及世界各地的人员往来越见频繁。近年，经各管制站出入境的旅客人次均维持在高水平，二零一九年的总出入境人次超过三亿。为应付庞大的旅客量，本处继续多管齐下，采取不同措施以提高通关效率，当中包括与不同国家和地区推行互用自助出入境检查服务。截至二零一九年，共有五个国家成为我们的合作伙伴，预期将会陆续有更多国家和地区与我们达成这项便利安排。此外，访港旅客自助离境服务（「离境易」）自二零一七年年底推出至今，使用人次已超过 1 000 万。「离境易」更于「二零一九年公务员优质服务奖励计划」中获颁授「队伍奖（专门服务）」优异奖，以表扬本处在利用科技为旅客提供优质公共服务方面的努力和成绩。此外，继二零一五年及二零一六年后，本处在全球机场竞争激烈的情况下，第三度获英国专业航空运输研究机构 Skytrax 颁发「全球最佳机场出入境服务大奖」。由此可见，本处同事的专业服务得到社会及世界各地旅客的认同和赞赏。身为入境处处长，我为所有尽心竭力、紧守岗位的同事而感到自豪！

香港是国际大都会，是全球最具竞争力的城市之一，并且位处策略性的地理位置，是连接内地与其他「一带一路」国家的双门户，在「一带一路」建设中担当促进国际和地方合作的重要角色。为此，本处积极与「一带一路」沿线国家推出更方便旅客的签证政策。截至二零一九年，共有 167 个国家和地区给予香港特区护照持有人免签证入境或落地签证的待遇。乌兹别克斯坦和伊朗是最近给予香港特区护照持有人该等待遇的其中两个「一带一路」沿线国家。

维护国家安全和确保「一国两制」在香港行稳致远向来是我们的主要工作。随着极端主义对世界各地的威胁不断升温，本处因应恐怖袭击的威胁评估和实际情况，在各口岸采取相应措施，加强截查和讯问可疑人士。二零一九年，本处反恐科人员在香港国际机场和各陆路及港口管制站共采取了四千多次巡查行动，截查超过 27 000 人。二零一九年三月，本处参与由跨部门反恐专责组举行代号为「擎天」的首次跨部门反恐演习。是次演习的目的是强化各部门在整合反恐情报及应对恐袭事件上的协调能力，同时提高公众对反恐的认知。此外，本处亦积极配合合特区政府的策略检讨，针对问题的源头，加强执法，致力防止非法入境者或入境风险较高的可疑访客来港，并打击非法跨境偷渡活动及涉及偷运人蛇的犯罪集团。

入境处在各个工作范畴中所获得的赞赏和认同，全赖每一位同事在各自的岗位上悉力以赴，以精益求精的专业精神竭诚服务社会。在本年报印发时，我已离任入境事务处处长一职。能够带领一支世界上优秀及能干的入境事务队伍，我感到无比光荣和自豪。我相信入境处在新任处长的领导下定能再创佳绩，继续为国家及香港的繁荣作出贡献。

Starting from the first quarter of 2020, the arrangement for the elderly to be accompanied by an applicant for identity card replacement has been extended to PwDs. An applicant for card replacement may bring along two PwDs, in addition to two elderly persons aged 65 or above, to replace their identity cards during the same visit. The ImmD hopes to offer more convenient services for people in need through thoughtful and caring arrangements, so as to promote social inclusion.

To cope with the increasing workload and enhance service quality, we have been making the best use of state-of-the-art technology to optimise our services through innovation. The implementation of the Next Generation Electronic Passport System in May 2019 has significantly reduced the time required for processing passport applications from 10 to 5 working days. In addition, the ImmD has provided additional means for submitting passport applications, whereby applicants may submit applications through the ImmD Mobile Application without time and location constraints. Moreover, newly-designed Travel Document Submission Kiosks have facilitated the application process by adding a self-service photo-taking function. Eligible applicants may choose to use the function free of charge. The kiosks also have an Octopus payment function, providing an alternative electronic payment option for the public.

With globalisation and the successive commissioning of a number of new land boundary control points, the flow of people between Hong Kong and the Mainland or other parts of the world has become more frequent. In recent years, the numbers of inbound and outbound passengers trips at various control points have remained at a high level, hitting over 300 million in total in 2019. In the face of such heavy passenger flow, the ImmD has continued to adopt a multi-pronged approach to enhance the clearance efficiency through various measures, which include the arrangement for mutual use of automated immigration clearance services with different countries and regions. As at 2019, a total of five countries had become our partners. It is expected that more and more countries and regions will implement such a facilitation arrangement with us. Moreover, since the introduction of the self-service departure clearance service for visitors ('Smart Departure') at the end of 2017, a total of over 10 million visitors have used the service. The Smart Departure service was given the Team Award (Specialised Service) - Meritorious Award under the Civil Service Outstanding Service Award Scheme 2019 in recognition of our efforts and accomplishment in delivering quality public services to visitors through application of technology. In addition, amid keen competition among airports worldwide, the ImmD was granted the best airport immigration service award by Skytrax, an international air transport industry specialist research agent based in the UK. It is the third time the ImmD has received this award after winning it in 2015 and 2016, showing that the professional service of our staff has gained wide recognition and acclaim from the local community and visitors around the world. As Director of Immigration, I am proud of all my colleagues who have stood fast at their posts with dedication.

Hong Kong, a cosmopolitan city, is one of the most competitive cities in the world. At a strategic geographic location as a bi-directional gateway connecting the Mainland and other Belt and Road countries, it plays a pivotal role in enhancing international and regional co-operation in the context of the Belt and Road Initiative. In this connection, the ImmD has been proactively working with the Belt and Road countries to introduce visa policies that provide greater convenience for travellers. As at 2019, a total of 167 countries and territories have granted visa-free access or visa-on-arrival to HKSAR passport holders. Uzbekistan and Iran are two of the Belt and Road countries that have granted such preferential treatment to HKSAR passport holders most recently.

Safeguarding national security and ensuring the robustness of 'one country, two systems' in Hong Kong have all along been our main tasks. In face of growing threat of extremism to various places around the world, the ImmD has, in light of terrorist threat assessments and actual circumstances, taken appropriate control measures and stepped up interception and examination of suspicious persons at various control points. In 2019, officers of the Counter-Terrorism Division of the ImmD carried out a total of over 4 000 operations at Hong Kong International Airport as well as various border and harbour control points, during which over 27 000 persons in total were intercepted for enquiries. In March 2019, the ImmD participated in the first inter-departmental counter-terrorism exercise, codenamed 'Powersky', organised by the Inter-departmental Counter Terrorism Unit. The exercise aimed to enhance co-ordination among various departments on counter-terrorism intelligence and response, and to heighten public awareness of counter-terrorism. Moreover, to tackle the problems at source, the ImmD has provided active support for the HKSAR Government's strategy review through stepping up enforcement action against the entry of illegal immigrants or doubtful visitors with higher immigration risk, and against illegal entry across the boundary and criminal syndicates involved in illegal immigrant smuggling.

The acclaim and recognition the ImmD won in various areas of work owed much to the tireless efforts of each and every colleague in discharging their duties and in serving the community with dedication and professionalism. By the time this annual report is published, I will have left the post of Director of Immigration. I feel deeply honoured and very proud that I could lead an outstanding and competent immigration service of world standard. I believe the ImmD will, under the leadership of the new Director, scale new heights and continue to contribute to the prosperity of our country as well as Hong Kong.



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I.D.S.M.

入境事务处处长
Director of Immigration



区嘉宏
Au Ka-wang

入境事务处副处长
Deputy Director of Immigration



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Assistant Director
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Commander,
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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)



「Skytrax 2019 年全球最佳机场出入境服务」大奖 2019 Skytrax Award for Best Airport Immigration Service

(主办机构：Skytrax)
(Organiser: Skytrax)



二零一九年申诉专员嘉许奖 - 公营机构奖大奖 The Grand Award of The Ombudsman's Awards 2019 for Public Organisations

(主办机构：香港申诉专员公署)
(Organiser: Office of The Ombudsman of the HKSAR)



入境事务处 (大奖)
Immigration Department (Grand Award)
2019
申诉专员嘉许奖
The Ombudsman's Awards

二零一九年公務員 优质服务奖励计划 Civil Service Outstanding Service Award Scheme 2019

(主办机构：香港特别行政区政府公務員事務局)
(Organiser: Civil Service Bureau of the HKSAR Government)



➤ 队伍奖 (专门服务) 银奖 -
全港市民换领身份证计划 -
到访院舍换证服务
Team Award (Specialised Service)
Silver Prize – Territory-wide
Identity Card Replacement
Exercise - On-site Identity Card



➤ 队伍奖 (专门服务)
优异奖 - 「离境易」
Team Award (Specialised Service)
Meritorious Award –
'Smart Departure'



➤ 队伍奖 (监管服务) 银奖 -
处理免遣返声请
Team Award (Regulatory Service)
Silver Prize – Handling of
Non-refoulement Claims



➤ 队伍奖 (一般服务) 金奖 -
全港市民换领身份证计划
(2018 – 2022)
Team Award (General Service)
Gold Prize – Territory-wide Identity Card
Replacement Exercise Project
(2018 – 2022)



➤ 部门合作奖铜奖 -
伙伴同行 - 创高铁动感新世代
Partnership Award Bronze Prize –
Together We Thrive –
A Vibrant New Era of High Speed Rail



➤ 部门精进服务奖
(大部门组别) 铜奖
Departmental Service Enhancement Award
(Large Department Category) Bronze Prize



High Security Printing Asia 2019 - 区域身份证明文件组别 - 最佳新身份证及最佳新电子 护照年度大奖

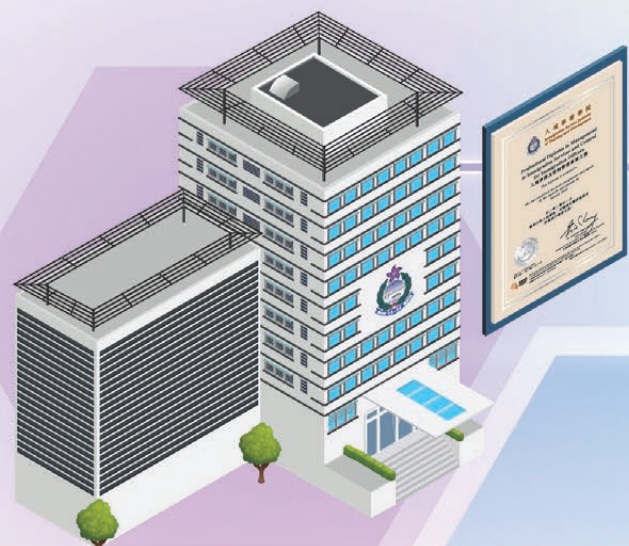
High Security Printing Asia 2019 - Regional Identity Document Awards - Best New Identity card and Best New e-Passport of the Year

(主办机构：High Security Printing Asia)
(Organiser: High Security Printing Asia)



公務員事務局局長嘉許狀 Secretary for the Civil Service's Commendation

(主办机构：香港特别行政区政府公務員事務局)
(Organiser: Civil Service Bureau of the HKSAR Government)



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

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

Management and Support Branch

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.



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。二零一九年，本处聘任了约 100 名入境事务主任及 300 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 and opportunities for staff to play to their strengths. In 2019, about 100 Immigration Officers and 300 Immigration Assistants were appointed. The department will continue to recruit new blood to support its continuous growth.

二零一九年，入境事务学院以课程营办者的身份，成功申请把入境事务主任入职训练课程和在职入境事务助理员旅客出入境检查课程纳入《资历名册》内。

In 2019, the ISITD, in the capacity of programme operator, made successful application for inclusion of its induction training programme for Immigration Officers and passenger clearance programme for in-service Immigration Assistants in the Qualifications Register.

专业培训 服务为民

本处一直致力为入境事务队成员提供灵活和多元的进修途径，以提升本处的部队质素，并向部队成员推广终身学习的文化，以促进他们的个人发展。去年，入境事务学院以课程营办者的身份，向香港学术及职业资历评审局申请资历评审，成为香港首个机构提供专业认可的入境事务相关训练课程。本处会继续申请把不同的内部训练课程列入《资历名册》内，让入境事务队成员获取相关专业资历，提升专业水平。课程理论与实践并重，让学员与时俱进，紧贴社会趋势。

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。部门自二零一三年起举办「探访工作间」活动，提供有效的平台，让同事分享不同课题的工作间经验。自二零一五年一月起，部门为前线人员推出「快乐工作间」一天课程，借此协助同事建立积极乐观的人生观。此外，本处的聆心服务中心为有需要的员工提供专业辅导服务。中心的临床心理学家不时举办促进身心健康的课程，帮助同事培养健康和平衡的生活模式。



Nurturing Professionalism for Service Excellence

The department has been committed to providing flexible and diverse learning pathways for members of the Immigration Service with a view to enhancing the quality of the Immigration Service, while promoting life-long learning culture among its members to facilitate their personal development. Last year, the ISITD, in the capacity of programme operator, applied to the Hong Kong Council for Accreditation of Academic and Vocational Qualifications for accreditation of its courses, and had become the first organisation in Hong Kong to provide accredited training programmes on immigration matters. The department will continue to apply for the inclusion of various internal training programmes in the Qualifications Register so as to enable Immigration Service members to enhance their professionalism by providing a pathway for them to acquire the relevant professional qualifications. Combining theory with practice, the programmes enable trainees to advance with the times and follow closely societal trends.

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 has run a series of Workplace Visits since 2013 to provide an effective platform for our colleagues to share workplace experience on various topics. Since January 2015, the department has run a one-day 'Delighting Your Work Programme' for frontline staff to help them develop a positive and optimistic outlook on life. In addition, the Immigration Wellness Service Centre (the Centre) provides professional counselling service for staff in need. The Clinical Psychologist of the Centre organises various psychological wellness and related health promotion programmes from time to time to help staff foster a healthy and balanced lifestyle.

入境事务学院加设处境训练设施，以增加前线人员的院所管理知识和提升他们的羁留室战术运用技巧。The ISITD has set up a new scenario training facility to enhance frontline staff's knowledge in facility management and to improve their use of tactical skills in detention cells.



入境事务处处长曾国卫先生出席部门活动时接受传媒访问。
The Director of Immigration Mr Erick K W Tsang at an interview by the media during a departmental event.



查询及联络组的主要工作是解答市民对本处各项服务的查询。
The Information and Liaison Section plays a major role in handling public enquiries regarding the services provided by the department.



本处人员在「教育及职业博览2019」利用虚拟实景技术向市民介绍本处的工作。
Our officers make use of virtual reality technology to introduce the work of the department to the public at the Education & Careers Expo 2019.

追求卓越服务

二零一九年，本处在「申诉专员嘉许奖计划」中获得「申诉专员嘉许奖（公营机构奖）大奖」。这是本处第五次获得这项殊荣，再一次肯定了我们在处理投诉方面专业而积极的态度，以及致力为公众提供优质服务所共同作出的努力。此外，在公务员事务局举办的「二零一九年公务员优质服务奖励计划」中，本处凭卓越的服务亦赢得多个奖项，包括「队伍奖（一般服务）金奖」、「队伍奖（监管服务）银奖」、「队伍奖（专门服务）银奖及优异奖」、「部门精进服务奖（大部门组别）铜奖」及「部门合作奖铜奖」。

新入境事务处总部

本处自成立以来一直与香港一同成长，见证不同的社会变迁。由于本处各项工作与市民的生活息息相关，随着时代和业务的发展，本处的总部亦相应地不断扩充和演变。迈向新时代，本处正积极筹划兴建新一代总部，以期不断提升服务水平，为市民提供更便捷的服务。新总部的多项策划工作正相继落实。兴建新总部的拨款申请已于二零一九年五月获立法会财务委员会批准，建造工程亦随即于同年六月展开，预计在二零二三年竣工。

Collaborating for Service Excellence

In 2019, the department won the Grand Award of The Ombudsman's Awards for Public Organisations under the Ombudsman's Awards Scheme. This was the fifth time that the department had been awarded this honour in recognition of our professional and proactive attitude towards complaint handling as well as our concerted efforts in providing quality services for the public. In addition, in the Civil Service Outstanding Service Award Scheme 2019 organised by the Civil Service Bureau, the department's excellent services also won a number of awards, including the Gold Prize of the Team Award (General Service), the Silver Prize of the Team Award (Regulatory Service), the Silver Prize and Meritorious Award of the Team Award (Specialised Service), the Bronze Prize of the Departmental Service Enhancement Award (Large Department Category), and the Bronze Prize of the Partnership Award.

The New Immigration Headquarters

Since its establishment, the department has been growing with Hong Kong, witnessing various social changes. Given that our work is closely related to the daily life of the public, our headquarters has been expanding and evolving in pace with the times and its business development. Embracing the new era, the department is actively planning for the construction of the next generation headquarters with a view to continuously raising service standards and providing more convenient and efficient services for the public. Various items of the planning work of the new headquarters are being carried out one after another. The funding application for the construction of the new headquarters was approved by the Finance Committee of the Legislative Council in May 2019 and the construction works commenced soon afterwards in June 2019 for completion in 2023 tentatively.

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

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

入境计划优化措施

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

Enhancement Measures on Admission Schemes

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



在『一带一路』倡议下，伊朗与乌兹别克斯坦两个国家给予香港特区护照持有人免签证待遇。

Under the Belt and Road Initiative, both Iran and Uzbekistan have granted visa-free access to HKSAR passport holders.

Visa and Policies Branch

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



本处人员为申请人讲解各人才入境计划。
Our staff introduced various Talent Admission Schemes.

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，每年配额为 1 000 人。申请人可选择按两套计分制度的其中一套接受评核。在「综合计分制」下，申请人根据指明的客观准则接受评核。自二零一八年八月起，申请人如符合人才清单的要求，经评核后可在「综合计分制」下获得 30 分额外分数。拥有杰出成就的申请人可选择以「成就计分制」接受评核。截至二零一九年年底，约有 5 400 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海外人士来港。在二零一九年，共有 41 289 名海外专才和投资者根据这项政策获准来港。「输入内地人才计划」成功吸引内地多个界别的人才来港工作。二零一九年，共有 14 053 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」自推出以来有超过九万名非本地毕业生获批准根据此安排在港工作。

There were over 90,000 non-local graduates had been approved to work in Hong Kong under the IANG since its introduction.

Quality Migrant Admission Scheme (QMAS)

The QMAS aims at attracting top-notch talent from around the world to settle in Hong Kong. It has an annual quota of 1,000. Applicants may choose to be assessed under one of the two points-based tests. Under the 'General Points Test' (GPT), applicants are assessed based on specified objective criteria. With effect from August 2018, applicants who meet the requirements of the Talent List will be awarded 30 bonus points under the GPT after assessment. For applicants who have outstanding achievements, they may choose to be assessed under the 'Achievement-based Points Test'. As at the end of 2019, about 5,400 applicants had been allotted quotas.

Professionals and Entrepreneurs


The GEP allows entry of overseas persons 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 2019, a total of 41,289 overseas 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 2019, a total of 14,053 applicants were admitted under the ASMTP.




本处参与「创智营商博览」，推广各项签证计划。

The department participates in the SmartBiz Expo to promote various visa schemes.




 机械人技术为「科技人才入境计划」中七个科技范畴的研发活动之一。
 Robotics technology is one of the seven technology areas which was covered under Technology Talent Admission Scheme (TechTAS).




 「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。
 Admission Scheme for the Second Generation of Chinese Hong Kong Permanent Residents (ASSG) aimed to attract the second generation of Chinese Hong Kong permanent residents who have emigrated overseas to return to Hong Kong.

非本地毕业生留港／回港就业安排

「非本地毕业生留港／回港就业安排」旨在吸引非本地毕业生在香港修读经本地评审全日制课程并取得学士学位或更高资历后留港／回港工作。截至二零一九年年底，已有超过九万名非本地毕业生获批准在港工作。

Immigration Arrangements for Non-local Graduates (IANG)

The IANG aims at attracting non-local graduates to stay/return and work in Hong Kong after obtaining a bachelor's degree or higher level qualification in a full-time and locally-accredited programme in Hong Kong. As at the end of 2019, over 90,000 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」在二零一五年五月推出，旨在吸引已移居海外的中国籍香港永久性居民的第二代回港发展。截至二零一九年年底，本处共批准了 441 宗申请。

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

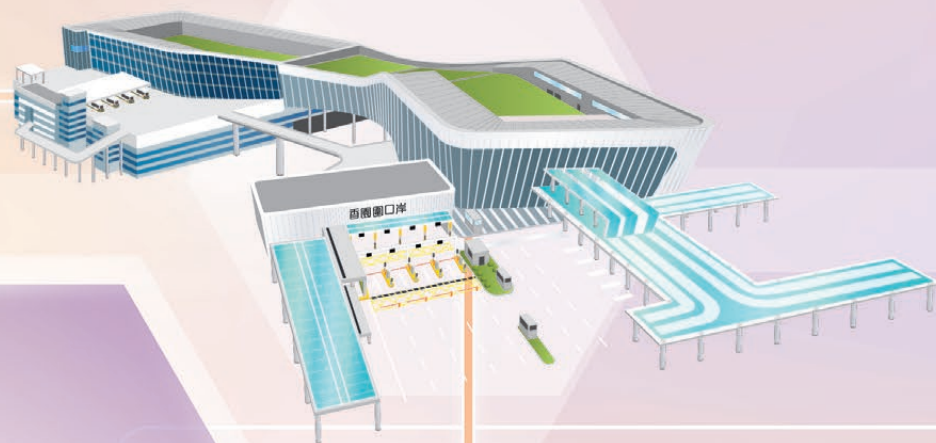
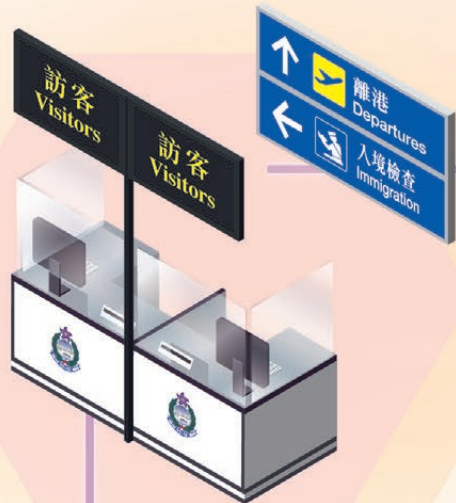
The ASSG was introduced in May 2015 to attract the second generation of Chinese Hong Kong permanent residents who have emigrated overseas to return to Hong Kong. As at the end of 2019, a total of 441 applications had been approved by the department.

科技人才入境计划

「科技人才入境计划」在二零一八年六月推出，旨在透过快速处理安排，让合资格科技公司／机构申请输入科技人才来港从事研发工作。有关公司／机构获创新科技署发出配额后，可于配额有效期内为合格人士向本处申请工作签证／进入许可。截至二零一九年年底，共有 99 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 provide a fast-track arrangement for eligible technology companies/institutes to admit technology talent to undertake research and development work in Hong Kong. After being allotted quotas by the Innovation and Technology Commission, the companies/institutes concerned can sponsor eligible persons to apply to the department for employment visas/entry permits within the quota validity period. As at the end of 2019, a total of 99 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

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）科辖下设有五个边境管制站，分别位于落马洲、文锦渡、沙头角、深圳湾和港珠澳大桥香港口岸。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。

Control Branch

The Control Branch comprises the Airport Division, the Border (Rail) Division, the Border (Vehicles) Division and the Harbour Division. These four divisions share responsibilities in maintaining immigration control by denying entry of undesirable persons and preventing wanted criminals from departure, and facilitating the mobility of tourists and business visitors. The Airport Division is located at the 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 five control points located at Lok Ma Chau, Man Kam To, Sha Tau Kok, Shenzhen Bay and the Hong Kong-Zhuhai-Macao Bridge (HZMB) Hong Kong Port. 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.



本处人员时刻留意港珠澳大桥管制站的车辆流量，务求为出入境旅客提供快捷的服务。

Our officers closely monitor the vehicular traffic flow at the Hong Kong-Zhuhai-Macao Bridge Control Point so as to provide efficient services for inbound and outbound passengers.

管制站的交通流量

二零一九年经各管制站出入境人次超过 3.01 亿，而全年的访港旅客入境人次则超过 5 591 万，其中内地访客入境人次为 4 361 万，而其他访客的入境人次则为 1 231 万。全年的访港旅客入境人次中，机场管制站的访港旅客有 1 187 万人次、陆路管制站达到 4 112 万人次、海路管制站则为 292 万人次。



在机场管理局举办的「二零一九年香港国际机场优质顾客服务计划」中，本处机场管制科勇夺「最佳顾客服务跃进大奖」和另外两个奖项。
Our Airport Division won the Best Customer Service Enhancement Award and two other awards in the 2019 Hong Kong International Airport Customer Service Excellence Programme organised by the Airport Authority Hong Kong.

「2019 香港国际机场优质顾客服务计划」奖项

在机场管理局举办的「二零一九年香港国际机场优质顾客服务计划」中，本处机场管制科勇夺「最佳顾客服务跃进大奖」，并夺得「企业卓越奖 – 杰出顾客服务」。此外，本处亦获颁发「合作团队卓越奖」的嘉许奖。

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 729 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。

Traffic at Control Points

Over 301 million passengers passed through control points in 2019 and the total number of visitor arrivals exceeded 55.91 million, among which the number of Mainland visitor arrivals was 43.61 million, while the number of arrivals of other visitors was 12.31 million. Among the visitor arrivals in 2019, 11.87 million visitors travelled through the Airport Control Point, while 41.12 million visitors and 2.92 million visitors passed through land control points and sea control points respectively.



为推广以客为本的服务文化和加强同事的归属感，本处每年举行「最有礼貌入境管制人员选举」。
To foster a customer-oriented service culture and a stronger sense of belonging among staff, the Most Courteous Immigration Control Officers Election is held every year.

Awards under the 2019 Hong Kong International Airport Customer Service Excellence Programme

In the 2019 Hong Kong International Airport Customer Service Excellence Programme organised by the Airport Authority Hong Kong, the Airport Division of the department won the Best Customer Service Enhancement Award and the Corporate Excellence Awards – Outstanding Customer Service. In addition, the department was awarded the Certificate of Appreciation of the Cross-company Excellence Awards.

Extension of the e-Channel Service

To further enhance the department's passenger clearance capacity and efficiency, the department has effectively utilised information technology and extended the e-Channel service to accommodate more passengers. At present, a total of 729 multi-purpose e-Channels are installed at all control points, which can be flexibly deployed for use by eligible Hong Kong residents or visitors.

推出访港旅客自助离境服务

为向离境的访港旅客提供更便捷的服务，本处于二零一七年十月在香港国际机场推出访港旅客自助离境服务「离境易」，并于同年十二月把该服务扩展至其他管制站。这项服务采用容貌识别技术核实访港旅客的身份，让合格并持有电子旅行证件的访港旅客经「离境易」e-道办理自助离境手续，无须预先登记。截至二零一九年年底，已有超过1 150万访客人次使用该服务。

延长管制站的通关时间

行政长官在《2019年施政报告》中公布，深圳湾口岸的通关时间将会延长至24小时，以进一步配合深港两地旅客的过境需求。深圳湾口岸24小时通关安排预计将于二零二零年内分阶段实施。

将会投入运作的新管制站

为配合内地和香港的经济和社会发展需要，香园围边境管制站的建设工程现已进入最后阶段。该管制站落成后，边境管制站的整体旅客处理能力将可进一步提升。本处会积极配合有关发展，继续为旅客提供高效率的出入境检查服务。



二零一九年，香园围边境管制站的建设工程已进入最后阶段。
The construction of the Heung Yuen Wai Boundary Control Point reached the final stage in 2019.

Launching of Self-service Departure for Visitors

To provide greater convenience for departing visitors, self-service departure for visitors (Smart Departure) was launched at HKIA in October 2017. The service was extended to other control points in December 2017. Smart Departure employs facial recognition technology for identity verification, which allows eligible visitors holding electronic travel documents to perform self-service departure clearance through Smart Departure e-Channels without prior enrolment. As at the end of 2019, over 11.5 million visitors had used the service.

Extension of the Operating Hours of a Control Point

As announced in the Chief Executive's 2019 Policy Address, the operating hours of the Shenzhen Bay Control Point will be extended to 24 hours in order to cater for the needs of cross-boundary passengers. It is expected that the arrangement for the 24-hour operation of the Shenzhen Bay Control Point will be implemented in phases in 2020.

New Control Point to be Commissioned

To cater for the social and economic development needs of the Mainland and Hong Kong, the construction of the Heung Yuen Wai Boundary Control Point has reached the final stage. Upon the commissioning of the new control point, the overall passenger handling capacity of boundary control points will be further enhanced. The department will actively support the relevant development and continue to provide efficient immigration clearance service for passengers.



广深港高速铁路西九龙站的入境大堂设有礼遇通道，为有需要人士提供服务。

Courtesy Channels are set up at the arrival hall of the West Kowloon Station of the Guangzhou-Shenzhen-Hong Kong Express Rail Link to serve people in need.



为进一步配合深港两地旅客的过境需求，深圳湾口岸24小时通关安排预计会在二零二零年内分阶段实施。

The operating hours of the Shenzhen Bay Control Point will be extended to 24 hours in order to cope with the demand for cross-boundary travel.



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

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



协助在外香港居民小组提供 24 小时热线，处理香港居民的查询和求助个案。
The Assistance to Hong Kong Residents Unit provides a 24-hour hotline to handle enquiries and requests for assistance from Hong Kong residents.

Personal Documentation Branch

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



新设计的申请证件服务站让市民可选择免费以自助形式拍摄个人照片，并增设八达通付款功能。
The newly designed Travel Document Submission Kiosks allow the public to choose to use the self-service photo-taking function free of charge. The kiosks also have an Octopus payment function.



智能身份证换领中心增设了可调校高度的工作桌，以提供更优质的服务和方便有需要人士。
To enhance our services and facilitate those in need, height adjustable working desks are newly installed in the Smart Identity Card Replacement Centres.

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，截至二零一九年年底，本处已签发超过 230 万张新智能身份证，当中 170 万张透过换证计划签发。

公众可透过「入境事务处流动应用程序」或互联网预约换证和预先填表，并使用智能身份证换领中心的自助服务站，以缩短换证手续所需的时间。

Territory-wide Identity Card Replacement Exercise (Replacement Exercise)

The Replacement Exercise was rolled out on 27 December 2018. As at the end of 2019, the department had issued over 2.3 million new Smart HKICs, of which 1.7 million were issued under the Replacement Exercise.

Members of the public can make appointments for HKIC replacement and fill in forms in advance through the Immigration Department Mobile Application or the Internet, and use self-service kiosks in the Smart Identity Card Replacement Centres to shorten the processing time.

换证计划亦新增两项关爱安排：其一是市民换证时可携同两名 65 岁或以上的亲友一同换证；其二是推行「到访院舍换证服务」。在二零一九年，本处曾到访超过 300 间院舍，为近 14 000 名安老院及残疾人士院舍的院友签发新证。

二零一九年公务员优质服务奖励计划 — 「队伍奖（一般服务）」和「队伍奖（专门服务）」

除换证计划勇夺「队伍奖（一般服务）」金奖外，「到访院舍换证服务」亦获得「队伍奖（专门服务）」银奖。

此外，截至二零一九年十二月，换证计划已获近万名市民嘉许。

为在香港境外身陷困境的香港居民提供协助

二零一九年，香港境外发生了数宗涉及港人的重大事故，包括埃塞俄比亚空难（三月）、巴基斯坦登山意外（六月）和西班牙示威引致当地机场运作受阻（十月）。本处的协助在外香港居民小组（小组）与外交部驻香港特派员公署（公署）、中国驻外使领馆、外国驻港领事馆、香港特区政府驻内地办事处和其他政府部门保持紧密联系，为受影响港人及其家属提供切实可行的协助。外交部的应急呼叫中心亦会转介求助个案予小组跟进。二零一九年，小组共处理了香港居民提出的 132 922 宗查询和 3 968 宗求助个案。

二零一九年，本处继续推行「领保进校园、进社区」的宣传工作。此外，本处联同公署首次参加香港国际旅游展，向市民分享中国领事保护工作。

为香港特区护照持有人争取免签证入境待遇的游说工作

二零一九年，巴拿马、亚美尼亚、伊朗及乌兹别克斯坦给予香港特区护照持有人免签证入境待遇。另外，白俄罗斯的免签证入境旅游期限亦已由 14 天延长至 30 天。截至二零一九年年底，共有 167 个国家和地区给予香港特区护照持有人免签证或落地签证待遇。

Two caring arrangements have also been introduced under the Replacement Exercise. Firstly, members of the public may bring along two family members or friends aged 65 or above to have their HKICs replaced together during the same visit. Secondly, an 'On-site Identity Card Replacement Service' has been introduced. In 2019, the department visited over 300 residential care homes for the elderly and persons with disabilities and issued new smart HKICs to nearly 14,000 residents.

Civil Service Outstanding Service Award Scheme 2019 – Team Award (General Service) and Team Award (Specialised Service)

In addition to the Replacement Exercise which won the Team Award (General Service) Gold Prize, the 'On-site Identity Card Replacement Service' also won the Team Award (Specialised Service) Silver Prize.

Moreover, as at December 2019, the Replacement Exercise had won the appreciation of nearly 10,000 members of the public.

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

In 2019, several major incidents involving Hong Kong residents occurred outside Hong Kong, including a plane crash in Ethiopia (March), a mountaineering accident in Pakistan (June), and disruptions of local airport services caused by the protests in Spain (October). The Assistance to Hong Kong Residents Unit (AHU) closely liaised with the Office of the Commissioner of the Ministry of Foreign Affairs (OCMFA) in the HKSAR, Chinese diplomatic and consular missions overseas, consulates in Hong Kong, Offices of the Government of the HKSAR in the Mainland and other government departments to provide all practical assistance to the affected Hong Kong residents and their families. The Ministry of Foreign Affairs emergency call center will also refer assistance requests to the AHU for follow-up. In 2019, the AHU handled 132,922 enquiries and 3,968 requests for assistance from Hong Kong residents.

In 2019, 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 participated in the International Travel Expo for the first time to introduce to members of the public the work of China's consular protection.

Visa-free Lobbying for HKSAR Passport Holders

In 2019, Panama, Armenia, Iran and Uzbekistan granted visa-free access to HKSAR passport holders. In addition, the period of visa-free entry to Belarus for visit has been extended from 14 days to 30 days. As at the end of 2019, a total of 167 countries and territories had granted visa-free access or visa-on-arrival to HKSAR passport holders.



本处人员到访安老院和残疾人士院舍为院友提供登记身份证及派送新证服务。

Our officers visit residential care homes for the elderly and persons with disabilities to provide on-site identity card replacement and delivery services for residents.



本处在「香港国际旅游展 2019」推广协助在外香港居民小组的工作，外交部驻香港特别行政区特派员公署派员参观本处展台。

A visit to our department's booth for the promotion of the work of the Assistance to Hong Kong Residents Unit at the Hong Kong International Travel Expo 2019 by representatives of the Office of the Commissioner of the Ministry of Foreign Affairs of the People's Republic of China in the Hong Kong Special Administrative Region.



各智能身份证换领中心除设有自助登记服务站外，亦设有自助领证服务站。

In addition to Self-service Registration Kiosks, the Smart Identity Card Replacement Centres are also set up with Self-service Collection Kiosks.

新一代香港特区电子护照及签证身份书

本处自二零一九年五月十四日起签发新一代香港特区电子护照及签证身份书，而处理一般申请所需的时间已由十个工作日缩减至五个工作日。新证件除继续依据国际民用航空组织所订的标准制作外，亦加入最先进的防伪特征，以巩固海外国家和地区对给予特区护照持有人免签证入境待遇的信心。

「入境事务处流动应用程序」已增设新功能，让市民可更方便快捷地递交护照申请。本处亦已推出设有自助拍摄功能的全新「申请证件服务站」，让申请人可免费以自助形式递交护照申请。

High Security Printing Asia 2019 — 区域身份证明文件年度大奖

二零一九年十一月，新智能身份证及新一代电子护照在 High Security Printing Asia 2019 区域身份证明文件组别，分别赢得最佳新身份证及最佳新电子护照年度大奖。两种证件的制作均非常严谨，透过多种先进防伪特征以保障个人隐私和有效地防止伪造，给予公众以至国际社会更大信心。

The Next Generation HKSAR Electronic Passport and Document of Identity for Visa Purposes

The department started to issue the Next Generation HKSAR Electronic Passport (e-Passport) and Document of Identity for Visa Purposes (e-Doc/I) on 14 May 2019. The processing time required for general applications has been shortened from 10 to 5 working days. The new electronic travel documents has continued to be produced in compliance with the standards of the International Civil Aviation Organisation with incorporation of state-of-the-art security features to boost the confidence of overseas authorities in allowing HKSAR passport holders visa-free access to their countries and regions.

To provide greater convenience for members of the public, the department has opened up an additional means for submitting HKSAR passport applications via the Immigration Department Mobile Application. In addition, brand new Travel Document Submission Kiosks equipped with a self-service photo-taking function have also been put into service, allowing applicants to submit their passport applications in a self-service manner free of charge.

High Security Printing Asia 2019 - Regional Identity Document of the Year Awards

In November 2019, the new Smart HKIC and e-Passport won the Regional Identity Document of the Year Awards for the Best New ID card and the Best New e-Passport of High Security Printing Asia 2019. Both documents are produced under strict control and incorporated with various state-of-the-art security features to safeguard personal data privacy and deter forgery effectively, giving the public and international communities greater confidence.



執法部 ENFORCEMENT BRANCH



维护法纪 公正严明

Uphold the Law Act with Impartiality

执法部

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

打击跨国非法移民、伪造证件和偷运人口活动

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

二零一九年十二月，本处再次在香港国际机场进行了代号为「天网」的大型行动，多国驻港总领事馆的代表人员亦有参与，担当顾问或观察员的角色，以有效打击伪造证件和偷运人口活动。

本处非常关注免遣返声请人从内地非法进入香港的情况，并与香港警务处及内地有关当局保持紧密联系和交换情报，协力从源头打击这类非法偷渡活动。截至二零一九年年底，本处与内地执法机关和香港警务处共展开十次联合行动，侦破多个跨境犯罪集团和拘捕了 506 名涉案人士，包括 164 多名人蛇集团骨干成员。

Enforcement Branch

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

Combating Transnational Illegal Migration, Travel Document Forgery and Human Smuggling

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

In December 2019, the department conducted a large-scale operation codenamed 'Sky League' again at Hong Kong International Airport with the participation of various local consulate representatives as advisers or observers in a bid to combat travel document forgery and human smuggling effectively.

The department is very concerned about the situation of non-refoulement claimants smuggling into Hong Kong via the Mainland, and has been maintaining close liaison and intelligence exchange with the Hong Kong Police Force (HKPF) and the relevant Mainland authorities for joint efforts in combating these illicit activities at source. As at the end of 2019, the department conducted 10 joint operations with Mainland law enforcement agencies and the HKPF and smashed a number of cross-boundary crime syndicates, resulting in the arrest of 506 involved persons, including over 164 core members of smuggling syndicates.

贩运人口

本处非常重视打击贩运人口活动。因应政府公布的《香港打击贩运人口及加强保障外籍家庭佣工行动计划》，本处于二零一九年十二月二日成立外佣专责调查组，主要负责在审批外佣签证申请前进行初步筛查，以及早识别贩运人口的潜在受害人或外佣被剥削的个案，并调查有关的违反入境法例罪行。

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。新组别成立后，贩运人口受害人识别机制已扩展至涵盖外佣签证申请人。外佣专责调查组人员会在审批外佣签证申请前对适用的申请人作初步筛查。

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。二零一九年，本处进行了 14 147 次反非法劳工行动，共有 5 444 名非法劳工（包括 3 756 名涉及性工作的人）和 674 名雇主被拘捕。

Trafficking in Persons (TIP)

The department attaches great importance to combating TIP. In response to the 'Action Plan to Tackle Trafficking in Persons and to Enhance Protection of Foreign Domestic Helpers in Hong Kong' promulgated by the government, the Foreign Domestic Helpers Special Investigation Section (FIS) was set up on 2 December 2019. The key tasks of FIS are to conduct initial screening before vetting visa applications from foreign domestic helpers (FDHs) so as to facilitate early identification of potential TIP victims and exploitation relating to FDHs, and to conduct investigations of related immigration offences.

Immigration officers have all along been conducting screening and identification of vulnerable persons who are arrested or who put themselves forward to the authorities under the TIP victim screening mechanism, with a view to ascertaining whether they are TIP victims. With the formation of FIS, the coverage of the TIP victim screening mechanism has been extended to FDH visa applicants. FIS officers will conduct initial screening of suitable FDH visa applicants before vetting their applications.

Enforcement Action against Illegal Employment

Throughout the year, the department continued to take vigorous enforcement action against illegal employment. In 2019, the department conducted 14,147 operations against illegal employment. A total of 5,444 illegal workers (including 3,756 sex workers) and 674 employers were arrested.



跨部门反恐专责组在鲤鱼门公园首次进行代号为「擎天」的大型跨部门反恐演习。
The Inter-departmental Counter Terrorism Unit conducts its first large-scale inter-departmental counter-terrorism exercise, codenamed 'Powersky', at Lei Yue Mun Park.



本处特遣队人员不定期到非法劳工黑点采取行动，遏止非法劳工在港工作。
Our Task Force officers conduct operations at black spots of illegal workers from time to time to combat illegal employment in Hong Kong.



外佣专责调查组主要负责在审批外佣签证申请前进行初步筛查，及早识别贩运人口的潜在受害人或外佣被剥削的个案。
The Foreign Domestic Helpers Special Investigation Section is mainly responsible for conducting initial screening before vetting visa applications from foreign domestic helpers (FDHs) so as to facilitate early identification of potential victims of trafficking in persons and exploitation related to FDHs.



本处人员在采取执法行动前进行简报。
Our officers conduct a briefing prior to an enforcement operation.



本处就成功检控两名串谋以欺骗手段取得航空公司服务的男子举行新闻简报会。
The department holds a press briefing on the successful prosecution of two males for the offence of conspiracy to obtain airline services by deception.



本处特遣队进行反非法劳工行动。
The Immigration Task Force conducts an anti-illegal workers operation.

反恐侦查及调查

本处因应当前的恐袭威胁评估，在各口岸进行执法行动，堵截怀疑涉恐访客入境。二零一九年，反恐科人员在各口岸共进行 4 064 次巡查行动并截查 27 915 名人士。年内，本处为 1 770 名人员提供共 48 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」亦于二零一九年三月进行代号为「擎天」的跨部门反恐演习，以加强部门间的协调和提高公众认知。

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

揭发假结婚案件

本处十分关注非本港居民借与香港居民假结婚来港居留的问题。二零一九年，共有 71 人因涉及假结婚案件而被定罪及判监 7 至 39 个月不等。

Counter-Terrorism Detection and Investigation

In light of the current terrorist threat assessment, the department takes enforcement action at various control points to prevent visitors suspected of involving in terrorism-related activities from entering Hong Kong. In 2019, a total of 4,064 operations were conducted at various control points with a total of 27,915 passengers intercepted and enquired. A total of 48 internal CT training sessions were provided for 1,770 officers during the year.

Apart from organising internal CT drills regularly, the ICT Unit, of which the department is a member, conducted an inter-departmental CT exercise codenamed 'Powersky' in March 2019 to enhance coordination among departments and to raise public awareness of CT.

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

Cases of Bogus Marriages Uncovered

The department has grave concern about non-Hong Kong residents coming to Hong Kong for residence by entering into bogus marriages with Hong Kong residents. In 2019, a total of 71 persons were convicted of offences relating to bogus marriages and were sentenced to jail terms ranging from 7 to 39 months.



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

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。

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。

全面检讨及成效

政府于二零一六年就处理免遣返声请的策略展开全面检讨。本处一直积极配合相关的检讨工作，多项措施于二零一九年继续取得成效。

Removal Assessment and Litigation Branch

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.

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.

Comprehensive Review and Effectiveness

The government commenced a comprehensive review of the strategy of handling non-refoulement claims in 2016. The department had been providing active support accordingly and measures implemented under the review continued to achieve results in 2019.

对潜在免遣返声请人实施入境前管制

为了针对问题的源头，本处致力防止非法入境者或入境风险较高的可疑访客来港，加强打击非法跨境偷渡活动及所涉及的犯罪集团，并自二零一七年一月起实施「印度国民预办入境登记」。鉴于各项措施发挥作用，本处于二零一九年共接获 1 213 宗免遣返声请，较全面检讨前高峰期大幅减少八成。

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。本处已于二零一九年年初完成审核积压的免遣返声请，并可即时处理新接获的个案。二零一九年，本处共完成审核 1 344 宗声请个案，处理每宗声请的平均时间约为 10 星期。



个案主理人员在传译员的协助下，与由代表律师陪同的免遣返声请人进行审核会面。

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



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

To ensure that case officer has sufficient knowledge to process the cases and be familiarised with the relevant legal procedures, the department provided legal reference books on the latest local and overseas jurisprudence for reference.

Pre-arrival Control of Potential Non-refoulement Claimants

To tackle the problems at source, the department is committed to preventing illegal immigrants or doubtful visitors with higher immigration risk from coming to Hong Kong. The department has also stepped up enforcement action against illicit smuggling activities across the boundary and the criminal syndicates involved, and has implemented 'Pre-arrival Registration for Indian Nationals' with effect from January 2017. Given the effectiveness of the measures in place, 1,213 non-refoulement claims were received in 2019, representing a significant drop of 80 per cent as compared with that of the peak period before the comprehensive review.

Screening Procedures

The department has introduced various administrative measures within the existing legal framework to enhance the workflow so as to expedite the screening of claims. With the completion of the screening of backlog claims in early 2019, new claims received can be handled readily. In 2019, the department determined 1,344 claims. The average handling time for each claim was about 10 weeks.



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等资料，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.



本处积极寻求各种方法以进一步提升遣送工作的效率，例如利用包机执行大规模遣送行动。

The department has been actively identifying various means to further enhance the removal efficiency, such as conducting large-scale removal operations by chartered flights.



本处聘用驻部门翻译及传译员，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.



所有负责审核免遣返声请的个案主理人员，在就任前均须接受专业训练课程。

All case officers responsible for screening non-refoulement claims are required to attend professional training courses before assuming their duties.

从统一审核机制开始实施至二零一九年年底，本处已就 17 376 宗声请作出决定，当中 165 宗获确立（包括 83 宗于上诉阶段获确立），另有 6 854 宗撤回；尚待审核的声请为 266 宗，较二零一八年年底的 546 宗大幅下降。政府亦将修订《入境条例》，借以改善审核程序，并引入措施以加强在执法、遣送和羁留方面的工作。

羁留

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

遣送

本处一直致力尽快把免遣返声请不获确立的人根据现行相关法例及政策遣离香港。二零一九年，本处调配人手加快遣送工作，包括与声请人来源国的政府、航空公司及其他政府部门紧密连系，并于年内再次采用专机执行特别遣送行动。本处亦已加强执法行动，打击非法劳工及其雇主，为减低非法入境者留港的经济诱因。本处会继续与声请人主要来源国家的执法机构加强交换情报和合作。

From the commencement of the USM to the end of 2019, the department determined 17,376 claims, among which 165 claims were substantiated (including 83 claims substantiated at the appeal stage), while 6,854 other claims were withdrawn, bringing the total number of claims pending screening to 266, a substantial decrease as compared to 546 as at the end of 2018. The government will amend the Immigration Ordinance with a view to improving the screening procedures and introducing enhanced measures in respect of law enforcement, removal and detention.

Detention

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

Removal

The department has all along been committed to removing unsubstantiated non-refoulement claimants from Hong Kong as soon as practicable in accordance with prevailing laws and policy. In 2019, the department had deployed manpower for expediting the removal process by, among others, maintaining close liaison with governments of major source countries, airline companies and other government departments, and conducting a special removal operation by chartered flight again to effect repatriation during the year. The department had also stepped up enforcement action against illegal workers and the employers involved to reduce the economic incentives for illegal immigrants to stay in Hong Kong. The department will continue to strengthen intelligence exchange and co-operation with the local law enforcement agencies of major source countries of claimants.

The graphic features a central hexagonal area with the text '资讯系统部' and 'INFORMATION SYSTEMS BRANCH'. This central area is surrounded by four distinct illustrations: top-left shows a kiosk with a screen and a scanner; top-right shows a laptop with a 'SUBMIT' button and a smartphone; bottom-left shows server racks connected to a cloud icon; bottom-right shows a large kiosk with a screen displaying 'A687'. The background is a light green and blue grid with glowing lines connecting these elements.

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

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

自助出入境检查服务（e-道）

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

Information Systems Branch

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

Automated Immigration Clearance Service (e-Channel)

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



新设计的 e-道除了提高管理维护的效率外，亦能为市民提供更便捷舒适的使用体验。

Apart from enhancing the efficiency in management and maintenance, the newly designed e-Channels can also provide a more convenient and comfortable user experience for members of the public.

语音辅助功能的 e- 道

本处在落马洲支线管制站、港澳客轮码头、深圳湾管制站、中国客运码头、罗湖管制站、高铁西九龙管制站和港珠澳大桥管制站均设有具语音辅助功能的 e- 道供视障人士办理自助出入境手续。使用此服务的人士只需在 e- 道入口按下启动按钮，增设的语音系统便会提供适当的语音提示，引导他们完成出入境手续。



e-Channels with Voice Navigation Function

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

各管制站设有语音辅助功能的 e- 道供视障人士办理自助出入境手续。

E-Channels with voice navigation function are installed at control points to enable visually impaired persons to perform self-service immigration clearance.

本处优化各车辆管制站的出入境管制系统，方便车辆使用者办理自助出入境手续。

The department has enhanced the Immigration Control System of vehicular control points to facilitate self-service immigration clearance of vehicle users.



流动应用程序

「入境处流动应用程序」让香港市民及访客能随时随地透过手机或流动装置使用入境处的电子服务及阅览相关资讯。自流动应用程序推出以来，本处不断优化和扩充其功能及内容，除了「全港市民换领身份证计划资讯及预约」及「陆路边境管制站等候时间」等常用功能外，该流动应用程序于二零一九年五月十四日加入了「申请香港特区旅行证件」、预约「申请香港特区旅行证件」及「领取香港特区旅行证件」等新功能，为办理香港特区旅行证件的市民提供更大便利。

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

Mobile Application

The Hong Kong Immigration Mobile Application enables Hong Kong residents and visitors to use the electronic services and obtain relevant information of the Immigration Department anytime, anywhere through their mobile phones or devices. Since the launch of the mobile application, the department has continuously enhanced and enriched its functions and contents. In addition to the popular functions such as 'Information and Booking for the HKID Replacement Exercise' and 'Land Boundary Control Points Waiting Time', new functions, namely 'Application for HKSAR Travel Documents', Appointment Booking for 'HKSAR Travel Documents Application' and 'HKSAR Travel Documents Collection' were introduced on 14 May 2019, providing greater convenience for Hong Kong residents in the application for HKSAR travel documents.

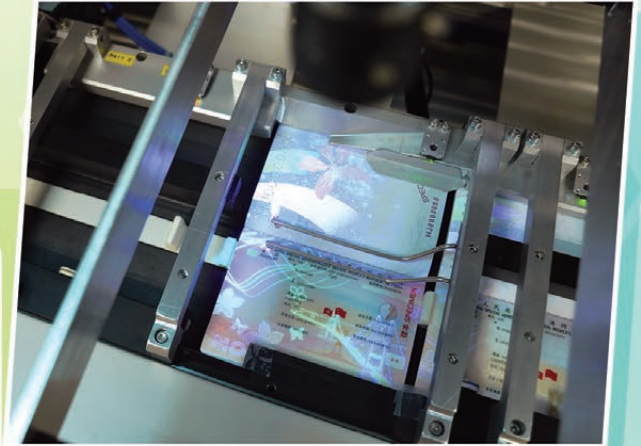
Furthermore, the mobile application has included 'Outbound Travel Tips' to provide Hong Kong residents with tips when travelling abroad, and the link to the department's official YouTube Channel to facilitate public access to information on the services and activities of the department.



新智能身份证的晶片除了支援现有的接触式介面外，亦同时支援非接触式介面。
On top of the current contact chip interface, the new smart identity card also supports a contactless chip interface.



本处人员正在监察新智能身份证的印制过程。
Our officer is monitoring the production of new smart identity cards.



「新一代电子护照系统」已于二零一九年五月推出，新护照依据国际民用航空组织所订的标准制作。
The Next Generation Electronic Passport System was launched in May 2019 and new passports are produced in compliance with the standards of the International Civil Aviation Organisation.

推行第三代资讯系统策略

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

「新一代个案简易处理系统」项目的招标工作已经完成，现正进行系统开发工作。该系统包括「签证自动化系统」、「协助在外港人、生死及婚姻、居留权决策支援系统」和「执法个案处理系统」，预计可自二零二一年下半年起分阶段推行。至于「人力资源管理系统」项目，有关的可行性研究将于二零二零年上半年展开。

二零一九年公务员优质服务奖励计划队伍奖（专门服务）

二零一九年十二月，本处的旅客自助离境服务「离境易」获颁二零一九年公务员优质服务奖励计划的队伍奖（专门服务）优异奖，以表扬本处采用智能科技为旅客提供优质的公共服务。

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

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

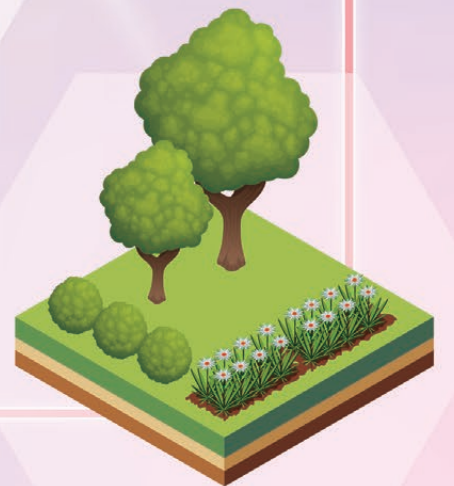
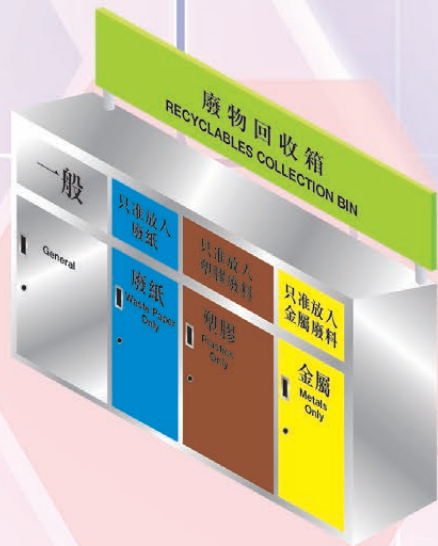
For the Next Generation Application and Investigation Easy Systems (APPLIES-2) project, the tender exercise has been completed and system development is in progress. APPLIES-2, comprising Visa Automation System; Assistance to Hong Kong Residents, Births, Deaths & Marriage, Right of Abode Decision Support System; and Enforcement Case Processing System, is expected to be implemented in phases starting from the second half of 2021. As regards the Human Resources Management System, the feasibility study will commence in the first half of 2020.

Team Award (Specialised Service) under the Civil Service Outstanding Service Award Scheme 2019

In December 2019, Smart Departure, the department's self-service departure clearance service for visitors, won the Team Award (Specialised Service) - Meritorious Award under the Civil Service Outstanding Service Award Scheme 2019 in recognition of our application of smart technology in delivering quality public service to visitors.



环保管理 *GREEN* *MANAGEMENT*



节约能源 善用资源

Energy Conservation Better Use of Resources

环保管理

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

节约能源

本处在各分科委任能源管理员，确保各办事处有效实行环保内务管理方法。能源管理员定期检查各办事处，并维持同事持续遵行该些内务管理方法的意识，有关方法包括关掉无须使用的办公室器材，以及将办公室及公共空间等地方的照明设备调校至合适的亮度。由于本处的业务本年度显着增加，故二零一九年的能源消耗量较二零一八年增加了 12.7%。

Green Management

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

Energy Conservation

Energy Wardens are appointed at sub-divisional level to ensure the effective implementation of the 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 the recommended level in the office and public areas, etc. Due to a significant increase in operational activities in the department this year, the power consumption in 2019 increased by 12.7 per cent when compared with that in 2018.



港珠澳大桥管制站的外部设计引入自然光，以减省能源消耗。

The exterior design of the Hong Kong-Zhuhai-Macao Bridge Control Point allows penetration of natural light to help reduce energy consumption.

减少用纸

由于本处的业务本年度显著增加，故二零一九年的用纸量较二零一八年增加了 29.3%。为了节约用纸，本处充分利用资讯科技作对外及对内的沟通。我们已在日常工作中广泛使用电邮、互联网、内联网及其他电子方式沟通。本处除了提供部门网站上的电子资讯共用平台和流动应用程序让市民以无纸方式快捷地查阅资讯外，亦为市民提供多项电子服务，例如网上申请及外游提示登记服务等。此外，部门已推行电子处理假期申请系统及电子采购系统，减少采用以纸张处理工作的传统模式。本处会继续监察用纸量，并会采取节约措施尽量减少用纸。

废物循环再用及资源回收

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

支持《清新空气约章》

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

Minimisation of Paper Consumption

Due to a significant increase in operational activities in the department this year, our paper consumption in 2019 increased by 29.3 per cent when compared with that in 2018. To conserve paper, the department has made full use of information technology for both external and internal communication. E-mails, Internet, Intranet portal and other electronic means are widely used in our daily operations. In addition to the electronic platform on our departmental website and mobile application provided for members of the public to access information in a quick and paperless way, a number of e-Services such as online application and registration of outbound travel information have also been provided. Moreover, the Electronic Leave Application and Processing System and the e-Procurement System, which are less dependent on the traditional paper-based mode of operation, have been implemented for processing leave applications and procurement requests. The department will continue to closely monitor paper consumption and adopt conservation measures to minimise the use of paper.

Recycling of Waste and Recovery of Resources

With a view to raising the awareness of our staff and members of the 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.

Support for Clean Air Charter

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



在环境保护署推行的「室内空气质素检定计划」中，入境事务大楼的室内空气质素获评为「良好级」。

The indoor air quality of the Immigration Tower has attained 'Good Class' under the Indoor Air Quality Certification Scheme launched by the Environmental Protection Department.



本处鼓励员工参与由不同机构举办的环保活动，以提高他们的环保意识。

Staff members are encouraged to participate in environmental protection campaigns organised by different organisations so as to enhance their environmental awareness.

提高员工的环保意识

为培养员工的环保文化，本处继续经电邮和内联网向员工发放有关环保的最新消息和有用资料。本处亦鼓励员工参与由不同机构安排的推广活动，例如由香港公益金举办，旨在鼓励参与者实践绿色生活（例如尽量使用公共交通工具及支持废物回收）的「公益绿识日」；世界自然基金会举办，旨在鼓励参与者在指定的时间将非必要的灯关掉的「地球一小时」；环境保护署举办的「惜食香港运动」，以及入境事务大楼管业处举办的「支持回收月饼盒」和「支持回收利是封、糖果／饼盒」活动。本处亦在各办事处张贴环保锦囊和有关环保事宜的最新消息。

未来路向

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

Enhancement of Staff Awareness

To foster a green culture among staff members, the department continued to disseminate the latest news and useful information to staff through e-mails and Intranet portal. Staff members were encouraged to participate in various environmental protection campaigns arranged by other departments/organisations, such as the 'Community Chest Green Day' organised by the Community Chest, which encouraged participants to adopt a greener lifestyle such as taking public transport and supporting recycling of waste; the 'Earth Hour' organised by the World Wide Fund for Nature, which encouraged participants to switch off non-essential lights at the appointed time for an hour; the 'Food Wise Hong Kong Campaign' organised by the Environmental Protection Department and the 'Moon Cake Box Recycling Programme' and 'Red Packet, Candy/Biscuit Box Recycling Campaign' organised by the Building Management Office of the Immigration Tower. The department has also displayed green tips and the latest news relating to green matters at various offices.

The Way Forward

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



截至二零一九年十二月三十一日
As at 31 December 2019

二零一九年年报

入境事务处部队支援组制作

设计：传真创意广告有限公司

印刷：政府物流服务署印刷科

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本年报内统计数字的涵盖期间为二零一九年一月一日至二零一九年十二月三十一日。

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，香港特别行政区政府无须负上任何责任。

兑换率

除另有说明外，本年报提及的「元」均指港元。

自一九八三年十月十七日起，政府通过发行钞票机制，把港元与美元挂钩，以 7.8 港元兑 1 美元为固定汇率。

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Exchange Rates

When dollars are quoted in this report, they are Hong Kong dollars, unless otherwise stated. Since 17 October 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.



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