

我們的使命 OUR MISSION

我們的理想 OUR VISION

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.

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。

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.





HONGKONG



我們的信念 OUR VALUES

正直誠信、公正無私

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

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.

以禮待人、體恤市民

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

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.

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。

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.

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,保持敏鋭的觸覺;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。

Alertness and Awareness

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

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。

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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Green Management 環保管理



竭誠服務 任重道遠 Playing an Important Part in Serving the Community with Dedication

二零一九年是中華人民共和國成立 70 周年,對國家及香港特別 行政區而言都別具歷史意義。

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).

國家在過去70年砥礪奮進,堅毅不屈,克服 重重困難和挑戰,穩步邁向開放進步、繁榮富 強,成就輝煌,傲視國際。對入境事務處(入 境處)而言,二零一九年是值得鼓舞的一年。 憑着全體同事上下一心,克盡厥職,堅守使 命,入境處各方面的工作均取得不俗的成績, 我感到十分欣喜和自豪。

二零一九年,本處繼續推行「全港市民換領身 份證計劃」(換證計劃),分階段為合資格的市 民更換新一代智能身份證。換證計劃以貼心和 關愛的服務作為主題,務求方便市民和有需要 的社群。除持續推行的「長者同行換證安排」 外,本處更由二零一九年第二季開始推出為住 宿院舍的長者和殘疾人士而設的到訪院舍換證 務的貼心安排得到市民普遍讚賞,更於「二零 一九年公務員優質服務獎勵計劃」中分別奪得 「隊伍獎(一般服務)」金獎和「隊伍獎(專 門服務)」銀獎,足見各界對本處優質服務的 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開始,「長者同行換證安排」進一步擴展至殘疾人士。換證人士除可帶同兩名 65 歲或以上的長者外,還可額外帶同兩名殘疾人士一同換證。本處希望透過各項貼心的關愛安排,讓有需要人士享用更利便的服務,促進社會共融。

為應付日益繁重的工作和提升服務質素,我們推陳出新,借助尖端科技以優化服務。二零一九年五月,本處推行「新一代電子護照系統」,使處理護照申請所需的時間由以往十個工作天大幅縮減至五個工作天。另外,本處新增了遞交護照申請的途徑,讓申請人可透過入境處流動應用程式遞交申請,不受時間及地點限制。此外,新設計的申請證件服務站使申請流程更便捷,除了加入自助拍攝功能,讓合資格的申請人可選擇以自助形式免費拍攝個人照片外,亦增設八達通的付款方式,為市民提供多一個電子繳費選擇。

隨着全球一體化和多個陸路新口岸相繼開通,香港與內地及世界各 地的人員往來越見頻繁。近年,經各管制站出入境的旅客人次均維 持在高水平,二零一九年的總出入境人次超過三億。為應付龐大的 旅客量,本處繼續多管齊下,採取不同措施以提高通關效率,當中 包括與不同國家和地區推行互用自助出入境檢查服務。截至二零 一九年,共有五個國家成為我們的合作伙伴,預期將會陸續有更多 國家和地區與我們達成這項便利安排。此外,訪港旅客自助離境 服務(「離境易」)自二零一七年年底推出至今,使用人次已超過 1000萬。「離境易」更於「二零一九年公務員優質服務獎勵計劃」 中獲頒授「隊伍獎(專門服務)」優異獎,以表揚本處在利用科技 為旅客提供優質公共服務方面的努力和成績。此外,繼二零一五年 及二零一六年後,本處在全球機場競爭激烈的情況下,第三度獲英 國專業航空運輸研究機構 Skytrax 頒發「全球最佳機場出入境服務 大獎」。由此可見,本處同事的專業服務得到社會及世界各地旅客 的認同和讚賞。身為入境處處長,我為所有盡心竭力、緊守崗位的 同事而感到自豪!

香港是國際大都會,是全球最具競爭力的城市之一,並且位處策略性的地理位置,是連接內地與其他「一帶一路」國家的雙門戶,在「一帶一路」建設中擔當促進國際和地方合作的重要角色。為此,本處積極與「一帶一路」沿線國家推出更方便旅客的簽證政策。截至二零一九年,共有167個國家和地區給予香港特區護照持有人免簽證入境或落地簽證的待遇。烏茲別克斯坦和伊朗是最近給予香港特區護照持有人該等待遇的其中兩個「一帶一路」沿線國家。

維護國家安全和確保「一國兩制」在香港行穩致遠向來是我們的主要工作。隨着極端主義對世界各地的威脅不斷升溫,本處因應恐怖襲擊的威脅評估和實際情況,在各口岸採取相應措施,加強截查和訊問可疑人士。二零一九年,本處反恐科人員在香港國際機場和各陸路及港口管制站共採取了四千多次巡查行動,截查超過27000人。二零一九年三月,本處參與由跨部門反恐專責組舉行代號為「擎天」的首次跨部門反恐演習。是次演習的目的是強化各部門在整合反恐情報及應對恐襲事件上的協調能力,同時提高公眾對反恐的認知。此外,本處亦積極配合特區政府的策略檢討,針對問題的源頭,加強執法,致力防止非法入境者或入境風險較高的可疑訪客來港,並打擊非法跨境偷渡活動及涉及偷運人蛇的犯罪集團。

入境處在各個工作範疇中所獲得的讚賞和認同,全賴每一位同事在各自的崗位上悉力以赴,以精益求精的專業精神竭誠服務社會。在本年報印發時,我已離任入境事務處處長一職。能夠帶領一支世界上優秀及能幹的入境事務隊伍,我感到無比光榮和自豪。我相信入境處在新任處長的領導下定能再創佳績,繼續為國家及香港的繁榮作出貢獻。

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.



曾國衞 Tsang Kwok-wai, Erick I.D.S.M.

入境事務處處長 **Director of Immigration**



區嘉宏 Au Ka-wang

入境事務處副處長 **Deputy Director of Immigration**



陳天賜 **Chan Tin-chee**

助理處長(個人證件) **Assistant Director** (Personal Documentation)

馮毅華 Fung Ngai-wa I.D.S.M.

助理處長(遣送審理及訴訟) Assistant Director (Removal Assessment and Litigation)





何家榮 Ho Ka-wing, Gavin

助理處長 (管理及支援) Assistant Director (Management and Support)



戴志源 Tai Chi-yuen

助理處長(資訊系統) Assistant Director (Information Systems)



郭俊峯 Kwok Joon-fung, Benson

助理處長 (簽證及政策) Assistant Director (Visa and Policies)



樊曉聲 Fan Hiu-sing, Hillson

助理處長(執法) Assistant Director (Enforcement)



趙偉富 Chiu Wai-fu, Bob

機場管制科指揮官 Commander, Airport Division



歐陽振輝 Au Yeung Chun-fai, Samuel I.M.S.M.

邊境管制(鐵路) 科指揮官 Commander, Border (Rail) Division



鄧浩光 Tang Ho-kong

主任秘書 Departmental Secretary



吳燦興 Ng Chan-hing, Sam

總系統經理(科技服務) Chief Systems Manager (Technology Services)



「Skytrax 2019 年全球最佳 機場出入境服務」大獎 2019 Skytrax Award for **Best Airport Immigration Service**

(主辦機構: Skytrax) (Organiser: Skytrax)





香港申訴專員公署

二零一九年申訴專員嘉許獎 - 公營機構獎大獎 The Grand Award of The Ombudsman's Awards 2019 for Public Organisations

申訴導員高計算

(主辦機構:香港申訴專員公署) (Organiser: Office of The Ombudsman of the HKSAR)





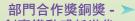


二零一九年公務員 優質服務獎勵計劃 Civil Service Outstanding Service Award Scheme 2019

(主辦機構:香港特別行政區政府公務員事務局) (Organiser: Civil Service Bureau of the HKSAR Government)



隊伍獎(專門服務)銀獎-全港市民換領身份證計劃 -到訪院舍換證服務 **Team Award (Specialised Service)** Silver Prize - Territory-wide **Identity Card Replacement Exercise - On-site Identity Card**



伙伴同行 - 創高鐵動感新世代 Partnership Award Bronze Prize -

Together We Thrive -

A Vibrant New Era of High Speed Rail



隊伍獎(專門服務) 優異獎-「離境易」 Team Award (Specialised Service) Meritorious Award -'Smart Departure'





隊伍獎(一般服務)金獎-> 全港市民換領身份證計劃 (2018 - 2022)

Team Award (General Service) Gold Prize - Territory-wide Identity Card Replacement Exercise Project (2018 - 2022)



隊伍獎(監管服務)銀獎-處理免遣返聲請 Team Award (Regulatory Service) Silver Prize – Handling of **Non-refoulement Claims**

部門精進服務獎 (大部門組別)銅獎 **Departmental Service Enhancement Award** (Large Department Category) Bronze Prize



High Security Printing Asia 2019 - 區域身份證明文件組別 -最佳新身份證及最佳新電子 護照年度大獎

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

(主辦機構: 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

(主辦機構:香港特別行政區政府公務員事務局) (Organiser: Civil Service Bureau of the HKSAR Government)



強化團隊 追求卓越 Strengthen the Corps Strive for Excellence

管理及支援部

管理及支援部負責部門的人力資源管理和發展。該部由三個科別組成,分別是部隊管理科、服務質素科和入境事務學院。 部隊管理科負責處理入境事務隊成員的福利、行為及紀律和部門的公共關係事宜;服務質素科專責進行管理審核、就市民的投訴作出檢討,以及策劃新入境事務處總部的興建工作;入境事務學院則負責處理入境事務隊成員的招聘、培訓、調配及專業發展事宜。

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.



二零一九年,入境事務學院以課程營辦者的身份,成功申請把入境事務主任入職訓練課程和在職入境事務助理員旅客出入境檢查課程納入《資歷名冊》內。

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.

建立能幹和高效率的團隊

管理及支援部全力支援部門具策略性和有效的人力資源管理, 讓員工有機會發揮所長,以建立一支專業和高效率的團隊。 二零一九年,本處聘任了約 100 名入境事務主任及 300 名 入境事務助理員。本處將繼續招聘新人,以配合部門的持續 發展。

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.

專業培訓 服務為民

本處一直致力為入境事務隊成員提供靈活和多元的進修途徑,以提升本處的部隊質素,並向部隊成員推廣終身學習的文化,以促進他們的個人發展。去年,入境事務學院以課程營辦者的身份,向香港學術及職業資歷評審局申請資歷評審,成為香港首個機構提供專業認可的入境事務相關訓練課程。本處會繼續申請把不同的內部訓練課程列入《資歷名冊》內,讓入境事務隊成員獲取相關專業資歷,提升專業水平。課程理論與實踐並重,讓學員與時並進,緊貼社會趨勢。

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,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。部門自二零一三年起舉辦「探訪工作間」活動,提供有效的平台,讓同事分享不同課題的工作間經驗。自二零一五年一月起,部門為前線人員推出「快樂工作間」一天課程,藉此協助同事建立積極樂觀的人生觀。此外,本處的聆心服務中心為有需要的員工提供專業輔導服務。中心的臨床心理學家不時舉辦促進身心健康的課程,幫助同事培養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.



入境事務學院加設處境訓練設施,以增加前線人員的院所管理知識和提升他們的羈留室戰術運用技巧。
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.



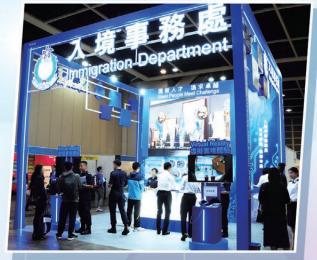
入境事務處處長曾國衞先生出席部門活動時接受傳媒訪問。 The Director of Immigration Mr Erick K W Tsang at an interview by the media during a departmental event.





查詢及聯絡組的主要工作是解答市民對本處各項服務的查詢。

The Information and Liaison Section plays a major role in handling public enquiries regarding the services provided by the department.





本處人員在「教育及職業博覽 2019」利用虛擬實景技術向市 民介紹本處的工作。

Our officers make use of virtual reality technology to introduce the work of the department to the public at the Education & Careers Expo 2019.

追求卓越服務

二零一九年,本處在「申訴專員嘉許獎計劃」中獲得「申訴專員嘉許獎(公營機構獎)大獎」。這是本處第五次獲得這項殊榮,再一次肯定了我們在處理投訴方面專業而積極的態度,以及致力為公眾提供優質服務所共同作出的努力。此外,在公務員事務局舉辦的「二零一九年公務員優質服務獎勵計劃」中,本處憑卓越的服務亦贏得多個獎項,包括「隊伍獎(一般服務)金獎」、「隊伍獎(監管服務)銀獎」、「隊伍獎(專門服務)銀獎及優異獎」、「部門精進服務獎(大部門組別)銅獎」及「部門合作獎銅獎」。

新入境事務處總部

本處自成立以來一直與香港一同成長,見證不同的社會變遷。由於本處各項工作與市民的生活息息相關,隨着時代和業務的發展,本處的總部亦相應地不斷擴充和演變。邁向新時代,本處正積極籌劃興建新一代總部,以期不斷提升服務水平,為市民提供更便捷的服務。新總部的多項策劃工作正相繼落實。興建新總部的撥款申請已於二零一九年五月獲立法會財務委員會批准,建造工程亦隨即於同年六月展開,預計在二零二三年竣工。

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.





簽證 及政策部 VISA and POLICIES BRANCH





歡迎訪客 匯聚人才

Welcome Visitors Attract Talent

簽證及政策部

簽證及政策部由簽證管制(政策)科和簽證管制(執行)科組成,主要負責制定和覆檢簽證政策、審批各項入境、延期逗留和居留權證明書的申請,以及處理有關居留權證明書及簽證管制事宜的上訴、反對和司法覆核個案。

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.

入境計劃優化措施

為更積極招攬外來人才,本處自二零一五年五月起實施一系列入境計劃優化措施,包括放寬根據「一般就業政策」、「輸入內地人才計劃」和「優秀人才入境計劃」來港人士的逗留安排;優化「優秀人才入境計劃」的計分制度;以及推行「輸入中國籍香港永久性居民第二代計劃」。

Enhancement Measures on Admission Schemes

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





在『一帶一路』倡議下,伊朗與烏茲別克斯 坦兩個國家給予香港特區護照持有人免簽證 待遇。

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





本處人員為申請人講解各人才入境計劃。 Our staff introduced various Talent Admission Schemes.

優秀人才入境計劃

「優秀人才入境計劃」旨在吸引世界各地的卓越人才來港定居,每年配額為 1 000 人。申請人可選擇按兩套計分制度的其中一套接受評核。在「綜合計分制」下,申請人根據指明的客觀準則接受評核。自二零一八年八月起,申請人如符合人才清單的要求,經評核後可在「綜合計分制」下獲得 30分額外分數。擁有傑出成就的申請人可選擇以「成就計分制」接受評核。截至二零一九年年底,約有 5 400 名申請人獲分配名額。

專才和企業家

「一般就業政策」容許具備香港所需而又缺乏的特別技能、知識或經驗,或能夠對本港經濟作出重大貢獻的海外人士來港。在二零一九年,共有41289名海外專才和投資者根據這項政策獲准來港。「輸入內地人才計劃」成功吸引內地多個界別的人才來港工作。二零一九年,共有14053名申請人根據這項計劃獲批來港。

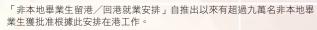
Quality Migrant Admission Scheme (QMAS)

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.





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





本處參與「創智營商博覽」,推廣各項簽證計劃。

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





機械人技術為「科技人才入境計劃」中七個科技範疇的研發活動之一。 Robotics technology is one of the seven technology areas which was covered under Technology Talent Admission Scheme (TechTAS).





「輸入中國籍香港永久性居民第二代計劃」旨在吸引已移居海外的中國籍香港永久性居民的第二代回港發展。

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.

非本地畢業生留港/回港就業安排

「非本地畢業生留港/回港就業安排」旨在吸引非本地畢業生 在香港修讀經本地評審全日制課程並取得學士學位或更高資 歷後留港/回港工作。截至二零一九年年底,已有超過九萬名 非本地畢業生獲批准在港工作。

輸入中國籍香港永久性居民第二代計劃

「輸入中國籍香港永久性居民第二代計劃」在二零一五年五月 推出,旨在吸引已移居海外的中國籍香港永久性居民的第二代 回港發展。截至二零一九年年底,本處共批准了441 宗申請。

科技人才入境計劃

「科技人才入境計劃」在二零一八年六月推出,旨在透過快速處理安排,讓合資格科技公司/機構申請輸入科技人才來港從事研發工作。有關公司/機構獲創新科技署發出配額後,可於配額有效期內為合資格人士向本處申請工作簽證/進入許可。截至二零一九年年底,共有99名申請人根據這項計劃獲批來港。

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.

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.

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.



有效管制 快捷有禮 Effective Control Speedy and Courteous Service

管制部

管制部轄下設有四個科別,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)科轄下設有四個管制站,分別位於羅湖、紅磡、落馬洲支線和廣深港高速鐵路西九龍站。邊境管制(車輛)科轄下設有五個邊境管制站,分別位於落馬洲、文錦渡、沙頭角、深圳灣和港珠澳大橋香港口岸。港口管制科轄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啓德郵輪碼頭管制組。

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.





本處人員時刻留意港珠澳大橋管制站的 車輛流量,務求為出入境旅客提供快捷 的服務。

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

二零一九年經各管制站出入境人次超過 3.01 億,而全年的 訪港旅客入境人次則超過 5 591 萬,其中內地訪客入境人次 為 4 361 萬,而其他訪客的入境人次則為 1 231 萬。全年的 訪港旅客入境人次中,機場管制站的訪港旅客有 1 187 萬人次、陸路管制站達到 4 112 萬人次、海路管制站則為 292 萬人次。

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.





在機場管理局舉辦的「二零一九年香港國際機場優質顧客服務計劃」中本處機場管制科勇奪「最佳顧客服務躍進大獎」和另外兩個獎項。

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.





為推廣以客為本的服務文化和加強同事的歸屬感,本處每年舉行「最有禮貌 入境管制人員選舉」。

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.

「2019 香港國際機場優質顧客服務計劃」 獎項

在機場管理局舉辦的「二零一九年香港國際機場優質顧客服務計劃」中,本處機場管制科勇奪「最佳顧客服務躍進大獎」,並奪得「企業卓越獎 - 傑出顧客服務」。此外,本處亦獲頒發「合作團隊卓越獎」的嘉許獎。

擴展 e- 道服務

為進一步提升部門處理旅客出入境檢查的能力和效率,本處善善用科技,讓更多旅客以自助形式使用 e- 道辦理出入境檢查手續。現時,各管制站共設有729條多功能 e- 道,可靈活調配供合資格的香港居民或訪港旅客使用。

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.

推出訪港旅客自助離境服務

為向離境的訪港旅客提供更便捷的服務,本處於二零一七年十月在香港國際機場推出訪港旅客自助離境服務「離境易」,並於同年十二月把該服務擴展至其他管制站。這項服務採用容貌識別技術核實訪港旅客的身份,讓合資格並持有電子旅行證件的訪港旅客經「離境易」e- 道辦理自助離境手續,無須預先登記。截至二零一九年年底,已有超過 1 150 萬訪客人次使用該服務。

延長管制站的通關時間

行政長官在《2019 年施政報告》中公布,深圳灣口岸的通關時間將會延長至 24 小時,以進一步配合深港兩地旅客的過境需求。深圳灣口岸 24 小時通關安排預計將於二零二零年內分階段實施。

將會投入運作的新管制站

為配合內地和香港的經濟和社會發展需要,香園圍邊境管制站的建造工程現已進入最後階段。該管制站落成後,邊境管制站的整體旅客處理能力將可進一步提升。本處會積極配合有關發展,繼續為旅客提供高效率的出入境檢查服務。





二零一九年,香園圍邊境管制站的建造工程已進入最後階段。

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.





廣深港高速鐵路西九龍站的入境大堂設有禮遇通道,為有需要 人士提供服務。

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.





為進一步配合深港兩地旅客的過境需求,深圳灣口岸 24 小時通關安排預計會在二零二零年內分階段實施。

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.



個人證件部 PERSONAL DOCUMENTATION BRANCH

1868



以客為本 服務市民

Focus on Customers Serve the Community

個人證件部

個人證件部轄下設有證件科和人事登記科。證件科處理香港特區護照和其他香港特區旅行證件申請、有關在本港實施《中華人民共和國國籍法》事宜,以及出生、死亡和婚姻登記事宜。人事登記科則處理根據《基本法》提出擁有居留權的聲請、簽發香港身份證、管理人事登記紀錄、推行「全港市民換領身份證計劃」、與外國政府商定香港特區居民免簽證入境安排,以及為在香港境外身陷困境的香港居民提供切實可行的協助。

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.





協助在外香港居民小組提供 24 小時熱線,處理香港居民的查詢和求助個案。

The Assistance to Hong Kong Residents Unit provides a 24-hour hotline to handle enquiries and requests for assistance from Hong Kong residents.





新設計的申請證件服務站讓市民可選擇免費以自助形式拍攝個人 照片,並增設八達通付款功能。

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.





智能身份證換領中心增設了可調校高度的工作桌,以提供更 優質的服務和方便有需要人士。

To enhance our services and facilitate those in need, height adjustable working desks are newly installed in the Smart Identity Card Replacement Centres.

全港市民換領身份證計劃(換證計劃)

換證計劃於二零一八年十二月二十七日展開,截至二零一九年年底,本處已簽發超過 230 萬張新智能身份證,當中 170 萬張透過換證計劃簽發。

公眾可透過「入境事務處流動應用程式」或互聯網預約換證和 預先填表,並使用智能身份證換領中心的自助服務站,以縮短 換證手續所需的時間。

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.

換證計劃亦新增兩項關愛安排:其一是市民換證時可攜同兩名 65 歲或以上的親友一同換證;其二是推行「到訪院舍換證服務」。在二零一九年,本處曾到訪超過 300 間院舍,為近 14 000 名安老院及殘疾人士院舍的院友簽發新證。

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.

二零一九年公務員優質服務獎勵計劃 — 「隊 伍獎(一般服務)」和「隊伍獎(專門服務)」

除換證計劃勇奪「隊伍獎(一般服務)」金獎外,「到訪院 舍換證服務」亦獲得「隊伍獎(專門服務)」銀獎。

此外,截至二零一九年十二月,換證計劃已獲近萬名市民 嘉許。

為在香港境外身陷困境的香港居民提供協助

二零一九年,香港境外發生了數宗涉及港人的重大事故,包括埃塞俄比亞空難(三月)、巴基斯坦登山意外(六月)和西班牙示威引致當地機場運作受阻(十月)。本處的協助在外香港居民小組(小組)與外交部駐香港特派員公署(公署)、中國駐外使領館、外國駐港領事館、香港特區政府駐內地辦事處和其他政府部門保持緊密聯繫,為受影響港人及其家屬提供切實可行的協助。外交部的應急呼叫中心亦會轉介求助個案予小組跟進。二零一九年,小組共處理了香港居民提出的132922宗查詢和3968宗求助個案。

二零一九年,本處繼續推行「領保進校園、<mark>進社區」的宣</mark> 傳工作。此外,本處聯同公署首次參加香港國際旅遊展, 向市民分享中國領事保護工作。

為香港特區護照持有人爭取免簽證入境待遇 的游說工作

二零一九年,巴拿馬、亞美尼亞、伊朗及烏茲別克斯坦給予香港特區護照持有人免簽證入境待遇。另外,白俄羅斯的免簽證入境旅遊期限亦已由 14 天延長至 30 天。截至二零一九年年底,共有 167 個國家和地區給予香港特區護照持有人免簽證或落地簽證待遇。

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.





本處人員到訪安老院和殘疾人士院舍為院友提供登記身份證 及派送新證服務。

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.





本處在「香港國際旅遊展 2019」推廣協助在外香港居民小組的工作,外交部駐香港特別行政區特派員公署派員參觀本處展台。

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.





各智能身份證換領中心除設有自助登記服務站外,亦設有 自助領證服務站。

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

新一代香港特區電子護照及簽證身份書

本處自二零一九年五月十四日起簽發新一代香港特區電子護照及簽證身份書,而處理一般申請所需的時間已由十個工作天縮減至五個工作天。新證件除繼續依據國際民用航空組織所訂的標準製作外,亦加入最先進的防偽特徵,以鞏固海外國家和地區對給予特區護照持有人免簽證入境待遇的信心。

「入境事務處流動應用程式」已增設新功能,讓市民可更方便 快捷地遞交護照申請。本處亦已推出設有自助拍攝功能的全新 「申請證件服務站」,讓申請人可免費以自助形式遞交護照申 請。

High Security Printing Asia 2019 — 區域身 份證明文件年度大獎

二零一九年十一月,新智能身份證及新一代電子護照在 High Security Printing Asia 2019 區域身份證明文件組別,分別贏得最佳新身份證及最佳新電子護照年度大獎。兩種證件的製作均非常嚴謹,透過多種先進防偽特徵以保障個人私隱和有效地防止偽冒,給予公眾以至國際社會更大信心。

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/l) 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-theart 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





維護法紀 公正嚴明 Uphold the Law Act with Impartiality

執法部

執法部轄下設有執法科及反恐科。執法科負責制定和執行調查方面的政策、處理與入境事務有關的檢控、制定和推行有關遞解及遣送離境(免遣返聲請人除外)的措施,以及管理用作羈留 18 歲或以上人士的青山灣入境事務中心。反恐科負責制訂本處的反恐策略和進行相關執法行動,以及與本地、內地和海外執法機關及駐港領事館聯繫,交流反恐情報。反恐科人員亦代表本處參與「跨部門反恐專責組」的工作。

打擊跨國非法移民、偽造證件和偷運人口活動

本處一直透過國際間的合作,共同打擊跨國非法移民、罪案及恐怖活動等全球關注的問題。

二零一九年十二月,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,擔當顧問或觀察員的角色,以有效打擊偽造證件和偷運人口活動。

本處非常關注免遣返聲請人從內地非法進入香港的情況,並與香港警務處及內地有關當局保持緊密聯繫和交換情報,協力從源頭打擊這類非法偷渡活動。截至二零一九年年底,本處與內地執法機關和香港警務處共展開十次聯合行動,偵破多個跨境犯罪集團和拘捕了506名涉案人士,包括164多名人蛇集團骨幹成員。

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 repect 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.

販運人口

本處非常重視打擊販運人口活動。因應政府公布的《香港 打擊販運人口及加強保障外籍家庭傭工行動計劃》,本處於 二零一九年十二月二日成立外傭專責調查組,主要負責在審 批外傭簽證申請前進行初步篩查,以及早識別販運人口的潛 在受害人或外傭被剝削的個案,並調查有關的違反入境法例 罪行。

本處人員一直根據販運人口受害人識別機制審核和識別被捕或主動接觸當局的容易受剝削人士,以確定該等人士是否販運人口受害人。新組別成立後,販運人口受害人識別機制已擴展至涵蓋外傭簽證申請人。外傭專責調查組人員會在審批外傭簽證申請前對適用的申請人作初步篩查。

遏止僱用非法勞工或非法受僱活動的執法行動

年內,本處繼續致力打擊僱用非法勞工或非法受僱的活動。 二零一九年,本處進行了 14 147 次反非法勞工行動,共有 5 444 名非法勞工(包括 3 756 名涉及性工作的人)和 674 名僱主被拘捕。

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.



跨部門反恐專責組在鯉魚門公園首次進行代號為「擎天」的大型跨部門反恐演習。

The Inter-departmental Counter Terrorism Unit conducts its first large-scale inter-departmental counter-terrorism exercise, codenamed 'Powersky', at Lei Yue Mun Park.



本處特遣隊人員不定期到非法勞工黑點採取行動,遏止非法勞工在港工作。

Our Task Force officers conduct operations at black spots of illegal workers from time to time to combat illegal employment in Hong Kong.



外傭專責調查組主要負責在審批外傭簽證申請前進行初步篩查, 及早識別販運人口的潛在受害人或外傭被剝削的個案。

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.





本處人員在採取執法行動前進行簡報。 Our officers conduct a briefing prior to an enforcement operation.





本處就成功檢控兩名串謀以欺騙手段取得航空公司服務的男子舉行新聞簡報會。

The department holds a press briefing on the successful prosecution of two males for the offence of conspiracy to obtain airline services by deception.





本處特遣隊進行反非法勞工行動

The Immigration Task Force conducts an anti-illegal workers operation.

反恐偵查及調查

本處因應當前的恐襲威脅評估,在各口岸進行執法行動,堵 截懷疑涉恐訪客入境。二零一九年,反恐科人員在各口岸共 進行 4 064 次巡查行動並截查 27 915 名人士。年內,本處為 1 770 名人員提供共 48 次內部反恐訓練。

除定期舉行內部反恐演習外,本處所參與的「跨部門反恐專責組」亦於二零一九年三月進行代號為「擎天」的跨部門反恐演習,以加強部門間的協調和提高公眾認知。

本處積極與各執法機關交流反恐情報,依法<mark>實施有效出入境</mark>管制,確保香港免受恐襲威脅。

揭發假結婚案件

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。二零一九年,共有71人因涉及假結婚案件而被定罪及判監7至39個月不等。

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.





這送審理 ②訴訟部 REMOVAL ASSESSMENT and LITIGATION BRANCH





高度公平 高效審理

High Standards of Fairness Expeditious Process of Screening

遣送審理及訴訟部

造送審理及訴訟部轄下的遺送審理及訴訟科負責審理沒有權利進入及逗留於香港的人所提出的免遣返聲請。該科亦就全面檢討處理免遣返聲請的策略為政府提供支援,負責處理關乎免 造返聲請及執法的上訴/呈請及訴訟個案,並執行有關免遣返 聲請不獲確立人士的遣送程序。

統一審核機制

凡非法入境、逾期逗留或抵港時遭本處拒絕入境者,均無合法身份逗留於香港。為實施有效的出入境管制和維護公眾利益,應根據《入境條例》盡快遣送他們離港。

根據多宗法院裁決,將被遣返至另一國家的人,如聲稱遣返 至該國後會面對酷刑、《香港人權法案》下的絕對及不容減免 的權利受到損害,或迫害等風險,本處須在合乎「高度公平 標準」的審核程序下,於最終決定其聲請不獲確立前,暫緩遣 返聲請人到有關國家。

政府於二零一四年三月實施統一審核機制,根據所有適用的理由審核免遣返聲請。在統一審核機制下,聲請人有合理機會確立其聲請。審結後,本處會書面通知聲請人其決定及理由。聲請人如不服本處的決定,可向法定的獨立酷刑聲請上訴委員會/免遣返聲請呈請辦事處提出上訴。

全面檢討及成效

政府於二零一六年就處理免遣返聲請的策略展開全面檢討。本處一直積極配合相關的檢討工作,多項措施於二零一九年繼續取得成效。

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.

I RANC $\overline{\mathbf{m}}$ GATION REMOVAL ASSESSMENT

對潛在免遣返聲請人實施入境前管制

為了針對問題的源頭,本處致力防止非法入境者或入境風險較高的可疑訪客來港,加強打擊非法跨境偷渡活動及所涉及的犯罪集團,並自二零一七年一月起實施「印度國民預辦入境登記」。鑑於各項措施發揮作用,本處於二零一九年共接獲 1 213 宗免遣返聲請,較全面檢討前高峰期大幅減少八成。

審核程序

本處在現行的法律框架下推出了多項行政措施優化工作流程,藉以加快審理聲請個案。本處已於二零一九年年初完成審核積壓的免遣返聲請,並可即時處理新接獲的個案。二零一九年,本處共完成審核 1 344 宗聲請個案,處理每宗聲請的平均時間約為 10 星期。

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.



個案主理人員在傳譯員的協助下,與由代表律師陪同的免遣返聲請人進行審核會面。

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.



為確保個案主理人員具備足夠知識處理有關個案及了解相關法 律程序,本處提供本地及海外最新案例等法例書籍以作參考。

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.



本處設有資料庫儲存聲請人來源國家的地區資訊、專題報告和 主要事件等資料,以協助審核聲請。

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.





本處積極尋求各種方法以進一步提升遣送工作的效率,例如利用包機執行大規模遣送行動。

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





本處聘用駐部門翻譯及傳譯員,主要在簡介會和審核會面期間為聲請人提供傳譯支援,並翻譯聲請人所遞交的文件。

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.





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

所有負責審核免遣返聲請的個案主理人員,在就任前均須接受專業訓 練課程。

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

從統一審核機制開始實施至二零一九年年底,本處已就 17 376 宗聲請作出決定,當中 165 宗獲確立 (包括 83 宗於 上訴階段獲確立),另有 6 854 宗撤回;尚待審核的聲請為 266 宗,較二零一八年年底的 546 宗大幅下降。政府亦將修 訂《入境條例》,藉以改善審核程序,並引入措施以加強在執 法、遣送和羈留方面的工作。

Detention

《入境條例》賦予本處權力,羈留正在等候審核免遣返聲請及/或遣送程序的人士等。在全面檢討下,政府會繼續循法律、資源、公眾安全等方面研究不同的羈留措施。

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.

遣送

羈留

本處一直致力盡快把免遣返聲請不獲確立的人根據現行相關 法例及政策遺離香港。二零一九年,本處調配人手加快遺送 工作,包括與聲請人來源國的政府、航空公司及其他政府部門 緊密連繫,並於年內再次採用專機執行特別遺送行動。本處亦 已加強執法行動,打擊非法勞工及其僱主,為減低非法入境者 留港的經濟誘因。本處會繼續與聲請人主要來源國家的執法機 構加強交換情報和合作。

Removal

and detention.

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.





資訊系統部 INFORMATION SYSTEMS BRANCH





鋭意創新 提升效率

Spearhead innovation Enhance efficiency

資訊系統部

資訊系統部負責管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,確保系統保安以及不斷優化及更新各系統和有關程序。紀錄及數據管理科負責一切有關私隱、公開資料和處內紀錄管理的事宜。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。

自助出入境檢查服務(e-道)

現時,合資格香港居民、已辦妥登記的訪港旅客和領事團身份證持有人,均可使用設於各管制站的 e- 道辦理自助出入境檢查手續。此外,持有電子護照的合資格訪港旅客可使用「離境易」e- 道服務辦理自助離境手續,無須預先登記。

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. Morevoer, under the 'Smart Departure' service, eligible visitors holding electronic passports may perform self-service departure clearance at e-Channels without prior enrolment.





新設計的 e- 道除了提高管理維護的效率 外,亦能為市民提供更便捷舒適的使用 體驗。

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.

語音輔助功能的 e- 道

本處在落馬洲支線管制站、港澳客輪碼頭、深圳灣管制站、中國客運碼頭、羅湖管制站、高鐵西九龍管制站和港珠澳大橋管制站均設有具語音輔助功能的 e- 道供視障人士辦理自助出入境手續。使用此服務的人士只需在 e- 道入口按下啓動按鈕,增設的語音系統便會提供適當的語音提示,引導他們完成出入境手續。

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.





各管制站設有語音輔助功能的 e- 道供視障人士辦理自助出入境 手續。

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

本處優化各車輛管制站的出入境管制系統,方便車輛使用者辦理自助出入境手續。

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



流動應用程式

「入境處流動應用程式」讓香港市民及訪客能隨時隨地透過 手機或流動裝置使用入境處的電子服務及閱覽相關資訊。 自流動應用程式推出以來,本處不斷優化和擴充其功能及內 容,除了「全港市民換領身份證計劃資訊及預約」及「陸路 邊境管制站等候時間」等常用功能外,該流動應用程式於二 零一九年五月十四日加入了「申請香港特區旅行證件」、預 約「申請香港特區旅行證件」及「領取香港特區旅行證件」 等新功能,為辦理香港特區旅行證件的市民提供更大便利。

此外,流動應用程式亦加入「外遊小錦囊」以提示市民外遊時須注意的事項,以及連接本處 YouTube 頻道的功能,方便市民查閱本處的服務和活動資訊。

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.





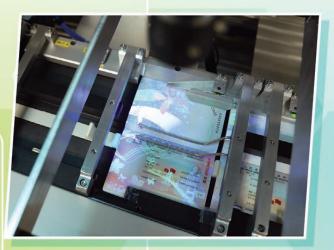
新智能身份證的晶片除了支援現有的接觸式介面外,亦同時支援非接觸式介面。

On top of the current contact chip interface, the new smart identity card also supports a contactless chip interface.





本處人員正在監察新智能身份證的印製過程。 Our officer is monitoring the production of new smart identity cards.





「新一代電子護照系統」已於二零一九年五月推出,新護照依據 國際民用航空組織所訂的標準製作。

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.

推行第三代資訊系統策略

「新一代電子護照系統」已於二零一九年五月十四日推出,以 配合新版香港特區電子護照及電子簽證身份書的簽發工作。

「新一代個案簡易處理系統」項目的招標工作已經完成,現正 進行系統開發工作。該系統包括「簽證自動化系統」、「協助 在外港人、生死及婚姻、居留權決策支援系統」和「執法個案 處理系統」,預計可自二零二一年下半年起分階段推行。至於 「人力資源管理系統」項目,有關的可行性研究將於二零二零 年上半年展開。

二零一九年公務員優質服務獎勵計劃隊伍獎 (專門服務)

二零一九年十二月,本處的旅客自助離境服務「離境易」獲頒 二零一九年公務員優質服務獎勵計劃的隊伍獎(專門服務)優 異獎,以表揚本處採用智能科技為旅客提供優質的公共服務。

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.



節約能源 善用資源 Energy Conservation Better Use of Resources

環保管理

我們致力確保部門為市民提供的所有服務和內部運作,均按照 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。

節約能源

本處在各分科委任能源管理員,確保各辦事處有效實行環保內務管理方法。能源管理員定期檢查各辦事處,並維持同事持續遵行該些內務管理方法的意識,有關方法包括關掉無須使用的辦公室器材,以及將辦公室及公共空間等地方的照明設備調校至合適的亮度。由於本處的業務本年度顯著增加,故二零一九年的能源消耗量較二零一八年增加了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.





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港珠澳大橋管制站的外部設計引入自然光,以減省能源消耗。

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

減少用紙

由於本處的業務本年度顯著增加,故二零一九年的用紙量較二零一八年增加了 29.3%。為了節約用紙,本處充分利用資訊科技作對外及對內的溝通。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。本處除了提供部門網站上的電子資訊共用平台和流動應用程式讓市民以無紙方式快捷地查閱資訊外,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。此外,部門已推行電子處理假期申請系統及電子採購系統,減少採用以紙張處理工作的傳統模式。本處會繼續監察用紙量,並會採取節約措施盡量減少用紙。

廢物循環再用及資源回收

為使員工和市民更加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」。

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》, 我們盡力減少部門車隊和船隊的能源消耗量和廢氣排放量。 例如,我們會安排定期檢查車輛和船隻,以盡量減少因廢氣 排放而產生的環境污染物和造成的環境滋擾。此外,我們亦 鼓勵員工共用部門車輛,並在可行情況下盡量把行程合併, 以便充分使用車輛和減少行車里數。

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.





在環境保護署推行的「室內空氣質素檢定計劃」中, 入境事務大樓的室內空氣質素獲評為「良好級」。

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.









本處鼓勵員工參與由不同機構舉辦的環保活動,以提高他們的環保意識。

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

提高員工的環保意識

為培養員工的環保文化,本處繼續經電郵和內聯網向員工發放有關環保的最新消息和有用資料。本處亦鼓勵員工參與由不同機構安排的推廣活動,例如由香港公益金舉辦,旨在鼓勵參加者實踐綠色生活(例如盡量使用公共交通工具及支持廢物回收)的「公益綠識日」;世界自然基金會舉辦,旨在鼓勵參加者在指定的時間將非必要的燈關掉的「地球一小時」;環境保護署舉辦的「世食香港運動」,以及入境事務大樓管業處舉辦的「支持回收月餅盒」和「支持回收利是封、糖果/餅盒」活動。本處亦在各辦事處張貼環保錦囊和有關環保事宜的最新消息。

未來路向

本處會持續鞏固和擴展現行的內務管理方法,在各項活動中 採用環保管理準則,以及按需要在部門推行新的環保措施及 目標,務求善用能源及資源。

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.

入境事務處處長 Director of Immigration

曾國衞

Tsang Kwok-wai, Erick I.D.S.M.

入境事務處副處長 Deputy Director of Immigration

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助理處長 Assistant Director

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戴志源 Tai Chi-yuen 管理及支援部 Management and Support Branch

何家榮 Ho Ka-wing, Gavin

個人證件部 Personal Documentation Branch

> 陳天賜 Chan Tin-chee

遣送審理及訴訟部 Removal Assessment and Litigation Branch

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簽證及政策部 Visa and Policies Branch

郭俊峯 Kwok Joon-fung, Benson

> 主任秘書 Departmental Secretary

部門管理科 Departmental Management Division

> 鄧浩光 Tang Ho-kong

截至二零一九年十二月三十一日 As at 31 December 2019

二零一九年年報

入境事務處部隊支援組制作

設計: 傳真創意廣告有限公司 印刷: 政府物流服務署印刷科

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兌換率

除另有説明外,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 港元兑 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 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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入境事務處 Immigration Department

中華人民共和國香港特別行政區政府 The Government of the Hong Kong Special Administrative Region of the People's Republic of China

