



入境事務處  
Immigration Department



2020

年報 Annual Report

# 目錄 CONTENTS

序言	02	Foreword
處長級人員	04	Directorate Officers
入境處抗疫工作	06	Anti-epidemic Work of the Department
管理及支援部	10	Management and Support Branch
簽證及政策部	14	Visa and Policies Branch
管制部	18	Control Branch
個人證件部	22	Personal Documentation Branch
執法部	26	Enforcement Branch
遣送審理及訴訟部	30	Removal Assessment and Litigation Branch
資訊系統部	34	Information Systems Branch
環保管理	38	Green Management

## 理想 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.

## 使命 MISSION

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.



# 信念

## 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。

### 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。

### 關顧共融、羣策羣力

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

### 觸覺敏銳、因時制宜

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

### 精益求精、樹立榜樣

我們要繼續悉力以赴，力求事事盡善，並致力成為世界上其他入境事務隊伍的榜樣。

### Integrity and Impartiality

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

### Courtesy and Compassion

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

### Care and Cohesion

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

### Alertness and Awareness

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

### Improvement and Illumination

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

## 二零二零年，無論是對全世界、對香港，還是對入境事務處而言，都是極不平凡的一年。

2019冠狀病毒病在二零二零年年初爆發，席捲全球。香港作為全球貿易、金融、運輸和商業中心亦不能幸免。疫情來勢洶洶，幸而在中央政府的支持和特區政府的帶領下，社會各界上下一心、全情投入地打好這場抗疫防疫的持久戰。入境處全方位支持特區政府推行各項抗疫防疫措施，主動配合、迅速行動，協助落實不同階段的防疫策略。疫情之初，本處於十天內巡查超過1 800間酒店和賓館，以找出在港的高風險旅客，並安排他們入住檢疫中心或離開香港。為協助有關部門執行檢疫令，本處建立了一套臨時電腦查詢系統，供醫護人員識別來自高風險國家或地區的人士，並成立了特別行動小組上門突擊檢查強制檢疫人士。在出入境管制站工作的人員，按照有關部門訂定的風險程度，對來自世界各地的旅客，實施相應的入境限制，同時配合檢疫安排提供人手及硬件支援，穩守香港的防疫前線，貫徹特區政府「外防輸入」的防疫策略。

由於世界各地政府實施出入境限制和檢疫安排，不少國際航線停飛或減少班次，導致全年出入境旅客流量劇減九成至三千一百多萬人次。鑑於疫情的影響，部分出入境管制站亦暫停旅客通關服務。於二零二零年八月啟用的港深邊界第七個陸路口岸—蓮塘／香園圍口岸亦暫時只開放貨檢設施供跨境貨車使用。粵港兩地政府同意視乎疫情發展，再落實口岸的旅客通關服務。縱然受到諸多客觀條件限制，入境處仍然保持優秀的服務水平。繼之前三度奪得國際專業航空運輸研究機構Skytrax頒發的「全球最佳機場出入境服務大獎」，本處在二零二零年再下一城，在激烈的競爭中再次脫穎而出。我們的「新一代智能身份證系統」亦獲得2020香港資訊及通訊科技獎：商業方案大獎及商業方案（商業及公營機構）金獎，足見各界對本處優質服務的肯定。本處不會以此自滿，並將繼續以精益求精的態度，竭盡所能地為市民和訪港旅客提供世界一流的出入境服務。

疫情除了令各地人員的往來減少，亦無可避免地令市民的日常生活受到影響。為減低疫情對市民帶來的不便，紓解市民面對的困難，本處「想民之所想，急民之所急」，多走一步，先後推出多項措施協助市民和社會各界應對疫情。有見疫情使大量外籍家庭傭工（外傭）無法返回原居地，本處為外傭簽證申請人及僱主推出一系列彈性安排，除了容許外傭申請再度延後返回原居地度假，同時亦調派人手加快處理在港外傭的工作簽證申請。本處其後擴展有關安排，分階段為其他類別的簽證／進入許可申請人推出臨時便利措施，並提供更多網上服務途徑，方便申請人足不出戶辦理申請。以上種種減少社交接觸的防疫措施，一方面有效減低人羣聚集所帶來的病毒傳播風險；另一方面切合不少市民疫下在家工作的新常態。本處正計劃在e-道進一步應用容貌識別技術，讓市民以自助形式辦理出入境手續時減少接觸共用

設備。我們希望新科技能提升本處的服務水平和效率，同時能保障公共衛生、遏止病毒傳播。本處將繼續借助尖端科技，推陳出新，針對社會實際需要，為各項服務推行更多貼心和「貼地」的安排，力求為市民和旅客提供最優質的服務。

本處的協助在外香港居民小組自成立以來，一直竭力為身處香港境外而陷於困境的香港居民提供切實可行的協助。二零二零年年初，不少香港居民因各地疫情及「封城」措施而被迫滯留外地，小組和特區政府駐內地辦事處的入境事務組人員均接獲大量香港居民的查詢和求助。本處本着「以民為先」的精神，動員近680人增援1868電話中心，日以繼夜地向求助者及其家屬提供最新資訊和切實可行的協助。同時，考慮到各地疫情急劇變化和求助者及其家屬的焦慮情緒，本處與我國外交部駐香港特派員公署、中國駐外國使領館、保安局、政制及內地事務局等政府機關緊密合作，先後安排51班專機及協調商業航班，把滯留外地的7 547名香港居民接載回港。在疫情極其嚴峻的二月，來自部門不同組別和不同職級的55名人員更在時任處長曾國衛先生的帶領下，義無反顧地甘冒被感染的風險，星夜馳赴日本橫濱向滯留在「鑽石公主號」郵輪的港人提供支援，並就各項返港安排與當地政府磋商，力爭於最短時間內把滯留港人接載回港。其後於三月，58名人員再接再厲，前往當時仍然採取「封城」措施的湖北省武漢市，以八班專機順利把分布省內各地千多名港人接返香港。在這些「包機」行動中，不論是走在前線還是在後方支援，本處人員均一往無前，不畏險阻完成使命，展現出高度的專業精神，贏得社會各界的讚譽和肯定。作為入境處處長，我對此感到非常自豪！

有國才有家，祖國是香港繁榮穩定的堅強後盾。不論是特區政府的各項抗疫工作，還是維護香港居民在外的合法權益，國家都給予我們堅實的支持。中央政府在二零二零年六月頒布實施《中華人民共和國香港特別行政區維護國家安全法》（《香港國安法》），以保障香港維護國家安全，令「一國兩制」得以重回正軌，也讓香港社會免受暴動及社會動亂的困擾。香港是國家的「南大門」，入境處在維護國家安全的工作上擔當重要的角色。本處會全力配合香港特別行政區維護國家安全委員會、中央人民政府駐香港特別行政區維護國家安全公署及其他相關部門的工作，防範和制止任何危害國家及香港安全的行為和活動，無畏無懼地為國為港把關。

經歷了極不平凡的一年，入境處人員始終不忘為香港安定繁榮作出貢獻的初心，堅守崗位，全力以赴應付各種挑戰。我衷心感謝同事們即使面對逆境仍然發揮一貫的專業精神，不遺餘力地完成各項艱巨任務。展望新的一年，我熱切期望香港能脫離「疫境」，市民生活回復正常，世界各地旅客重臨香江。



入境事務處處長  
Director of Immigration

區嘉宏 AU Ka-wang  
I.D.S.M.



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

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

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

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

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

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

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

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



# 處長級人員

- 1 區嘉宏  
AU Ka-wang, I.D.S.M.  
入境事務處處長  
Director of Immigration
- 2 陳天賜  
CHAN Tin-chee  
入境事務處副處長  
Deputy Director of Immigration
- 3 何家榮  
HO Ka-wing, Gavin  
助理處長(資訊系統)  
Assistant Director  
(Information Systems)
- 4 張秀賢  
CHEUNG Sau-yin, Sally  
助理處長(遣送審理及訴訟)  
Assistant Director  
(Removal Assessment and Litigation)
- 5 戴志源  
TAI Chi-yuen  
助理處長(管理及支援)  
Assistant Director  
(Management and Support)
- 6 郭俊峯  
KWOK Joon-fung, Benson  
助理處長(管制)  
Assistant Director (Control)
- 7 樊曉聲  
FAN Hiu-sing, Hillson  
助理處長(個人證件)  
Assistant Director  
(Personal Documentation)





# DIRECTORATE OFFICERS

截至二零二零年十二月三十一日  
As at 31 December 2020



- 8 陳偉烈**  
**CHAN Wai-lit, Andrew**  
助理處長(執法)  
Assistant Director  
(Enforcement)
- 9 程和木**  
**CHING Wo-mok**  
助理處長(簽證及政策)  
Assistant Director  
(Visa and Policies)
- 10 趙偉富**  
**CHIU Wai-fu, Bob, I.M.S.M.**  
機場管理科指揮官  
Commander, Airport Division
- 11 蘇智強**  
**SO Chi-keung**  
邊境管制(鐵路)科指揮官  
Commander, Border (Rail) Division
- 12 鄧浩光**  
**TANG Ho-kong**  
主任秘書  
Departmental Secretary
- 13 吳燦興**  
**NG Chan-hing, Sam**  
總系統經理(科技服務)  
Chief Systems Manager  
(Technology Services)

# 入境處抗疫工作

## 協助滯留「鑽石公主號」郵輪的港人

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

二零二零年二月，停泊在日本橫濱的「鑽石公主號」郵輪爆發 2019 冠狀病毒病疫情，以致不少港人滯留船上。在中華人民共和國駐日本國大使館和外交部駐港特派員公署的協助，以及本處與保安局的緊密合作下，時任處長曾國衛先生率領 55 名人員前往當地，向滯留郵輪的港人提供協助。這項行動共安排了三班包機接載共 193 名港人返港。本處的協助在外香港居民小組其後亦增派人員分批到日本，為百多名仍然留在當地就醫或接受檢疫的港人提供支援。



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

January  
1月

本港出現首宗 2019 冠狀病毒病確診個案。本處派員巡查酒店及賓館，協助在港的湖北旅客入住檢疫中心或離開香港。

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

February  
2月

派員到日本協助滯留「鑽石公主號」郵輪的港人返港。

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

成立特別行動小組，上門突擊檢查強制檢疫人士。

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



# ANTI-EPIDEMIC WORK OF THE DEPARTMENT

## 包機接載滯留湖北省及海外的港人回港

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

二零二零年三月，本處與保安局和政制及內地事務局緊密合作，派出58名人員，協助安排八班包機接載共1,027名滯留湖北省的港人返港，當中包括嚴重病患者、應屆香港中學文憑試考生和孕婦。本處其後亦協助統籌商業航班到秘魯、摩洛哥、印度和巴基斯坦等地接回滯留港人。二零二零年，本處共安排了51班包機或商業航班（包括上述日本及湖北省的包機），接載共7,547名滯留在外的港人回港。



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



建立臨時電腦查詢系統，以協助醫院管理局進行風險評估。  
A temporary computer enquiry system was set up to assist the Hospital Authority in risk assessment.

就外籍家庭傭工（外傭）簽證申請推出一系列彈性安排。  
A series of flexible arrangements on foreign domestic helper (FDH) visa applications were introduced.

March  
3月

協助安排八班包機接載因疫情而滯留湖北省的港人回港。  
Assisted in arranging for eight charter flights to bring back Hong Kong residents stranded in Hubei Province due to the epidemic.

獲委任為特別任務警察的本處人員協助執行禁止羣組聚集的防疫規例。  
Immigration officers appointed as Special Constables assisted in the enforcement of the anti-epidemic regulation on prohibition on group gathering.

## 支援政府檢疫措施

### Support to the Government's Quarantine Measures

在疫情下，本處全力配合香港特區政府採取多項措施控制疫情，包括分階段暫停部分出入境口岸的客運通關服務、實施入境限制，以及調派前線人員到各口岸的入境大堂及車輛檢查亭篩查旅客身份，以協助衛生署的檢疫工作，並把意圖在檢疫令有效期間離港的人交予相關部門跟進。二零二零年二月，本處成



立特別行動小組，上門突擊檢查強制檢疫人士有否按檢疫令的規定留在居所。有關行動有超過100名同事參與，突擊檢查了6,766名強制檢疫人士及5,967處報稱的居所。

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

## 彈性處理簽證申請

### Flexibility in Handling Visa Applications

為協助外傭及其僱主應對疫情，本處推出一系列彈性安排，包括延長合約有效期限、容許外傭申請再度延後返回原居地度假，以及加快處理在港外傭的工作簽證申請。本處亦加強網上遞交申請的服務，並分階段推出一系列便利簽證／進入許可申請人的措施，包括根據「非本地畢業生留港／回港就業安排」遞交的申請、訪港旅客的延期逗留申請，以及外傭轉換僱



主或以訪客身份延期逗留的申請。由於部分身在香港以外地方的非永久性居民可能因疫情而未能及時返港申請延期逗留，本處亦實施臨時便利措施，容許合資格的非永久性居民在香港以外地方申請簽證／進入許可回港。

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

June  
6月

加強網上遞交申請的服務和推出有關申請簽證／進入許可的便利措施。  
Strengthened the service for online submission of applications and implemented facilitation measures on visa/entry permit application.

November  
11月

協助衛生署核對根據「回港易」計劃預約名單抵港人士的資料。  
Assisted the DH in verifying the information of arriving passengers in the booking list under the Return2hk Scheme.



同行抗疫 不遺餘力

## Together, We Spare No Efforts to Fight the Virus



為保障公眾人士及職員的健康，本處在各管制站、辦事處及羈留設施加強清潔和消毒工作，維持充足的個人防護裝備及防疫物資儲備，並增設消毒搓手液機、消毒地氈、紅外線體溫探測器及空氣清新機等防疫設備。

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

縱使2019冠狀病毒病疫情持續嚴峻，本處人員仍積極貢獻社會，參與多項抗疫義工活動，包括支援威爾斯親王醫院的後勤工作、為家居檢疫電子手環作測試及品質檢定，以及在用作等候檢測結果中心的酒店協助檢疫工作。本處的義工隊亦向社區的長者及有需要人士派發抗疫物資及禮品包。此外，本處的福利主任向確診2019冠狀病毒病或須接受強制檢疫的員工送上慰問和提供適切的協助，以表達部門的關心及支持。

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



December  
12月

實施臨時便利措施，容許合資格的非永久性居民在香港以外地方申請簽證／進入許可回港。

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

# 強化團隊 追求卓越

## Strengthen the Corps Strive for Excellence



管理及支援部負責部門的人力資源管理和發展。該部由三個科別組成，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。



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

# 管理 及





本處致力向人員推廣終身學習文化，促進其個人發展。

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

### 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。二零二零年，本處聘任了約40名入境事務主任及150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。

### 專業培訓 服務為民

本處一直致力為入境事務隊成員提供專業培訓，促進他們的個人發展，藉以提升部隊質素。本處會不時檢視訓練課程內容，以切合社會需要。二零一九年，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（評審局）申請資歷評審，把不同職系的入職和在職訓練課程納入《資歷名冊》。二零二零年十二月，本處進一步為高級入境事務主任管理才能課程申請資歷評審。該課程獲資歷架構認可，並獲評定為第五級別（與學士學位同等）。



## Building a Highly Competent and Efficient Workforce

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

## Nurturing Professionalism for Service Excellence

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



新增設的模擬青山灣入境事務中心寢室及日間活動室與自助出入境檢查訓練中心，為學員提供一個模擬實際工作情況的訓練環境。

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





入境處不時邀請中國人民解放軍駐香港部隊為人員提供中式步操訓練，以提升步操水平。

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

此外，為加強人員對國民身份的認同和對國家的歸屬感，本處已在入職和在職培訓課程中加入基礎國情教育，內容涵蓋《中華人民共和國憲法》、《基本法》等，以鞏固人員作為公務員的核心價值。

自《香港國安法》實施後，學院亦已把國家安全教育加入內部訓練課程中，以加強人員對全面準確貫徹「一國兩制」、「港人治港」等課題的認知，讓他們更明白擁護《基本法》和效忠香港特別行政區（香港特區）政府是公務員應有之義，並繼續本着愛國愛港的精神和廉潔專業的態度，為香港的繁榮穩定和市民的福祉作出貢獻。

### 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。本處舉辦一連串「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。本處亦為前線人員推出「快樂工作間」一天課程，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方式。

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

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

### Promoting People-based Caring Management

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

# 管理及支援部



## 追求卓越服務

二零二零年，本處有兩位同事獲頒發「申訴專員嘉許獎(公職人員獎)」，這是本處連續22年有人員獲得這個獎項，肯定了我們在處理投訴方面專業而積極的態度。此外，本處共有五位同事獲頒「公務員事務局局長嘉許狀」，以表揚他們持續優秀的工作表現。自該計劃於二零零四年推出以來，本處已連續17年有同事獲得嘉許。本處定當繼續發揮精益求精的專業精神，為市民提供優質的服務。

## 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一所新總部大樓，以期持續提升服務水平，為市民提供更優質便捷的服務。新總部大樓的各項策劃工作正相繼落實。興建新總部大樓的撥款申請於二零一九年五月獲立法會財務委員會批准，建造工程於同年六月展開，地基工程已於二零二零年七月完成。整項工程預計在二零二三年竣工，相關辦公室和設施將於二零二四年分階段遷到新總部大樓。



新總部將座落於將軍澳市中心，毗鄰港鐵將軍澳站和調景嶺站，多種公共交通工具均可直達。  
(此模擬效果圖由建築署提供)

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

## In Pursuit of Service Excellence

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

## The New Immigration Headquarters

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



# 歡迎訪客 匯聚人才 Welcome Visitors Attract Talent

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。

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



簽證及  
VISA AND  
POLICIES BRANCH





市民可透過入境處網頁辦理各項簽證申請。

Members of the public may submit various visa applications through the departmental webpages.

### 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」。

### 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。自二零二零年九月起，該計劃的配額由每年1 000名增加至2 000名。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。截至二零二零年年底，已有7 100名申請人獲分配名額。

## Enhancement Measures on Admission Schemes

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

## Quality Migrant Admission Scheme (QMAS)

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



本處人員向簽證申請人講解申請流程。

Our officer is explaining the visa application process to an applicant.



## 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非內地居民來港。在二零二零年，共有 14 617 名專才和投資者根據這項政策獲准來港。「輸入內地人才計劃」吸引到內地多個界別的人才來港工作。二零二零年，共有 6 995 名申請人根據這項計劃獲批來港。

## 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。截至二零二零年年底，已有超過 98 000 名非本地畢業生獲批准在港工作。

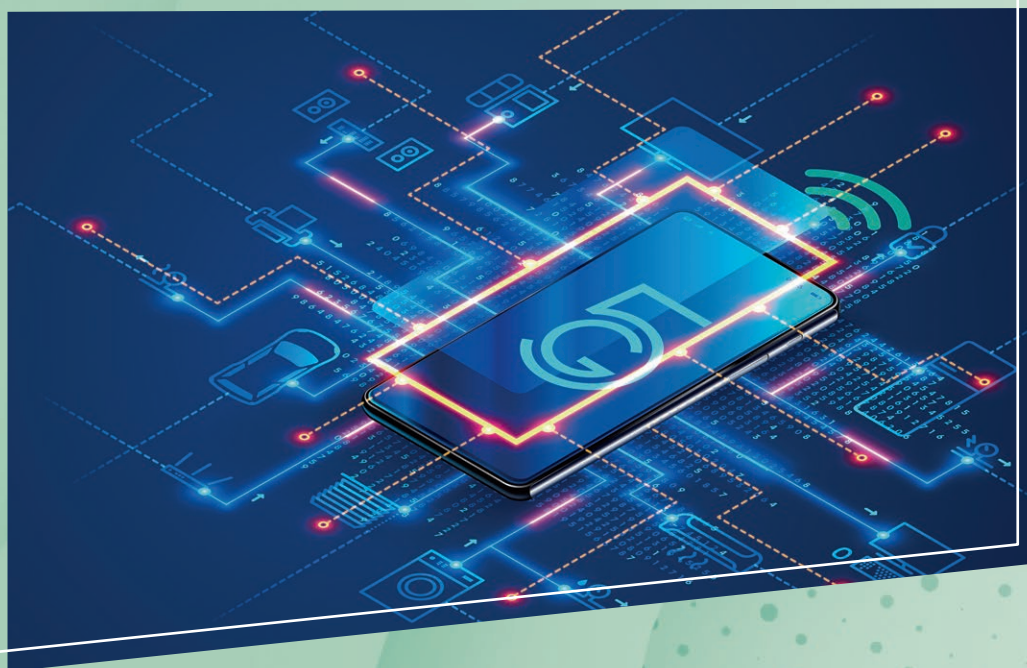
## Professionals and Entrepreneurs

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

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

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

「科技人才入境計劃」於二零二零年一月三十日推出優化措施，把 5G 通訊納入新增的科技範疇。  
With the launch of the enhancement measures under the 'Technology Talent Admission Scheme' (TechTAS) on 30 January 2020, 5G communications has been included as one of the new technology areas under TechTAS.



本處透過一系列彈性安排，靈活調配人手，以處理疫情期間的簽證申請。  
The department introduced a series of flexible arrangements in redeploying manpower to handle visa applications during the epidemic.





## 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。截至二零二零年年底，本處共批准了478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。政府在二零二零年一月三十日推出優化措施，包括增加適用的科技範疇、擴大計劃的適用範圍至全港所有進行相關科技範疇研發活動的公司，以及延長配額的有效期。截至二零二零年年底，共有215名申請人根據這項計劃獲批來港。

駐內地辦事處入境事務組人員不時向內地居民講解各項入境計劃。  
Staff of the Immigration Divisions of the Mainland offices explain various immigration schemes to Mainland residents from time to time.



截至二零二零年年底，已有超過98,000名非本地畢業生獲批准經「非本地畢業生留港／回港就業安排」在港工作。

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



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

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

## Technology Talent Admission Scheme (TechTAS)

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



# 有效管制 快捷有禮

## Effective Control Speedy and Courteous Service



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)科轄下設有六個邊境管制站，分別位於落馬洲、文錦渡、沙頭角、深圳灣、港珠澳大橋香港口岸和香園圍。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啟德郵輪碼頭管制組。

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







香園圍邊境管制站於二零二零年八月二十六日正式啟用。鑑於2019冠狀病毒病疫情，粵港雙方同意先開放貨檢設施供跨境貨車使用。

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

### 管制站的交通流量

二零二零年經各管制站出入境人次超過2 420萬，而全年的訪港旅客入境人次則為357萬，其中內地訪客入境人次為269萬，而其他訪客的入境人次則為88萬。全年的訪港旅客入境人次中，機場管制站的訪港旅客有85萬人次、陸路管制站有255萬人次、海路管制站則有17萬人次。

### 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757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。

### 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。截至二零二零年年底，已有超過1 189萬訪客人次使用該服務。

## Traffic at Control Points

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

## Extension of the e-Channel Service

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

## Launch of Self-service Departure for Visitors

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



香園圍邊境管制站是港深邊界第七個陸路口岸，位於文錦渡管制站與沙頭角管制站之間，是可讓「人車直達」的邊境管制站。

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





本處在二零二零年獲得Skytrax 全球最佳機場出入境服務大獎，是本處繼二零一五年、二零一六年及二零一九年後第四度獲得該個獎項。

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

### Skytrax 二零二零年全球最佳機場出入境服務大獎

本處在國際專業航空運輸研究機構Skytrax的年度旅客意見調查中，贏得二零二零年度全球最佳機場出入境服務大獎，是本處繼二零一五年、二零一六年及二零一九年後第四度獲得該個獎項。

### 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。為進一步支援深港兩地的物流往來，以應付凌晨時分的跨境貨運需求，同時配合「東進東出、西進西出」的布局，深港雙方經商討後，已自二零二零年十二月十日起，把深圳灣管制站的貨物清關服務時間延長至24小時。鑑於2019冠狀病毒病疫情，深港兩地政府會視乎兩地的疫情發展，另行考慮深圳灣管制站推行24小時旅客通關服務的時間。

### 香園圍邊境管制站

香園圍邊境管制站於二零二零年八月二十六日正式啟用。香園圍邊境管制站是港深邊界第七個陸路口岸，位於文錦渡管制站與沙頭角管制站之間，是可讓「人車直達」的邊境管制站。

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

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

### Extension of the Operating Hours of a Control Point

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

### Heung Yuen Wai Boundary Control Point

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

# 管制部



香園圍邊境管制站是國家《十二五規劃綱要》內《港澳專章》的其中一個「粵港澳合作重大項目」。該管制站啟用後，縮短了香港往來深圳東部和廣東東部的行車時間，進一步完善粵港澳大灣區「一小時生活圈」的理想布局。

新口岸開通後，實現了港深兩地跨境貨運「東進東出、西進西出」的布局，可縮短香港往來深圳東部和廣東東部的行車時間，令跨境物流在運作上更暢順和更有效率。

鑑於2019冠狀病毒病疫情，粵港雙方同意先開放貨檢設施供跨境貨車使用。視乎2019冠狀病毒病的疫情發展，兩地政府將適時全面開通香園圍邊境管制站以提供旅客通關服務。

## 皇崗口岸／落馬洲管制站的重建工程

為配合內地和香港的經濟和社會發展需要，皇崗口岸／落馬洲管制站將會進行重建工程，並預計會在未來數年完成。該管制站完成重建後，將實施類似深圳灣口岸的「一地兩檢」安排，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。

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

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

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

## Redevelopment of the Huanggang Port/Lok Ma Chau Control Point

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



為進一步提升邊境管制站的整體旅客處理能力，皇崗口岸／落馬洲管制站將會於重建工程後實施類似深圳灣口岸的「一地兩檢」安排。

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



# 以客為本 服務市民

## Focus on Customers

## Serve the Community

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。

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





# 發件部 PERSONAL DOCUMENTATION BRANCH

## 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，截至二零二零年年底，本處已簽發超過340萬張新智能身份證，當中250萬張透過換證計劃簽發。

由二零二零年二月十八日開始，換證人士除可攜同兩名65歲或以上的親友，亦可同時攜同另外兩名殘疾人士一同前往換證。

## 為在香港境外身陷困境的香港居民提供協助

二零二零年，受2019冠狀病毒病疫情影響，各國實施旅遊限制，許多香港居民因而滯留在內地或海外。本處的協助在外香港居民小組(小組)與保安局、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。小組先後在二月及三月派員到日本和武漢協助滯留的港人回港，並自三月起協助安排和協調多班包機／民用航班接載滯留各國的港人回港。外交部的應急呼叫中心亦會轉介求助個案予小組跟進。二零二零年，小組共處理了香港居民提出的153 596宗查詢和18 511宗求助個案。

在全港市民換領身份證計劃的關愛安排下，換證人士可攜同最多兩名65歲或以上的親友和兩名殘疾人士一同前往換證。

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



協助在外香港居民小組為在香港境外身陷困境的港人提供適時協助，獲市民來函致謝。  
Letters and cards from members of the public to the Assistance to Hong Kong Residents Unit in appreciation of their timely assistance rendered to Hong Kong residents in distress outside Hong Kong.

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

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

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

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

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





行政長官林鄭月娥於二零二零年三月探訪本處協助在外香港居民小組，感謝人員在抗疫期間緊守崗位。

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

疫情期間，協助在外香港居民小組不忘堅守使命，致力為在香港境外身陷困境的香港居民提供切實可行的協助。

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



二零二零年，本處繼續推行「領保進校園、進社區」的宣傳工作，並聯同公署舉辦講座，與社區團體分享外遊安全小貼士和介紹中國領事保護工作。

## 為香港特區護照持有人爭取免簽證入境待遇的游說工作

二零二零年，「一帶一路」國家肯尼亞給予香港特區護照持有人落地簽證待遇。截至二零二零年年底，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。

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

## Visa-free Lobbying for HKSAR Passport Holders

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



# DOCUMENTATION PERSONAL BRANCH

## 領取香港特區護照的新措施

本處於二零二零年十月三十日推出全新的領取護照服務站。合資格申請人除可在服務櫃檯領取特區護照外，亦可在提交護照申請時，選擇使用設於入境處總部或西九龍辦事處的領取護照服務站，以自助方式領取特區護照，無需預約，程序快捷、簡單又方便。

本處亦於同日推出海外領取特區護照的新措施，為申請人提供更具彈性的安排。在新措施下，身處香港或海外的申請人無論以何種方式（包括親身、郵遞、投遞、互聯網、入境處流動應用程式或申請證件服務站）直接向本處遞交特區護照申請，均可選擇在指定的中國駐外國使領館領取護照。

設於各分區辦事處的「申請證件服務站」讓申請人可免費以自助方式遞交護照申請。  
*Travel Document Submission Kiosks installed at various Branch Offices allow applicants to submit their passport applications in a self-service manner free of charge.*



## New Initiative on HKSAR Passport Collection

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

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



合資格申請人可在「領取護照服務站」以自助方式領取香港特區護照。  
*Eligible applicants may collect their HKSAR passports at Passport Collection Kiosks in a self-service manner.*



# 維護法紀 公正嚴明

## *Uphold the Law Act with Impartiality*

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。

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

# 執







行動研究組舉行鑑定偽造旅行證件及偽造香港智能身份證的工作坊和講座。

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

## 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。

本處非常關注免遣返聲請人從內地非法進入香港的情況，一直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。截至二零二零年年底，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名人蛇集團骨幹成員。



本處嚴厲打擊僱用非法勞工或非法受僱的活動。

*The department takes stringent enforcement action against illegal employment.*

## Combating Transnational Illegal Migration, Forgery and Human Smuggling

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

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



本處調查員突擊搜查非法勞工黑點，遏止非法勞工在港工作。

*Investigators of the department conduct a raid on a black spot of illegal workers to combat illegal employment.*



## 打擊販運人口

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。

為落實《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成立外傭專責調查組，把識別機制擴展至涵蓋適用的外傭簽證申請人以便進行初步篩查，從而及早識別潛在的販運人口受害人或剝削外傭個案，並在有需要時展開調查。

二零二零年，本處在販運人口受害人識別機制下共進行了3 504次初步篩查，當中2 315次為外傭專責調查組對外傭簽證申請人進行的初步篩查。

## 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。二零二零年，本處進行了13 612次反非法勞工行動，共有1 380名非法勞工（包括555名涉及性工作的人）和486名僱主被拘捕。



派駐青山灣入境事務中心的人員均配備適當裝備和接受相關訓練，以應付工作需要。

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



本處瓦解一個安排印尼籍及菲律賓籍人士利用虛假外籍家庭傭工合約留港非法工作的犯罪集團，集團主腦的串謀欺詐及行使虛假文書罪被判罪成，入獄43個月。入境處人員向傳媒介紹該案詳情。

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

## Tackling Trafficking in Persons (TIP)

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

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

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

## Enforcement Action against Illegal Employment

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

# 執法部



## 反恐偵查及調查

本處因應當前的恐襲威脅評估，在各出入境管制站進行執法行動，堵截懷疑涉恐訪客入境。二零二零年，反恐科人員在各出入境管制站共進行3 116次巡查行動並截查7 438名人士。年內，本處為893名人員提供共55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二零二零年三月進行代號為「奪峰」的跨部門反恐演習，以加強部門間的協調，同時提高市民對可疑物品的警惕和防範。

本處積極與各執法機關交流反恐情報，依法實施有效出入境管制，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。二零二零年，共有45人因涉及假結婚案件而被定罪及判監6至16個月不等。

## Counter-Terrorism Detection and Investigation

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

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

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

## Uncovering Cases of Bogus Marriages

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



為提升入境處人員的反恐意識及對恐怖活動的認知，本處定期舉辦內部反恐訓練課程及演習，以有效堵截懷疑涉及恐怖活動的可疑旅客。

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



# 高度公平 高效審理

## High Standards of Fairness

### Expeditious Process of Screening



遣送審理及訴訟部轄下的遣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，負責處理關乎免遣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。

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

# 遣送審理及





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.*

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的資料，以協助審核聲請。  
The department maintains a database on information such as localities, reports of topical issues and major events of the source countries of claimants to facilitate the screening of claims.



### 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。

### 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.



# 遣送審理及訴訟部



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。為遵守2019冠狀病毒疫情下的社交距離措施，本年度的訓練課程首次以視像會議方式進行。  
All case officers responsible for screening non-refoulement claims are required to attend professional training courses before assuming duties. To maintain social distancing during the COVID-19 pandemic, this year's training has been held by video conferencing for the first time.

## 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，多項措施於二零二零年繼續取得成效。

### 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，本處於二零二零年共接獲1 223宗免遣返聲請，較全面檢討前高峯期大幅減少約八成。然而，接獲的新聲請數目和被截獲的非華裔非法入境者數目於二零二零年下半年有所上升，政府會密切留意有關情況。

### 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。二零二零年，每宗聲請的平均處理時間約為10星期。從統一審核機制開始實施到二零二零年年底，本處已就18 233宗聲請作出決定，當中219宗獲確立（包括134宗於上訴階段獲確立），再加上有6 923宗被撤回，尚待審核的聲請為563宗。二零二零年，由於在2019冠狀病毒病疫情期間實施特別工作安排，只能為聲請人提供有限度的公費法律支援服務，因而阻延了部分聲請個案展開審核程序。截至二零二零年十二月底，除了563宗尚待入境處完成審核的聲請外，另有約700宗個案因疫情影響而尚未展開審核程序。

## Comprehensive Review and Effectiveness

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

### Pre-arrival Control of Potential Non-refoulement Claimants

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

### Screening Procedures

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





政府已於二零二零年十二月向立法會提交《2020年入境(修訂)條例草案》，藉以改善審核程序，並引入措施加強在執法、遣送和羈留方面的工作。

#### 羈留

《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。

#### 遣送

入境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遣離香港。二零二零年，雖然部分國家或地區受2019冠狀病毒病疫情影響實施航班或其他限制，本處仍盡力維持遣送工作，包括與聲請人主要來源國的政府、航空公司及其他政府部門保持更緊密的聯繫，以及利用特別航班把免遣返聲請不獲確立人士遣返原居地。本處亦已加強執法行動，打擊非法勞工及其僱主，以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。

入境處近年多次採用專機執行大規模特別遣送行動，把非法入境者遣離香港。

In recent years, the department has conducted a number of large-scale special removal operations by charter flights to effect the repatriation of illegal immigrants.

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

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

#### Detention

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

#### Removal

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





# 銳意創新 提升效率

## *Spearhead Innovation Enhance Efficiency*

資

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。

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





截至二零二零年年底，各管制站共設有757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。

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



## Automated Immigration Clearance Service (e-Channel)

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

## e-Channels with Voice Navigation Function

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

## 自助出入境檢查服務 (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。

## 語音輔助功能的e-道

本處在落馬洲支線、港澳客輪碼頭、深圳灣、中國客運碼頭、羅湖、高鐵西九龍、港珠澳大橋、紅磡和香園圍邊境管制站已設置具語音輔助功能的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-道入口按下啟動按鈕，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。



「新一代智能身份證系統」獲「2020香港資訊及通訊科技獎」主辦當局頒發商業方案（商業及公營機構）金獎及商業方案大獎。

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





本處於二零二零年推出的全新網頁採用流動友善的設計，方便市民使用各種流動裝置瀏覽部門網頁。  
The revamped homepage launched by the department in 2020 adopts a mobile-friendly design, which facilitates the browsing of our homepage with various mobile devices.

## 流動應用程式

「入境事務處流動應用程式」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多元化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「預約申領身份證」及「申請香港特區護照」等常用功能外，更加入了新的網上申請簽證服務，為需要辦理簽證申請的市民及訪客帶來更大便利，讓他們再無須親身到本處辦事處遞交申請。這項服務亦有助市民在2019冠狀病毒病疫情下保持社交距離。

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，以及新增連接本處YouTube頻道的連結，方便市民查閱本處的服務和活動資訊。

## 全新的入境事務處網頁

為進一步提升用戶體驗，本處於二零二零年十二月十二日推出了全新的網頁。新網頁採用流動友善的設計，方便市民使用各種流動裝置瀏覽部門網頁。

## 新增電子繳費選項

自二零二零年十二月二十一日起，市民在各人事登記處和分區辦事處可透過「轉數快」以無接觸方式繳付申領身份證及旅行證件的費用，讓市民享有更多繳費選擇。本處亦正積極籌備在二零二一年年底前把「轉數快」繳費服務擴展至其他類別的申請。

## Mobile Application

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

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

## Revamped Departmental Homepage

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

## New e-Payment Options

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





本處正計劃在網上申請流程中加入「智方便」的「填表通」功能，自動為市民填寫個人資料，輕鬆快捷。

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

## 採用「智方便」

為進一步便利市民，本處正計劃在多項電子服務中採用「智方便」，包括在二零二一年年中加入「填表通」功能，讓市民在網上申請香港特區護照，以及預填身份證和旅行證件申請表格時，無需重複填寫相同資料，令申請過程更簡單方便。

## 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」項目下的「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」及「執法個案處理系統」現正進行開發工作。新系統預計將於二零二一年第三季起分階段推行。

至於「人力資源管理系統」項目，有關的可行性研究將於二零二一年第二季完成。

## 2020 香港資訊及通訊科技獎：商業方案獎

本處的「新一代智能身份證系統」獲「2020 香港資訊及通訊科技獎」主辦當局頒發商業方案（商業及公營機構）金獎及商業方案大獎，以表揚本處在善用資訊科技提供優質公共服務方面的貢獻和努力。



入境事務處流動應用程式加入了新的網上申請簽證服務，讓辦理簽證申請的市民及訪客在2019 冠狀病毒肺炎疫情下再無須親身到本處辦事處遞交申請。

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

## Adoption of 'iAM Smart'

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

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

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

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

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

## Hong Kong ICT Awards 2020: Smart Business Award

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



# 節約能源 善用資源

## Energy Conservation Better Use of Resources

我們致力確保部門為市民提供的所有服務和內部運作，均按照相關環保法例、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。二零二零年的能源消耗量較二零一九年輕微增加了1.77%。

### 減少用紙

本處一直致力提倡減少用紙，二零二零年的用紙量較二零一九年減少了14.05%。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。

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

### Energy Conservation

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

### Minimisation of Paper Consumption

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







新總部會採用多種節能裝置和可再生能源技術。綠化措施方面，新總部會提供園林景觀和採用垂直綠化，以收環保和美化之效；而在循環再用裝置方面，則會採用雨水收集系統灌溉花木，以節約用水。

(此模擬效果圖由建築署提供)

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

(This rendering is provided by the Architectural Services Department)

## Waste Recycling and Resources Recovery

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

## Support for Clean Air Charter

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

## Enhancement of Staff's Environmental Awareness

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

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

## The Way Forward

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

## 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。

## 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，例如鼓勵同事響應環境保護署的呼籲，減少使用即棄塑膠餐具。本處亦鼓勵員工參與由不同機構安排的環保活動，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「綠色低碳日」；世界自然基金會舉辦，旨在鼓勵參加者在指定的時間把非必要的燈關掉的「地球一小時」，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。

為進一步提高員工的環保意識，本處於各辦事處張貼海報、環保錦囊和有關環保事宜的最新消息，並定期更新有關資訊。

## 未來路向

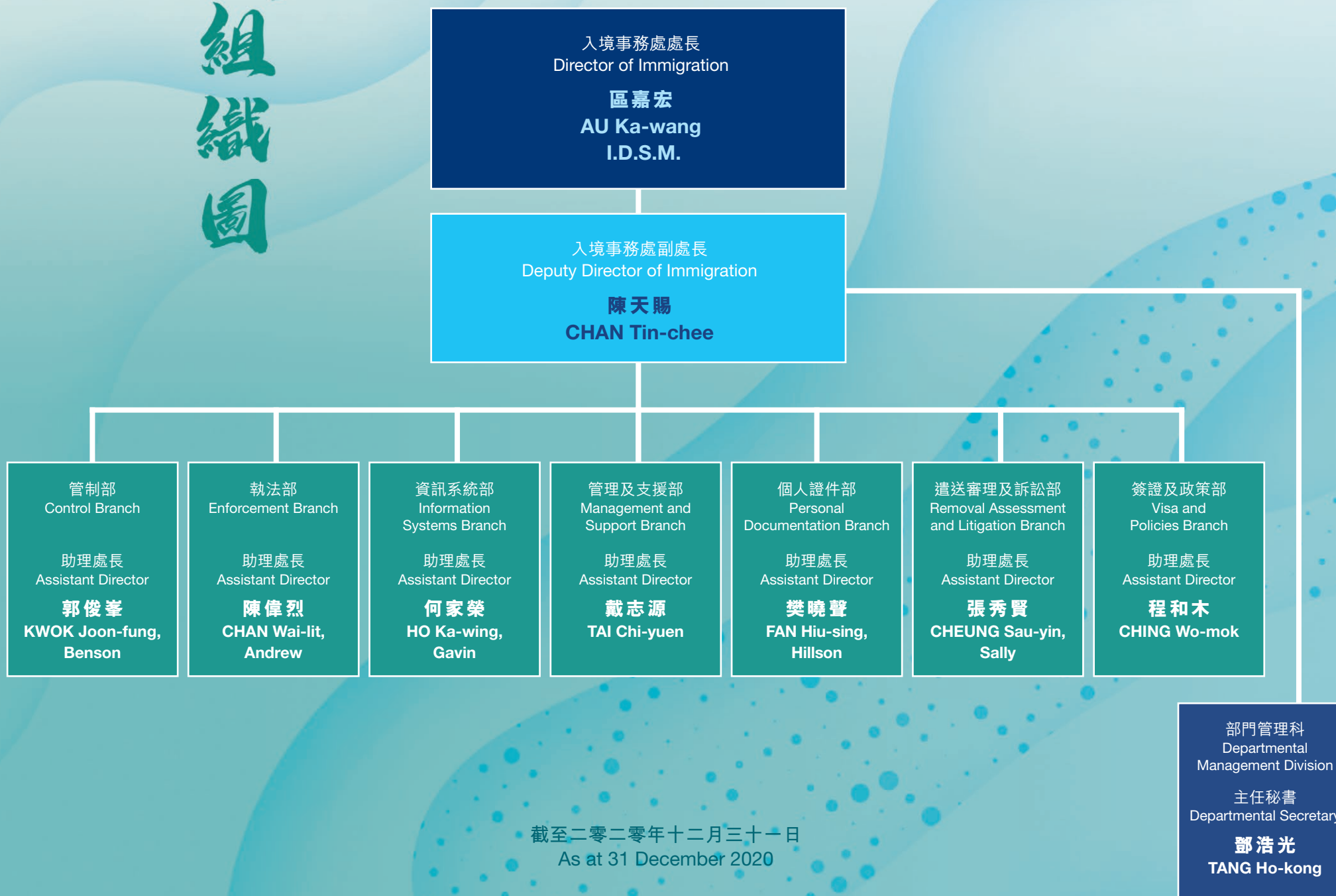
本處會持續鞏固和擴展現行的內務管理方法，在各項活動中採用環保管理準則，以及按需要在部門推行新的環保措施及目標，務求善用能源及資源。

GREEN  
MANAGEMENT  
管理



部門  
組織圖

# ORGANISATION CHART OF IMMIGRATION DEPARTMENT



截至二零二零年十二月三十一日  
As at 31 December 2020



## 二零二零年年報

入境事務處部隊支援組製作

設計：Speedflex Asia Limited

印刷：政府物流服務署印務科

© 中華人民共和國香港特別行政區政府入境事務處 2020

本年報內統計數字的涵蓋期間為二零二零年一月一日至二零二零年十二月三十一日。

本年報所提供的資料只供參考之用，如有遺漏、謬誤，或因使用有關資料而引致任何損失、作為或不作為，或因依據有關資料而得出任何意見，香港特別行政區政府均無須負上任何責任。

## Annual Report 2020

Produced by Service Support Section, Immigration Department

Design: Speedflex Asia Limited

Printing: Printing Division, Government Logistics Department

© Immigration Department, The Government of the Hong Kong Special Administrative Region of the People's Republic of China 2020

This publication covers statistics for the period from 1 January 2020 to 31 December 2020.

The information provided in this Annual Report is for reference only. The Government of the Hong Kong Special Administrative Region is not responsible for any inaccuracies, errors or omissions in this report, or for any loss, action or inaction arising from the use of, or for advice based on, any information therein.





# 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



全文版本請瀏覽下列網址  
For full version, please visit



[www.immd.gov.hk](http://www.immd.gov.hk)