

入境事務處
IMMIGRATION
DEPARTMENT



2021
年報 ANNUAL
REPORT

Anti-epidemic work
抗
疫
National Security
國家安全
Innovative Technologies
創
新
技
術

我們的理想

我們要成為世界上以能幹和效率稱冠的入境事務隊伍。

我們的使命

為維護國家安全和為香港的安定繁榮作出貢獻，我們要全力執行下列工作：

- 執行有效的出入境管制，以方便旅客訪港，同時拒絕讓不受歡迎人物入境
- 為在香港以外地方身陷困境的香港居民提供切實可行的協助
- 防範恐怖活動，並防止和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
- 提供高效率的人事、出生、死亡及婚姻登記服務
- 提供入境便利以匯聚人才

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。

我們的信念

愛國愛港、堅定不移

我們熱愛祖國和香港，堅定履行維護國家主權、安全和發展利益的責任。我們要擁護《中華人民共和國香港特別行政區基本法》、效忠香港特別行政區、盡忠職守和對香港特別行政區政府負責。

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项政策和工作，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。

Our Vision

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

Our Mission

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

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

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

Our Values

Patriotism and Perseverance

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

Integrity and Impartiality

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

Courtesy and Compassion

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

Care and Cohesion

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

Alertness and Awareness

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

Improvement and Illumination

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



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入境事務處處長
Director of Immigration

區嘉宏
AU Ka-wang
I.D.S.M.



二零二一年，本港繼續受 2019 冠狀病毒病疫情影響。面對反覆不定的疫情，入境事務處（入境處）全力以赴配合香港特區政府抗擊疫情，動員人力物力支援各個範疇的抗疫工作。在重重挑戰下，入境處人員始終堅守崗位，維持一貫的專業服務。

堅守使命 衛國護港

香港是國家的南大門，而入境處立於香港的最前線，對維護國家安全和確保香港持續繁榮穩定，有着神聖的憲制責任。入境處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相關部門的工作，履職盡責，負起維護國家安全的重要，牢牢築起維護國家安全的銅牆鐵壁。維護國家安全的工作涉及本處的不同工作範疇。在入境和簽證管制方面，因應《香港國安法》的實施，本處在審理各類簽證申請時，加入了國家安全風險評估，堅決防止不受歡迎及訪港目的存疑者藉着入境便利進入香港。在執法方面，本處成立了網絡罪案及法證調查小組，加強調查案件和搜證的能力，務求能更有效地打擊與入境事務有關的不法活動，確保香港社會繁榮穩定。針對非法入境者和逾期居留者濫用免遣返聲請機制的問題，本處亦加快了審核程序，並繼續以特別航班把聲請不獲確立者有序地遣送離港。此外，《2021 年入境（修訂）條例》於二零二一年八月一日生效，進一步改善免遣返聲請的安排，從源頭堵截、執法、遣送和羈留聲請人等方面，多管齊下應對濫用免遣返聲請機制所帶來的挑戰。適逢《香港國安法》實施一周年及入境處成立六十周年，我們更新了部門的使命和信念，以凸顯本處維護國家安全的神聖使命和愛國愛港的堅定信念。本處亦提升了人員的國情培訓，以增強他們對國情的瞭解和維護國家安全的意識，從理念到實踐全方位打造一支團結擔當且心繫祖國的專業入境事務隊伍，為國家和香港的發展保駕護航。

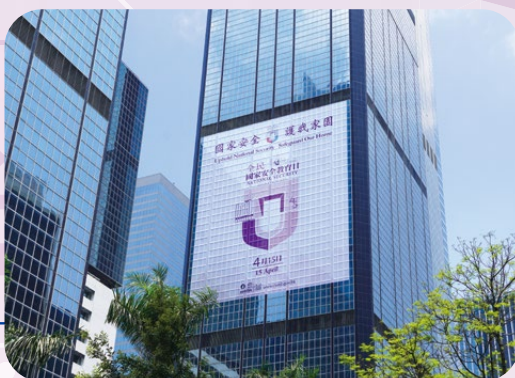
In 2021, the COVID-19 epidemic continued to impact on Hong Kong. In face of the volatile epidemic situation, the Immigration Department (ImmD) gave the HKSAR Government all-out support in fighting the epidemic by mobilising manpower and resources to assist in various aspects of anti-epidemic work. Despite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

Upholding our mission to safeguard the country and Hong Kong

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

支援抗疫 專業承擔

因應防疫抗疫的需要，世界各地的政府實施了不同的出入境限制。縱使本港暫停大部分出入境管制站的客運服務，所有提供貨運通關服務的管制站在疫情期間一直維持運作，以確保物資供應穩定和社會運作暢順。深圳灣口岸更於二零二零年十二月實施貨檢 24 小時通關，以配合「東進東出、西進西出」的跨境貨運布局。此外，本處靈活調配資源，調動人手處理因疫情而大幅增加的簽證和延期逗留申請、港人在境外求助的個案，以及其他與抗疫有關的工作。本處亦積極支持香港特區政府的各項抗疫行動，包括動員人手參與多次圍封強制檢測行動、上門突擊檢查檢疫令的遵行情況、派員到個案追蹤辦公室，以及支援社區疫苗接種計劃。本處調派至個案追蹤辦公室的人員憑藉專業和富經驗的盤問技巧，更追蹤到本港首宗社區變異病毒株個案患者的行蹤及與其相關的社交羣組，截斷病毒傳播鏈。不論是在原有崗位提供必要的公共服務，抑或在前線或後勤參與抗疫工作，本處人員均秉持服務市民的初心，盡心竭力地完成任務，其專業精神令我們引以自豪。我衷心感激各位同事無懼病毒威脅，充分展現出齊心抗疫的使命擔當。



本處配合宣傳全民國家安全教育日。
The department participated in the publicity campaign of the National Security Education Day.

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

Supporting anti-epidemic work with professionalism and commitment

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

本處於全民國家安全教育日當天在入境事務學院舉辦開放日。
The department organised an open day at the Immigration Service Institute of Training and Development on the National Security Education Day.



科創為民 以人為本

作為一個與市民頻繁接觸的政府部門，入境處多年來一直與時並進，利用創新科技提升服務質素和效率，成效有目共睹。本處的「新一代電子護照系統」在「2021 香港資訊及通訊科技獎」贏得全年大獎、商業方案大獎和商業方案（商業及公營機構）金獎，成績斐然。有見於創新科技在防疫抗疫方面發揮重要的作用，本處積極推展公共服務電子化和智能化，以協助市民和簽證申請人應對疫情。二零二一年十二月，本處推出「非觸式 e-道」服務優化管制站的自助出入境檢查服務，讓已登記的香港居民利用流動應用程式產生加密二維碼，再配合容貌識別技術核實身份，以自助方式辦理出入境檢查手續，其間無需出示身份證、掃描指紋或接觸任何共用設備，過程既衛生又便捷。同月，本處實施首階段的「電子簽證」安排，讓申請人可在網上完成整個申請程序，無需親臨入境處辦事處辦理手續，藉以減低疫情期間人羣聚集的風險。

本處在運用科技提供服務之餘，也不忘「以禮待人、體恤市民」的信念，在各個服務範疇中作出貼心和便利的安排。「全港市民換領身份證計劃」（換證計劃）下推行的關愛措施和在人事登記辦事處設立的「樂齡櫃位」廣受市民歡迎，更在「賽馬會齡活城市『全城・長者友善』計劃 2020」中贏得「我最喜愛的全城・長者友善計劃大獎」；同時，換證計劃、日本撤離行動和入境處義工隊亦獲得「齡活協作大獎」，以表揚本處持續推動惠及長者的年齡友善措施和服務。此外，為進一步便利市民，本處自二零二一年三月起在入境處流動應用程式新增了網絡數據電話功能，提供更多聯絡途徑方便在境外遇事的香港居民向本處求助。二零二一年八月，本處更首次應用人工智能技術，在入境處總部引進「智能服務大使」，為訪客提供現場導覽資訊和即時解答簡單查詢。另外，本處首間以「一站式」服務理念設計的綜合辦事處——入境處屯門綜合辦事處亦已於年內投入服務，方便當區居民辦理各項入境事務。展望未來，預計在二零二三年竣工的入境處新總部會引入更多智能元素和設置服務多元化的自助服務站，為市民提供更方便和高效的服務。



本處持續推動惠及長者的年齡友善措施和服務，在「香港賽馬會齡活城市『全城・長者友善』計劃 2020」中，贏得兩項大獎。

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

People-oriented services with the adoption of innovative technology

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

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

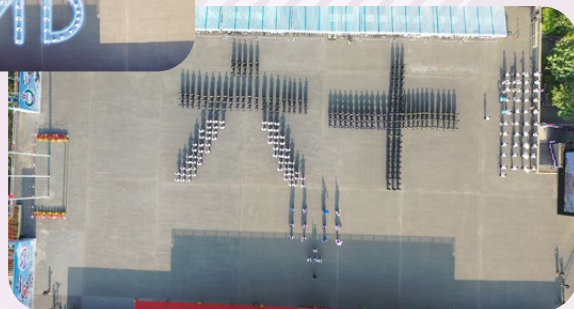
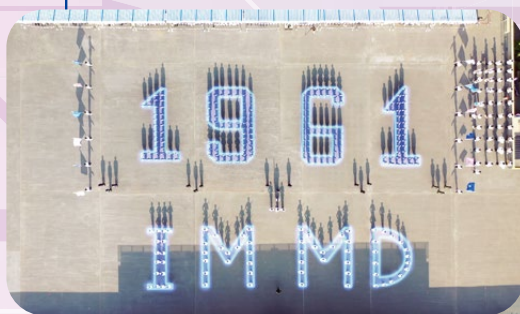
培育青年 薪火相傳

青年人是社會的未來，「青年興，則香港興」。入境處一直十分重視青年的培育工作，早於二零一三年已成立「入境處青年領袖」制服團隊，為中學生提供多元化的紀律及領袖訓練。二零二一年，本處把團隊易名為「入境事務處青少年領袖團」，擴展團員對象至所有年級的中學生，並在新蒲崗成立訓練基地，加強團隊的訓練內容，銳意培養青年人的國民身份認同感、愛國愛港的情懷和服務社會的熱忱。本處期望在疫情消退後為團隊籌辦更多活動，包括到訪內地駐港機構及到內地交流，以擴闊青少年的視野、加深其對國家的認識和增強其民族自豪感。

結語

入境處自一九六一年成立以來，一直守護香港，維持香港安定繁榮，與香港同步成長。回顧過去，無論是面對國際金融危機、「沙士」疫情，還是嚴重的社會動盪，香港總能乘風破浪，穩步前行。在祖國的堅實支持下，只要全港市民堅定信心，團結攜手，香港必定能夠戰勝疫情和克服各種挑戰。入境處將一如既往，全力配合國家和香港特區政府的政策，協助香港更好地融入國家發展大局，開啟由治及興的新篇章。

在十二月舉行的入境事務處學員結業會操暨六十周年大會操中，會操隊伍以中式步操排列出「1961」、「IMMD」和「六十」，寓意本處成立六十周年。
In the Immigration Department Passing-out Parade cum 60th Anniversary Grand Parade in December, the parade lined up to form '1961', 'IMMD' and Chinese numerals '60' in the Chinese-style foot drill performance to symbolise the 60th anniversary of the department.



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

Nurturing the youth and passing the torch

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

Conclusion

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

二零二一年適逢本處成立六十周年，本處以「堅守使命六十載 追求卓越創未來」為口號，象徵人員一直本著盡忠職守、銳意求進的精神服務市民。

As the department celebrated its 60th anniversary in 2021, a slogan 'Innovation and Dedication 60 Years and beyond' was adopted to represent its dedication to duties and spirit of forging ahead in serving the community.





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處長為通宵參與「圍封強檢」行動的人員打氣。
The Director expresses support for officers participating in an overnight RTD operation.

本處於一月至二月動員人員支援多個「圍封強檢」行動，以配合政府的抗疫策略。
The department mobilised staff to assist in various RTD operations in January and February to support the anti-epidemic strategy of the government.



支援疫苗接種計劃

二零二一年三月至五月期間，本處調派約 80 名人員到四間社區疫苗接種中心，為中心提供行政支援，以協助政府推動全民接種疫苗。本處亦鼓勵人員盡快、及時接種疫苗，護己護人。

Supporting Vaccination Programme

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

「圍封強檢」行動

為全力抗擊 2019 冠狀病毒病疫情，本處積極響應香港特區政府的各項抗疫行動。為配合以風險為本的檢測策略，本處調動人手和資源，聯同其他紀律部隊和政府部門組成支援隊伍，於二零二一年一月和二月，先後在佐敦、柴灣、土瓜灣和屯門等多個地點協助執行限制與檢測宣告。為減低對當區居民的影響，本處人員須於非常緊迫的時間內作出籌備，並通宵達旦工作以盡快完成圍封行動。本處共派出 876 名人員參與上述行動。

Restriction-testing Declaration (RTD)

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

處長與入境處各工會代表一起呼籲同事及早接種疫苗。
The Director and members of various staff unions of the department encourage colleagues to get early vaccination.



獲調派到衛生署工作的入境處人員協助管理社區疫苗接種中心。
Immigration officers on attachment to the Department of Health assist in managing the community vaccination centres.



獲派往個案追蹤辦公室工作的人員向時任行政長官講解追蹤密切接觸者的工作。
An officer on attachment to the Contact Tracing Office is explaining the close contact tracing work to the then Chief Executive.

本處人員運用專業的訊問和調查經驗進行個案追蹤。
Our officers conduct contact tracing by making use of their professional interrogation and investigation experience.



個案追蹤辦公室

本處自二零二零年十二月起協助衛生署衛生防護中心追蹤確診者的密切接觸者。本處人員運用訊問及調查經驗，以專業的方式進行個案追蹤，成功揭發首宗社區變異病毒株個案患者的行蹤及相關羣組，切斷病毒傳播鏈。截至二零二一年年底，本處人員在個案追蹤辦公室的總服務時數達 137 550 小時，平均每天有 50 名職員參與個案追蹤工作。本處人員亦繼續協助衛生署致電和上門突擊檢查家居檢疫人士，以確保檢疫人士遵守檢疫令。截至二零二一年，已有超過 130 名入境處人員參與有關工作，當中突擊檢查了 12 911 名檢疫人士。

Contact Tracing Office

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

科技抗疫

本處善用科技，協助政府相關政策局及部門推行抗疫措施。舉例來說，本處在出入境管制系統加入「綠色」二維碼的檢查機制，讓市民可以直接在特定櫃位或 e-道一站式完成衛生署及入境處的檢查和入境程序，以縮短市民的輪候時間。為避免人羣聚集，本處推出多項辦理證件及簽證的便利措施，並呼籲申請人透過本處網頁或流動應用程式等方式遞交申請。

此外，本處亦協助庫務署核實「現金發放計劃」和「消費券計劃」的申請人的身份和資格，以加快向市民發放現金及消費券，配合特區政府的各項疫下紓困措施。



機場管制站設立特定櫃位便利透過「回港易」計劃返港的香港居民。
Designated counters have been set up at Airport Control Point to facilitate Hong Kong residents returning to Hong Kong under the Return2hk Scheme.

Combating the Epidemic with Technology

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

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



管理及支援部

MANAGEMENT AND
SUPPORT BRANCH

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（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.



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。二零二一年，本處聘任了約 80 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。

Building a Highly Competent and Efficient Workforce

To build a professional and effective workforce, the Management and Support Branch provides full support for the department's strategic and effective human resource management, providing opportunities for staff to play to their strengths. In 2021, about 80 Immigration Officers and 150 Immigration Assistants were appointed. The department will continue to recruit new blood to support its continuous growth.



入境事務隊成員自二零二一年八月起獲授權管有槍械和彈藥，學院為此加強人員的相關訓練。

The ISITD enhances the relevant training of officers as Immigration Service members have been authorised to possess arms and ammunition since August 2021.

本處已在人員入職和在職訓練課程中加入《香港國安法》的內容。
The department has included the Hong Kong National Security Law in induction and in-service training programmes.

專業培訓 服務為民

為加深本處人員對《香港國安法》的認識，學院除了把該法例納入入境事務隊成員的必修課程，亦為新入職和現職的文職人員提供有關訓練。本處亦為所有新入職的入境事務隊成員安排中式步操訓練，又在現職成員的培訓課程中加入國情教育內容，加強他們對國家《憲法》、《基本法》、國旗、國徽和國歌的認識，以鞏固他們的國民身份認同和對國家的歸屬感。

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。學院於二零一九年首次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，至今已有六個為主任級和員佐級人員而設的入職和在職訓練課程分別獲得資歷架構第五級別（與學士學位同等）和第四級別（與副學士學位或高級文憑同等）認可。

入境事務處青少年領袖團

本處在二零一三年成立「入境處青年領袖」制服團隊，為中三至中六學生提供紀律及領袖訓練，內容涵蓋入境處知識、步操、體適能、社會服務和野外歷奇訓練等，以期加強隊員的國民身份認同、愛國守法和自律精神，同時培養良好品格、領袖才能、正向思維和服務社會的熱誠。二零二一年，團隊正式改名為「入境事務處青少年領袖團」，培訓內容增設基礎國情教育；服務對象延伸至中一和中二學生，讓更多青少年受惠。



Nurturing Professionalism for Service Excellence

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

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

Immigration Department Youth Leaders Corps

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

十二月的學員結業會操暨六十周年大會操中，「入境事務處青少年領袖團」的團員手持國旗、區旗及入境處部門旗以中式步操進場，由本處的護旗方隊接過旗幟進行升旗禮。
In the Passing-out Parade cum 60th Anniversary Grand Parade held in December, members of the IDYL marched into the venue in the Chinese-style footdrill performance, holding the national, regional and departmental flags, which were taken over by the Flag Party to perform a Chinese-style flag raising ceremony.

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「探訪工作間」活動，讓同事分享工作間經驗。此外，聆心服務中心的臨床心理學家為有需要的員工提供專業輔導服務。

追求卓越服務

二零二一年，本處有兩位同事獲頒發「申訴專員嘉許獎（公職人員獎）」，肯定了我們在處理投訴方面專業而積極的態度。此外，共有六位同事獲頒「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。



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

新入境事務處總部

本處正在將軍澳興建新總部大樓，以期持續提升服務水平，為市民提供更優質便捷的服務。新總部大樓的建造工程在二零一九年六月展開，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。

Promoting People-based Caring Management

The department places much importance on promoting caring management. We aim to nurture a culture of trust and harmony and build a professional and united force through caring management and professional development of staff. The department organises Workplace Visits for our colleagues to share their workplace experience. In addition, the clinical psychologist of the Immigration Wellness Service Centre provides professional counselling service for staff in need.

In Pursuit of Service Excellence

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



本處率先應用人工智能技術，在入境事務大樓二樓查詢及聯絡組設置「智能服務大使」，提供現場導覽資訊和協助解答簡單查詢。
The department pioneers the use of artificial intelligence technology by introducing the 'iAmbassador', which is installed at the Information and Liaison Section on the second floor of the Immigration Tower to provide on-site navigation information and assist in answering simple enquiries.

The New Immigration Headquarters

A new headquarters building is being constructed in Tseung Kwan O with a view to continue to raise service standards and provide members of the public with more convenient and efficient services of better quality. The construction works of the new headquarters commenced in June 2019 and the foundation works were complete in July 2020. The whole project is expected to be complete in 2023, with the relevant offices and facilities to be moved into the new headquarters by phases in 2024.



簽證及政策部

VISA AND POLICIES BRANCH

歡迎訪客 匯聚人才 Welcome Visitors Attract Talent

簽證及政策部由簽證管制（政策）科和簽證管制（執行）科組成，前者主要負責制定和覆檢簽證政策，以及處理有關簽證管制事宜的上訴、反對和司法覆核個案，而後者則主要負責處理與簽證相關的申請。

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



入境處便利真正旅客及專業人士來港，同時致力實施嚴格的簽證管制，以維護國家及香港特區的安全。

While facilitating the entry of genuine visitors and professionals to Hong Kong, the department spares no efforts in exercising strict visa control to safeguard the security of our country and of the HKSAR.



本處不時優化各項簽證計劃，以鼓勵世界各地的優秀人才、專業人士及企業家來港工作及定居。

The department refines various visa schemes from time to time to encourage talent, professionals and entrepreneurs from all over the world to work and stay here.

人才入境計劃優化措施

為更積極招攬外來人才，本處實施一系列措施以優化「一般就業政策」、「輸入內地人才計劃」和「優秀人才入境計劃」，以及推行「輸入中國籍香港永久性居民第二代計劃」。本處亦自二零二一年十二月起實施便利措施，以放寬「一般就業政策」和「輸入內地人才計劃」下符合資格的聘用公司及申請人的文件證明要求。

Enhancement Measures on Talent Admission Schemes

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

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。該計劃的配額自二零二零年九月起由每年 1 000 名增加至 2 000 名，並自二零二一年十月起進一步增加至每年 4 000 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。政府於二零一八年八月公布首份香港人才清單後，於二零二一年十月更新該清單，加入兩項專業，使專業項目總數增至 13 個，並擴闊部分原有專業的領域。申請人如符合人才清單的要求，經評核後可在「優秀人才入境計劃」下的「綜合計分制」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。截至二零二一年年底，約有 9 100 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非內地居民來港。在二零二一年，共有 13 821 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。二零二一年，共有 9 065 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全日制經本地評審課程並取得學士學位或更高學歷後留港或回港工作。截至二零二一年年底，已有超過 105 000 名非本地畢業生獲批准在港工作。



「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取得學士學位或更高學歷後留港或回港工作。The IANG aims at attracting non-local graduates to stay in or return to Hong Kong to work after obtaining a bachelor's degree or a higher qualification in Hong Kong.

Quality Migrant Admission Scheme (QMAS)

The QMAS aims at attracting top-notch talent from around the world to settle in Hong Kong. The annual quota, increased from 1,000 to 2,000 in September 2020, has been further increased to 4,000 since October 2021. Applicants may choose to be assessed under one of the two points-based tests. Under the General Points Test (GPT), applicants are assessed based on specified objective criteria. After promulgating the first Talent List of Hong Kong in August 2018, the government updated the list in October 2021 by adding two professions, making a total of 13 professions, and expanding the scope of some existing professions. Applicants who meet the requirements of the Talent List will be awarded 30 bonus points under the GPT of QMAS after assessment. For applicants who have outstanding achievements, they may choose to be assessed under the Achievement-based Points Test. As at the end of 2021, about 9,100 applicants had been allotted quotas.

Professionals and Entrepreneurs

The GEP allows the entry of non-Mainland residents who possess special skills, knowledge or experience of value to and not readily available in Hong Kong, or who are in a position to make substantial contributions to the economy of Hong Kong. In 2021, a total of 13,821 professionals and investors were admitted under the GEP. The ASMTP has successfully attracted a wide variety of talented persons from the Mainland to work in Hong Kong. In 2021, a total of 9,065 applicants were admitted under the ASMTP.

Immigration Arrangements for Non-local Graduates (IANG)

The IANG aims at attracting non-local graduates to stay in or return to Hong Kong to work after obtaining a bachelor's degree or a higher qualification in a full-time locally-accredited programme in Hong Kong. As at the end of 2021, over 105,000 non-local graduates had been approved to work in Hong Kong.

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」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。截至二零二一年年底，本處共批准了 517 宗申請。



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

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

本處在疫情下推出「電子簽證」服務，讓申請人可於網上或本處流動應用程式完成整個申請程序。
The department introduced the 'e-Visa' Services amid the epidemic to allow visa applicants complete the whole application process online or through the department's mobile application.



科技人才入境計劃

「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。截至二零二一年年底，共有 275 名申請人根據這項計劃獲批來港。

Technology Talent Admission Scheme (TechTAS)

TechTAS was launched in June 2018 to allow eligible technology companies/institutes to admit technology talent to undertake research and development work in Hong Kong through a fast-track arrangement. After being allotted quotas by the Innovation and Technology Commission, the companies/institutes concerned can sponsor eligible persons to apply to the department for employment visas/entry permits within the quota validity period. The government introduced enhancement measures in January 2020, including increasing the number of applicable technology areas, extending the coverage of TechTAS to all companies undertaking research and development activities in the relevant technology areas in Hong Kong, and extending the quota validity period. As at the end of 2021, a total of 275 applicants had been admitted under TechTAS.



管制部

CONTROL BRANCH

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

管制站的旅客流量

二零二一年，各管制站的出入境人次超過 195 萬，而全年的訪港旅客入境人次約為九萬，其中內地訪客入境人次為 66 000，而其他訪客的入境人次則為 26 000。全年的訪港旅客入境人次中，機場管制站的訪港旅客有 21 000 人次，陸路管制站有六萬人次，海路管制站則有 9 000 人次。

Passenger Traffic at Control Points

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



入境處全力守好國家的南大門，防止不受歡迎的人物入境。
The department spares no efforts in guarding our country's southern gateway, keeping out undesirables from Hong Kong.



入境處人員致力為旅客提供專業而優質的出入境服務。
Officers of the department strive to provide professional and quality immigration service for passengers.



港口管制組屬下的船隻搜查小組於疫情期間加強對船隻抵港後的檢查。
The Ship Searching Unit of Harbour Control Section steps up post-entry enforcement measures during the epidemic.

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 751 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，本處推出訪港旅客自助離境服務「離境易」。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。截至二零二一年年底，已有超過 1 190 萬訪客人次使用該服務。

Extension of the e-Channel Service

To further enhance the department's passenger clearance capacity and efficiency, the department has extended the e-Channel service through the utilisation of information technology to enable more passengers to perform self-service immigration clearance. At present, a total of 751 multi-purpose e-Channels are installed at all control points, which can be flexibly deployed for use by eligible Hong Kong residents or visitors.

Launch of Self-service Departure for Visitors

To provide greater convenience for departing visitors, the department introduced self-service departure for visitors (Smart Departure). The Smart Departure service employs facial recognition technology for identity verification, which allows eligible visitors holding electronic travel documents to perform self-service departure clearance through Smart Departure e-Channels without prior enrolment. As at the end of 2021, over 11.9 million visitors had used the service.

推出香港居民「非觸式 e- 道」服務

入境處於二零二一年十二月在香港國際機場、港珠澳大橋香港口岸、深圳灣口岸及啟德郵輪碼頭管制站推出「非觸式 e- 道」服務，供已登記的香港居民使用，讓他們可利用自己的智能電話產生加密二維碼，透過容貌識別技術辦理自助出入境手續，無需出示身份證或使用指紋掃描器，過程更快捷、方便和衛生。入境處會於二零二二年把「非觸式 e- 道」服務陸續擴展至所有出入境管制站，並會積極研究讓更多出入境旅客使用這項服務的可行性。

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，皇崗口岸正進行原址重建。新皇崗口岸的主體工程將於二零二三年年底完成。屆時，落馬洲管制站的出入境設施將會遷往新皇崗口岸的港口口岸區，以便實施「一地兩檢」安排，進一步提升管制站的整體通關能力。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。



疫情下港口管制組及內河碼頭一直維持服務，為進出香港貨船上的人士辦理出入境檢查手續。
During the epidemic, the Harbour Control Section and River Trade Terminal have been in operation all along to conduct immigration clearance on incoming and outgoing vessels.

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

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

Redevelopment of the Huanggang Port/Lok Ma Chau Control Point

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

各陸路管制站的車輛 e- 道為跨境貨車司機提供方便快捷的出入境檢查服務，保障跨境物流於疫情下暢順有效地運作。
Vehicular e-Channels at border control points provide speedy clearance service for cross-boundary drivers, thereby safeguarding the smooth and efficient operation of cross-boundary logistics amid the epidemic.





個人證件部

PERSONAL DOCUMENTATION BRANCH

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的申請、有關在本港實施《中華人民共和國國籍法》的事宜，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的免簽證入境安排，以及為在香港境外身陷困境的香港居民提供切實可行的協助。

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, matters relating to the implementation of the Nationality Law of the People's Republic of China in Hong Kong, as well as registration of births, deaths and marriages. The Registration of Persons Division processes applications relating to claims to right of abode under the Basic Law, issues Hong Kong Identity Cards (HKICs), maintains registration of persons records, implements the Territory-wide Identity Card Replacement Exercise, negotiates over visa-free travel arrangements for HKSAR residents, and provides practicable assistance to Hong Kong residents in distress outside Hong Kong.



入境處為香港身份證引入更多的資料儲存和更先進的防偽特徵。The department has been improving the identity cards with more secure data storage and sophisticated security features.



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.

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，截至二零二一年年底，本處已簽發近 560 萬張新智能身份證，當中約 430 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，亦可攜同兩名殘疾人士一同前往換證。

Territory-wide Identity Card Replacement Exercise (Replacement Exercise)

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

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

為在香港境外身陷困境的香港居民提供協助

二零二一年，政府因應疫情的最新發展對抵港人士實施不同的入境防控措施，許多香港居民因而滯留在外。本處的協助在香港居民小組（小組）與保安局、外交部駐香港特派員公署（公署）、中國駐外國使領館、外國駐港領事館、香港特區政府駐內地辦事處及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。截至二零二一年年底，小組共協調了 68 班包機或商業航班，接載了超過一萬名滯留外地的港人回港。二零二一年，小組共處理了香港居民提出的 88 418 宗查詢和 2 647 宗求助個案。

二零二一年，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

二零二一年，「一帶一路」國家阿曼給予香港特區護照持有人落地簽證待遇，而烏茲別克斯坦亦把香港特區護照持有人的旅遊免簽證入境期限由七天延長至十天。截至二零二一年年底，共有 168 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。



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



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

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

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

In 2021, the department continued to run promotional campaigns to reach out to schools and the community to promote China's consular protection. Furthermore, the department and the OCMFA jointly organised talks to share with community groups outbound travel safety tips and introduce China's consular protection work.

Visa-free Lobbying for HKSAR Passport Holders

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

本處的流動應用程式加入了新功能，讓身處外地並需緊急協助的市民可使用網絡數據致電 24 小時「1868」熱線。

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



屯門綜合辦事處的婚禮大堂採用高樓底和落地玻璃設計，引入更多自然光。
The wedding hall of the TMRO adopts a high ceiling design with floor-to-ceiling glass panels, bringing in more natural light.

有關香港特區旅行證件的優化措施

本處一直致力便利市民申領旅行證件。二零二一年，本處推出在內地申領香港特區旅行證件的新措施。自二零二一年十一月二十九日起，特區政府五個駐內地辦事處的入境事務組除處理合資格人士換領香港特區護照的申請外，亦處理合資格人士遞交的首次香港特區護照申請。申請人無論以任何形式直接遞交香港特區護照申請至本處，均可選擇在駐內地辦事處領取護照。此外，自二零二一年十一月起，合資格申請人亦可透過駐內地辦事處遞交換領香港特區簽證身份書或回港證的申請。

屯門綜合辦事處

本處設於屯門兆麟政府綜合大樓的屯門綜合辦事處於二零二一年三月一日啓用，為市民提供一站式個人證件服務。為進一步提升服務質素，新辦事處除了提供出生和婚姻登記服務外，亦增設辦理香港特區旅行證件、香港身份證和延長在港逗留期限等服務，並設有自助服務站。市民在屯門綜合辦事處辦理出生登記或申請香港身份證時，可選擇同時申領香港特區旅行證件。

New enhancements for HKSAR travel documents

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

Tuen Mun Regional Office

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



執法部

ENFORCEMENT BRANCH

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（免遣返聲請個案除外）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。反恐科負責制定本處的反恐策略和採取相關執法行動，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 claims), and managing the Castle Peak Bay Immigration Centre (CIC), which is for the detention of persons of 18 years old or above. The Counter-Terrorism Division is responsible for formulating departmental strategies relating to counter-terrorism (CT) and taking relevant enforcement action, and liaising with local, Mainland and overseas law enforcement agencies as well as consulates in Hong Kong for CT intelligence exchange. Officers of the Counter-Terrorism Division also serve as the department's representatives in the Inter-departmental Counter Terrorism Unit (ICTU).



本處在代號「獵途」的執法行動中，搗破一個專門安排內地人來港非法工作，並為他們提供偽造香港身份證的犯罪集團。
In an enforcement operation codenamed 'Pathcatcher', the department successfully neutralised a forgery-cum-illegal worker syndicate that specialised in arranging for Mainlanders to seek illegal employment in Hong Kong and providing them with forged Hong Kong Identity Cards.



青山灣入境事務中心設有一支緊急應變隊，負責處理中心的緊急情況。
An emergency response team has been established in the CIC to deal with the emergencies.

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，共同應對跨國非法移民、偽造證件和偷運人口等全球關注的問題。

本處非常關注免遣返聲請人從內地非法進入香港的情況，並致力從源頭打擊這類非法偷渡活動。截至二零二一年年底，本處與內地執法機關和香港警務處共展開了 10 次聯合行動，偵破了多個跨境犯罪集團和拘捕了 506 名涉案者，包括 164 名人蛇集團骨幹成員。

Combating Transnational Illegal Migration, Forgery and Human Smuggling

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

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



入境處特遣隊對違反入境條例者採取執法行動。
The Immigration Task Force conducts enforcement operations against immigration offenders.

本處人員向商戶派發「切勿聘用非法勞工」的宣傳單張。
Officers of the department distribute 'Don't Employ Illegal Workers' leaflets to shop owners.



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。外傭專責調查組會對外傭簽證申請人進行初步篩查，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。

二零二一年，本處在販運人口受害人識別機制下共進行了3 082次初步篩查，當中1 702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。二零二一年，本處進行了16 132次反非法勞工行動，共有1 476名非法勞工（包括373名性工作者）和604名僱主被拘捕。

揭發假結婚案件

本處十分關注非本港居民藉着與香港居民假結婚來港居留的問題。二零二一年，共有43人因涉及假結婚案件而被定罪及判監8至20個月不等。

Tackling Trafficking in Persons (TIP)

Immigration officers have all along been conducting screening and making identification of vulnerable persons who are arrested or who put themselves forward to the authorities under the TIP victim screening mechanism, with a view to ascertaining whether they are TIP victims. The Foreign Domestic Helpers Special Investigation Section (FIS) conducts initial screening of foreign domestic helper (FDH) visa applicants, so as to facilitate early identification of potential TIP victims and cases of exploitation of FDHs, and conducts investigations where necessary.

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

Enforcement Action against Illegal Employment

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

Uncovering Cases of Bogus Marriages

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

打擊與出入境事宜相關的網絡罪案

本處致力打擊和防範與出入境事宜相關的網絡罪案，並於二零二一年成立了網絡罪案及法證調查小組，以加強調查案件和搜證的能力。該小組專責對在調查期間檢獲的電腦、智能電話等電子證物進行專業的數碼法理鑑證，並處理和分析電子數據，以供日後呈堂之用。

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。二零二一年，反恐科人員在各出入境管制站共進行了 12 989 次巡查行動，截查了 15 720 人。年內，本處為 1 314 名人員提供了共 75 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二零二一年十一月進行代號為「虎速」的跨部門反恐演習，以測試和提升各部門處理涉恐情報和應對不同形式恐怖襲擊的應變能力，以及展示在反恐工作上各持份者通力合作協調的重要性。



本處數碼法證人員利用不同的電腦法證工具，為在調查期間檢獲的電子證物進行數碼法理鑑證。

CFIG member carries out digital forensic examinations on electronic exhibits seized during investigations with different computer forensic tools.

Combating Immigration-related Cyber Crimes

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

Counter-Terrorism Detection and Investigation

In light of the current terrorist threat assessment, the department takes enforcement action at various immigration control points to prevent visitors suspected of being involved in terrorism-related activities from entering Hong Kong. In 2021, a total of 12,989 operations were conducted at various immigration control points with a total of 15,720 passengers intercepted. A total of 75 internal CT training sessions were provided for 1,314 officers during the year.

Apart from organising internal CT drills regularly, the ICTU, of which the department is a member, conducted an inter-departmental CT exercise codenamed 'Tigerpace' in November 2021 to test and enhance the departments' capabilities in dealing with terrorism-related intelligence and responding to different forms of terrorist attacks, as well as to demonstrate the importance of concerted efforts and coordination by all stakeholders for CT work.

二零二一年十一月，跨部門反恐專責組於香港西九龍站進行代號為「虎速」的反恐演習。

In November 2021, the Inter-departmental Counter Terrorism Unit conducted an inter-departmental counter-terrorism exercise codenamed 'TIGERPACE' at the Hong Kong West Kowloon Station.





遣送審理及訴訟部

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.



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。本處亦實施一系列防疫措施確保公共衛生。

With the assistance of an interpreter, a case officer is conducting a screening interview with a non-refoulement claimant in the presence of a legal representative. A series of anti-epidemic measures has also been implemented to ensure public hygiene.

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.

全面檢討及成效

政府於二零一六年年年初就處理免遣返聲請的策略展開全面檢討，多年來已落實多項措施並取得進展。本處一直積極配合有關檢討工作，各項措施於二零二一年繼續取得成效。

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。二零二一年，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二零二一年年底，本處已就 20 453 宗聲請作出決定，當中 257 宗獲確立（包括 168 宗於上訴階段獲確立），再加上有 7 053 宗被撤回，尚待審核的聲請為 741 宗。雖然免遣返聲請的整體情況自二零一九年起大致保持平穩，但審核聲請的工作受到 2019 冠狀病毒疫情影響。由於疫情期間實施特別工作安排，影響了為聲請人提供的公費法律支援服務，阻延了審核程序的展開，加上接獲的新聲請數目亦有所上升，在二零二一年六月，尚待入境處審核的新聲請數目曾升至約 1 500 宗。透過入境處積極處理，加上公費法律支援的處理名額逐步增加，入境處於二零二一年共就 2 220 宗免遣返聲請作出決定。截至二零二一年十二月底，尚待入境處審核的聲請數目已回落至 741 宗。



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

Comprehensive Review and Effectiveness

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

Screening Procedures

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



本處聘用駐部門的翻譯及傳譯員，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.



本處於十一月將 40 名越南籍非法入境者及逾期逗留人士以特別航班遣返越南。
The department repatriated 40 Vietnamese illegal immigrants and overstayers to Vietnam in November through a special flight.

羈留

《入境條例》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。縱然國際航班運作受到疫情影響，本處仍致力執行遣送工作，包括在簽發回國證件和遣返航班上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密切聯繫。二零二一年，共有 753 名免遣返聲請人被遣離香港。當中，於二零二一年十一月，入境處把 40 名越南籍非法入境者及逾期逗留者遣返越南，其中包括 36 名免遣返聲請不獲確立的人。

《2021 年入境（修訂）條例》

《2021 年入境（修訂）條例》（《修訂條例》）已自二零二一年八月一日起生效，為遣送、羈留、源頭堵截和執法等方面的措施提供穩固的法律基礎，進一步改善免遣返聲請的處理工作，包括提高入境處的審核效率、防止拖延手段，以及加強在源頭堵截、執法、遣送和羈留聲請人等。

入境處會繼續跟進《修訂條例》下各項加強措施，以確保統一審核機制運作暢順，而尚待處理的聲請、上訴及相關訴訟得以有效率地處理，並把聲請被拒者盡快遣離香港。

Detention

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

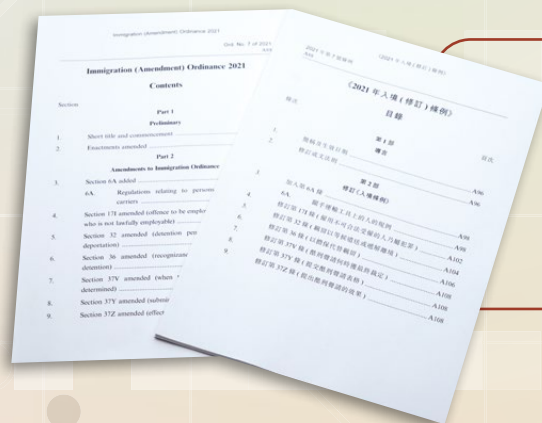
Removal

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

Immigration (Amendment) Ordinance 2021

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

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



《2021 年入境（修訂）條例》已於二零二一年八月一日起生效，為遣送、羈留、源頭堵截和執法等方面的措施，提供穩固的法律基礎，進一步改善免遣返聲請的安排。

The Immigration (Amendment) Ordinance 2021 has taken effect from 1 August 2021, providing solid legal backing for measures in respect of removal, detention, interception at source and law enforcement, etc., with a view to further improving the handling of non-refoulement claims.



資訊系統部

INFORMATION SYSTEMS
BRANCH

銳意創新 提升效率 Spearhead Innovation Enhance Efficiency

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）科負責制定和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和系統的保安事宜，以及不斷優化和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 manages the information systems and related matters of the department. It comprises four divisions. The Information Systems (Development) Division is responsible for formulating and implementing the Department's information systems strategy and developing new information systems to meet future business needs. The Information Systems (Production) Division is responsible for the management and security of information systems in operation as well as the on-going enhancement of the information systems and related processes. The Records and Data Management Division is responsible for all issues relating to privacy, access to information and management of departmental records. The Technology Services Division provides technical support for the application and development of information systems in the department.



合資格香港居民可以透過加密二維碼進入 e-道，再配合容貌識別技術核實身份自助辦理出入境檢查手續，過程中無需接觸 e-道的任何共用設備。
Eligible Hong Kong residents can enter the e-Channel with an encrypted QR code, and then verify their identity with the facial verification technology for automated immigration clearance. Throughout the entire process, there will be no need for them to touch any shared equipment of the e-Channel.



自助出入境檢查系統（e-道）

現時，合資格的香港居民、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，「離境易」服務 e-道讓持有電子護照的合資格訪港旅客可使用 e-道辦理自助離境手續，無須預先登記。

非觸式 e-道

香港國際機場、港珠澳大橋、深圳灣及啟德郵輪碼頭管制站已推出「非觸式 e-道」服務。合資格的香港居民可使用「智方便」平台進行身份認證和登記使用「非觸式 e-道」服務，登記後便可憑其個人流動電話所產生的加密二維碼進入「非觸式 e-道」，並透過容貌識別技術辦理出入境檢查手續。過程可令香港居民減少接觸共用設備，享用更快捷、方便及衛生的出入境服務。

Automated Passenger Clearance System (e-Channel)

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

Contactless e-Channel

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

推行第三代資訊系統策略

「新一代個案簡易處理系統」的第一階段系統功能已於二零二一年九月至二零二二年一月推行，第二階段的系統功能則預計於二零二二年第四季或之前推出。至於「人力資源管理系統」項目，其可行性研究已於二零二一年五月完成，現正就有關的建議申請撥款。

電子化簽證申請服務和「電子簽證」

本處自二零二一年十二月起分階段推行電子化簽證申請服務，申請人可透過香港政府一站通網站或本處網站或流動應用程式在網上完成整個簽證服務相關的申請流程，無需親身前往入境處辦事處。申請人可在網上填寫電子申請表格和上載證明文件。申請人亦可在網上補交文件及／或查詢申請狀況。申請人的入境簽證／進入許可及延長逗留期限等申請獲批後，便可在網上繳交相關費用（如適用）並即時下載「電子簽證」。「電子簽證」可供申請人列印及／或以 PDF 檔案形式儲存在個人流動裝置。

流動應用程式

除了「預約申領身份證」及「申請香港特區護照」等常用功能外，為配合電子化簽證申請服務推出，「入境事務處流動應用程式」加入了網上付款、查詢及下載「電子簽證」等相關功能。此外，本處的流動應用程式加入了新功能，讓身處外地並需緊急協助的市民可使用網絡數據致電協助在外香港居民小組的 24 小時「1868」熱線求助；而新增的「非觸式 e- 道」連結，亦可方便市民登記和使用「非觸式 e- 道」。

入境處致力確保業務常規、工作程序及所持有的個人資料及紀錄均按照《個人資料（私隱）條例》、其他相關法例、規例及指引處理。
The department is committed to ensuring that business processes and practices and the handling of all personal data and records are in accordance with the provisions of the Personal Data (Privacy) Ordinance, relevant laws, regulations and guidelines.

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

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

Electronic Services for Visa Application and 'e-Visa'

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

Mobile Application

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





新增電子繳費選項

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。自二零二一年起出生、死亡及婚姻登記等服務的使用者亦可選擇以「轉數快」繳費。

採用「智方便」

除了讓合資格的香港居民使用「智方便」平台進行身份認證和登記使用「非觸式 e-道」服務外，本處自二零二一年六月起在多項電子服務中加入「智方便」的「填表通」功能，讓市民在網上申請簽證、延長逗留期限、香港特區護照，以及預填身份證和旅行證件申請表格時，無需重複填寫個人資料。本處計劃透過「智方便」平台在本處的日常公共服務中加入更多智慧生活元素，包括在二零二二年推出「入境處提提您」服務，為市民提供度身訂造的個人化信息提示服務，適時提醒市民辦理各項與入境事務有關的申請，例如到期換領香港特區護照和新智能身份證。

2021 香港資訊及通訊科技獎

本處的「新一代電子護照系統」榮獲「2021 香港資訊及通訊科技獎」的全年大獎、商業方案大獎及商業方案（商業及公營機構）金獎，以表揚入境處在善用資訊科技提供優質公共服務方面的貢獻和努力。



New e-Payment Options

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

Adoption of 'iAM Smart'

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

Hong Kong ICT Awards 2021

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

憑藉其智能元素、自助服務體驗和效率提升等優點，新一代電子護照系統在 2021 香港資訊及通訊科技獎中獲得包括全年大獎在內多個獎項。

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



環保管理

GREEN MANAGEMENT

節約能源 善用資源

Energy Conservation Better Use of Resources

我們致力確保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。

減廢節能

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，以及把辦公室及公共空間等地方的照明設備調校至合適的亮度。二零二一年的能源消耗量較二零二零年輕微增加了 2.3%。

為使員工和市民更加了解廢物回收對環境的裨益，入境事務大樓參與環境保護署（環保署）推行的「工商業廢物源頭分類計劃」。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。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。部門亦積極採取節省紙張的措施，例如雙面列印紙張，以及重用紙張、文件夾和信封。二零二一年的用紙量較二零二零年減少了 13.35%。

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》，本處積極減少部門車隊和船隊的能源消耗量和廢氣排放量。本處定期安排室內空氣質素測試和參加了「室內空氣質素檢定計劃」，並取得令人滿意的成績。年內，本處轄下所有已檢定處所均獲頒「良好級」或「卓越級」證書。我們會繼續致力維持獲發證書後的室內空氣質素。

提高員工的環保意識

員工的支持與合作是辦公室環保管理的成功關鍵。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保署的呼籲，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。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。

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

Waste Reduction and Energy Saving

Energy Wardens are appointed at sub-divisional level to ensure the effective implementation of green housekeeping measures. They conduct regular inspections in office premises and maintain staff awareness of the importance of persistent conformity to the housekeeping measures, such as switching off office equipment that is not in use and adjusting illumination to an appropriate level in offices and public areas, etc. Our power consumption in 2021 slightly increased by 2.3 per cent when compared with that in 2020.

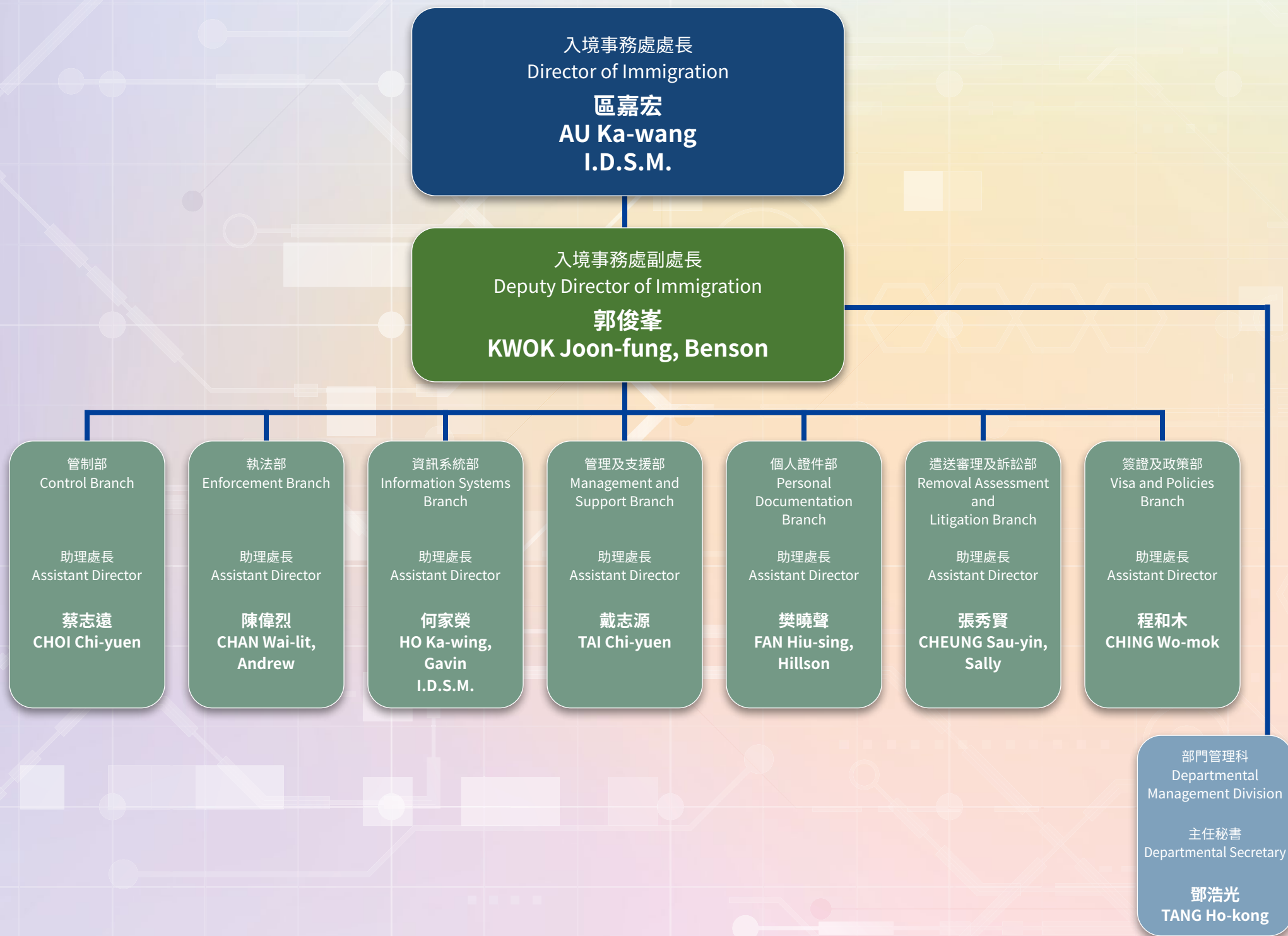
To raise staff and public awareness of the benefits of waste recycling for the environment, the Immigration Tower has participated in the 'Programme on Source Separation of Commercial and Industrial Waste' initiated by the Environmental Protection Department (EPD). To conserve paper, the department has fully employed information technology for both external and internal communication. In addition to the electronic platform on our departmental website and mobile application for public access to our information in a quick and paperless way, a number of e-Services have also been provided. Paper-saving practices, such as double-sided printing, and the reusing of paper, file covers and envelopes are widely adopted in daily operation. Our paper consumption in 2021 decreased by 13.35 per cent when compared with that in 2020.

Support for the Clean Air Charter

To implement the Clean Air Charter, which aims at improving air quality in Hong Kong, great efforts have been put into minimising the energy consumption and emissions of our vehicle and vessel fleets. The department arranges indoor air quality tests regularly and has participated in the Indoor Air Quality Certification Scheme, achieving satisfactory results. While all certified premises under our purview were awarded the 'Good Class' or 'Excellent Class' certificate during the year, continuous efforts will be made to maintain post-certification indoor air quality.

Enhancement of Staff's Environmental Awareness

The support and cooperation from staff are the key crux of success in green office management. To foster a green culture among staff members, the department continued to disseminate to staff through emails and our intranet portal the latest news and useful information on environmental protection, such as encouraging staff members to minimise the use of disposable plastic tableware as urged by the EPD. Staff members were encouraged to participate in environmental protection campaigns arranged by other departments/organisations. The department will continue to reinforce and extend the current housekeeping measures, adopt green management principles in all activities and take forward new green initiatives and targets in the department as appropriate for the efficient use of energy and resources.



截至二零二一年十二月三十一日
As at 31 December 2021

二零二一年年報

入境事務處部隊支援組製作

設計：傳真創意廣告有限公司

印刷：政府物流服務署印務科

鳴謝：香港珠海學院

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本年報內統計數字的涵蓋期間為二零二一年一月一日至二零二一年十二月三十一日。

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Annual Report 2021

Produced by Service Support Section, Immigration Department

Design: Adsfax Advertising Company Limited

Printing: Printing Division, Government Logistics Department

Acknowledgement: Chu Hai College of Higher Education, Hong Kong

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This publication covers statistics for the period from 1 January 2021 to 31 December 2021.

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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
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