2025年报 Annual Report

入境事务处
Immigration Department





我们的理想

我们要成为世界上以能干和效率称冠的入境事务队伍。

我们的使命

为维护国家安全和为香港的安定繁荣作出贡献，我们要全力执行下列工作：

- 执行有效的出入境管制，以方便旅客访港，同时拒绝让不受欢迎人物入境
- 为在香港以外地方身陷困境的香港居民提供切实可行的协助
- 防范恐怖活动，并防止和侦查与出入境事宜有关的罪行
- 为居民签发高度防伪的身份证及旅行证件
- 提供高效率的人事、出生、死亡及婚姻登记服务
- 提供入境便利以汇聚人才

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

我们的信念

爱国爱港、坚定不移
我们热爱祖国和香港，坚定履行维护国家主权、安全和发展利益的责任。我们要拥护《中华人民共和国香港特别行政区基本法》、效忠香港特别行政区、尽忠职守和对香港特别行政区政府负责。

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

以礼待人、体恤市民
我们要尊重每位市民，对每位市民诚恳有礼和体恤关怀。我们要设身处地去了解不同的观点和看法，并且弹性地实施各项政策，以切合特别的需求。

关顾共融、羣策羣力
我们要以人为本，关怀员工的需要及发展，加强沟通，培养和谐信任的部门文化，建立一支士气高昂和上下一心的专业团队，协力服务市民。

触觉敏锐、因时制宜
我们要对不断转变的社会、经济及政治环境，保持敏锐的触觉；并要与时并进及重新厘定处理事务的策略和工作程序，以应付新的挑战。

精益求精、树立榜样
我们要继续悉力以赴，力求事事尽善，并致力成为世界上其他入境事务队伍的榜样。

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.

目录
Contents

02 序言 Foreword

06 处长级人员 Directorate Officers

08 大事摘要 Event Highlights

10 我们的工作 Our Work

- 10 管理及支援部 Management and Support Branch
- 16 签证及政策部 Visa and Policies Branch
- 22 管制部 Control Branch
- 28 个人证件部 Personal Documentation Branch
- 34 执法部 Enforcement Branch
- 40 遣送审理及诉讼部 Removal Assessment and Litigation Branch
- 46 资讯系统部 Information Systems Branch
- 52 环保管理 Green Management

58 卓越的服务 Service Excellence

64 附录 Appendices

序言

Foreword



郭俊峯
KWOK Joon-fung, Benson
IDSM
入境事务处处长
Director of Immigration

二零二五年，入境事务处（入境处）继续秉持爱国爱港的核心信念，深入践行「总体国家安全观」，以「前、中、后」三重防线，稳守国家南大门，让香港迈出「由治及兴」的新步伐。回顾过去一年，单日出入境人次屡创新高，加上科技日新月异，我们既要面对旅客流量急升所带来的新挑战，还须肩负着社会对公共服务效率与质素日益增加的期望。有见及此，本处力行改革，推动创新，将挑战化为契机，为香港提供坚实的人才支援与通关便利，以巩固其国际金融、航运和贸易中心的地位。

In 2025, the Immigration Department (ImmD) continued to uphold its core belief in patriotism and love for Hong Kong while thoroughly implementing the holistic approach to national security. Through a three-tiered defence system – before, upon and after entry – the department firmly guards the country's southern gateway, enabling Hong Kong to take new strides from stability to prosperity. Looking back on the past year, daily passenger traffic hit multiple new highs. Coupled with rapid technological advancement, we had to face new challenges arising from surging passenger volumes and at the same time shoulder society's ever-rising expectations for efficient and quality public services. As such, the department has unswervingly implemented reforms and promoted innovation, turning challenges into opportunities to provide Hong Kong with robust talent support and clearance facilitation, with a view to reinforcing its status as an international centre in finance, shipping and trade.

通关便捷 誉满全球

随着跨境活动日益频繁，入境处于二零二五年录得约 3.35 亿总出入境人次，较二零二四年大幅上升约 12%，更打破了二零一九年3亿人次的纪录，创下历史新高。为提升管制站的通关效率，本处在二零二五年持续优化并扩展 e- 道服务。考虑到家庭旅客的需求，本处已把使用 e- 道的合资格年龄由 11 岁下调至 7 岁。有关安排适用于持有智能身份证的香港永久性居民、持有中国电子普通护照的过境旅客，以及持有电子往来港澳通行证或使用「离境易」的访港旅客。此外，本处在香港国际机场正式推出「容易飞 e- 道」服务。合资格香港居民在办理入境检查手续时，可选择透过容貌识别技术核实身份，全程无须出示实体证件或扫描非触式 e- 道的加密二维码，以享更高效、更科技化的自助入境检查体验。尽管面对庞大的旅客流量，入境处依然维持卓越的专业服务水平。在国际专业航空运输研究机构 Skytrax 的年度旅客意见调查中，本处第五次荣膺「全球最佳机场出入境服务大奖」。这项殊荣不仅印证了本处在优化通关流程方面的成效，更肯定了全体人员为提升旅客体验而努力不懈。

World-renowned for Efficient and Convenient Clearance

With cross-boundary activities becoming increasingly frequent, the ImmD recorded a total of around 335 million passengers passing through Hong Kong's control points in 2025, representing a substantial rise of about 12 per cent over 2024 – a historic high breaking the record of 300 million in 2019. To improve the clearance efficiency of control points, the department continued to enhance and extend the e-Channel service in 2025. Taking into account the needs of family travellers, the eligible age for using e-Channels has been lowered from 11 to 7 years old. This arrangement applies to Hong Kong permanent residents holding a smart identity card, transit passengers holding a Chinese electronic ordinary passport, and visitors holding an Electronic Exit-Entry Permit for Travelling to and from Hong Kong and Macao or using Smart Departure. In addition, the department has officially launched the Face Easy e-Channel service at the Hong Kong International Airport. Upon arrival clearance, eligible Hong Kong residents may choose to verify their identity through facial recognition technology, without the need to present any physical documents or scan the Contactless e-Channel encrypted QR code throughout the process, so as to enjoy a more efficient and technologically advanced self-service arrival clearance experience. Despite the enormous passenger volumes, the ImmD still maintains excellent standards of professional service. In the World Passenger Survey commissioned by Skytrax, an international specialist research agency in the air transport industry, the department has won the Skytrax Award for Best Airport Immigration Service for the fifth time. This accolade not only attests to the department's effectiveness in optimising clearance procedures, but also recognises the tireless efforts of all its staff in enhancing passengers' experience.



二零二五年总出入境人次创下有纪录以来的新高，本处全力确保各出入境管制站运作畅顺。

In 2025, the total passenger traffic reached a record high. The department spared no effort to ensure the smooth operation of all control points.



在国际专业航空运输研究机构Skytrax的年度旅客意见调查中，入境处五度荣获「全球最佳机场出入境服务大奖」，充分彰显本处提供最优质出入境服务的决心。

In the World Passenger Survey commissioned by Skytrax, an international specialist research agency in the air transport industry, the ImmD has been honoured with the Skytrax Award for Best Airport Immigration Service five times, fully demonstrating its commitment to delivering the highest quality immigration service.

汇聚人才 巩固枢纽

国家《「十五五」规划建议》明确支持香港打造国际高端人才集聚高地。入境处一直全力配合香港特别行政区（香港特区）政府实施和优化各项人才入境政策，旨在吸引全球菁英汇聚香江。二零二五年，本处进一步推动电子化签证申请服务，让申请人可随时随地透过「入境处流动应用程式」或相关网页完成整个申请程序，无须亲身前往办事处。针对本港人力需求，香港特区政府增设专门渠道，为「技术专才清单」上八项人力极短缺的技术工种吸纳专才。在创科发展方面，经优化的「科技人才入境计划」让科技企业在招揽海内外研发人才时更具灵活性。此外，「为来港参与仲裁程序的人士提供入境便利计划」及「为来港参与指定界别短期活动的访客提供入境便利计划」亦促进了更多人才访港交流，助力香港在「一国两制」框架下积极发挥「超级联系人」的角色。

与此同时，入境处致力强化区域往来。根据「特邀人士入境便利计划」，香港特区政府会主动邀请能为香港经济带来贡献的东南亚国家联盟（东盟）人士，向他们提供出入境便利，以深化香港与东盟的经贸及人文合作。为促进与「一带一路」沿线国家的联系，本处于年内放宽包括沙特阿拉伯、吉尔吉斯斯坦、塔吉克斯坦、土库曼斯坦和乌兹别克斯坦等国家的签证安排。此系列措施推动了香港与国际社会的互联互通，从而有效巩固香港作为全球重要枢纽的地位。

以人为本 同心前行

入境处抱着「民生无小事」的信念，竭诚提升市民的生活便利与福祉。随着「全港市民换领身份证计划」圆满结束，旧款智能身份证已于二零二五年分两阶段失效。截至该年年底，已有约 746 万名身份证持有人换领新智能身份证，换证率达 93%。新智能身份证更加耐用，并且具备更强的防伪特征和先进的资料保障技术。本处在争取香港特区护照持有人免签证入境待遇方面，也获得了丰硕成果。他们现可于沙特阿拉伯的指定管制站办理落地签证，前往卡塔尔、阿联酋和阿尔及利亚时可享免签证入境待遇，而前往阿曼旅游的免签证入境期限，亦已延长至 14 天。截至二零二五年年底，共有 174 个国家 / 地区给予香港特区护照持有人免签证入境或落地签证待遇，为香港市民外游带来极大便利。

Pooling Talent and Fortifying the Hub

The Recommendations for the 15th Five-Year Plan of our country explicitly endorse Hong Kong's development into an international hub for high-calibre talent. The ImmD has been fully supporting the Hong Kong Special Administrative Region (HKSAR) Government in implementing and refining various talent admission policies, with the aim of drawing global elites to Hong Kong. In 2025, the department further stepped up its electronic services for visa applications by allowing applicants to complete the entire application process anytime, anywhere through the ImmD Mobile Application or relevant websites, without having to visit an office in person. To address the manpower demand in Hong Kong, the HKSAR Government has introduced a dedicated channel to attract professionals for the eight skilled trades facing acute manpower shortage on the Technical Professional List. On innovation and technology development, the enhanced Technology Talent Admission Scheme allows technology enterprises greater flexibility in recruiting research and development talent from the Mainland and overseas. Moreover, the Immigration Facilitation Scheme for Persons Participating in Arbitral Proceedings in Hong Kong and the Immigration Facilitation Scheme for Visitors Participating in Short-term Activities in Designated Sectors have also facilitated more extensive talent exchange in Hong Kong, giving full play to the city's role as a 'super connector' under the 'One Country, Two Systems' framework.

At the same time, the ImmD is committed to strengthening regional exchanges. Under the Immigration Facilitation Scheme for Invited Persons, the HKSAR Government will actively invite individuals from the Association of Southeast Asian Nations (ASEAN) who can contribute to Hong Kong's economy and offer them immigration facilitation, thereby deepening economic, trade and cultural co-operation between Hong Kong and ASEAN. To foster ties with countries along the Belt and Road, the department relaxed visa arrangements during the year for countries including Saudi Arabia, Kyrgyzstan, Tajikistan, Turkmenistan and Uzbekistan. This series of measures helped promote Hong Kong's connection and integration with the international community, effectively consolidating the territory's status as a major global hub.



本处不时检讨签证政策及审批程序，务求把香港打造成国际人才集聚高地。绰号「火箭」的职业桌球手奥苏利云（右）已透过「优秀人才入境计划」成为香港居民。

The department reviews its visa policies and assessment procedures from time to time, striving to build Hong Kong into an international talent hub. Professional snooker player Ronnie O'Sullivan (right), nicknamed 'The Rocket', has become a Hong Kong resident via the Quality Migrant Admission Scheme.

Putting People First and Advancing Together

Guided by the belief that 'nothing about people's livelihood is trivial', the ImmD remains dedicated to enhancing the daily convenience and well-being of the public. Following the successful conclusion of the Territory-wide Identity Card Replacement Exercise, the old form of smart identity cards became invalid in two phases in 2025. As at the end of the year, some 7.46 million identity card holders had replaced their smart identity cards, achieving a replacement rate of 93 per cent. The new smart identity cards boast greater durability, improved security features and advanced data protection technology. The department has attained fruitful results in promoting visa-free access for HKSAR passport holders as well. They may now apply for visas on arrival at designated control points in Saudi Arabia and enjoy visa-free access to Qatar, the United Arab Emirates and Algeria. The visa-free period for their visiting Oman has also been extended to 14 days. As at end-2025, a total of 174 countries/territories had granted visa-free access or visa-on-arrival to HKSAR passport holders, bringing exceptional travel convenience to Hong Kong residents.

入境处的「协助在外香港居民小组」（小组）作为领事保护服务体系的重要一环，24 小时全天候为在境外遇事的香港居民提供切实可行的协助。回顾二零二五年，小组除持续跟进港人怀疑被诱骗到东南亚禁锢的个案外，亦积极参与国际救援工作，包括派遣人员随香港特区政府救援队伍远赴缅甸地震灾区协助搜救，并在伊朗与以色列紧张局势升级期间，协助身处当地的香港居民安全撤离。此外，本处以小组吉祥物 1868 大使「阿邦」为主角，首次编制了有关领事保护的儿童绘本《阿邦的梦想国之旅》，并分发至全港逾 1 500 间学校，以深入浅出的方式向年青一代传递国家领事保护及外游安全的资讯，让他们感受到「祖国在你背后」的承诺与信念。



本处举办「领事保护和外游安全绘本《阿邦的梦想国之旅》发布会」及「1868 求助热线 20 周年展览」，以提升市民外游时的安全意识，并加深他们对国家领事保护的了解。

The department held a launching ceremony for the illustrated book on consular protection and outbound travel safety and an exhibition on the 20th anniversary of the 1868 Assistance Hotline, aiming to raise people's awareness of outbound travel safety and deepen their understanding of national consular protection.

入境处时刻与市民并肩前行，全力支援受大埔宏福苑火灾影响的居民。本处于火灾翌日即作出特别安排，让受影响居民补领各类个人证件，无须预约，并豁免相关证件及延长逗留期限的申请费用。为提供更贴心的服务，本处亦派员到大埔各临时庇护中心为居民预先登记，安排专车接送及 48 小时特快制证服务，并将完成后的个人证件送抵临时庇护中心以供领取。我们希望透过这些适切支援，能为他们送上关怀和温暖。

守护南门 护港安民

入境处一直贯彻维护国家安全的使命，严格执行所有适用法例和现行入境政策，坚定守护国家南大门，全力保障国家主权、安全和发展利益。作为保安局跨部门反黑工专责组的成员，本处制定了全方位策略打击非法劳工，透过加强情报分析、深化跨部门协作、严厉执法和善用创新科技，并配合广泛宣传教育，有效保障本地劳工市场及市民就业机会。针对利用网络平台招揽跨境黑工的犯罪趋势，本处采取网上巡逻及「放蛇」行动，并与内地执法部门紧密交换情报，确保打击行动精准高效。为鼓励市民积极举报罪行，入境处推出举报非法劳工专线，并在微信及「智方便」流动应用程式增设举报功能。此外，为加强对突发事件与恐怖袭击的准备及应变能力，本处于八月参加了在启德邮轮码头举行、代号为「勇光」的大型跨部门反恐演习。在遣送工作方面，入境处于二零二五年共遣送超过 2 600 名免遣返声请不获确立者离港，较前一年增加 18%。本处更首度安排特别专机执行强制遣送行动，展现加大遣送力度的决心，切实保障市民利益。

As an important part of the consular protection service system, the Assistance to Hong Kong Residents Unit (AHU) of the ImmD provides practicable, round-the-clock assistance to Hong Kong residents in distress outside Hong Kong. Looking back over 2025, the AHU continued to follow up on cases of Hong Kong residents suspected of being lured to and detained in Southeast Asia, while actively participating in international rescue work, including deploying staff to join the HKSAR Government's search and rescue team and assist in search and rescue in a quake-stricken area in Myanmar, and helping Hong Kong residents in the region evacuate safely amid escalating tensions between Iran and Israel. Additionally, the department published its first illustrated children's book on consular protection, featuring 1868 Ambassador Ah Bong, the AHU's mascot. Copies have been distributed to over 1,500 schools across the territory, disseminating information about national consular protection and outbound travel safety to the young generation in a simple and easy-to-understand manner, so that they can feel reassured of the promise and values - 'the motherland has your back'.

Standing with the public along the way at all times, the ImmD fully supported the residents affected by the fire at Wang Fuk Court in Tai Po. Special arrangements were activated on the day immediately following the incident so that those afflicted could apply for replacement of various personal documents without a prior appointment, and application fees for the relevant documents and extension of stay were waived. To provide more thoughtful services, the department also deployed officers to various temporary shelters in Tai Po to conduct pre-registration for the residents, provided dedicated transport and expedited document processing within 48 hours, and delivered the completed documents to the temporary shelters for collection. We hoped that we could send them care and warmth through appropriate support.

Guarding the Southern Gateway and Protecting the Community in Hong Kong

The ImmD has been upholding the mission of safeguarding national security, enforcing strictly all applicable laws and prevailing immigration policies, firmly guarding the country's southern gateway, and sparing no effort to protect national sovereignty, security and development interests. As a member of the Inter-departmental Task Force against Illegal Employment under the Security Bureau, the department has formulated holistic strategies in combating illegal employment. By strengthening intelligence analysis, deepening inter-departmental collaboration, enforcing the laws rigorously and leveraging innovative technology, together with extensive publicity and education efforts, the local labour market and employment opportunities for the workforce are effectively protected. In response to the crime trend of recruiting cross-boundary illegal workers through online platforms, the department has conducted cyber patrols and decoy operations, closely exchanging intelligence with the Mainland law enforcement agencies to ensure the precision and effectiveness of crackdowns. To encourage the public to actively report crimes, the ImmD has launched the Dedicated Hotline for Reporting Illegal Workers, and provided a new reporting function on WeChat and the 'iAM Smart' mobile application. Furthermore, to enhance its preparedness and response capabilities for emergencies and terrorist attacks, the department participated in a large-scale inter-departmental counter-terrorism exercise codenamed 'BRAVELIGHT' at the Kai Tak Cruise Terminal in August. On the removal front, the ImmD removed a total of more than 2,600 unsubstantiated non-refoulement claimants from Hong Kong in 2025, representing an increase of 18 per cent compared to that of the previous year. Moreover, the department arranged for the first time a special chartered flight to effect the forced repatriation, showing its determination in stepping up removal efforts to safeguard the interests of the public.

砥砺忠诚 心系山河

爱国主义是中华民族精神的核心。在公安部与中国人民警察大学的大力支持下，入境处安排了所有新入职学员参与在广州举办的国情及出入境管理工作培训班，而在职人员也可前赴多个内地机关研修，藉此加深人员对国家发展、历史及法制的认识，巩固维护国家安全的观念。在青少年培育方面，二零一三年成立的制服团体「入境事务处青少年领袖团」（领袖团）至今已有超过 1 300 人参加。领袖团透过有系统的纪律及领袖训练，将年轻一代栽培成为爱国爱港的社会栋梁。年内，为纪念中国人民抗日战争暨世界反法西斯战争胜利 80 周年和香港回归祖国 28 周年，本处特别举办「山河永固 • 口岸峥嵘——纪念抗战胜利八十周年国门油画展」，以文化艺术推广爱国主义情怀，传承不屈不挠、无畏无惧守护国家的精神，并增进全体人员与市民大众的民族认同感。



本处举办「山河永固 • 口岸峥嵘——纪念抗战胜利八十周年国门油画展」，展期共六周，以纪念中国人民抗日战争暨世界反法西斯战争胜利 80 周年，藉此提升市民的国家安全意识，弘扬爱国精神。

The department held a six-week oil painting exhibition in commemoration of the 80th anniversary of the victory in the Chinese People's War of Resistance against Japanese Aggression and in the World Anti-Fascist War to heighten public awareness of national security and promote patriotic spirit.

传承卓越 再创高峰

展望未来，入境处会始终如一，履行提供专业优质服务与严正执法的承诺，主动对接国家「十五五」规划，支持香港特区政府施政。无论科技如何演进，入境处「以人为本」的核心精神始终不变。我深信入境处定能继续传承卓越，以坚定立场捍卫国家安全，以创新科技提升服务质素，为香港的长治久安与繁荣稳定构筑坚实屏障，与广大市民携手迈向更美好的明天。



入境事务处青少年领袖团为本港青少年提供纪律及领袖训练，透过多元化的活动协助队员建立爱国爱港、守法护法的精神，并培养他们成为品德良好、热心服务社会的新一代。

The Immigration Department Youth Leaders Corps provides disciplinary and leadership training for young people in Hong Kong. Through diversified activities, it helps develop members' patriotism and love for Hong Kong, as well as their law-abiding awareness, and nurtures them to become a new generation with good moral character and strong enthusiasm for serving the community.

Fostering Loyalty with the Motherland at Heart

Patriotism is the core of the spirit of the Chinese nation. With the staunch support of the Ministry of Public Security and the China People's Police University, the ImmD has arranged all newly recruited trainees to participate in the National Affairs and Immigration Control Training Course in Guangzhou, and serving officers are offered to attend training courses in various Mainland institutes. The aim is to deepen their understanding of our country's development, history and legal regime, and to reinforce the concept of safeguarding national security. Regarding youth nurturing, the Immigration Department Youth Leaders Corps (IDYL), a uniformed group established in 2013, has since attracted over 1,300 members. Through systematic disciplinary and leadership training, the IDYL has nurtured the young generation into pillars of society with patriotism and love for Hong Kong. During the year, in commemoration of the 80th anniversary of the victory in the Chinese People's War of Resistance against Japanese Aggression and in the World Anti-Fascist War as well as the 28th anniversary of Hong Kong's return to the Motherland, the department hosted an oil painting exhibition to promote patriotism through culture and art, passing on the indomitable and fearless spirit of guarding our country, and enhancing the sense of national identity among all staff as well as the general public.

Building on Excellence to Scale New Heights

Looking ahead, the ImmD will, as always, fulfil its commitment to providing professional and high-quality services and enforcing the laws stringently, as well as proactively aligning with the National 15th Five-Year Plan and supporting the HKSAR Government in its governance. Despite technological advancement, the 'people-oriented' core spirit of the ImmD remains unchanged. I firmly believe that the ImmD will continue to build on excellence to defend national security with a resolute stance and enhance service quality through innovative technology, thereby mounting a solid defence for Hong Kong's long-term peace, prosperity and stability. We stand ready to stride towards a brighter future with the public at large.

处长级人员 Directorate Officers



郭俊峯
KWOK Joon-fung, Benson, IDSM
入境事务处处长
Director



程和木
CHING Wo-mok, Wallace, IDSM
副处长（管制、签证及证件）
Deputy Director
(Control, Visa and Documents)



蔡志远
CHOI Chi-yuen, IDSM
副处长（执法、系统及管理）
Deputy Director
(Enforcement, Systems and Management)



樊晓声
FAN Hiu-sing, Hillson, IDSM
助理处长（管制）
Assistant Director
(Control)



徐定一
CHUI Ting-yat, Andy, IDSM
助理处长（遣送审理及诉讼）
Assistant Director
(Removal Assessment and Litigation)



柯重钰
OR Chung-yuk, Cyrus
助理处长（资讯系统）
Assistant Director
(Information Systems)



杨素英
YEUNG So-ying, Cinda
助理处长（个人证件）
Assistant Director
(Personal Documentation)



翁荣桢
YUNG Wing-ching

助理处长（签证及政策）
Assistant Director
(Visa and Policies)



苏骏豪
SO Chun-ho, Rick

助理处长（执法）
Assistant Director
(Enforcement)



欧阳至威
AU YEUNG Chi-wai, Wilson

助理处长（管理及支援）
Assistant Director
(Management and Support)



苏智强
SO Chi-keung, Isaac

边境管制（铁路）科指挥官
Commander,
Boundary (Rail) Division



王志华
WONG Chi-wah, Samson

机场管制科指挥官
Commander,
Airport Division



岑振忠
SHUM Chun-chung

高级首席入境事务主任（执法）
Senior Principal
Immigration Officer
(Enforcement)



周兆光
CHOW Siu-kwong, Steve

主任秘书
Departmental Secretary



关缨
KWAN Ying

总系统经理（科技服务）
Chief Systems Manager
(Technology Services)

截至二零二五年十二月三十一日
As at 31 December 2025

大事摘要

一月 JAN



本处人员及保安局专责小组成员于一月至三月期间，先后四次前往泰国，以协助怀疑被诱骗到东南亚国家被禁锢从事非法工作的港人回港。

Between January and March, officers of the department and members of the Security Bureau's dedicated task force visited Thailand four times to assist Hong Kong residents who were suspected of being lured to Southeast Asian countries and detained to engage in illegal work in returning to Hong Kong.

三月 MAR



香港特别行政区政府已更新「人才清单」，新增 9 项专业，涵盖共 60 项本地人才短缺的专业；同时又推出一系列入境便利计划，以便更多旅客及非本地人才访港。

The Hong Kong Special Administrative Region Government updated the Talent List with 9 newly added professions, covering a total of 60 professions with local talent shortages. Meanwhile, a series of immigration facilitation schemes was also introduced to facilitate more visitors and non-local talent in visiting Hong Kong.

五月 MAY



入境事务处青少年领袖团举行大会操暨队员晋升典礼，首次由队员担任会操指挥官、护旗方队成员及司仪等岗位。

The Immigration Department Youth Leaders Corps held the Grand Parade and Promotion Ceremony, where members took on roles such as Parade Commander, members of the Flag Party and Master of Ceremony for the first time.

二月 FEB

四月 APR

六月 JUN

Event Highlights



本处的协助在外香港居民小组与外交部驻香港特别行政区特派员公署首次将领事保护巡回展览移师户外，在尖沙咀星光大道举行，以宣传国家领事保护和外游安全的资讯。

The Assistance to Hong Kong Residents Unit of the department and the Office of the Commissioner of the Ministry of Foreign Affairs in the Hong Kong Special Administrative Region staged their roving exhibition on consular protection outdoors for the first time at the Avenue of Stars in Tsim Sha Tsui to disseminate information on national consular protection and outbound travel safety.



本处在国际专业航空运输研究机构 Skytrax 的年度旅客意见调查中，第五次荣获「全球最佳机场出入境服务大奖」。

The department won the Skytrax Award for Best Airport Immigration Service for the fifth time in the World Passenger Survey commissioned by Skytrax, an international specialist research agency in the air transport industry.



本处于将军澳入境事务处总部举办「领事保护和外游安全绘本《阿邦的梦想国之旅》发布会」及「1868 求助热线 20 周年展览」。

The department held a launching ceremony for the illustrated book on consular protection and outbound travel safety and an exhibition on the 20th anniversary of the 1868 Assistance Hotline at the Immigration Headquarters in Tseung Kwan O.



本处在「一般就业政策」及「输入内地人才计划」下增设渠道，容许外来人士申请来港投身「技术专才清单」上八项人力极短缺的技术工种。

The department introduced a new channel under the General Employment Policy and the Admission Scheme for Mainland Talents and Professionals, allowing outside individuals to apply for entry into Hong Kong to join the eight skilled trades facing acute manpower shortages as listed on the Technical Professional List.



本处瓦解了一个利用虚假文书骗取高端人才通行证计划入境许可的跨境犯罪集团，并于新闻发布会展示行动中检获的部分物品。

The department dismantled a cross-boundary syndicate using false instruments to obtain entry permits under the Top Talent Pass Scheme. Items seized during the operation were displayed at a press conference.

七月 JUL



本处于香港国际机场推出「容易飞e-道」服务。合资格的香港居民在机场入境时，只须在e-道镜头前展示容貌核实身分，便可完成入境手续。

The department launched the Face Easy e-Channel service at the Hong Kong International Airport. Upon arrival at the airport, eligible Hong Kong residents can complete arrival clearance simply by facing the cameras of the e-Channel for identity verification.

九月 SEP



由于有六名免遣返声请不获确立者过往曾多次在遣返行动中作出激烈反抗，本处派遣人员执行代号为「逐影」的登机押解遣返行动，顺利将他们遣返巴基斯坦。

As six unsubstantiated non-refoulement claimants had repeatedly put up vigorous resistance in previous repatriation operations, the department deployed officers to carry out an in-flight escort repatriation operation codenamed 'Expel', successfully repatriating them to Pakistan.

十一月 NOV

八月 AUG



本处于入境事务处总部举办「山河永固・口岸峥嵘——纪念抗战胜利八十周年国门油画展」，为期六星期。

The department hosted an oil painting exhibition in commemoration of the 80th anniversary of the victory in the War of Resistance at the Immigration Headquarters for six weeks.



本处参加在启德邮轮码头举行、代号为「勇光」的大型跨部门反恐演习。该演习旨在测试和强化各部门在处理涉恐涉暴情报，以及应对不同形式恐怖袭击的协调及应变能力。

The department participated in an interdepartmental counter-terrorism exercise codenamed 'BRAVELIGHT' at the Kai Tak Cruise Terminal. It aimed to test and enhance the co-ordination and response capabilities of various departments in dealing with terrorism and riot-related intelligence and responding to different forms of terrorist attacks.

十月 OCT



本处举办「入境事务处全力支持十五运会和残特奥会打气及誓师典礼」，为于十五届全国运动会和全国第十二届残疾人特殊奥运会暨第九届特殊奥林匹克运动会代表香港出赛和担任义工的同事打气。

To cheer on colleagues who were competing for Hong Kong and serving as volunteers at the 15th National Games (NG), the 12th National Games for Persons with Disabilities (NGD) and the 9th National Special Olympic Games (NSOG), the department held the 'Cheering and Rally Ceremony for the Immigration Department's Full Support for the NG, NGD and NSOG'.

十二月 DEC



香港特别行政区政府推出「科技人才入境计划」的进一步优化措施，包括精简申请程序、豁免必须从事指定科技范畴研发活动的限制，以及为港深创新及科技园增设申请专窗服务。

The Hong Kong Special Administrative Region Government introduced further enhancement measures for the Technology Talent Admission Scheme, including streamlining application procedures, lifting the requirement for engaging in research and development activities in designated technology areas, and launching a dedicated application channel for the Hong Kong-Shenzhen Innovation and Technology Park.



管理及支援部

Management and Support Branch

管理及支援部负责部门的人力资源管理和发展。该部由三个科别组成，分别是入境事务学院（学院）、综合事务科和部队管理及审核科。学院负责部队成员的招聘、培训、调配及专业发展事宜；综合事务科负责统筹部门宣传策略，解答市民对部门各项服务的查询和处理员工福利事宜；部队管理及审核科则专责进行管理审核，就市民的投诉作出检讨，以及处理有关部队支援和人员纪律事宜。

The Management and Support Branch is responsible for the human resource management and development of the department. It comprises three divisions, namely the Immigration Service Institute of Training and Development (ISITD), the General Affairs Division and the Service Management and Audit Division. The ISITD is responsible for the recruitment, training, deployment and career development of service members. The General Affairs Division is responsible for coordinating the publicity strategies of the department, answering public enquiries regarding the services provided by the department and handling staff welfare matters. The Service Management and Audit Division is dedicated to conducting management audits, carrying out reviews in response to complaints from the public and handling matters relating to service support and staff discipline.

强化团队　追求卓越

建立能干和高效率的团队

管理及支援部全力支援部门具策略性和有效的人力资源管理，让员工有机会发挥所长，以建立一支专业和高效率的团队。二零二五年，本处聘任了约 90 名入境事务主任及 150 名入境事务助理员。本处将继续招聘新人，以配合部门的持续发展。

专业培训 服务为民

为加深本处人员对《中华人民共和国香港特别行政区维护国家安全法》（《香港国安法》）及《维护国家安全条例》的认识，学院已将之纳入部队成员的必修课程，并为新入职的文职人员及在职人员提供有关训练。此外，自二零二一年起，所有入职训练课程均采用中式步操，培训课程亦新增国家事务内容，当中除涵盖对《中华人民共和国宪法》、《基本法》、国旗、国徽及国歌等课题外，还加入了中国共产党二十届四中全会精神，以巩固部队成员的国民身份认同和对国家的归属感。

本处一直致力为部队成员提供专业培训，以促进他们的个人发展。学院自二零一九年首次以课程营办者的身份向香港学术及职业资历评审局申请资历评审以来，已顺利申请把八个为主任级和员佐级人员而设的入职和在职训练课程纳入《资历名册》，这些课程获资历架构第五级别（相当于本地学士学位同级资历）和第四级别（相当于本地副学士学位或高级文凭同级资历）认可。



为配合第十个全民国家安全教育日，入境事务学院于二零二五年四月十二日举行开放日。透过互动体验，提高市民的国家安全意识，加强国民身分认同。

To echo the 10th National Security Education Day, the Immigration Service Institute of Training and Development held an open day on 12 April 2025, with the aim to raise public awareness of national security and strengthen their sense of national identity through interactive experiences.



在二零二五年一月，本处参与「教育及职业博览 2025」，向到场的公众人士介绍部门的工作以及招聘职位。

In January 2025, the department participated in the Education & Careers Expo 2025, introducing various duties of the department and job vacancies to members of the public.

Building a Highly Competent and Efficient Workforce

To build a professional and highly efficient workforce, the Management and Support Branch provides full support for the department's strategic and effective human resource management, enabling staff members to have opportunities to play to their strengths. In 2025, about 90 Immigration Officers and 150 Immigration Assistants were appointed. The department will continue to bring in new blood to support its sustainable growth.

Serving the Community with Professionalism

In order to deepen our staff's understanding of the Law of the People's Republic of China on Safeguarding National Security in the Hong Kong Special Administrative Region (Hong Kong National Security Law) and the Safeguarding National Security Ordinance, the ISITD has included them in the compulsory training for service members, and relevant training has been provided for newly recruited civilian staff and serving staff members. Besides, the ISITD has since 2021 adopted the Chinese-style foot drill for all induction courses, and introduced into the training programmes national studies, covering not only topics on the Constitution of the People's Republic of China, the Basic Law, the national flag, the national emblem and the national anthem, but also the topic on the spirit of the Fourth Plenary Session of the 20th Central Committee of the Communist Party of China so as to consolidate service members' sense of national identity and belonging.

The department has been committed to providing professional training for service members to facilitate their personal development. The ISITD, since its first application for accreditation in the capacity of programme operator to the Hong Kong Council for Accreditation of Academic and Vocational Qualifications in 2019, has made successful application for inclusion of eight induction and in-service training programmes for service members of both officer grade and rank and file grade, pitched at Qualifications Framework (QF) Level 5 (equivalent to the level of a local bachelor's degree) and QF Level 4 (equivalent to the level of a local associate degree or higher diploma), in the Qualifications Register.



入境事务处青少年领袖团队员于二零二五年分别前往海南、黑龙江、四川、广东潮汕及大湾区等地与内地青年交流，加深对国家发展的认识。

In 2025, the Immigration Department Youth Leaders Corps organised visits to Hainan, Heilongjiang, Sichuan, Chaoshan in Guangdong and the Greater Bay Area to facilitate members' exchange with Mainland youths, thereby deepening their understanding of the country's development.

入境事务处青少年领袖团

本处于二零一三年十二月成立「入境事务处青少年领袖团」（领袖团），为本港青少年提供多元化纪律及领袖训练。训练内容涵盖国民教育、入境处知识、中式步操、体适能、社会服务及野外训练，旨在协助队员加强国民身份认同、爱国爱港、建立守法意识和自律精神，同时培养个人良好品格、领袖才能、正向思维和服务社会的热诚。

截至二零二五年年底，共有超过 1 300 名学生参加领袖团。除有系统和恒常的纪律及领袖训练外，领袖团亦会举办各类活动，以扩阔队员的视野。

入境事务处青年大使计划

本处于二零二三年十一月开展「入境事务处青年大使计划」（计划），以香港特别行政区（香港特区）政府驻内地办事处的入境事务组为据点，招募在全国不同省份就读和生活的香港青年担任青年大使。自计划开展以来，本处先后在北京、成都、广州、上海及武汉委任了 72 位青年大使。

获委任的青年大使会在一年的任期内获得本处所提供的多元化学习机会，并配合香港特区政府驻内地办事处入境事务组的工作，协助发放本处最新资讯，并向公众介绍部门的业务范畴。本处期望计划能让青年大使扩阔视野，为他们日后在社会担当不同岗位打下坚实基础。

Immigration Department Youth Leaders Corps

The department established the Immigration Department Youth Leaders Corps (IDYL) in December 2013 to provide diversified disciplinary and leadership training for young people in Hong Kong. The training covers national education, immigration knowledge, Chinese-style foot drill, physical fitness, community services and outdoor adventure training. It aims to heighten members' sense of national identity, foster patriotism and their love for Hong Kong, and develop their law-abiding awareness and self-discipline, while nurturing good character, developing leadership skills and positive thinking, and arousing enthusiasm for serving the community among members.

As at the end of 2025, a total of over 1,300 students had participated in the IDYL. Apart from systematic and regular disciplinary and leadership training, the IDYL also organises a wide range of activities to broaden members' horizons.



入境事务处青少年领袖团队员在暑假期间到访成都观赏第 12 届世界运动会，在支持运动员比赛之余，亦从中学习运动员精神。

During the summer vacation, the Immigration Department Youth Leaders Corps visited Chengdu to watch the 12th World Games. While supporting the athletes' competitions, they also learned about the spirit of athletes.

Immigration Department Youth Ambassador Programme

The department launched the Immigration Department Youth Ambassador Programme (the Programme) in November 2023 and used the Immigration Divisions of the Mainland Offices of the Hong Kong Special Administrative Region (HKSAR) Government as bases to recruit young people from Hong Kong who are studying and living in various provinces in the Mainland as Youth Ambassadors. Since the launch of the Programme, the department has appointed 72 Youth Ambassadors in Beijing, Chengdu, Guangzhou, Shanghai and Wuhan.

The appointed Youth Ambassadors will have diverse learning opportunities provided by the department during their one-year term and collaborate with the Immigration Divisions of the Mainland Offices of the HKSAR Government in disseminating the latest information and introducing to the public the business scope of the department. The department expects that the Programme will broaden the Youth Ambassadors' horizons and lay solid groundwork for their future positions in society.

本处透过各内地办事处入境事务组，正式委任 40 位在内地生活的香港青年为新一届「入境事务处青年大使」。

The department, through the Immigration Divisions of the Mainland Officers of the Hong Kong Special Administrative Region Government, officially appointed 40 Hong Kong youths living in the Mainland as the new Youth Ambassadors.



福利探访及辅导服务

本处非常重视推行关顾管理，旨在透过关怀员工的需要及专业发展，培养和谐互信的部门文化，建立一支士气高昂、上下一心的专业团队。本处举办「探访工作间」活动，让同事分享工作间经验。此外，入境处聆心服务中心的临床心理学家亦为有需要的员工提供专业的辅导服务。

入境事务处职员同乐会

入境事务处职员同乐会（同乐会）在福利组支援下，一直竭力为同事及其家属举办各类体育及康乐活动，以推广健康生活方式，增进同事间的了解和提升团队精神。体育活动繁多，包括各项球类比赛、陆运会、水运会及定期开办的各类健身班；康乐活动则有远足、特色本地一天游、周年聚餐、「入境之 SING 歌唱大赛」、新春团拜等，让同事及其家属乐在其中。

为了让本处各运动队伍持续发展和加强部门上下一心的团队精神，同乐会委任了 17 位同事义务担任各运动队伍的领队。在各领队带领下，本处运动队伍成员利用公余时间进行练习，并参加纪律部队赛事及公开比赛，大大促进了同事的团队精神和工作与生活的平衡。

入境事务处乐队

入境事务处乐队于二零一五年五月成立，旨在凝聚一羣热爱音乐的部队成员，在公余时进行练习和交流，藉以陶冶性情，并传扬乐韵，服务大众。现时，乐队约有 70 名乐手，演奏各类型音乐，当中包括军乐、管弦乐、中乐、流行乐等。乐队经常在部门的活动及会操中参与演出，亦不时获邀到不同场合演出和交流，例如在第十五届全国运动会（全运会）和全国第十二届残疾人运动会暨第九届特殊奥林匹克运动会的群众项目中作暖场表演。



本处举办「乐韵飘扬贺回归午间音乐会」，入境事务处乐队与市民齐贺香港回归 28 周年。

The department hosted the Lunchtime Music Concert where the Immigration Band joined the members of the public to celebrate the 28th anniversary of the Hong Kong Special Administrative Region's establishment.



本处举办「入境事务处维护国家安全杯七人足球锦标赛」，以运动传递维护国家安全的讯息。

The department hosted the 'Immigration Department Safeguarding National Security Cup Seven-a-side Football Tournament' to promote the message of safeguarding national security through sports.

Welfare Visits and Counselling Service

The department places much importance on promoting caring management. It aims to nurture a departmental culture of harmony and mutual trust and build a professional and united force with high morale through caring management and professional development of staff. Workplace Visits are organised for staff members to share their workplace experience. Besides, the Clinical Psychologist of the Immigration Wellness Service Centre also provides professional counselling service for staff in need.

Immigration Department Staff Club

With the support of the Welfare Section, the Immigration Department Staff Club (IDSC) has been committed to organising various sports and recreational activities for our staff and their families to promote a healthy lifestyle, enhance understanding among staff members and boost esprit de corps. A wide range of sports activities including various ball games, the Sports Day, the Swimming Gala and regular fitness classes are arranged. Recreational programmes such as hiking, one-day special local tour, the Annual Dinner, the Departmental Singing Contest and the Chinese New Year gathering are also organised for the amusement of staff and their families.

To promote the sustainable development of the departmental sports teams and enhance the esprit de corps of the department, the IDSC appointed 17 officers as the honorary managers of the sports teams. Under the leadership of the team managers, the departmental sports team members use their spare time to train themselves and participate in inter-disciplined services and open competitions, which have greatly raised the team spirit and promoted work-life balance among staff members.

Immigration Band

The Immigration Band was established in May 2015. It aims to gather a group of service members who are passionate about music to practise and share experience with one another in their spare time with a view to refining their temperament and serving the community through music. Currently, the band has around 70 musicians and performs a wide variety of music, including military music, orchestral music, Chinese music, pop music, etc. The band regularly performs at departmental events and parades, and has from time to time been invited to perform and exchange experience on various occasions, such as providing the pre-event performance for a mass participation event of the 15th National Games (NG), the 12th National Games for Persons with Disabilities and the 9th National Special Olympic Games.

入境事务处义工队

同乐会辖下的入境事务处义工队（义工队）一直鼓励本处员工在公余时参与义务社会服务。多年来，义工队与不同社福机构合作，参与各种社区服务及慈善活动，包括为大埔火灾受影响人士提供义务支援及在特别节日探访独居长者等。为支援粤港澳三地首次联合承办的国家级体育盛事，本处派出约 170 名现职及退休同事参与「第十五届全国运动会香港赛区义工计划」，在全运会举行期间担任礼宾助理，以专业态度接待莅临观赛的嘉宾。此外，义工队与义务工作发展局及其他部门的义工队合作，积极参与多项义工服务，为有需要人士出一分力。

管理审核

为促进卓越服务质素，部队管理及审核科辖下的管理审核组专责进行管理审核和就市民的投诉作出检讨。

该组会定期到不同管制站及办事处视察，以确保有关人员妥善依循各项出入境政策、处理申请的程序及行政规则；并会就如何进一步改善工作质素和提供更优质的顾客服务提出建议。

另一方面，该组辖下的检讨专责小组负责接收市民投诉和监察有关回复，所有经调查的投诉均会交由部门投诉检讨工作小组作进一步分析和覆检，以及就投诉中的指控是否成立提供意见，并在有需要时提出改善建议。

奖励和嘉奖

二零二五年，入境事务处副处长蔡志远先生和入境事务处助理处长徐定一先生获颁授香港入境事务卓越奖章，另有五名人员获颁授香港入境事务荣誉奖章。除此之外，本处有七位同事获颁授行政长官公共服务奖状。

本处品行良好、服务年资达若干年期及工作表现超卓的人员会获颁发奖章和加叙勋扣。二零二五年，共有 73 名服务年资达 18 年的人员获颁发长期服务奖章；162 名服务年资达 25 年的人员获颁发加叙单条勋扣；204 名服务年资达 30 年的人员获颁发加叙双条勋扣；以及 77 名服务年资达 33 年的人员获颁发加叙三条勋扣。至于本处发出的奖状方面，有 130 名人员获颁发处长嘉许状及 132 名人员获颁发助理处长嘉许状。



入境事务处义工队于「香港义工奖 2025」获颁「恒基兆业地产杰出非商业机构奖－卓越奖」，以表扬义工队队员对社会的无私奉献。

The Immigration Department Volunteer Work Team was honored to have received the 'Henderson Land Outstanding Non-Commercial Organisation – Excellence Award' at the 'Hong Kong Volunteer Award 2025' in recognition of its members' selfless contributions to the society.

Immigration Department Volunteer Work Team

The Immigration Department Volunteer Work Team (IDVWT), which is under the IDSC, has been encouraging our staff to participate in voluntary social services during their spare time. In collaboration with different social welfare organisations, the IDVWT has participated in a wide range of community services and charity events over the years, including the provision of volunteer support for those affected by the Tai Po fire and visits to the singleton elderly during special festivals, etc. To provide support for the major national sports event co-hosted for the first time by Guangdong, Hong Kong and Macao, the department sent around 170 serving and retired staff to participate in the Hong Kong Volunteer Programme of the 15th National Games, under which they served as guest service assistants during the NG, welcoming spectators to the competitions in a professional manner. In addition, the IDVWT works with the Agency for Volunteer Service and the volunteer work teams of other departments to actively take part in a number of volunteer services to support people in need.

Management Audits

To promote excellence in service quality, the Management Audit Section under the Service Management and Audit Division is responsible for conducting management audits and reviewing complaints from the public.

The section pays regular visits to various control points and offices for inspection to ensure proper compliance with the immigration policies, application procedures and administration rules. It also makes recommendations on ways to further improve the quality of work and customer service.

On the other hand, its Customer Services Unit is responsible for receiving complaints from the public and monitoring relevant replies. All investigated complaints are further analysed and reviewed by the Complaints Review Working Party, which gives advice on whether the complaints are justified and recommends improvement measures where necessary.

Awards and Commendations

In 2025, Mr CHOI Chi-yuen, Deputy Director of Immigration, and Mr CHUI Ting-yat, Andy, Assistant Director of Immigration, were awarded the Hong Kong Immigration Service Medal for Distinguished Service. Five other officers were awarded the Hong Kong Immigration Service Medal for Meritorious Service. In addition, seven staff members of our department were awarded the Chief Executive's Commendation for Government/Public Service.

Our officers who have completed certain years of outstanding service with exemplary character and good conduct will be awarded medals and clasps. In 2025, a total of 73 officers were awarded the Long Service Medal after 18 years of service; 162 officers were awarded the First Clasp to the Medal after 25 years of service; 204 officers were awarded the Second Clasp to the Medal after 30 years of service; and 77 officers were awarded the Third Clasp to the Medal after 33 years of service. For commendation at the departmental level, 130 officers were awarded the Director's Commendation and 132 officers were awarded the Assistant Director's Commendation.

传讯及公共事务

传讯及公共事务组就本处多项事宜及重要活动发放新闻稿、解答传媒查询、制作宣传短片和举行新闻简报会。该组亦负责管理本处的社交媒体平台的官方帐户，以贴近生活、生动有趣及简单易明的方式，发布帖文和短片，向公众发放最新消息和准确资讯。二零二五年，该组透过不同渠道宣传本处各主要事宜及活动，当中包括荣获 Skytrax 2025 年全球最佳机场出入境服务大奖，举办领事保护和外游安全儿童绘本的发布会，推出「容易飞 e- 道」，以及为全运会提供出入境便利等。

查询及联络

查询及联络组主要负责解答市民对本处各项服务的查询。该组现时采用的入境事务查询服务系统，有助统一处理市民以电话、电邮、传真、信件，以及亲临办事处所提出的查询。

为向市民提供更优质的服务，该组一直致力提升现有查询服务系统的功能。本处于二零二五年推出首阶段优化措施，透过应用人工智能技术，例如大语言模型及自然语言处理，提升处理查询电邮的效率。本处将陆续推出更多自助查询服务，以提升服务效率，并为市民提供更多互动体验。

《使命》展示馆

二零二五年是《香港国安法》公布实施五周年，本处特地在将军澳入境事务处总部设立「使命展示馆」，透过三个单元介绍部门的发展里程碑、国家出入境事务及边检边防管理机关的发展历史，并展示香港特区政府维护国家安全工作的成果。本处期望藉展示馆加强人员的国民身份认同、国家归属感与自豪感，以及坚守国家南大门的使命感与光荣感。



本处设立《使命》展示馆，为参观者展示出入境管理工作的重要历史和里程碑。

The department has set up the Missions Exhibition Hall, showcasing important history and milestones of immigration work.

Communications and Public Affairs

The Communications and Public Affairs Section issues press releases, answers media enquiries, produces promotional short videos, and conducts press briefings on various issues and major events of the department. The section is also responsible for managing the department's official accounts on social media platforms, sharing posts and short videos in a relatable, engaging and accessible manner, so as to provide members of the public with the latest news and accurate information. In 2025, the section promoted through various channels the major issues and events of the department, including the winning of the 2025 Skytrax Award for Best Airport Immigration Service, the hosting of the launching ceremony for an illustrated book for children on consular protection and outbound travel safety, the introduction of the Face Easy e-Channel service and the provision of immigration facilitation to the NG, etc.

Information and Liaison

The Information and Liaison Section is mainly responsible for handling public enquiries regarding the services provided by the department. The Immigration Enquiry Services System currently employed by the section helps centrally process public enquiries made by phone, email, fax and letter, and in person.

To provide better services for the public, the section has all along been committed to enhancing the functions of the existing enquiry services system. The first phase of enhancement measures was rolled out in 2025 to raise the efficiency of processing enquiry emails through the application of artificial intelligence technologies, such as large language models and natural language processing. More and more self-enquiry services will be launched to enhance service efficiency and provide more interactive experiences for the public.

Missions Exhibition Hall

The year 2025 marks the fifth anniversary of the promulgation and implementation of the Hong Kong National Security Law. The department has set up the Missions Exhibition Hall (MEH) at the Immigration Headquarters in Tseung Kwan O. Through three units, the exhibition covers the department's development milestones as well as the development history of the country's immigration matters and border inspection and control authorities, while showcasing the achievements of the HKSAR Government in safeguarding national security. The department aims to make use of the MEH to strengthen our staff's sense of national identity, belonging and pride, and their sense of mission and honour in guarding the country's southern gateway.



签证及政策部

Visa and Policies Branch

签证及政策部由签证管制（政策）科和签证管制（执行）科组成，前者主要负责制定和覆检签证政策，以及处理有关签证管制事宜的上诉、反对和司法复核个案，而后者则主要负责处理与签证相关的申请。

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 is mainly responsible for processing visa-related applications.

人才入境计划优化措施

二十届三中全会审议通过《中共中央关于进一步全面深化改革、推进中国式现代化的决定》，当中表示支持香港打造国际高端人才集聚高地。行政长官在二零二五年《施政报告》中亦提出，政府会加强招揽和支援人才的工作，以吸引更多人才来港发展。为配合香港特别行政区（香港特区）政府积极抢人才、留人才的措施，本处继续推行各项经优化的人才入境计划。

进一步推动电子化签证申请服务

本处于二零二五年一月调整「一般就业政策」、「输入内地人才计划」、「资本投资者入境计划」、来港受训、「工作假期计划」及以受养人身分居留的申请方式，以进一步推动电子化签证申请服务。申请人须透过「香港入境事务处」流动应用程式、本处网页或香港政府一站通网页完成整个申请程序。本处不再接受亲身递交，或以邮递或投递方式提交的有关申请。

更新人才清单

香港特区政府已更新「人才清单」。新的「人才清单」于二零二五年三月生效，新增9项专业，涵盖共60项本地人才短缺的专业。符合相关专业资格的外来人士，在按「优秀人才入境计划」、「一般就业政策」或「输入内地人才计划」申请入境时可获得便利。

继续免除全日制非本地研究生及本科生参与兼职工作的限制

香港特区政府于二零二五年九月宣布，继续免除在港就读的全日制非本地研究生及本科生参与兼职工作的限制，以便他们在港累积工作经验及知识。有关措施除了提升他们毕业后留港发展的意欲，亦有助吸纳更多外地学生来港就读。

延长职专毕业生留港计划试行安排

为纾缓职业专才人手短缺的压力，香港特区政府于二零二五年九月延长「职专毕业生留港计划」的试行安排，容许二零二六／二七和二零二七／二八学年入读职业训练局合资格全日制高级文凭课程的非本地学生，于毕业后留港一年寻找相关工作。



申请人可透过电子化方式预约或轮候入境处的签证服务。

Applicants may make appointments or obtain service tags for the department's visa services through electronic means.

Enhancement Measures on Talent Admission Schemes

Adopted at the Third Plenary Session of the 20th Central Committee of the Communist Party of China (CPC Central Committee), the Resolution of the CPC Central Committee on Further Deepening Reform Comprehensively to Advance Chinese Modernisation supports Hong Kong in building itself into an international hub for high-calibre talent. The Chief Executive also announced in the 2025 Policy Address that the government will strengthen its efforts in talent attraction and support, with a view to attracting more talent to pursue development in Hong Kong. In support of the Hong Kong Special Administrative Region (HKSAR) Government's proactive measures to trawl for and retain talent, the department continues to implement various enhanced talent admission schemes.

Further Promoting Electronic Services for Visa Applications

In January 2025, the department adjusted the submission means for applications in respect of the General Employment Policy (GEP), the Admission Scheme for Mainland Talents and Professionals (ASMTP), the Capital Investment Entrant Scheme, training, the Working Holiday Scheme and residence as dependants to further promote electronic services for visa applications. Applicants must complete the entire application process through the 'HK Immigration Department' mobile application, the department's website or the GovHK website. The department no longer accepts such applications submitted in person, by post or via drop-in box.

Update on Talent List

The HKSAR Government has updated the Talent List. The new Talent List took effect in March 2025 with 9 newly added professions, covering a total of 60 professions with local talent shortages. Outside individuals meeting the eligibility criteria for relevant professions can enjoy immigration facilitation when applying under the Quality Migrant Admission Scheme, the GEP and the ASMTP.

Continue to Exempt Full-time Non-local Postgraduate and Undergraduate Students from Restrictions on Taking Up Part-time Jobs

In September 2025, the HKSAR Government announced to continue to exempt full-time non-local postgraduate and undergraduate students studying in Hong Kong from restrictions on taking up part-time jobs, allowing them to accumulate work experience and knowledge in Hong Kong. This measure not only incentivises them to stay in Hong Kong for development after graduation, but also helps attract more foreign students to study in Hong Kong.

Extending the Pilot Vocational Professional Admission Scheme

To alleviate the vocational and professional manpower shortages, the HKSAR Government extended the pilot Vocational Professionals Admission Scheme in September 2025 to allow non-local students enrolled in eligible full-time higher diploma programmes of the Vocational Training Council in the 2026/27 and 2027/28 academic years to stay in Hong Kong for one year after graduation to seek relevant jobs.

方便访客来港的措施

放宽一带一路沿线国家国民来港的签证安排

为巩固香港在「一带一路」框架下的「超级联系人」角色，本处已就多个「一带一路」沿线国家放宽签证安排。自二零二五年一月起，沙特阿拉伯国民免签证来港旅游的逗留期限，由 30 天延长至 90 天。

自二零二五年九月起，本处亦放宽了中亚四国（即吉尔吉斯斯坦、塔吉克斯坦、土库曼斯坦及乌兹别克斯坦）国民商务和旅游多次访港签证的申请门槛，以促进香港与中亚经贸及旅游发展。

恒常推行并优化为来港参与仲裁程序的人士提供便利先导计划

香港特区政府于二零二五年三月恒常推行并优化「为来港参与仲裁程序的人士提供便利先导计划」，同时把计划易名为「为来港参与仲裁程序的人士提供入境便利计划」。经优化的计划涵盖五类合资格人士，以及所有于香港实体举行的仲裁。

推出特邀人士入境便利计划

「特邀人士入境便利计划」于二零二五年三月推出，为来自东南亚国家联盟（东盟）国家的特邀人士提供更便利的出入境安排，以促进香港与东盟的经贸往来及人文合作。根据计划，相关政策局／部门会主动邀请能为香港经济发展带来相当贡献，或已获邀来港出席重要活动的东盟人士，以享出入境便利。本处会透过电子平台一站式处理特邀人士的相关申请，放宽自助通关的申请资格，以及简化签证申请所需提交的资料。

进一步扩展为来港参与指定界别短期活动的访客提供入境便利计划

本处在二零二五年十一月进一步扩展「为来港参与指定界别短期活动的访客提供入境便利计划」，在原有的 12 个指定界别之上，增设 5 个新界别，并涵盖更多认可机构及指定短期活动，让更多非本地人才可以访客身分来港参与指定短期活动而无须申请工作签证／进入许可。



本处已放宽多个「一带一路」沿线国家国民来港的签证安排，以巩固香港「超级联系人」的角色。

To reinforce Hong Kong's role as a 'super connector', the department has relaxed the visa arrangements for nationals of various Belt and Road countries.

Initiatives to Enhance Travel Convenience for Visitors

Relaxing Visa Arrangements for Nationals of the Belt and Road Countries

To reinforce Hong Kong's role as a 'super connector' under the framework of the Belt and Road Initiative, the department has relaxed the visa arrangements in respect of various Belt and Road countries. Since January 2025, the visa-free period for nationals of Saudi Arabia to visit Hong Kong for travel has been extended from 30 days to 90 days.

Starting from September 2025, the department has also relaxed the criteria for nationals of four Central Asian countries (namely Kyrgyzstan, Tajikistan, Turkmenistan and Uzbekistan) applying for multiple-entry visas to Hong Kong for business and travel purposes, with a view to promoting economic and trade as well as tourism development between Hong Kong and Central Asia.

Regularising and Refining the Pilot Scheme on Facilitation for Persons Participating in Arbitral Proceedings in Hong Kong

In March 2025, the HKSAR Government regularised and refined the Pilot Scheme on Facilitation for Persons Participating in Arbitral Proceedings in Hong Kong, and renamed it the Immigration Facilitation Scheme for Persons Participating in Arbitral Proceedings in Hong Kong. The refined scheme covers five categories of eligible persons as well as all arbitrations physically taking place in Hong Kong.

Launching the Immigration Facilitation Scheme for Invited Persons

The Immigration Facilitation Scheme for Invited Persons was launched in March 2025 to provide more convenient immigration arrangements for invited persons from the Association of Southeast Asian Nations (ASEAN) countries, in order to promote economic and trade exchanges and cultural co-operation between Hong Kong and ASEAN. Under the scheme, relevant bureaux/departments will actively invite ASEAN nationals who can make considerable contributions to Hong Kong's economic development, or those who have been invited to attend important events in Hong Kong to enjoy immigration facilitation. The department will process the applications from the invited persons through a one-stop electronic platform, relax the application criteria for self-service immigration clearance, and simplify the information required for visa applications.

Further Expanding the Immigration Facilitation Scheme for Visitors Participating in Short-term Activities in Designated Sectors

In November 2025, the department further expanded the Immigration Facilitation Scheme for Visitors Participating in Short-term Activities in Designated Sectors to cover 5 new sectors in addition to the original 12 designated sectors. More authorised organisations and specified short-term activities have also been included. This allows more non-local talent to participate in specified short-term activities in Hong Kong as visitors without having to apply for employment visas/entry permits.



本处便利真正旅客及专业人士来港，同时实施严格的签证管制，维护国家及香港特区安全。

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 Hong Kong Special Administrative Region.

高端人才通行证计划

「高端人才通行证计划」在二零二二年年底推出，旨在吸引世界各地具备丰富工作经验及高学历的高端人才到香港探索机遇。自这个计划推出至二零二五年年底，已有超过 12 万宗申请获批。

专才及企业家

「一般就业政策」容许具备香港缺乏但所需的特别技能、知识或经验，或能够对本港经济作出重大贡献的非内地居民来港。二零二五年，共有 31 278 名专才及投资者根据这项政策获准来港。「输入内地人才计划」亦成功吸引内地多个界别的人才来港工作。二零二五年，共有 26 714 名申请人根据这个计划获批来港。

另外，香港特区政府于二零二五年六月在「一般就业政策」及「输入内地人才计划」下增设渠道，容许外来人士申请来港投身「技术专才清单」上八项人力极短缺的技术工种。有关安排为期三年，共设 1 万个申请配额，每项技术工种的申请配额以 3 000 个为限。申请人须符合「技术专才清单」所列明的条件，且年龄介乎 18 至 40 岁。首个入境签证的有效期一般为 24 或 36 个月，视乎个别技术工种及申请人的资历而定。

非本地毕业生留港／回港就业安排

「非本地毕业生留港／回港就业安排」旨在吸引非本地毕业生留港或回港工作，从而提升香港的人力资本及竞争力。自二零二二年起，有关安排的适用范围扩大至涵盖修读由内地与香港的大学于粤港澳大湾区内地城市设立的高等教育合作办学机构所提供的全日制课程，而获得学士学位或更高资历的人士。截至二零二五年年底，已有超过 19 万名非本地毕业生获批在港工作。

Top Talent Pass Scheme (TTPS)

Launched at the end of 2022, the TTPS seeks to attract top talent with rich work experience and good academic qualifications from all over the world to explore opportunities in Hong Kong. Since the implementation of the TTPS until the end of 2025, over 120,000 applications had been approved.

Professionals and Entrepreneurs

The GEP allows the entry of non-Mainland residents who possess special skills, knowledge or experience not readily available in but of value to Hong Kong, or who are in a position to make substantial contributions to the economy of Hong Kong. In 2025, a total of 31,278 professionals and investors were admitted under the policy. The ASMTP has also successfully attracted a wide variety of Mainland talent to work in Hong Kong. In 2025, a total of 26,714 applicants were admitted under the scheme.

Furthermore, the HKSAR Government introduced a new channel under the GEP and the ASMTP in June 2025, allowing outside individuals to apply for entry into Hong Kong to join the eight skilled trades facing acute manpower shortages as listed on the Technical Professional List. This arrangement will be piloted for three years with an overall application quota of 10,000, and the application quota for each skilled trade is limited to 3,000. Applicants must meet the requirements as stated in the Technical Professional List and be aged between 18 and 40. Depending on the specific skilled trade and the applicant's qualifications, the first entry visa is normally valid for 24 or 36 months.

Immigration Arrangements for Non-local Graduates (IANG)

The IANG aims to attract non-local graduates to stay in or return to Hong Kong to work, so as to enhance Hong Kong's human capital and competitiveness. Since 2022, the applicable scope of the arrangements has been expanded to cover persons who have obtained undergraduate or higher qualifications by completing a full-time programme offered by a higher education institution jointly established by universities of the Mainland and Hong Kong in the Mainland cities of the Guangdong-Hong Kong-Macao Greater Bay Area. As at the end of 2025, over 190,000 non-local graduates had been approved to work in Hong Kong.



本处在「一般就业政策」及「输入内地人才计划」下新增渠道，容许外来人士申请来港投身「技术专才清单」上八项人力极短缺的技术工种。

The department introduced a new channel under the General Employment Policy and the Admission Scheme for Mainland Talents and Professionals, which allows outside individuals to apply for entry into Hong Kong to join the eight skilled trades facing acute manpower shortage as listed on the Technical Professional List.

科技人才入境计划

「科技人才入境计划」旨在透过快速处理安排，让合资格科技公司／机构申请输入科技人才来港从事研发工作。有关公司／机构获创新科技署发出配额后，可于为期 24 个月的配额有效期内为合资格人士向本处申请工作签证／进入许可。截至二零二五年年底，共有 744 名申请人根据这个计划获准来港。

香港特区政府于二零二五年十二月二十四日推出进一步优化措施，其中包括精简申请程序，让科技公司及合资格人才可同时递交配额及签证／进入许可申请；豁免必须从事 14 个指定科技范畴研发活动的限制；以及为港深创新及科技园增设申请专窗服务。上述措施有助合资格公司加快吸纳世界各地的创科人才，便利他们在香港进行与科技相关的研发活动，促进香港的创科发展。

优秀人才入境计划

「优秀人才入境计划」旨在吸引世界各地的卓越人才来港定居。如申请人符合所有「基本资格」，并达到「综合计分制」的申请资格门槛或符合「成就计分制」的其中一项评核准则，可分别选择以「综合计分制」或「成就计分制」的方式接受评核。截至二零二五年年底，超过 43 800 名申请人根据这个计划通过「输入优秀人才及专才咨询委员会」或政府评核委员会的甄选。

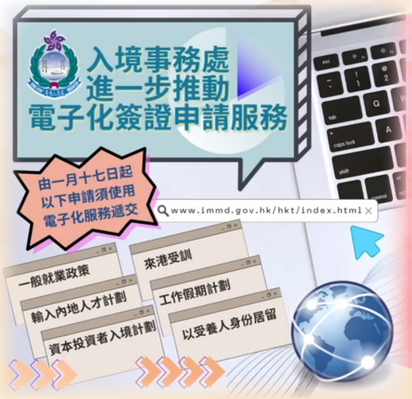
输入中国籍香港永久性居民第二代计划

「输入中国籍香港永久性居民第二代计划」旨在吸引已移居海外的中国籍香港永久性居民的第二代回港发展。截至二零二五年年底，本处共批准了 818 宗申请。



本处不时检讨签证管制的制度及审批程序，并致力提供高效率的签证服务。

The department is committed to keeping the visa control system and processing procedures under constant review and striving to provide efficient visa services.



本处进一步推动电子化签证申请服务，让申请人可透过电子化服务完成整个申请程序。

The department further steps up its electronic services for visa applications by allowing applicants to complete the entire application process through electronic services.

Technology Talent Admission Scheme (TechTAS)

The TechTAS aims to allow eligible technology companies/institutes to apply for importation of technology talent to undertake research and development (R&D) 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 24-month quota validity period. As at the end of 2025, a total of 744 applicants had been admitted under the scheme.

The HKSAR Government introduced further enhancement measures on 24 December 2025. They include streamlining application procedures to allow technology companies and eligible talent to submit applications for quotas and visas/entry permits in parallel; lifting the requirement for engaging in R&D activities in the 14 designated technology areas; and launching a dedicated application channel for the Hong Kong-Shenzhen Innovation and Technology Park. These measures enable eligible companies to expedite recruitment of innovation and technology (I&T) talent from around the world and facilitate their technology-related R&D activities in Hong Kong, thereby fostering Hong Kong's I&T development.

Quality Migrant Admission Scheme (QMAS)

The QMAS aims to attract top-notch talent from around the world to settle in Hong Kong. Applicants who meet all the prerequisites may choose to be assessed under the General Points Test if they meet its passing threshold, or under the Achievement-based Points Test if they meet one of its assessment criteria respectively. As at the end of 2025, over 43,800 applicants had been successfully selected by the Advisory Committee on Admission of Quality Migrants and Professionals or the government's assessment panel under the scheme.

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

The ASSG aims to attract the second generation of Chinese Hong Kong permanent residents who have emigrated overseas to return to Hong Kong for development. As at the end of 2025, a total of 818 applications had been approved by the department.

新资本投资者入境计划

为进一步丰富人才库和吸引更多新资金落户香港，香港特区政府于二零二四年三月一日推出「新资本投资者入境计划」。在香港投资最少3,000 万元于获许投资资产的合资格投资者，可以根据这个计划申请来港。

香港特区政府于二零二五年三月一日推出优化措施，当中包括将符合净资产规定的时间由两年缩短至六个月；于计算净资产规定时，考虑与家庭成员共同拥有的净资产或净资本当中由申请人绝对实益拥有的份额；以及让申请人透过全资拥有的合资格私人公司进行投资。

此外，二零二五年《施政报告》宣布，购买非住宅物业的可算入额由 1,000 万元提升至 1,500 万元，而购买住宅物业的成交价门槛则由 5,000 万元下调至 3,000 万元。

截至二零二五年十二月三十一日，本处已给予 2 320 名申请人「原则上批准」，让他们以访客身分来港作出所承诺的投资。同时，共有 1 502 名申请人获给予「正式批准」来港居留。

输入短缺劳工

院舍输入护理员特别计划

政府于二零二三年推出「院舍输入护理员特别计划」，让难以在本地聘请合适护理员的院舍营办者输入护理员，配额上限设定为 7 000 个。政府于二零二四年七月公布，把配额上限提高至 15 000 个，在随后三年分批提供予院舍申请。自这个计划推出至二零二五年年底，本处共接获 10 533 宗输入护理员的签证／入境许可申请，当中 9 925 宗获批。

行业输入劳工计划

政府于二零二三年推出「行业输入劳工计划」，容许建造业及运输业的雇主在符合指定准则的情况下申请输入劳工配额。截至二零二五年年底，本处共批准了 21 451 宗申请。

补充劳工优化计划

政府于二零二三年推出「补充劳工优化计划」，其中包括暂停执行「补充劳工计划」下 26 个职位类别及非技术／低技术职位一般不得输入劳工的规定，为期两年。本处亦同时放宽获批输入劳工的逗留期限至最长 24 个月。二零二五年，本处共批准了 40 694 宗「补充劳工优化计划」申请。

New Capital Investment Entrant Scheme (New CIES)

With a view to further enriching the talent pool and attracting more new capital to Hong Kong, the HKSAR Government implemented the New CIES on 1 March 2024. Under the New CIES, eligible investors who invest a minimum of $30 million in permissible investment assets in Hong Kong can apply for entry into Hong Kong.

The HKSAR Government introduced enhancement measures on 1 March 2025. They include shortening the fulfilment period of Net Asset Requirement (NAR) from two years to six months; taking into consideration for the calculation of NAR for the respective portion of net assets or net equity jointly owned with family member(s) which is absolutely beneficially entitled to the applicant; and allowing investment made through an eligible private company wholly owned by the applicant.

Furthermore, as announced in the 2025 Policy Address, for the purchase of non-residential properties, the maximum amount of investment to be counted is raised from $10 million to $15 million; as for the purchase of residential properties, the transaction price threshold is lowered from $50 million to $30 million.

As at 31 December 2025, 2,320 applicants have been given 'Approval-in-Principle' to enter and stay in Hong Kong on visitor status to make the committed investment. Meanwhile, a total of 1,502 applicants have been given 'Formal Approval' for entry for residence in Hong Kong.

Importation of Labour in Shortage

Special Scheme to Import Care Workers for Residential Care Homes (Special Scheme)

The government launched the Special Scheme in 2023 to allow operators of residential care homes having difficulties in recruiting suitable care workers locally to import care workers, with the quota capped at 7,000. The government announced in July 2024 that the quota ceiling would be increased to 15,000 for residential care homes to apply for by batches in the following three years. Since the implementation of the Special Scheme until the end of 2025, the department had received a total of 10,533 visa/entry permit applications for imported care workers, of which 9,925 applications were approved.

Sector-specific Labour Importation Schemes (Sector-specific Schemes)

The government introduced the Sector-specific Schemes in 2023 to allow employers of the construction and the transport sectors to apply for quotas for importation of labour subject to fulfilment of the specified parameters. As at the end of 2025, a total of 21,451 applications were approved by the department.

Enhanced Supplementary Labour Scheme (ESLS)

The government launched the ESLS in 2023, including the suspension of the general exclusion of 26 job categories as well as unskilled/low-skilled posts from labour importation under the Supplementary Labour Scheme for two years. Meanwhile, the department also relaxed the limit of stay of imported workers to a maximum of 24 months. In 2025, a total of 40,694 applications under the ESLS were approved by the department.



管制部

Control Branch

管制部辖下设有四个科别，分别为机场管制科、边境管制（铁路）科、边境管制（车辆）科和港口管制科。这四个科别共同分担出入境管制的职责，包括拒绝让不受欢迎人物入境和防止通缉犯离境，以及为游客和商务访客提供方便的出入境服务。机场管制科位于香港国际机场。边境管制（铁路）科辖下设有三个管制站，分别位于罗湖、落马洲支线和广深港高速铁路（高铁）西九龙站。边境管制（车辆）科辖下设有六个边境管制站，分别位于落马洲、文锦渡、沙头角、深圳湾、港珠澳大桥香港口岸和香园围。港口管制科辖下则设有五个管制组／站，分别为港口管制组、港澳客轮码头管制站[附注]、中国客运码头管制站、内河码头管制站及启德邮轮码头管制站。

The Control Branch comprises four divisions, namely the Airport Division, the Boundary (Rail) Division, the Boundary (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 the Hong Kong International Airport (HKIA). The Boundary (Rail) Division comprises three control points located at Lo Wu, Lok Ma Chau Spur Line and West Kowloon Station of the Guangzhou-Shenzhen-Hong Kong Express Rail Link (XRL). The Boundary (Vehicles) Division comprises six boundary 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 five section/control points, namely the Harbour Control Section, the Macao Ferry Terminal Control Point[Note], the China Ferry Terminal Control Point, the River Trade Terminal Control Point and the Kai Tak Cruise Terminal Control Point.

附注：
Note:

根据《2025年成文法（杂项规定）条例》，由二零二六年一月一日起，‘Macau’将由‘Macao’取代。

Pursuant to the Statute Law (Miscellaneous Provisions) Ordinance 2025, ‘Macau’ will be substituted by ‘Macao’ with effect from 1 January 2026.

管制站的旅客流量

二零二五年，各管制站的出入境人次合共约 3.35 亿，而访港旅客的入境总人次约为 4 989 万，其中内地访客的入境人次约为 3 783 万，而其他访客的入境人次则约为 1 206 万。二零二五年访港旅客的入境人次中，机场管制站约有 1 122 万人次，陆路管制站约有 3 687 万人次，海路管制站则约有 181 万人次。

扩展 e- 道服务

为进一步提升管制站的通关效率，本处持续扩展 e- 道服务，让更多香港居民和访港旅客享受便捷的自助出入境检查服务。二零二五年，本处把持有智能身份证的香港永久性居民、持有中华人民共和国电子普通护照的过境旅客，以及持有电子往来港澳通行证和使用「离境易」的访港旅客使用 e- 道服务的合资格年龄，由 11 岁下调至 7 岁。

推出香港居民「非触式 e- 道」服务

本处于二零二一年十二月在香港国际机场、港珠澳大桥香港口岸、深圳湾口岸及启德邮轮码头管制站推出「非触式 e- 道」服务，供已登记的香港居民使用，让他们利用自己的智能电话产生加密二维码，透过容貌识别技术办理自助出入境检查手续，无须出示身份证或使用指纹扫描器，过程更快捷、方便和卫生。有关服务已于二零二二年扩展至所有出入境管制站。截至二零二五年年底，已有超过 2.7 亿香港居民人次使用该服务。

推出香港居民「登机易 e- 道」服务

为向香港居民提供更便捷的出境检查服务和配合香港机场管理局（机管局）的「登机易」系统，本处于二零二二年十月在香港国际机场推出「登机易 e- 道」服务。「登机易」是机管局所制定的智能机场措施之一。此项措施采用了容貌识别技术，让离港旅客在办理登记手续至登机的过程中，只要在各检查站展示容貌，便可核实身份，无须重复出示旅行证件和登机证以供检查。合资格的香港居民如在离境时选用机管局的「登机易」服务，即可使用「登机易 e- 道」办理自助出境检查手续。他们进入「登机易 e- 道」后，只须望向镜头，便可以容貌识别技术核实身份，完成自助出境检查手续，全程无须出示旅行证件。截至二零二五年年底，已有超过 508 万香港居民人次使用该服务。

Passenger Traffic at Control Points

In 2025, a total of around 335 million passengers passed through various control points and the total number of visitor arrivals was around 49.89 million, of which the number of Mainland visitor arrivals was around 37.83 million, while the number of arrivals of other visitors was around 12.06 million. Among the visitor arrivals in 2025, around 11.22 million visitors travelled through the Airport Control Point, while around 36.87 million and around 1.81 million visitors passed through land and sea control points respectively.

Extension of the e-Channel Service

To further enhance the clearance efficiency of the control points, the department continues to extend the e-Channel service so that more Hong Kong residents and visitors may enjoy fast and convenient self-service immigration clearance. In 2025, for Hong Kong permanent residents holding a smart identity card, transit passengers holding a People's Republic of China electronic ordinary passport, and visitors holding an Electronic Exit-Entry Permit for Travelling to and from Hong Kong and Macao as well as those using Smart Departure, the eligible age for using the e-Channel service was lowered from 11 to 7 years old.

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 of the HKIA, the 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. The service was extended to all immigration control points in 2022. As at the end of 2025, over 270 million Hong Kong residents had used the service.

Introduction of the Flight Token e-Channel Service for Hong Kong Residents

To provide more convenient departure clearance service for Hong Kong residents and tie in with the implementation of the Flight Token system by the Airport Authority Hong Kong (AAHK), the department launched the Flight Token e-Channel service at the HKIA in October 2022. The Flight Token is one of the smart airport initiatives developed by the AAHK. It employs facial recognition technology to enable departing passengers to have their identity verified when going through the check-in to boarding procedures at various checkpoints simply by showing their faces, without the need of checks by repetitive display of travel documents and boarding passes. Eligible Hong Kong residents who choose to use the AAHK's Flight Token service can use Flight Token e-Channels for self-service departure clearance. Upon entering Flight Token e-Channels, they may complete self-service departure clearance simply by looking at the camera and having their identity verified through facial recognition technology. There is no need to present any travel documents throughout. As at the end of 2025, over 5.08 million Hong Kong residents had used the service.

推出「容易飞 e- 道」服务

本处于二零二五年九月在香港国际机场推出「容易飞 e- 道」服务。年满 11 岁或以上的合资格香港居民，如在离境时使用香港国际机场的「登机易」服务，其后再以同一有效证件经香港国际机场入境，便可全程透过容貌识别技术完成自助入境检查手续，无须出示证件或扫描二维码，全程仅需约七秒。截至二零二五年年底，已有约 26 万香港居民人次使用该服务。

经常访港旅客 e- 道

18 岁或以上的旅客，如持有有效的香港特别行政区（香港特区）旅游通行证或注有「HKG」区码的亚太经合组织商务旅游证，在本处办妥登记后，便可于香港国际机场享用自助出入境检查服务。此项服务已推广至参加这项安排的航空公司的飞行常客会特选会员和符合以下条件的访客：（一）持有无须入境签证／进入许可来港的有效旅行证件；（二）在登记前 12 个月内经香港国际机场访港 3 次或以上；以及（三）在香港并无不良纪录。本处已与韩国、新加坡、德国、澳洲和泰国推行互相使用对方自助出入境检查服务的安排。为进一步开放 e- 道服务予更多访港旅客，本处将于二零二六年第一季放宽持有有效旅行证件的经常访港旅客使用 e- 道服务的登记条件，即由现时于过去 12 个月内经香港国际机场访港 3 次或以上，放宽至过去 24 个月内访港 2 次或以上。

在相关安排下的合资格访港旅客可于入境事务处总部、香港国际机场或港澳客轮码头管制站登记使用 e- 道服务。截至二零二五年年底，已有超过 388 000 名经常访港旅客登记这项服务，曾经使用自助出入境检查服务的抵港访客超过 1 025 万人次，而离港访客则超过 1 321 万人次。

香港国际机场共设有 66 条多功能 e- 道，26 条设于入境大堂，40 条设于离境大堂。为进一步提升旅客通关效率和体验，本处将优化香港国际机场的 e- 道服务。由二零二六年第一季起，机场入境大堂将陆续加设共 26 条 e- 道，并更新现有 e- 道，以配合长远发展趋势和需求，让更多旅客能使用自助过关服务。



合资格的香港居民进入「登机易 e- 道」后，只须望向镜头，便可以容貌识别技术核实身份，完成自助出境检查手续，全程无须出示旅行证件。

Upon entering Flight Token e-Channels, eligible Hong Kong residents may complete self-service departure clearance simply by looking at the camera and having their identity verified through facial recognition technology.



本处于二零二五年九月在香港国际机场推出「容易飞 e- 道」服务。

The department launched the Face Easy e-Channel service at the Hong Kong International Airport in September 2025.

Introduction of the Face Easy e-Channel Service

The department launched the Face Easy e-Channel service at the HKIA in September 2025. Eligible Hong Kong residents aged 11 or above, who use the HKIA's Flight Token service at the time of departure, may complete self-service arrival clearance through facial recognition technology with the same valid document upon their subsequent arrival via the HKIA, without the need to present any documents or scan a QR code throughout. The entire process takes about seven seconds only. As at the end of 2025, around 260,000 Hong Kong residents had used the service.

Frequent Visitor e-Channels

Visitors aged 18 or above who hold a valid Hong Kong Special Administrative Region (HKSAR) Travel Pass or an APEC Business Travel Card with the economy code 'HKG' can enjoy self-service immigration clearance at the HKIA after enrolment with the department. The frequent visitor e-Channel service has been extended to cover selected members of Frequent Flyer Programmes of designated airlines which have joined this arrangement and visitors who (a) hold a valid travel document which does not require an entry visa/permit for entering Hong Kong; (b) have made visits to Hong Kong via the HKIA for not less than 3 times in the 12 months immediately before enrolment; and (c) have no adverse record in Hong Kong. The department has implemented arrangements for the mutual use of self-service immigration clearance with Korea, Singapore, Germany, Australia and Thailand. To further extend the e-Channel service to more visitors, the department will relax in the first quarter of 2026 the eligibility criteria for frequent visitors with a valid travel document to enrol for the e-Channel service, from having visited Hong Kong via the HKIA for no fewer than 3 times in the past 12 months at present, to no fewer than 2 times in the past 24 months.

All eligible visitors under the arrangements may enrol for the e-Channel service at the Immigration Headquarters, the HKIA or the Macao Ferry Terminal Control Point. As at the end of 2025, over 388,000 frequent visitors had enrolled for the service. Over 10.25 million arriving and over 13.21 million departing visitors had made use of self-service immigration clearance.

A total of 66 multi-purpose e-Channels are installed at the HKIA, with 26 in the arrival halls and 40 in the departure halls. To further enhance clearance efficiency and visitors' experience, the department will improve the e-Channel service at the HKIA. Starting from the first quarter of 2026, a total of 26 additional e-Channels will be installed and the existing e-Channels will be replaced in the arrival halls of the HKIA in phases to accommodate long-term development trend and demand, enabling more visitors to use self-service clearance.

实施预先通报乘客资料系统

为符合《国际民用航空公约》有关航空安全的规定，令香港与世界其他航空枢纽看齐，以及进一步加强本处的入境检查和执法能力，以阻截不受欢迎人士乘坐航班来港，本处于二零二四年九月三日实施预先通报乘客资料系统（预报系统），规定航空营运商为旅客办理来港航班的登机手续时，须透过预报系统向本处传送来港航班及其乘客的预报资料，并按照预报系统发出的指令允许或不允许某旅客登上来港航班。截至二零二五年年底，所有经营来港航线的航空营运商均已与预报系统完成连接。



本处就预报系统突发事件的应急处理进行桌上演练，以提升应对能力。

The department conducted a tabletop exercise on the contingency response for incidents relating to the API System, with a view to enhancing response capability.

将 e- 道服务扩展至中华人民共和国电子护照持有人

本处自二零二五年六月起扩展 e- 道服务至合资格的中华人民共和国护照持有人。年满 11 岁或以上、持有有效的中华人民共和国电子普通护照及经香港过境往来另一国家 / 地区的访港旅客，可以免登记在入境时使用 e- 道服务，利用容貌识别技术办理自助入境检查手续。自二零二五年十二月起，本处进一步将中华人民共和国电子普通护照持有人使用 e- 道服务的合资格年龄下调至七岁。

皇岗口岸／落马洲管制站重建工程

为配合粤港澳大湾区建设蓝图和促进区内人流和物流畅通，香港特区政府正积极推进一系列提升口岸通关能力和通关便利化的措施，当中包括重建皇岗口岸／落马洲管制站。为进一步提高旅客的通关效率，新皇岗口岸将会实施「一地两检」，并采用「合作查验、一次放行」的崭新通关模式，成为广东省与香港特区之间首个采用这种通关模式的口岸。在这种通关模式下，深港双方的自助通道和柜枱将设于两地口岸边界线上，旅客使用自助通道时只须排一次队以查验证件和核实身份，便可完成两地的出入境检查手续，进一步提升整个通关体验和效率。本处和其他相关政策局及部门会继续与内地当局保持紧密联系，积极落实各项相关筹备工作。

Implementation of the Advance Passenger Information System

To meet the aviation security requirements of the Convention on International Civil Aviation and to align Hong Kong with other aviation hubs worldwide, as well as to enable the department to further enhance its clearance and enforcement capabilities to prevent undesirables from boarding flights heading to Hong Kong, the department implemented the Advance Passenger Information (API) System on 3 September 2024, requiring airline operators to transmit advance information to the department about flights and passengers heading to Hong Kong through the API System when checking in travellers, and act upon the direction given through the system to allow or not allow specific travellers to board the aircraft heading to Hong Kong. As at the end of 2025, all airline operators operating routes heading to Hong Kong completed connection to the API System.

Extension of the e-Channel Service to Holders of the People's Republic of China Electronic Passport

The department has extended the e-Channel service to eligible holders of the People's Republic of China (PRC) passport since June 2025. Visitors aged 11 or above, holding a valid PRC electronic ordinary passport and in transit through Hong Kong to and from another country/territory may use the e-Channel service for self-service arrival clearance through facial recognition technology upon arrival without prior enrolment. Since December 2025, the eligible age for holders of the PRC electronic ordinary passport to use the e-Channel service has been further lowered to seven years old.

Redevelopment of the Huanggang Port/Lok Ma Chau Control Point

To tie in with the Guangdong-Hong Kong-Macao Greater Bay Area (GBA) development blueprint and facilitate a smooth and efficient flow of people and cargoes within the GBA, the HKSAR Government has been pressing ahead with a series of measures to enhance the handling capacity and clearance facilitation of control points, including the redevelopment of the Huanggang Port/Lok Ma Chau Control Point. To further enhance the efficiency of passenger clearance, the 'co-location arrangement' will be implemented and the new mode of 'collaborative inspection and joint clearance' will be adopted at the new Huanggang Port, which will become the first boundary control point between Guangdong Province and the HKSAR adopting such a clearance mode. Under such clearance mode, self-service channels and counters of both Hong Kong and Shenzhen will be set up at the boundary line of the two territories, such that travellers using self-service channels only need to queue up once for document inspection and identity verification in order to complete respective immigration clearance, thereby further enhancing the overall clearance experience and efficiency. The department, together with other relevant bureaux and departments, will continue to maintain close liaison with the Mainland authorities concerned to proactively implement all relevant preparatory work.

沙头角管制站重建工程

就重建沙头角口岸而言，香港特区政府与深圳市政府已达成共识，以「跨河建」的安排重建沙头角口岸，并实施「合作查验、一次放行」的通关模式。重建后的沙头角口岸将成为纯旅检口岸，取消货检功能以配合落实跨境货运「东进东出、西进西出」的布局，同时推动沙头角一带的发展。

跨河桥梁小口岸

为配合河套深港科技创新合作区的发展，连接港深两个园区的「西面跨河连接桥项目」已于二零二五年十二月启动，有效促进两地创科人员日常频繁的跨境流动。通关模式方面，为便利两地创科人员往来，本处会积极研究使用创新、便捷的出入境通关模式，目标是可以让预先核实资格的人员使用容貌识别技术核实身份，从而达致「无感通关」。



位于机场二号客运大楼离境层的 e- 道。

The e-Channels on departure level of Airport Terminal 2.

机场二号客运大楼

随着香港国际机场三跑道系统于二零二四年全面投入运作，机场的容量已大幅提升。三跑道系统计划下的二号客运大楼将按客量需求分阶段启用，其中离境设施将于二零二六年内投入运作。本处会与机管局及其他相关部门保持紧密联系，确保通关设施运作畅顺。

提升香园围边境管制站的出入境检查服务

香园围边境管制站的首阶段优化工程已于二零二五年九月完成，入境及离境大堂的 e- 道已各增至 18 条。本处正计划开展下一阶段的改建工程，进一步增加 e- 道的数目，从而提升香园围边境管制站的通关能力。

Redevelopment of the Sha Tau Kok Control Point

Regarding the redevelopment of the Sha Tau Kok Control Point, the HKSAR Government and the Shenzhen Municipal Government have reached a consensus on adopting a 'cross-river construction' approach in the redevelopment of the Sha Tau Kok Control Point and implementing the 'collaborative inspection and joint clearance' mode. The redeveloped Sha Tau Kok Control Point will become a passenger clearance-only control point, with the cargo clearance function removed, in order to facilitate the implementation of the 'East in East out, West in West out' planning strategy for cross-boundary goods traffic as well as to promote the development of the Sha Tau Kok area.

Bridge Connection across Shenzhen River as a Small Boundary Control Point

To dovetail with the development of the Hetao Shenzhen-Hong Kong Science and Technology Innovation Co-operation Zone, the Western Cross-River Link Bridge Project connecting the two parks in Hong Kong and Shenzhen commenced in December 2025, effectively facilitating the frequent day-to-day cross-boundary flow of the innovation and technology (I&T) personnel of the two places. Regarding mode of clearance, to facilitate the cross-boundary movement of the respective I&T personnel, the department will actively explore the adoption of innovative and convenient clearance modes. The target is to enable pre-verified individuals to enjoy a contactless clearance experience through the use of facial recognition technology for identity verification.

Airport Terminal 2

With the full commissioning of the Three-Runway System (3RS) of the HKIA in 2024, the airport capacity has been substantially enhanced. Terminal 2 under the 3RS project will come into service in phases based on passenger traffic demand, with its departure facilities set to commence operation in 2026. The department will maintain close communication with the AAHK and other relevant departments to ensure the smooth running of clearance facilities.

Enhancement of the Immigration Clearance Service at the Heung Yuen Wai Boundary Control Point

The first phase of the enhancement works at the Heung Yuen Wai Boundary Control Point was completed in September 2025, increasing the number of e-Channels to 18 in both arrival and departure halls. The department is planning for the next phase of alteration works to further increase the number of e-Channels, with a view to enhancing the clearance capacity of the Heung Yuen Wai Boundary Control Point.



香园围边境管制站的首阶段优化工程已于二零二五年九月完成，入境及离境大堂的 e- 道已各增至 18 条。

The first phase of the enhancement works at the Heung Yuen Wai Boundary Control Point was completed in September 2025, increasing the number of e-Channels to 18 both at the arrival and departure halls.

预办入境检查计划

为促进货运及物流业的业务，港口管制科已推行预办入境检查计划多年。根据计划，事先获批准的船只可直接驶往停泊处或码头起卸货物，无须在入境船只碇泊处等候办理入境检查手续。二零二五年，共有 21 107 艘远洋船只及 39 536 艘内地内河／沿海货船获准按计划进入香港，占此类入境香港的船只约 94%。

这项安排大大节省船只的经营成本及时间，并有助加强和提升香港作为国际及区域首选运输和物流枢纽的地位。

为第十五届全国运动会提供出入境便利

本处全力支持于二零二五年举行的第十五届全国运动会（全运会）和全国第十二届残疾人运动会暨第九届特殊奥林匹克运动会。为便利各地代表团、运动员及工作人员在全运会期间往返粤港澳三地，本处在香港国际机场、高铁西九龙站、港珠澳大桥及深圳湾口岸设置了出入境专属通道，共提供 16 条 e- 道供已登记的运动员及相关人员透过容貌识别技术自助办理出入境检查手续。至于跨境赛事方面，本处联同全运会统筹办公室、相关政府部门，以及内地及澳门的出入境机关，以创新的「前置查验、闭环管理」模式，落实「零延时、零接触、零等待」的通关安排。在赛事期间，各方保持紧密沟通，让公路自行车和马拉松两项跨境赛事均能无缝顺畅地进行。



为便利各地代表团、运动员及工作人员在第十五届全国运动会和全国第十二届残疾人运动会暨第九届特殊奥林匹克运动会期间往返粤港澳三地，高铁西九龙管制站设置了出入境专属通道提供出入境检查服务。

To facilitate travel of delegations, athletes and staff from various regions among Guangdong, Hong Kong and Macao during the 15th National Games, the 12th National Games for Persons with Disabilities and the 9th National Special Olympic Games, dedicated immigration channels were set up at the Express Rail Link West Kowloon Control Point to provide immigration clearance services.



第十五届全国运动会期间，各管制站设置了出入境专属通道提供出入境检查服务。

Dedicated immigration channels were set up at various control points during the 15th National Game to perform immigration clearance.

Pre-arrival Clearance Scheme

To facilitate business of the cargo and logistics industry, the Pre-arrival Clearance Scheme has been implemented by the Harbour Division for years. Under the scheme, pre-approved vessels can proceed directly to berths or terminals for cargo operations without having to wait for immigration clearance at immigration anchorages. In 2025, a total of 21,107 ocean-going vessels and 39,536 Mainland river/coastal trade vessels were approved under the scheme prior to their entry to Hong Kong, accounting for around 94 per cent of this type of vessels entering Hong Kong.

The arrangement helps save substantial operational costs and time of vessels. It also helps strengthen and enhance Hong Kong's position as a preferred international and regional transportation and logistics hub.

Provision of Immigration Facilitation to the 15th National Games

The department fully supported the 15th National Games (NG), the 12th National Games for Persons with Disabilities and the 9th National Special Olympic Games held in 2025. To facilitate travel to and from Guangdong, Hong Kong and Macao for delegations, athletes and staff from various regions during the NG, the department had set up dedicated immigration channels at the control points of the HKIA, the XRL West Kowloon Station, the HZMB and Shenzhen Bay, providing 16 e-Channels in total for registered athletes and related personnel to perform immigration clearance in a self-service manner through facial recognition technology. As for cross-boundary events, the department adopted the innovative Pre-clearance Inspection and Closed-loop Management model in collaboration with the National Games Coordination Office, relevant government departments, as well as immigration authorities of the Mainland and Macao to achieve 'zero delay, zero contact, and zero waiting time' during immigration clearance. Close communication was maintained throughout so that two cross-boundary events, namely road cycling and marathon, were conducted seamlessly and smoothly.



本处联同全国运动会统筹办公室、各相关政府部门和内地及澳门出入境机关以创新的「前置查验 + 闭环管理」的通关模式，让公路自行车和马拉松两项跨境赛事得以无缝及顺畅地进行。

The department adopted the innovative pre-clearance inspection and closed-loop management model in collaboration with the National Games Coordination Office, relevant government departments, as well as immigration authorities of the Mainland and Macao so that the cross-boundary road cycling event and marathon event were conducted seamlessly and smoothly.



个人证件部

Personal Documentation Branch

个人证件部辖下设有证件科和人事登记科。证件科处理香港特别行政区（香港特区）护照和其他香港特区旅行证件的申请，有关在本港实施《中华人民共和国国籍法》的事宜，以及出生、死亡和婚姻登记事宜。人事登记科则处理根据《基本法》提出声称拥有居留权的申请，签发香港身份证，管理人事登记纪录，与外国政府商定香港特区护照持有人的免签证入境安排，以及为在境外遇事的香港居民提供切实可行的协助。

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 the right of abode under the Basic Law, issues Hong Kong Identity Cards (HKICs), maintains registration of persons records, negotiates with foreign governments over visa-free travel arrangements for HKSAR passport holders, and provides practicable assistance to Hong Kong residents in distress outside Hong Kong.

全港市民换领身份证计划结束及旧款智能身份证失效

随着全港市民换领身份证计划（换证计划）于二零二三年三月三日结束，换证计划下为安老院及残疾人士院舍的院友安排上门换证和派送新证的「到访院舍换证服务」亦已于二零二五年第一季结束。二零一八年十一月二十六日之前发出的旧款智能身份证已于二零二五年分两阶段失效。在一九七零年或之后出生的旧身份证持有人，其旧证已于二零二五年五月十二日起失效。至于在一九六九年或之前出生的旧身份证持有人，其旧证则于二零二五年十月十二日起失效。

此外，为应付疫情后的换证需求而增设的人事登记处—观塘（临时）办事处，已按计划于二零二五年十月停止运作。该办事处关闭后，市民仍可前往其余六间人事登记办事处办理各项身份证申请。

截至二零二五年年底，已有约 746 万名身份证持有人换领新智能身份证，换证率约为 93%。另外，本处透过「到访院舍换证服务」，到访了超过 1 100 间院舍，为逾 45 200 名院友提供上门换领身份证服务。



为安老院及残疾人士院舍的院友安排上门换证和派送新证的「到访院舍换证服务」已于二零二五年第一季结束。

On-site Identity Card Replacement Service, which provided on-site identity card replacement and new identity card delivery services to residents of residential care homes for the elderly and for persons with disabilities, was concluded in the first quarter of 2025.

人事登记处—观塘（临时）办事处已按计划于二零二五年十月停止运作。

The Registration of Persons - Kwun Tong (Temporary) Office ceased to operate in October 2025 as planned.



Conclusion of Territory-wide Identity Card Replacement Exercise and Invalidation of Old Form of Smart Identity Cards

Following the conclusion of Territory-wide Identity Card Replacement Exercise (Replacement Exercise) on 3 March 2023, the On-site Identity Card Replacement Service under the Replacement Exercise, which arranged on-site identity card replacement and new identity card delivery for residents of residential care homes (RCHs) for the elderly and for persons with disabilities, was also concluded in the first quarter of 2025. The old form of smart identity cards issued before 26 November 2018 became invalid in two phases in 2025. The old form of smart identity cards for holders born in 1970 or after became invalid on 12 May 2025, while the old form of smart identity cards for holders born in 1969 or before became invalid on 12 October 2025.

Besides, the Registration of Persons (ROP) - Kwun Tong (Temporary) Office, which was established to meet the post-epidemic demand for identity card replacement, ceased operation in October 2025 as planned. After its closure, members of the public may still visit the other six ROP Offices for identity card applications.

As at the end of 2025, some 7.46 million identity card holders had replaced their smart identity cards. The replacement rate was about 93 per cent. Furthermore, through the On-site Identity Card Replacement Service, the department had visited over 1,100 RCHs and provided on-site identity card replacement service for more than 45,200 residents of RCHs.

扩大个人证件服务站的服务范围

入境事务处总部设有全新的「申请个人证件服务站」及「领取个人证件服务站」，供合资格人士无须预约，即可以全自助形式申请换领身份证和一站式办理香港特区护照的申请。相关服务自二零二四年十二月推出以来深受市民欢迎。服务站的服务时间于二零二五年一月进一步延长至晚上十时，以便合资格申请人于办公时间外使用服务。本处的自助申请服务团队更荣获二零二五年新设的申诉专员嘉许奖队伍奖，充分肯定其在提升公共服务质素方面的卓越表现。

本处计划于二零二六年上半年开始分阶段扩大个人证件服务站的服务范围，包括处理因遗失而须补领身份证及香港特区护照的申请、调整合资格使用年龄，以及增设换领和领取签证身份书等服务，让更多香港居民受惠于个人证件服务站所带来的便利。



服务站的服务时间更于二零二五年一月进一步延长至晚上十时，以便合资格申请人于办公时间外使用服务。

The service hours of the self-service kiosks have been further extended until 10 p.m. since January 2025 to enable eligible applicants' access to the services beyond office hours.

为香港特区护照持有人争取更大旅游便利

本处一直积极游说更多国家给予香港特区护照持有人免签证入境或落地签证待遇，为香港特区护照持有人提供更大的旅游便利。本处于二零二五年一月公布，香港特区护照持有人在抵达沙特阿拉伯的六个指定管制站时，可办理单次或多次旅游签证。同年五月，香港特区护照持有人可免签证前往卡塔尔和阿拉伯联合酋长国旅游，最长逗留 30 天；而前往阿曼苏丹国的免签证入境期限，亦由 10 天延长至 14 天。同年十一月，阿尔及利亚民主人民共和国同意给予香港特区护照持有人免签证入境待遇，最长可逗留 14 天。截至二零二五年年底，合共有 174 个国家 / 地区给予香港特区护照持有人免签证入境或落地签证待遇。

Expansion of the Service Scope of Personal Documentation Kiosks

Brand new Personal Documentation Submission Kiosks and Personal Documentation Collection Kiosks are provided at the Immigration Headquarters for eligible persons to apply for identity card replacements in a self-service manner and submit their HKSAR passport applications in one go, without having to make an appointment. The services have gained popularity among the public since their rollout in December 2024. The service hours of the kiosks have been further extended until 10 p.m. since January 2025 to enable eligible applicants' access to the services beyond office hours. The department's Self-application Services Team was also honoured with The Ombudsman's Award for Teams of Public Organisations, a new award introduced in 2025, fully recognising its excellence in enhancing the quality of public services.

The department plans to expand the service scope of the personal documentation kiosks in phases starting from the first half of 2026 by processing applications for replacement of identity cards and HKSAR passports due to loss, adjusting the eligible age for use and introducing services such as replacement and collection of Documents of Identity for Visa Purposes, among others, so that more Hong Kong residents may enjoy the convenience brought by the personal documentation kiosks.

Greater Travel Convenience for HKSAR Passport Holders

To provide greater travel convenience for HKSAR passport holders, the department has made sustained efforts to actively lobby more countries for visa-free access or visa-on-arrival for HKSAR passport holders. In January 2025, the department announced that HKSAR passport holders may apply for single-entry or multiple-entry tourist visas upon arrival at six designated control points in Saudi Arabia. From May 2025 onwards, HKSAR passport holders may visit Qatar and the United Arab Emirates visa-free for a stay of up to 30 days, and the visa-free period for visiting the Sultanate of Oman has also been extended from 10 days to 14 days. In November 2025, the People's Democratic Republic of Algeria agreed to grant visa-free access to HKSAR passport holders for a stay of up to 14 days. As at the end of 2025, a total of 174 countries/territories had granted visa-free access or visa-on-arrival to HKSAR passport holders.

为在香港境外遇事的香港居民提供协助

本处的「协助在外香港居民小组」（小组）一直竭力为在境外遇事的香港居民提供协助。小组与外交部驻港特派员公署（公署）、中国驻外使领馆，以及相关的香港特区政府部门保持紧密联系，为求助人士提供所有切实可行的协助。二零二五年，小组共处理了 3 388 宗求助个案，其中大部分涉及在境外遗失旅行证件、住院或伤亡等。此外，本处继续跟进港人怀疑被诱骗到东南亚国家被禁锢从事非法工作的个案。二零二五年一月至三月期间，本处人员及保安局专责小组成员先后四次前往泰国，协助涉事港人回港。同年三月，缅甸发生强烈地震，香港特区政府派出救援队伍赶赴灾区协助搜救工作，当中包括两名本处人员；这是香港特区政府继二零二三年土耳其地震后，再次参与海外救援行动。同年六月，随着伊朗与以色列紧张局势升级，本处接获 21 名身在伊朗、以色列及约旦的香港居民查询。就此，本处一直与公署及国家驻当地大使馆保持密切联系，并按相关人士的意愿提供一切可行协助。最终，20 名港人安全离开当地，余下的一名港人则报称安全，无须进一步协助。



小组一直竭力为身处境外遇事的香港居民提供协助。

The Assistance to Hong Kong Residents Unit of the department has been making every effort to provide assistance to Hong Kong residents in distress outside Hong Kong.



香港特别行政区政府派出包括本处两名人员在内的救援队前往缅甸地震灾区协助搜救工作。

The Government of the Hong Kong Special Administrative Region sent a rescue team including two officers of the department to the quake-stricken areas in Myanmar to take part in the earthquake rescue mission.

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

The department's Assistance to Hong Kong Residents Unit (AHU) has been making every effort to provide assistance to Hong Kong residents in distress outside Hong Kong. The AHU maintains close contact with the Office of the Commissioner of the Ministry of Foreign Affairs in the HKSAR (OCMFA), Chinese diplomatic and consular missions overseas and other relevant HKSAR government departments to provide all practicable assistance to those in need. In 2025, the AHU handled 3,388 requests for assistance in total, most of which involved loss of travel documents, hospitalisation or casualties, etc., outside Hong Kong. In addition, the department continued to follow up on cases of Hong Kong residents suspected of having been lured to Southeast Asian countries and detained to engage in illegal work. Between January and March 2025, officers of the department and members of the Security Bureau's dedicated task force visited Thailand four times to assist the residents concerned in returning to Hong Kong. Following a severe earthquake in Myanmar in March 2025, the HKSAR Government deployed a search and rescue team, including two officers of the department, to the quake-stricken areas to assist in the search and rescue work. This was the second overseas rescue operation conducted by the HKSAR Government since the earthquake in Türkiye in 2023. In June 2025, amid the escalating tension between Iran and Israel, the department received enquiries from 21 Hong Kong residents in Iran, Israel and Jordan. In this connection, the department has maintained close contact with the OCMFA and relevant Chinese embassies to render all practical assistance to the persons concerned according to their wishes. Eventually, 20 Hong Kong residents left the area concerned safely, while the remaining Hong Kong resident reported as safe and required no further assistance.

领事保护及外游安全的宣传工作

二零二五年，本处与公署继续携手举办连串活动，广泛宣传领事保护及外游安全资讯，包括于入境事务处总部及全港各区举办巡回展览、于旅游展览摆设摊位、以及到大专院校及中学举办讲座等。为进一步加深年青一代对领事保护的认识，增强他们对国家的归属感，本处首次编制领事保护及外游安全儿童绘本《阿邦的梦想国之旅》，并于二零二五年六月举行发布会。绘本的实体版已派发至全港逾 1 500 间小学及幼稚园，市民亦可于各区公共图书馆借阅，其电子版则已上载至本处及教育局网页，让学生以深入浅出的方式了解领事保护及外游安全资讯。



为推广国家领事保护和扩大受众层面，本处以「1868 大使阿邦」为主角，制作了儿童绘本《阿邦的梦想国之旅》，并于二零二五六月二十七日在将军澳入境事务处总部举行发布会。

To promote national consular protection and reach a wider audience, the department has published an illustrated book for children, featuring '1868 Ambassador Ah Bong' and the book launch event was held at the Immigration Headquarters in Tseung Kwan O on 27 June 2025.



来自将军澳区的小学生在发布会上演绎绘本故事。

Primary school students from Tseung Kwan O District performed the story of the illustrated book at the launching ceremony.

Publicity on Consular Protection and Outbound Travel Safety

In 2025, the department and the OCMFA continued to co-organise a series of activities to widely publicise information on consular protection and outbound travel safety. These included organising roving exhibitions at the Immigration Headquarters and across the territory, setting up booths at travel expos, and holding talks at tertiary institutions and secondary schools, etc. To further deepen the understanding of the younger generation on consular protection and strengthen their sense of belonging to the country, the department produced its first-ever illustrated book for children on consular protection and outbound travel safety. The book launch was held in June 2025. Physical copies of the book have been distributed to over 1,500 primary schools and kindergartens across the territory, and are also available for loan at public libraries in various districts. The electronic version of the book has been uploaded to the websites of the department and the Education Bureau, enabling students to learn about consular protection and outbound travel safety in a simple and easy-to-understand manner.



本处于二零二五年十月九日在将军澳一所幼稚园举办了《阿邦的梦想国之旅》故事分享活动，邀请艺人卫诗雅到场为小朋友讲故事，希望透过「讲故事」形式让同学们更深入了解领事保护及外游安全的资讯。

The department organised a storytelling event at a kindergarten in Tseung Kwan O on 9 October 2025 with the celebrity Ms Michelle WAI Sze-nga as the guest storyteller, with the aim of enhancing students' comprehension of the principles pertaining to consular protection and outbound travel safety.

受大埔火灾影响的居民补领个人证件及延长逗留期限安排

为全力支援受大埔宏福苑火灾影响的居民，本处于火灾发生翌日（二零二五年十一月二十七日）即作出特别安排。受影响居民可于办公时间前往入境处办事处补领香港身份证、香港特区护照、出生证明书或结婚证书核证副本等个人证件，以及办理延长逗留期限申请和索取其现时逗留条件及期限的纪录，无须预约，并豁免补领个人证件及申请延长逗留期限的相关费用。

为便利受影响居民，本处一连三日派员至大埔各临时庇护中心进行预先登记，并于入境事务处总部额外设立为期七天的非办公时间特别服务时段，专门处理相关申请。本处于特别服务时段内安排专车接送受影响居民往返将军澳入境事务处总部及临时庇护中心，并派员把备妥的个人证件送到临时庇护中心，以供受影响居民尽快领取。

同时，本处亦与香港中国旅行社集团协调，于上述特别服务时段开放邻近的香港中旅证件服务将军澳中心，供受火灾影响的居民前往申请港澳居民来往内地通行证（回乡证）及由内地机关签发的其他旅行证件。

本处特事特办，加快处理受影响居民的个人证件申请，于 48 小时内完成制备相关个人证件。

二零二五年十一月二十七日至十二月底期间，本处共处理约 4 350 宗补领个人证件相关申请，以及 37 宗延长逗留期限及签证相关申请，涉及超过 2 600 名受影响居民。



本处派员至大埔临时庇护中心进行预先登记。

The department deployed officers to various temporary shelters in Tai Po to conduct pre-registration.



本处于特别服务时段安排专车接送受影响居民前往将军澳办证。

The department provided dedicated transport during the special service session to transfer the affected residents to and from Tseung Kwan O for replacement of personal documents.

Arrangements for Replacement of Personal Documents and Extension of Stay for Residents Affected by the Tai Po Fire

To fully support the residents affected by the fire at Wang Fuk Court in Tai Po, the department promptly activated special arrangements on 27 November 2025, the day immediately following the incident. Affected residents could visit Immigration offices during office hours without prior appointment to replace personal documents, such as HKICs, HKSAR passports, certified copies of birth certificates or marriage certificates, apply for extension of stay, and request records of their current conditions and limit of stay. All fees in relation to the replacement of personal documents and application for extension of stay were waived.

To enable the affected residents, the department deployed officers to various temporary shelters in Tai Po for three consecutive days to conduct pre-registration, and additionally set up a special service session at the Immigration Headquarters outside office hours for seven days to specifically process the relevant applications. The department provided dedicated transport during the special service session to transfer the affected residents to and from the Immigration Headquarters in Tseung Kwan O and the temporary shelters. Officers were also deployed to deliver the prepared personal documents to the temporary shelters for the affected residents to collect as soon as possible.

At the same time, the department also liaised with the China Travel Service (Holdings) Hong Kong Limited (CTS) to open the nearby CTS Entry Permit Service Tseung Kwan O Centre during the abovementioned special service session for residents affected by the fire to apply for Mainland Travel Permit for Hong Kong and Macao Residents (Home Visit Permit) and other travel documents issued by the Mainland authorities.

As a special arrangement under special circumstances, the department expedited the processing of the affected residents' applications for personal documents and had the relevant personal documents prepared within 48 hours.

Between 27 November 2025 and the end of December 2025, the department processed about 4,350 applications relating to replacement of personal documents and 37 applications relating to an extension of stay and visas in total, involving over 2,600 affected residents.



为便利受影响的居民，本处于总部设立为期七天的非办公时间特别服务时段，专门处理相关申请。

To provide further facilitation to the affected residents, the department additionally set up a special service session at the Immigration Headquarters outside office hours for seven days to specifically process the relevant applications.



执法部

Enforcement Branch

执法部辖下设有执法科和反恐及情报科。执法科负责制定和执行调查方面的政策、处理与入境事务有关的检控、制定和推行有关递解及遣送离境（免遣返声请个案除外）的措施，以及管理用作羁留 18 岁或以上人士的青山湾入境事务中心。反恐及情报科负责制定本处的反恐策略和采取相关执法行动，以及与海外、内地和本港执法机关及驻港领事馆联系以作情报交流。反恐及情报科人员亦代表本处参与跨部门反恐专责组的工作。

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

打击跨国非法移民、伪造旅行证件和偷运人口活动

本处一直透过国际间的合作，共同应对跨国非法移民、伪造旅行证件和偷运人口等全球关注的问题。

本处与内地及本地执法机关自二零一六年起展开专项行动，持续打击非华裔人士非法入境活动。二零二五年每月平均截获 32 名非华裔非法入境者，比二零二三年十月高峰期的 364 名，大幅减少 91%。本处会继续与内地及澳门执法机关加强情报交流，以更精准打击偷渡行为。

本处十分关注使用伪造旅行证件作非法移民、犯罪或进行恐怖活动等罪行，并与海外、内地及本地其他执法机关紧密合作，就伪造证件案件展开深入调查，以及采取果断的执法行动。二零二五年，本处共检获 370 本伪造证件，较二零二四年的 668 本减少 45%。

本处持续在香港国际机场进行有关打击非法移民和行使伪造证件的行动，以防止有人使用伪造旅行证件进入香港或经香港前往其他国家／地区。二零二五年，反偷渡情报局共执行了 30 567 次行动，当中包括与海外及本地执法机关采取遏止跨国偷渡罪行的联合行动，共截查了 21 064 名旅客。

打击贩运人口

本处人员一直根据贩运人口受害人识别机制审核和识别被捕或主动接触当局的容易受剥削人士，以确定该等人士是否贩运人口受害人。

外佣专责调查组会对外佣签证申请人进行初步筛查，从而及早识别潜在的贩运人口受害人或剥削外佣个案，并在有需要时展开调查。二零二五年，本处在贩运人口受害人识别机制下共进行了 5 924 次初步筛查，当中 3 025 次为外佣专责调查组对外佣签证申请人进行的初步筛查。



青山湾入境事务中心与政府飞行服务队举行联合演习，模拟在恶劣天气下陆路交通受阻，需改以直升机进行押解一名高保安风险级别人士。

The Castle Peak Bay Immigration Centre conducted a joint exercise with the Government Flying Service, simulating a scenario in which adverse weather disrupted land transport, switching to air transfer by helicopter for the escort against a high-security risk detainee.

Combating Transnational Illegal Migration, Travel Document Forgery and Human Smuggling

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

The department has commenced dedicated operations with the Mainland and local law enforcement agencies since 2016 in order to take sustained enforcement action against illegal immigration activities of non-ethnic Chinese. The number of interceptions plummeted by 91 per cent from the peak of 364 in October 2023 to a monthly average of 32 in 2025. The department will continue to step up intelligence exchanges with enforcement agencies on the Mainland and in Macao to further combat illegal immigration precisely.

The department is highly concerned about the use of forged travel documents for illegal migration, crimes or terrorism. It works closely with other overseas, Mainland and local law enforcement agencies to conduct in-depth investigations into cases of forged documents and take resolute enforcement actions. In 2025, the number of forged documents seized was 370, representing a decrease of 45 per cent as compared to 668 in 2024.

The department continues to conduct operations against illegal migration and document fraud at the Hong Kong International Airport in order to prevent anyone from entering Hong Kong or travelling to other countries/territories via Hong Kong with forged travel documents. In 2025, the Anti-Illegal Migration Agency conducted a total of 30,567 operations, including joint operations with overseas and local law enforcement agencies against illegal transnational migration. A total of 21,064 passengers were intercepted for enquiries.

Tackling Trafficking in Persons

Immigration officers have all along been conducting screening and identification of persons susceptible to exploitation who are arrested or who put themselves forward to the authorities under the Tackling Trafficking in Persons (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 2025, the department conducted a total of 5,924 initial screenings under the TIP victim screening mechanism. Among them, 3,025 were conducted by the FIS in respect of FDH visa applicants.

针对非法劳工的执法行动

本处一直致力打击非法劳工，以保障本地劳工的就业机会。保安局于二零二五年九月成立跨部门反黑工专责组（专责组），进一步加大力度打击非法劳工。本处作为成员之一，全力支援专责组的工作，透过制定应对非法劳工的整体策略、强化情报搜集、增强与内地情报交换、严厉执法、善用科技，以及协调相关宣传教育工作等多方面措施，加强跨部门协作，务求多管齐下打击非法劳工。

二零二五年，本处进行了 19 980 次反非法劳工行动，共拘捕了 3 708 名非法劳工（包括 2 444 名性工作者）及 569 名雇主。被定罪的非法劳工大部分被判监，刑期由 6 天至 22 个月 2 星期不等；而被定罪的雇主大部分被判监或罚款，刑期由 6 星期至 6 个月不等，罚款金额则由 5,000 元至 60,000 元不等。

针对不法分子利用网上平台提供跨境「点对点」服务，安排非法劳工在港从事隐蔽性较高的非法工作，本处持续进行具针对性的网上巡逻，并采取「放蛇」等情报主导的执法行动。假如涉及内地网上平台，本处会与内地当局交换情报，并促请内地当局与相关平台作适当跟进，例如移除相关帖文。二零二五年，本处采取了 28 次「放蛇」行动，合共拘捕 33 人，包括 30 名非法劳工及 3 名协助和教唆他人从事非法工作的人士。这些非法劳工涉嫌来港提供摄影、化妆、导游及跨境代购等服务。

强化情报搜集

有效收集情报和加强情报分析对打击非法劳工至关重要。本处设有多个举报渠道，包括电话热线、电邮及网上举报平台等，供市民举报有关罪行。二零二五年九月，本处推出举报非法劳工专线，并在微信及「智方便」流动应用程式新增举报功能，以鼓励市民积极举报非法劳工相关罪行，共同打击违法行为。



执法部人员在跟进调查在港逾期逗留人士时，突击搜查一个物流仓库，共拘捕 12 名怀疑非法劳工及两名涉嫌聘用非法劳工的雇主。

During follow-up investigation of overstayers in Hong Kong, an enforcement operation raiding a logistic warehouse was conducted and a total of 12 suspected illegal workers and two employers were arrested.



入境处特遣队人员到非法劳工黑点采取突击行动，遏止非法劳工在港工作。

The Immigration Department Task Force conducted surprise operations at black spots of illegal workers to combat illegal employment in Hong Kong.

Enforcement Actions against Illegal Employment

The department has been sparing no effort in combating illegal employment to safeguard job opportunities for the local workforce. The Security Bureau established the Inter-departmental Task Force against Illegal Employment (Task Force) in September 2025 to step up efforts in combating illegal employment. As a member of the Task Force, the department has fully supported its work in enhancing inter-departmental collaboration on various fronts by formulating overall response strategies against illegal employment, strengthening intelligence collection and stepping up intelligence exchanges with the Mainland, enforcing the laws rigorously, leveraging technology, and co-ordinating relevant publicity and education efforts, with a view to combating illegal employment through a multi-pronged approach.

In 2025, the department conducted 19,980 operations against illegal employment and arrested a total of 3,708 illegal workers (including 2,444 sex workers) and 569 employers. The majority of the convicted illegal workers were sentenced to imprisonment with terms ranging from 6 days to 22 months and 2 weeks, whereas most of the convicted employers were sentenced to imprisonment or fines with terms ranging from 6 weeks to 6 months and fines ranging from $5,000 to $60,000.

In response to lawbreakers who, through online platforms, offer cross-boundary ‘point-to-point’ services and arrange for illegal workers to work in Hong Kong in a relatively discreet manner, the department has conducted constant targeted cyber patrols and taken intelligence-led enforcement actions such as decoy operations. If Mainland online platforms are involved, the department will exchange intelligence with the Mainland authorities and urge them to arrange with the relevant platforms for taking appropriate follow-up actions, such as removing the posts involved. In 2025, the department conducted 28 decoy operations, leading to the arrest of a total of 33 persons, including 30 illegal workers and 3 persons who aided and abetted others to take up illegal employment. These illegal workers were suspected of coming to Hong Kong to provide photography, make-up, tour guide and cross-boundary purchase services.

Strengthening Intelligence Collection

Effective intelligence collection and enhanced intelligence analysis are crucial in combating illegal employment. The department has established multiple reporting channels, including a telephone hotline, and an email and online reporting platform for members of the public to report related offences. In September 2025, the department launched the Dedicated Hotline for Reporting Illegal Workers, and provided a new reporting function on WeChat and the ‘iAM Smart’ mobile application to encourage the public to actively report illegal employment related crimes and work together to combat unlawful acts.

加强宣传教育

本处一直透过不同渠道进行宣传教育，包括举行新闻发布会，派发宣传单张，以及为不同机构及领事馆举办讲座等，以提升市民对雇用非法劳工刑责的认识。二零二五年十一月，本处应印尼驻香港总领事馆的邀请，为逾 180 名新来港的印尼籍家庭佣工举办专题讲座，介绍《入境条例》的相关条文和呼吁外佣切勿从事非法工作。同时，本处亦积极透过其社交媒体官方帐号，发放反非法劳工行动的最新执法成果。

侦破假结婚个案

本处设有专案小组，打击非本港居民透过与香港居民假结婚，以骗取香港居留身份的非法活动。二零二五年，共有 39 人因涉及假结婚案件而被定罪，分别被判监 9 至 22 个月不等。

二零二五年十一月，本处与广东省出入境管理部门展开代号为「闪刺 2025」的跨境联合行动，瓦解了一个跨境假结婚犯罪集团，并于香港及广东先后拘捕一名集团主脑、三名骨干成员，以及八名涉嫌假结婚的内地居民。该集团于二零二三至二零二四年间安排超过 60 宗假结婚，涉案金额超过 750 万元。

加强打击与出入境事宜相关的科技及网络罪案

为有效打击各种与出入境事宜相关的新兴科技及网络罪案，并提升执法效能，本处不断提升其数码法证能力，包括积极招募和培训人才、添置先进的专业仪器，以及设立首间数码法理鉴证所。同时，本处亦正开发一套全新的分析系统，用以整合分析网上不同平台的数据及资料，以便进行自动化跨平台网上巡逻，全面加强本处调查网络罪案及搜集数码证据的能力。



本处人员出动宣传车向公众派发「切勿聘用非法劳工」的宣传单张。

Officers with the departmental promotional vehicle distribute 'Don't Employ Illegal Worker' leaflets to the public.



应印尼驻港总领事馆邀请，本处为逾 180 名新来港印尼籍家庭佣工举办讲座，介绍《入境条例》及呼吁切勿从事非法工作，并提供贩运人口的相关资讯，以提高外佣的防范意识。

The department held a seminar for over 180 Indonesian domestic helpers at the invitation of the Consulate General of the Republic of Indonesia in HK. It introduced the Immigration Ordinance, delivered anticrime message and provided information on trafficking in persons to raise the foreign domestic helpers' awareness.

Stepping up Publicity and Education

The department has been conducting publicity and education through various channels, including holding press conferences, distributing promotional leaflets, and arranging seminars for different organisations and consulates in order to raise public awareness of the criminal liability for employing illegal workers. In November 2025, the department held a themed seminar for over 180 newly arrived Indonesian domestic helpers at the invitation of the Consulate General of the Republic of Indonesia in Hong Kong, explaining the relevant provisions of the Immigration Ordinance and calling on FDHs not to take up any illegal employment. At the same time, the department has also actively disseminated the latest enforcement results of anti-illegal worker operations through its official social media accounts.

Detection of Bogus Marriages

The department has set up a special task force to carry out enforcement actions against non-Hong Kong residents obtaining residency by means of contracting bogus marriages with Hong Kong residents. In 2025, a total of 39 persons were convicted of bogus marriage-related offences and sentenced to imprisonment ranging from 9 to 22 months.

In November 2025, the department mounted a cross-boundary joint operation codenamed 'Flashspear 2025' with the immigration authorities of Guangdong Province, neutralising a cross-boundary bogus marriage syndicate. The mastermind and three core members of the syndicate, as well as eight Mainlanders suspected to have contracted bogus marriages, were separately arrested in Hong Kong and Guangdong. The syndicate was found to have arranged more than 60 bogus marriages between 2023 and 2024, involving transactions amounting to over $7.5 million.

Stepping Up Efforts to Combat Immigration-related Technology and Cybercrimes

To effectively combat emerging immigration-related technology and cybercrimes, and enhance enforcement efficiency, the department is continuously improving its digital forensics capabilities, including actively recruiting and training talent, procuring sophisticated and specialised equipment, and establishing its first digital forensics laboratory. Meanwhile, the department is also developing a new analytics system to consolidate and analyse data and information from various online platforms for conducting automated cyber patrols across multiple platforms. These help strengthen the department's capacity in cybercrime investigations and digital evidence collection on all fronts.

加强反恐准备

本处因应恐怖袭击的威胁评估及实际情况，在各出入境管制站截查可疑人士，监察怀疑与恐怖主义活动有关连的访客，以防止有关人士试图进入香港。二零二五年，反恐及情报科人员在各出入境管制站共进行了 13 853 次反恐相关的巡查行动，截查人次为 22 207。年内，本处共进行了 14 次反恐演练，同时举办了 56 节反恐训练课堂，参与训练的本处人员为 1 146 人次。

为加强本处人员对突发事件与恐怖袭击的准备及应变能力，本处于二零二五年八月参加在启德邮轮码头举行、代号为「勇光」的大型跨部门反恐演习。这次演习旨在测试和提升各部门在处理涉恐涉暴情报，以及应对不同形式恐怖袭击时的协调及应变能力。

另外，为进一步加强反恐准备，本处于二零二五年十月举办代号为「韧领」的跨部门桌上反恐演练，并邀请各部门及组别内与出入境工作相关的持份者参加。这次演习旨在强化相关政府部门及公私营机构应对涉恐资讯保安事故及突发事件的应变能力，并促进相互协作。

本处会继续积极参与跨部门反恐专责组的反恐工作，定期举办不同主题的反恐演练及训练，并向公众宣传反恐意识。

检控、递解及遣送离境

二零二五年，本处对在本港触犯《入境条例》、《人事登记条例》及其他与出生、死亡和婚姻登记有关罪行的人，共提出 5 279 项检控。根据经修订的《入境条例》第 38AA 条，非法入境者、受遣送离境令或递解离境令规限者、逾期逗留或被拒入境者均不得接受雇佣工作或开办或参与任何业务。截至二零二五年年底，共有 4 584 名此等违例者被检控。

本处亦负责处理递解及遣送离境令的申请事宜，把不受欢迎人物遣离香港。二零二五年，分别有 1 158 及 1 758 人被递解出境及被遣送离境。

Strengthening Counter-Terrorism Preparedness

In the light of terrorist threat assessments and actual circumstances, the department intercepts suspicious persons at immigration control points and keeps visitors in suspected association with terrorist activities under surveillance to prevent such persons from attempting to enter Hong Kong. In 2025, a total of 13,853 CT-related inspection operations were conducted by officers of the Counter-Terrorism and Intelligence Division at various immigration control points with 22,207 passengers intercepted for enquiries. During the year, a total of 14 CT exercises were conducted and 56 CT training sessions organised, with an attendance of 1,146 staff members of the department.

To enhance the preparedness and response capabilities of its staff for emergencies and terrorist attacks, the department participated in a large-scale inter-departmental CT exercise codenamed 'BRAVELIGHT' at the Kai Tak Cruise Terminal in August 2025. The exercise aimed to test and enhance the co-ordination and response capabilities of various departments in dealing with terrorism-related as well as riot-related intelligence and responding to different forms of terrorist attacks.

Furthermore, to further step up CT preparedness, the department organised an inter-departmental CT tabletop exercise codenamed 'Resilientled' in October 2025. Immigration-related stakeholders from various departments and sections were invited to participate in it. The exercise aimed to strengthen the response capabilities of relevant government departments and public and private organisations in dealing with terrorism-related information security incidents and emergencies, while fostering mutual collaboration.

The department will continue to actively participate in the CT work of the ICTU, regularly organise CT exercises and training on various themes and promote the CT awareness of the public.



本处不时为职员提供反恐训练。

The department provides counter-terrorism training for staff members from time to time.



反恐及情报科人员在各出入境管制站进行巡查行动。

Officers of the Counter-Terrorism and Intelligence Division conduct operations at various immigration control points.

Prosecution, Deportation and Removal

In 2025, 5,279 charges were laid against persons who had committed offences under the Immigration Ordinance and the Registration of Persons Ordinance, and offences relating to the registration of births, deaths and marriages in Hong Kong. Under section 38AA of the amended Immigration Ordinance, illegal immigrants, persons subject to removal orders or deportation orders, overstayers or persons who were refused permission to land must not take any employment or establish or join in any business. As at the end of 2025, 4,584 of such offenders were prosecuted.

The department also processes deportation and removal order applications to keep out undesirables. In 2025, 1,158 and 1,758 persons were deported and removed respectively from Hong Kong.

青山湾入境事务中心

青山湾入境事务中心（青山湾中心）是一所入境羁留设施，用于羁留 18 岁或以上、根据《入境条例》等候遣返／遣送离境／递解离境，或等候免遣返声请最终裁定的人。二零二五年，中心的接收人次达 6 572，数字较二零二四年的 5 952 增加 10.4%。

本处定期为驻守青山湾中心的人员提供不同的培训课程，以确保他们有足够能力处理中心的日常运作和应付突发事故。中心亦设有一支紧急应变队，以便提供迅速的战术支援。

二零二五年二月，青山湾中心举办了一场心理支援培训讲座，由青山医院法医精神科医生主讲，介绍常见的精神科疾病，并分享实用的情绪管理技巧及应对精神病患者的经验。透过这次培训，中心人员及执法部其他人员均了解到如何更有效地识别和支援被羁留或接受调查人士的情绪需要。

二零二五年十二月，青山湾中心与政府飞行服务队再次举行联合演习。演习模拟恶劣天气令陆路交通受阻，导致押解一名高保安风险的被羁留人士的行动受影响。中心的紧急应变队与押解及看守队随即启动与政府飞行服务队的协作机制，改以直升机进行押解。演习有效强化中心人员的专业技能与应变能力，同时巩固跨部门合作，确保有关人员在面对各种突发情况时，都能以安全、高效及专业的方式执行押解及羁留工作。

青山湾中心透过善用资讯科技，不断优化羁留运作流程，以提高工作效率和增强保安。二零二五年，中心扩大闭路电视的覆盖范围至所有寝室，加紧监察被羁留人士，以保障他们的安全，并维持中心的保安及纪律。

将军澳入境处羁留中心

将军澳入境处羁留中心是为短期羁留等候查讯、落案起诉、出席法庭聆讯或被转送至其他羁留设施的被羁留人士而设。中心全日 24 小时运作。二零二五年，中心的接收人次达 4 664；当中 2 401 人为男性，2 263 人为女性。



青山湾入境事务中心举办了一场心理支援培训讲座，并邀请青山医院法医精神科医生主讲。透过这次培训，中心人员及执法部其他人员均得以更有效地识别和支援接受调查或被羁留人士的情绪需要。

The Castle Peak Bay Immigration Centre (CIC) organised a Psychological Support Training Seminar, delivered by a forensic psychiatrist from Castle Peak Hospital. Through this training, officers from the CIC and the Enforcement Branch would be able to identify and support the emotional needs of persons under investigation or detention more effectively and efficiently.

Castle Peak Bay Immigration Centre

The Castle Peak Bay Immigration Centre (CIC) is an immigration detention facility for detaining persons aged 18 or above who are awaiting repatriation/removal/deportation under the Immigration Ordinance or the final determination of their non-refoulement claims. In 2025, there were 6,572 admissions to the CIC, representing an increase of 10.4 per cent as compared to 5,952 in 2024.

To ensure that the staff stationed at the CIC are sufficiently capable of handling the daily operation of the CIC and responding to emergencies, the department regularly provides them with various kinds of training. An emergency response team has also been established in the CIC to provide quick tactical support.

In February 2025, the CIC organised a training seminar on psychological support, which was delivered by a forensic psychiatrist from the Castle Peak Hospital. The speaker introduced common psychiatric disorders and shared practical emotional management skills and experience in handling persons with mental illness. Through this training, both CIC staff and other officers from the Enforcement Branch learnt how to identify and support the emotional needs of detainees or persons under investigation more effectively.

In December 2025, the CIC conducted another joint exercise with the Government Flying Service (GFS), simulating a scenario in which adverse weather disrupted land transport and consequently affected the escort operation of a high-security risk detainee. The CIC's emergency response team and escort and guard team immediately activated the collaboration mechanism with the GFS, switching to escort by helicopter. The exercise effectively strengthened the professional skills and response capabilities of CIC staff, while reinforcing inter-departmental co-operation, thereby ensuring that escort and detention duties could be performed safely, efficiently and professionally in all kinds of emergencies.

Through the effective use of information technology, the CIC continuously optimises its detention procedures to enhance both work efficiency and security. In 2025, CCTV coverage at the CIC was expanded to all dormitories to strengthen the monitoring of detainees, thereby ensuring their safety and maintaining security and discipline within the CIC.

Tseung Kwan O Immigration Detention Centre

The Tseung Kwan O Immigration Detention Centre (TKOIDC), which runs round the clock, is set up for short-term detention of detainees pending inquiry, prosecution, court hearings or transfer to other detention facilities. In 2025, there were 4,664 admissions to the TKOIDC. Among them, 2,401 were male and 2,263 were female.



遣送审理及诉讼部

Removal Assessment and Litigation Branch

遣送审理及诉讼部于二零一六年六月成立，其下的遣送审理及诉讼科负责审理没有权利进入和在香港逗留的人，根据所有适用的理由[附注]提出的免遣返保护声请。该科亦支援政府全面检讨处理免遣返声请的策略，处理关乎免遣返声请及执法的上诉／呈请及诉讼个案，以及制定并推行有关递解和遣送免遣返声请不获确立者离境方面的措施。

Established in June 2016, the Removal Assessment and Litigation Branch oversees the Removal Assessment and Litigation Division, which is responsible for screening claims for non-refoulement protection on all applicable grounds[Note] 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 for handling non-refoulement claims, handles appeal/petition and litigation cases relating to non-refoulement claims and enforcement, and formulates and implements measures in respect of deportation and removal of unsubstantiated non-refoulement claimants.

附注：
Note:

适用理由包括《入境条例》（香港法例第 115 章）第 VIIC 部所指的酷刑风险；《香港人权法案条例》（香港法例第 383 章）所载《香港人权法案》下的绝对及不容减免的权利受到损害的风险（当中包括《香港人权法案》第二条所指的生存的权利及第三条所指的免受酷刑或残忍、不人道或侮辱之处遇或惩罚的权利），以及参照一九五一年《关于难民地位的公约》第 33 条的免遣返原则所指的迫害风险。

Applicable grounds include risks of torture under Part VIIC of the Immigration Ordinance (Cap. 115, Laws of Hong Kong); risks of absolute and non-derogable rights under the Hong Kong Bill of Rights (HKBOR) as set out under the Hong Kong Bill of Rights Ordinance (Cap. 383, Laws of Hong Kong) being violated (including right to life under Article 2 and right not to be subjected to torture or cruel, inhuman or degrading treatment or punishment under Article 3 of the HKBOR); and risk of persecution with reference to the non-refoulement principle under Article 33 of the 1951 Convention Relating to the Status of Refugees.

统一审核机制

凡非法入境、逾期逗留或抵港时遭本处拒绝入境者，均无合法身份在香港逗留。为实施有效的出入境管制和维护公众利益，应根据《入境条例》尽快遣送该等人士离港。

根据多宗法院裁决，将被遣返至另一国家的人，如声称遣返至该国后会面对酷刑、《香港人权法案》下的绝对及不容减免的权利受到损害，或迫害等风险，本处须在合乎「高度公平标准」的审核程序下，在最终决定其声请不获确立前，暂缓遣返声请人到有关国家。

为履行联合国《禁止酷刑和其他残忍、不人道或有辱人格的待遇或处罚公约》、《香港人权法案》和《入境条例》下的责任，以及执行法院的有关裁决，政府于二零一四年三月实施统一审核机制，根据所有适用的理由审核免遣返声请。《入境条例》第 VIIC 部于二零一二年七月经立法会详细讨论后获得通过，并于二零一二年十二月开始生效。统一审核机制乃按照该条例所订的法定程序而实行。

根据统一审核机制，声请人有合理机会确立其声请，包括在免遣返声请表格填写其声请的详情和出席审核会面。审结后，本处会书面通知声请人其决定及理由。声请人如不服本处的决定，可向法定的独立酷刑声请上诉委员会／免遣返声请呈请办事处（上诉委员会）提出上诉。

声请人在整个审核程序中也可获得一切所需的专业援助，包括公费法律支援、由合资格人士提供的传译／翻译服务，以及就其宣称与声请相关但存有争议的身体或精神状况进行医疗检验。



本处设有资料库储存声请人来源国家的地区资讯、专题报告和主要事件的资料，以协助审核声请。

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



本处致力将免遣返声请不获确立者尽快遣送离港，以保障公众利益。

The department has been committed to promptly removing unsubstantiated non-refoulement claimants from Hong Kong to safeguard the public interest.

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, such persons 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 repatriated 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 (HKBOR), or persecution if so repatriated, the department must withhold the claimant's repatriation to that country until his claim is finally determined as unsubstantiated through procedures meeting 'high standards of fairness'.

To fulfil its obligations under the United Nations Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment, the HKBOR and the Immigration Ordinance, and to execute the relevant court rulings, the government introduced the Unified Screening Mechanism (USM) in March 2014 to determine non-refoulement claims on all applicable grounds. The USM is implemented in accordance with the statutory procedures under Part VIIC of the Immigration Ordinance, which were passed into law by the Legislative Council in July 2012 following its detailed scrutiny and came into effect in December 2012.

Under the USM, claimants are provided with reasonable opportunities to establish their claims, including stating relevant details on a non-refoulement claim form and attending a screening interview. After assessment, the department will inform the claimants of its decision and reasons in writing. Claimants aggrieved by the department's decision may lodge an appeal with the statutory and independent Torture Claims Appeal Board/ Non-refoulement Claims Petition Office (Appeal Board).

Throughout the screening process, claimants are also provided with all necessary professional assistance, including publicly-funded legal assistance (PFLA), interpretation/ translation services provided by qualified persons, and medical examination if their alleged physical or mental condition is in dispute and relevant to the claim.

加强处理免遣返声请

在统一审核机制实施初期，鉴于藉非法入境、逾期逗留，以及在口岸遭拒绝入境时提出的免遣返声请数目大幅上升，因此政府在二零一六年年初就处理免遣返声请的策略展开了全面检讨，并实施了一系列应对措施，包括首要防止非华裔非法入境者及潜在滥用声请机制人士抵港；加快审核尚待处理的声请，处理声请不获确立者提出的上诉和遣送他们离港的安排；以及加强打击非法受雇的执法行动。另外，《入境条例》在二零二一年作出修订，进一步提高审核效率，防止声请人采取拖延手段，改善上诉委员会的程序及职能，以及加强源头堵截、执法、遣送和羁留声请人等。

尽管上述措施已取得成效，在处理免遣返声请的问题上，未来仍然充满挑战。截至二零二五年年底，约 15 600 名声请人基于不同理由仍然身在香港。为减轻大量免遣返声请人持续在港对社会所造成的负担，政府会推行措施，包括从源头堵截非法入境者，加快审核免遣返声请，加强管理被羁留人士和加快遣送声请不获确立者离港。

本处会继续跟进上述措施的执行情况，以确保统一审核机制运作畅顺，高效审核尚待处理的声请，有效支援处理上诉及相关诉讼的工作，善用羁留空间，并继续全面实施更新的遣送政策，以期把声请不获确立者尽快遣离香港。

Enhancing the Handling of Non-refoulement Claims

At the initial stage of implementation of the USM, in view of the significant rise in non-refoulement claims lodged through illegal entry, overstaying and upon being refused permission to land at control points, the government commenced in early 2016 a comprehensive review of the strategy for handling non-refoulement claims, and has implemented a series of measures to tackle the issue, including, first and foremost, preventing non-ethnic Chinese illegal immigrants and potential abusers of the non-refoulement claim mechanism from entering Hong Kong; expediting the screening of pending claims, the processing of appeals lodged by unsubstantiated claimants and their removal from Hong Kong; and strengthening enforcement actions against unlawful employment. In addition, the Immigration Ordinance was amended in 2021 to further enhance screening efficiency, prevent delaying tactics deployed by claimants, improve the procedures and functions of the Appeal Board, and step up interception at source, law enforcement, removal and detention of claimants, etc.

Notwithstanding the positive outcomes achieved through the above measures, there remain many challenges ahead in tackling the issue of non-refoulement claims. As at the end of 2025, there were around 15,600 claimants remaining in Hong Kong for different reasons. To ease the burden on society brought by the continued presence of a large number of non-refoulement claimants, the government will implement measures, including intercepting illegal immigrants at source, speeding up the screening of non-refoulement claims, strengthening the management of detainees and expediting the removal of unsubstantiated claimants from Hong Kong.

The department will continue to follow up on the implementation of the above measures to ensure smooth operation of the USM, efficient screening of outstanding claims, effective support to the handling of appeals and relevant litigations, optimised use of detention space as well as continued full implementation of the updated removal policy, so as to remove unsubstantiated claimants from Hong Kong as soon as practicable.



本处为期十五天的入境事务队队员「免遣返声请审理」专业证书课程包括讲座、小组讨论、模拟会面以及审核工作坊等，让本处人员全面了解「统一审核机制」及其法律基础。

The department's 15-day Professional Certificate in Assessment of Non-refoulement Claims under the Unified Screening Mechanism for Immigration Service Members includes lectures, group discussions, simulated screening interviews, and assessment workshops, providing officers of the department with a comprehensive understanding of the USM and its legal foundation.



课程于二零二四年二月经香港学术及职业资历评审局认证成为资历架构第五级别课程。

The course is recognised by the Hong Kong Council for Accreditation of Academic and Vocational Qualifications in February 2024 as a Level 5 programme under the Qualifications Framework.



本处聘用驻部门的翻译及传译员，主要在简介会和审核会面期间为声请人提供传译支援，并翻译声请人所递交的文件。

The department hires in-house translators and interpreters mainly to provide interpretation support for claimants during briefing sessions and screening interview, and to translate documents submitted by claimants.

全面检讨及成效

审核程序

本处在现行的法律框架下推出了多项措施优化工作流程，包括提早预约审核会面，就来源国家建立客观、可靠及适时更新的资料库以提升处理个案的能力及效率，以及安排专责人员处理来自同一国家人士的声请等，藉以加快审理声请个案。统一审核机制自二零一四年三月实施至二零二五年年底，除机制实施初时尚待审核的 6 699 宗免遣返声请外，本处接获另外 30 247 宗声请。其间，本处已就 28 907 宗声请作出决定，包括 359 宗已获确立的声请（当中 269 宗于上诉阶段获确立），另外有 7 404 宗撤回，现时尚待审核的声请有 635 宗。

《入境条例》在二零二一年经修订后，令本处可运用更多措施以确保审核程序有效进行，并防止部分声请人采取拖延手段。本处会持续以高效率进行审核程序，目标是在接获新声请后尽快展开审核工作。

政府透过当值律师服务的「免遣返声请法律支援计划」为声请人提供法律支援，并因应所接获的声请数量，适时调整公费法律支援个案的处理量。截至二零二五年十二月底，公费法律支援的名额上限为每日 13 宗个案。

为更有效支援审核过程，本处在整个审核过程中都向声请人提供传译服务。本处聘用部门翻译及传译员，主要在简介会和审核会面期间为声请人提供传译支援，并翻译声请人所递交的文件。此外，本处亦会因应需要，以个案形式聘用非政府兼职传译员。

Comprehensive Review and Effectiveness

Screening Procedures

To enhance the workflow, the department has introduced various measures within the existing legal framework, including advanced scheduling of screening interviews, building an objective, credible and timely updated database on relevant source countries to enhance the capability and efficiency of handling cases, and deploying dedicated officers to handle claims involving claimants from the same country so as to expedite the screening of claims. Since the implementation of the USM in March 2014 to the end of 2025, the department received a further 30,247 claims in addition to the 6,699 claims pending screening at the beginning. During this period, we determined 28,907 claims, including 359 substantiated claims (among which 269 claims were substantiated at the appeal stage), together with 7,404 claims withdrawn. The current number of claims pending screening stands at 635.

With the amendment of the Immigration Ordinance in 2021, the department is equipped with more tools to ensure that the screening procedures are efficiently conducted and to prevent delaying tactics deployed by some claimants. The department will continue to maintain high efficiency in the screening procedures, with the aim to commence screening as soon as a new claim is received.

The government provides legal assistance to claimants through the 'Legal Assistance Scheme for Non-refoulement Claimants' of the Duty Lawyer Service and timely adjusts the capacity for handling PFLA cases according to the number of claims received. As at the end of December 2025, the ceiling of the PFLA quota was 13 cases per day.

To better support the screening process, the department provides interpretation service to claimants throughout the screening process. 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. In addition, the department would hire, on a case basis, part-time non-government interpreters where necessary.



本处致力确保统一审核机制运作畅顺，并在合乎「高度公平标准」的审核程序下，高效审核免遣返保护声请。

The department is committed to ensuring the Unified Screening Mechanism operates smoothly while efficiently screening non-refoulement claims through procedures meeting 'high standards of fairness'.

羁留

《入境条例》赋予本处权力，羁留正等候免遣返声请决定及／或遣送程序的人士；行使有关权力时须合乎普通法的 Hardial Singh 原则。按照有关原则，若免遣返声请审核程序或遣送程序无法在合理时间内完成，有关人士便不能被羁留。作为全面检讨的一环，政府一直研究增加羁留名额的不同方案，以便入境处更有效地执行遣送行动。自二零二三年五月十八日起，励顾惩教所已纳入为本处的羁留地点，使可用作羁留免遣返声请人的羁留地点增至 3 个（即青山湾入境事务中心、大潭峡惩教所及励顾惩教所），而整体羁留名额则由 660 个增至 900 个。继励顾惩教所于二零二五年四月初已完成原址扩充，令整体羁留名额再由 900 个增至 940 个后，三个羁留地点（即青山湾入境事务中心、大潭峡惩教所及励顾惩教所）亦会于二零二六年三月完成原址扩充。届时，整体羁留名额将由 940 个进一步增至 1 030 个（升幅约 10%）。政府会继续循法律、资源、公众安全等方面研究不同的措施，为羁留设施的管理提供更有效的支援。



本处人员定期进行遣送行动策略分析，持续优化应变方案，确保遣送工作顺利且高效执行。

The department officers conducted regular strategic reviews of removal operations and continuously refined contingency plans to facilitate successful repatriation operations.

Detention

The Immigration Ordinance empowers the department to detain persons pending the determination of non-refoulement claims and/or removal proceedings. The exercise of such power must conform to the Hardial Singh principles under the common law, which state that a person cannot be kept detained if the screening of non-refoulement claims or removal proceedings are impossible to be completed within a reasonable period of time. As part of the comprehensive review, the government has all along been exploring different options to expand the detention capacity so as to facilitate removal actions by the Immigration Department more efficiently. With effect from 18 May 2023, the Nei Kwu Correctional Institution (NKCI) has been included as a place of detention of the department, thereby increasing the number of detention places for detaining non-refoulement claimants to 3 (i.e. the Castle Peak Bay Immigration Centre (CIC), the Tai Tam Gap Correctional Institution (TGCI) and the NKCI), and the overall detention capacity from 660 to 900. Subsequent to the in-situ expansion of the NKCI was completed in early April 2025, raising the overall detention capacity again from 900 to 940. Moreover, the in-situ expansion of the three detention places (i.e. the CIC, the TGCI and the NKCI) will also be completed in March 2026. By then, the overall detention capacity will be further increased from 940 to 1,030 (an increase of approximately 10 per cent). The government will continue to explore various measures to better support the management of detention facilities in the light of legal, resource and public security implications, etc.



本处定期开展演练，提升人员管理不合作被羁押人士的应变能力，全面保障行动安全与秩序。

The department conducted regular drills to strengthen the officers' response capabilities in managing uncooperative detainees, fully safeguarding operational safety and order.

遣送

本处一直致力根据现行相关法例及政策，尽快把免遣返声请不获确立者遣离香港，以维持有效的出入境管制和保障公众利益。

根据二零二二年十二月七日生效的更新的遣送政策，若声请不获确立者就其免遣返声请提出的司法复核或相关许可申请被高等法院原讼法庭拒绝，即使他们有尚待处理的法律诉讼程序（包括向更高级法院就原讼法庭的裁决提出的上诉），本处仍会执行遣送他们离港的程序。自政策实施至二零二五年年底，本处共遣送了 6 683 名声请不获确立者离港，当中 411 名根据更新的遣送政策遣送；二零二五年的遣送数字为 2 613，较二零二四年的数字增加 18%。

本处会继续与相关持份者包括相关领事馆及航空公司保持密切联系，并在有需要时及情况许可下安排特别航班执行大规模遣送行动。自二零二二年十一月起，本处已因应情况共 41 次派遣人员陪同不合作并拒绝接受遣送离境安排的声请不获确立者乘搭同一航班，以强制遣送该等人士离境，打击他们的拖延策略。本处于二零二五年十一月六日执行代号为「逐影」的登机押解遣返行动，首次安排特别专机从香港前往广州白云国际机场，再转乘商业航班前往巴基斯坦，顺利于单次行动中强制遣送六名巴基斯坦籍免遣返声请不获确立者回国。本处会继续研究不同可行方案，以加快遣返声请不获确立者；同时会与相关单位协调以优化遣返路线，并积极与声请人主要来源国的政府、航空公司及其他政府部门保持密切联系，采取一切合适措施将声请不获确立者尽快遣送离港。

遣送审理及执法诉讼支援

被拒绝的声请人可提出上诉，并由上诉委员会审理其上诉。

遣送审理及诉讼部下设专责组别，负责支援上诉委员会处理声请人所提出的上诉及有关的司法复核，并处理有关羁留、遣送及递解离境的诉讼个案。



本处致力与相关单位协调以优化遣返路线，采取登机押解遣返行动，强制遣送声请不获确立者回国。

The department has been committed to co-ordinate with relevant authorities to optimise repatriation routes and arrange in-flight escort repatriation operations for forced removal of unsubstantiated claimants to their home country.

Removal

The department has all along been committed to removing unsubstantiated non-refoulement claimants from Hong Kong as soon as practicable in accordance with relevant prevailing laws and policy so as to maintain effective immigration control and to safeguard public interest.

Under the updated removal policy that came into effect on 7 December 2022, the department will proceed with the removal proceedings against unsubstantiated claimants if their judicial reviews or relevant leave applications pertaining to their non-refoulement claims are dismissed by the Court of First Instance (CFI) of the High Court, irrespective of whether there are outstanding court proceedings (including appeals lodged to the higher courts against the decisions of the CFI) in respect of the claimants. Since the implementation of the policy till the end of 2025, the department removed a total of 6,683 unsubstantiated claimants from Hong Kong, including 411 of them removed under the updated removal policy. The number of removals in 2025 was 2,613, representing an increase of 18 per cent when compared with the figure in 2024.

The department will continue to maintain close liaison with relevant stakeholders including the consulates concerned and airline companies, and arrange special flights for large-scale removal operations when necessary and as the circumstances permit. Since November 2022, the department has deployed, taken into account the circumstances, officers to conduct a total of 41 removal operations through in-flight escort of unsubstantiated claimants who were uncooperative and refused to be removed, in order to implement forced repatriation and combat their delaying tactics. The department carried out an in-flight escort repatriation operation codenamed 'Expel' on 6 November 2025. For the first time, the department arranged a special chartered flight from Hong Kong to Guangzhou Baiyun International Airport, with an onward transfer to Pakistan aboard a commercial flight. This resulted in the successful forced removal of six Pakistani unsubstantiated claimants to their home country in a single operation. The department will continue to explore different feasible solutions to expedite the repatriation of unsubstantiated claimants. Meanwhile, it will also co-ordinate with relevant authorities to optimise repatriation routes while actively maintaining close liaison with governments, airline companies and other government departments of major source countries of the claimants, with a view to removing unsubstantiated claimants from Hong Kong as soon as practicable through all appropriate measures.

Litigation Support for Removal Assessment and Enforcement

A rejected claimant may lodge an appeal, which would be considered by the Appeal Board.

There are designated sections under the Removal Assessment and Litigation Branch responsible for providing support to the Appeal Board to handle the appeals lodged by the claimants and related judicial reviews, as well as litigation cases relating to detention, removal and deportation.



资讯系统部

Information Systems Branch

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

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 operational 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 and upgrade of the information systems and related processes. The Records and Data Management Division is responsible for all issues relating to data 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.

自助出入境检查系统（e- 道）

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

自二零二五年三月三十一日起，持有智能身份证的香港永久性居民使用 e- 道服务的合资格年龄已下调至七岁。合资格的香港永久性居民可在各管制站使用 e- 道服务，以容貌识别技术办理自助出入境检查手续，无须预先登记。

自二零二五年六月二十六日起，本处扩展 e- 道服务至年满 11 岁或以上的合资格中华人民共和国（中国）护照持有人。合资格的中国护照持有人可以免登记在入境时使用 e- 道服务，利用容貌识别技术办理自助入境检查手续。

为进一步提升管制站的通关效率，让更多合资格的访港旅客使用便捷的 e- 道服务，本处自二零二五年十二月二十二日起把电子往来港澳通行证持有人、中国电子普通护照持有人及使用「离境易」的访港旅客使用 e- 道服务的合资格年龄下调至七岁。年满七岁或以上的合资格访港旅客可在各管制站使用 e- 道服务，办理自助出入境检查手续。

本处致力优化通关措施，于二零二五年六月扩展 e- 道服务至年满 11 岁或以上的合资格中华人民共和国护照持有人。

The department is committed to optimizing immigration clearance measures, the e-Channel service has been extended to eligible holders of People's Republic of China passports aged 11 or above in June 2025.



非触式 e- 道

二零二二年，本处把「非触式 e- 道」服务扩展至所有出入境管制站。合资格的香港居民登记后，可凭其个人智能电话所产生的加密二维码进入「非触式 e- 道」，并透过容貌识别技术办理出入境检查手续。

登机易 e- 道

本处于二零二二年十月与香港机场管理局（机管局）合作，在香港国际机场推出「登机易 e- 道」服务。年满 11 岁或以上的香港居民，如选择使用机管局的「登机易」服务，并以香港特别行政区（香港特区）护照、香港特区签证身份书或港澳居民来往内地通行证（回乡证）通过离境大堂的保安闸口离境，均可使用「登机易 e- 道」服务办理自助出境检查手续。

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.

Starting from 31 March 2025, the eligible age for Hong Kong permanent residents holding a smart identity card to use the e-Channel service has been lowered to seven years old. Eligible Hong Kong permanent residents may use the e-Channel service at all control points for self-service immigration clearance through facial recognition technology without prior enrolment.

From 26 June 2025 onwards, the department has extended the e-Channel service to eligible holders of People's Republic of China (PRC) passports aged 11 or above. Eligible PRC passport holders may use the e-Channel service for self-service arrival clearance through facial recognition technology upon arrival without prior enrolment.

To further enhance clearance efficiency at control points and enable more eligible visitors to Hong Kong to use the fast and convenient e-Channel service, the eligible age for holders of Electronic Exit-Entry Permits for Travelling to and from Hong Kong and Macao, holders of PRC electronic ordinary passports, and visitors using Smart Departure to use the e-Channel service has been lowered to seven years old since 22 December 2025. Eligible visitors aged seven or above may use the e-Channel service for self-service immigration clearance at all control points.

Contactless e-Channel

The Contactless e-Channel service was extended to all control points in 2022. Upon successful enrolment, eligible Hong Kong residents may use the encrypted QR code generated by their personal smartphones to enter a Contactless e-Channel and perform immigration clearance through facial recognition technology.

Flight Token e-Channel

The department, in collaboration with the Airport Authority Hong Kong (AAHK), launched the Flight Token e-Channel service at the Hong Kong International Airport (HKIA) in October 2022. Hong Kong residents aged 11 or above who choose to use the Flight Token service of the AAHK and depart through the Security Gates at the departure hall with a Hong Kong Special Administrative Region (HKSAR) passport, an HKSAR Document of Identity for Visa Purposes or a Mainland Travel Permit for Hong Kong and Macao Residents (Home Visit Permit), may use the Flight Token e-Channel service for self-service departure clearance.

容易飞 e- 道

本处于二零二五年九月三十日推出「容易飞 e- 道」服务。年满 11 岁或以上的香港居民，如在离境时以香港特区护照、香港特区签证身份书、港澳居民来往内地通行证或港澳居民来往内地通行证（非中国籍）使用香港国际机场的「登机易」服务，其后再以同一证件经香港国际机场入境，均合资格使用「容易飞 e- 道」办理自助入境检查手续。合资格的香港居民使用「容易飞 e- 道」时，只须望向镜头，透过容貌识别技术核实身份后，即可完成入境检查手续，过程中无须出示任何证件或「非触式 e- 道」流动应用程式的加密二维码。

港澳通关互用二维码服务

本处于二零二四年七月十九日与澳门治安警察局、身份证明局、行政公职局及保安部队事务局合作推出「港澳通关互用二维码服务」。合资格的香港居民可在「非触式 e- 道」流动应用程式启动「港澳通关互用二维码」，再透过该程式产生加密二维码，使用澳门特别行政区的自助过关系统办理自助出入境手续。另一方面，合资格的澳门永久性居民亦可透过澳门「一户通」流动应用程式产生加密二维码，使用 e- 道办理自助出入境手续。

电子化签证申请服务和「电子签证」

本处的电子化签证申请服务自二零二二年十一月起扩展至所有签证类别。申请人可透过香港政府一站通网站，或本处的网站或流动应用程式，在网上完成整个签证服务相关的申请流程，包括填写申请表格、上载证明文件和查询申请状况，而无须亲身前往入境处办事处办理。申请获批后，申请人可在网上缴交相关费用（如适用）并即时下载「电子签证」。



「登机易 e- 道」采用容貌识别技术核实身份，为合资格香港居民办理自助出境检查手续。

Flight Token e-Channel's facial recognition technology enables eligible departing Hong Kong residents to have their identity verified to complete self-service departure clearance.



合资格的香港居民使用「容易飞 e- 道」服务时，无需出示任何证件或「非触式 e- 道」的加密二维码，过程更为便捷 。

Eligible Hong Kong residents do not need to present any documents or the Contactless e-Channel encrypted QR code when using the Face Easy e-Channel service, further facilitating the entire process.

Face Easy e-Channel

On 30 September 2025, the department launched the Face Easy e-Channel service. Hong Kong residents aged 11 or above, who use the HKIA's Flight Token service at the time of departure with an HKSAR Passport, an HKSAR Document of Identity for Visa Purposes, a Mainland Travel Permit for Hong Kong and Macao Residents or a Mainland Travel Permit for Hong Kong and Macao Residents (Non-Chinese Citizens), are eligible to use Face Easy e-Channels for self-service arrival clearance with the same document upon their subsequent arrival via the HKIA. When using the Face Easy e-Channels, eligible Hong Kong residents simply need to look at the camera, and complete the arrival clearance upon successful verification of identity through facial recognition technology. During the process, there is no need to present any documents or the encrypted QR code from the Contactless e-Channel mobile application.

Mutual Use of QR Code between HKSAR and Macao SAR Clearance Service

On 19 July 2024, the department, in collaboration with the Public Security Police Force, the Identification Services Bureau, the Public Administration and Civil Service Bureau and the Public Security Forces Affairs Bureau of Macao, launched the Mutual Use of QR Code between HKSAR and Macao SAR Clearance Service. After successful activation via the Contactless e-Channel mobile application, eligible Hong Kong residents can generate an encrypted QR code through the mobile application to use the Automated Passenger Clearance Service in the Macao SAR for automated immigration clearance. Meanwhile, eligible Macao permanent residents can also generate an encrypted QR code through the Macao One Account mobile application to use e-Channels for self-service immigration clearance.

Electronic Services for Visa Application and 'e-Visa'

With effect from November 2022, the department has extended electronic services for visa application to all visa types. Applicants can complete the entire process of visa-related application online, including completing application forms, uploading supporting documents and enquiring about the status of their applications through the GovHK website, or the department's website or mobile application without having to visit an Immigration Office in person. Upon approval of the application, an applicant may pay the relevant fee (if applicable) online and download the 'e-Visa' instantly.

流动应用程式

「香港入境事务处」流动应用程式设有多项功能，包括申请服务、预约服务、填写表格、递交补充文件及资料、付款、登记使用「入境处提提您」服务，以及查询和下载「电子签证」。市民亦可透过该应用程式查询申请状况、筹号轮候状况，以及各主要陆路边境管制站的最新估计旅客轮候过关状况，更可以网络数据致电协助在外香港居民小组的24小时1868热线，使用1868聊天机械人和递交网上求助表格。

二零二五年，本处优化了流动应用程式内的取筹服务功能，让申请人可透过该应用程式取筹，查询轮候情况，并登记接收短讯或电邮通知。

预先通报乘客资料系统

为符合《国际民用航空公约》有关航空安全的规定，以及进一步加强本处的入境检查和执法能力，以阻截潜在的免遣返声请人等不受欢迎人士乘坐航班来港，本处已于二零二四年九月三日实施预先通报乘客资料系统（预报系统）。根据《入境（预先通报乘客资料）规例》（《规例》），航空营运商须透过预报系统向本处传送来港航班及其乘客的预报资料。该系统会即时处理有关资料，并将每名旅客获发的指示传回航空营运商。为了让超过100个航空营运商有充裕时间连接预报系统和确保系统顺畅有序运作，有关工作已在二零二四年九月至二零二五年六月期间，分五个阶段顺利进行。此外，项目设有约12个月的过渡期，《规例》所订明关乎预报系统的罪行及免责辩护等条文，已在过渡期后，即二零二五年九月一日开始实施。截至二零二五年年底，合共有167个航空营运商连接预报系统。

新增电子缴费选项

本处各类服务的申请，均已接受电子缴费。自二零二二年十二月十九日起，缴费服务已逐渐支援以「转数快」缴付有关出生、死亡及婚姻登记、申请签证／进入许可及旅行证件等服务的费用。此外，缴费服务由二零二四年九月二十七日起进一步支援以内地电子钱包（支付宝、微信支付及云闪付App）付款，为申请人提供更多缴费选择。

采用「智方便」

为响应数字政策办公室简化「智方便」平台整体操作流程的建议，本处在多项电子服务中引入了「一键登入」功能。市民若透过其「智方便」帐户取用这些电子服务，便可直接使用「填表通」功能，自动将个人资料填入网上表格而无须重新认证，享受无缝体验。

此举提升了效率，予民便利，亦体现了本处对数码转型及改善公共服务的承诺。

Mobile Application

The 'HK Immigration Department' mobile application is equipped with various functions, including application services, appointment booking, form filling, submission of supplementary documents and information, payment of fees, registration for the 'I-RemindU' service, as well as 'e-Visa' enquiry and downloading. Members of the public may also use the mobile application to make enquiries on application status, tag status and the latest information on the estimated passenger waiting time for clearance at major land boundary control points. They may even call the 24-hour 1868 Hotline of the Assistance to Hong Kong Residents Unit using network data, use the 1868 Chatbot and submit the Online Assistance Request Form.

In 2025, the department enhanced the function for tag services in the mobile application, enabling applicants to get a tag, enquire about its status, and register for sms or email notifications through the application.

Advance Passenger Information System

To meet the aviation security requirements of the Convention on International Civil Aviation and to enable the department to further enhance its clearance and enforcement capabilities to prevent undesirables, such as potential non-refoulement claimants, from boarding flights heading to Hong Kong, the department implemented the Advance Passenger System (API System) on 3 September 2024. According to the Immigration (Advance Passenger Information) Regulation (Regulation), airline operators are obliged to transmit advance information about flights and passengers heading to Hong Kong to the department through the API System. The system will instantly process the information and transmit the direction issued for each traveller back to the airline operators. To allow sufficient time for over 100 airline operators to connect to the API system and to ensure that the system would run in a smooth and orderly manner, the rollout was carried out successfully in five phases from September 2024 to June 2025. A transitional period of around 12 months was also provided. The provisions of offences and defences relating to the API System under the Regulation came into effect on 1 September 2025 after the transitional period. As at the end of 2025, a total of 167 airline operators had connected to the API system.

New e-Payment Options

Electronic payment is now accepted for all applications for services of the department. With effect from 19 December 2022, the payment service has gradually supported the use of Faster Payment System in making payments for services related to registration of births, deaths and marriage, as well as application for visas/entry permits and travel documents, etc. Besides, the payment service has further supported payment by Mainland e-wallets (Alipay, WeChat Pay and UnionPay App) from 27 September 2024 onwards, providing more payment options for the applicants.

Adoption of iAM Smart

In support of the Digital Policy Office's proposal for streamlining the overall operating workflow of the 'iAM Smart' platform, the department has introduced the 'one-tap login' function in various electronic services. Members of the public who access these electronic services through their 'iAM Smart' accounts may use the 'e-ME' form filling function directly to fill in their personal information automatically on the online forms, without the need for re-authentication, thereby enjoying a seamless experience.

This initiative enhances efficiency and convenience while demonstrating the department's commitment to digital transformation and enhancement of public services.

推行第四代资讯系统策略

本处于二零二四年八月委聘顾问进行第四代资讯系统策略研究，为部门的长远资讯科技发展制定蓝图。顾问建议本处应更有效运用创新科技及人工智能，并适时更换现有的资讯系统，以进一步提升运作效率及成本效益，配合未来发展需要。因应策略建议，本处已率先展开有关新一代出入境管制系统的可行性研究，探讨引入创新自助通关模式和进一步扩展 e- 道服务，务求提升通关效率和加强出入境管制能力。此外，本处将善用人工智能技术，分析和监察客流和车流等数据资料，以便灵活部署人手和优化资源调配，确保管制站运作顺畅。

人力资源管理系统

为满足新的业务需求，「人力资源管理系统」自二零二五年五月起分阶段推出，以取代「行动及行政支援资讯系统」。「人力资源管理系统」除了优化人事资讯系统及库存管理系统外，亦加入了制服纪录系统及电子呈交系统。透过提供全面的人力资源资料库及电子化行政流程，「人力资源管理系统」提升了人力资源管理的整体效率。

新一代入境事务查询服务系统

为应付服务范围迅速扩展和提升公众查询服务，本处于二零二五年四月推行首阶段的「新一代入境事务查询服务系统」。升级的系统应用人工智能技术，例如运用大语言模型，取代以人手方式把市民发送至部门的查询电邮分门别类，从而提高处理查询个案的效率。

预计系统将于二零二六年陆续增设更多自助服务渠道，包括配备人工智能语音识别技术的智能化互动电话，采用自然语言处理技术的聊天机械人，以及在入境事务处总部设置附有语音机械人和人工智能生成人像的查询服务站，以互动方式即时解答到访市民的查询。

参与香港国际创科展 2025「智慧香港展馆」

本处应数字政策办公室邀请，参与了二零二五年四月十三至十六日举行的香港国际创科展 2025，在「智慧香港展馆」向创新科技业界菁英展示「港澳通关互用二维码服务」。同场亦有其他创新科技活动举行，吸引来自 148 个国家约 88 000 名本地及海外访客。该服务的创新成果在展会上获得充分展现。

Implementation of the Fourth Information Systems Strategy

The department commissioned a consultant in August 2024 to conduct a study of the Fourth Information Systems Strategy, with a view to formulating a blueprint for the department's long-term information technology development. It is recommended that the department should leverage innovative technologies and Artificial Intelligence (AI) more effectively, and replace the existing information systems in a timely manner to further enhance work efficiency and cost-effectiveness while meeting future development needs. In view of the strategic recommendations, the department has initiated a feasibility study on the next generation of immigration control systems, exploring ways to introduce an innovative self-service clearance mode and further extend the e-Channel service to improve clearance efficiency and strengthen immigration control. Furthermore, the department will harness AI technology to analyse and monitor data such as passenger and vehicular flows. This will facilitate flexible manpower deployment and enhance resource utilisation, thereby ensuring smooth operation at the control points.

Human Resources Management System

The Human Resources Management System (HRMS) has been rolled out in phases since May 2025 to replace the Operations and Administration Support Information System (OASIS) to meet new business requirements. In addition to enhancing the Personnel Information System and the Stores & Inventory System, the HRMS has incorporated the Uniform Records System and the e-Submission System. By providing a comprehensive human resources database and digitalised administrative workflows, the HRMS improves the overall efficiency of human resources management.

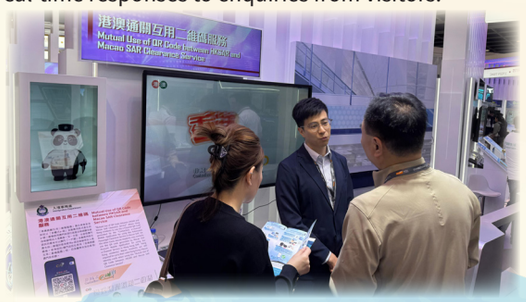
The Next Generation Immigration Enquiry Services System

To prepare for the rapid expansion of scope of services and enhance public enquiry services, the department introduced the first phase of the Next Generation Immigration Enquiry Services System in April 2025. The upgraded system applies AI technologies, such as large language models, to replace the manual process of classifying incoming email enquiries from the public, thereby improving the efficiency in handling case enquiries.

It is expected that in 2026, more and more self-service channels will be introduced to the system in phases, including a smart interactive voice response system equipped with AI speech recognition technology, a chatbot adopting natural language processing technology, and enquiry kiosks at the Immigration Headquarters featuring voicebots and AI-generated avatars to interactively provide real-time responses to enquiries from visitors.

Participation in the Smart Hong Kong Pavilion of InnoEX 2025

At the invitation of the Digital Policy Office, the department participated in the InnoEX 2025 from 13 to 16 April 2025 and showcased the Mutual Use of QR Code between HKSAR and Macao SAR Clearance Service to the elites of the innovation and technology (I&T) industry at the Smart Hong Kong Pavilion. With other I&T events held concurrently, the exhibition attracted some 88,000 local and overseas visitors from 148 countries. Innovations of the service were well demonstrated in the exhibition.



本处于四月参与香港国际创科展 2025 ，在「智慧香港展馆」向创新科技业界菁英展示「港澳通关互用二维码服务」。

The department participated in the InnoEX 2025 in April and showcased the Mutual Use of QR Code between HKSAR and Macao SAR Clearance Service to the elites of the Innovation and technology industry at the Smart Hong Kong Pavilion.

为第十五届全国运动会提供出入境便利

为支持二零二五年举行的第十五届全国运动会（全运会）和全国第十二届残疾人运动会暨第九届特殊奥林匹克运动会，本处在香港国际机场、高铁西九龙站、港珠澳大桥及深圳湾口岸设置了出入境专属通道，共提供 16 条 e- 道供已登记的运动员及相关人员透过容貌识别技术办理自助出入境检查手续，以便利各地代表团、运动员及工作人员在全运会期间往返粤港澳三地。



本处透过善用科技，于第十五届全国运动会期间设置了各地代表团、运动员及工作人员出入境的专属通道，大大提升通关速度。

Through effective use of technology, the department had set up dedicated immigration channels at the control points at Hong Kong for delegations, athletes and staff from various regions during the 15th National Games, significantly enhancing the immigration clearance speed.

Provision of Immigration Facilitation to the 15th National Games

To support the 15th National Games (NG), the 12th National Games for Persons with Disabilities and the 9th National Special Olympic Games held in 2025, the department had set up dedicated immigration channels including 16 e-Channels at the control points of the HKIA, Express Rail Link West Kowloon Station, Hong Kong-Zhuhai-Macao Bridge and Shenzhen Bay. These channels allowed registered athletes and related personnel to perform self-service immigration clearance through facial recognition technology, facilitating smooth travel among Guangdong, Hong Kong and Macao for delegations, athletes and staff from various regions during the NG.

2025 年申诉专员嘉许奖 - 队伍奖

申诉专员公署于 2025 年申诉专员嘉许奖新增队伍奖，以表扬在提升公共服务质素方面表现优秀的专业团队。本处的「自助申请服务团队」有幸成为获奖队伍之一。

本处于 2024 年在将军澳总部推出「申请个人证件服务站」及「领取个人证件服务站」，于办公及非办公时段为市民提供便捷、免预约的自助申请及领取个人证件服务。合资格人士可透过服务站，自助办理申请香港身份证的手续，包括填写和签署电子表格、拍照、套取指纹及递交申请；同时符合资格申请香港特区护照的人士，亦可透过服务站一次过申请和领取两类证件。服务站不仅简化申领证件流程，更无须预约，自推出以来广受市民欢迎。



本处的「自助申请服务团队」荣获 2025 年申诉专员嘉许奖新增的「队伍奖」。

The 'Self-application Services Team' of the department was awarded a Team Award which was newly introduced in The Ombudsman's Awards 2025.

The Ombudsman's Awards 2025 - Team Award

The Office of The Ombudsman introduced in The Ombudsman's Awards 2025 a new Team Award to recognise professional teams that demonstrated excellence in enhancing the quality of public services. Our 'Self-application Services Team' was honoured to be one of the winning teams.

The Personal Documentation Submission Kiosks and Personal Documentation Collection Kiosks were introduced at the headquarters in Tseung Kwan O in 2024, providing members of the public with convenient, appointment-free self-application and self-collection services for personal documentation during and beyond office hours. Eligible applicants may complete the Hong Kong Identity Card application procedures, including electronic form filling and signing, photo taking, fingerprints taking and application submission, at the kiosks in a self-service manner. Those who are also eligible for HKSAR passports may apply and collect both documents in one-go through the kiosks. Since their launch, the kiosks have been well received by the public as they not only streamline the workflow of application and collection of documents but are also appointment-free.



将军澳总部设置的「申请个人证件服务站」及「领取个人证件服务站」，自推出以来深受市民欢迎。

The Personal Documentation Submission Kiosks and Personal Documentation Collection Kiosks set up at the headquarters in Tseung Kwan O have been well received by the public since their launch.



环保管理

Green Management

入境处一向认同保护环境及可持续发展对香港非常重要。因此，部门致力确保为市民提供的所有服务和内部运作，均遵循相关环保法例、工作守则和《清新空气约章》的规定，符合环保原则和常规。本处不时检讨环保措施，务求在环保绩效上不断进步。此外，部门亦鼓励员工于工作及日常生活中积极实践环保。

The department has all along recognised the importance of environmental protection and sustainable development to Hong Kong. Therefore, 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. Reviews on green measures are conducted from time to time for continuous improvement in our green performance. We also encourage staff members to actively adopt green practices in both the workplace and their everyday lives.

环境管理

本处委任主任秘书担任环保经理，负责监察、检讨和制定部门各项环保措施。各科主管会寻求机会采取各种环保措施，并监察其辖下科别各办事处将会推行的各项节能措施。各分科亦委任能源管理员，负责定期检查，确保各办事处有效实行环保内务管理方法，并维持同事持续遵行的意识。能源管理员亦负责每季定期检视和审核所属办事处主要有关节约能源的环保管理措施，并留意节约能源的情况。

由副处长（执法、系统及管理）出任主席，并由高层管理人员组成的资源管理委员会每月举行会议，密切监察纸张及电力的耗用量。有关的耗用量报告亦会定期更新和上载到部门内联网，让各级管理人员掌握资源耗用情况，以便进行监察工作。

环保绩效

节约能源、净零发电与绿色建筑

二零二四年六月，位于将军澳的入境事务处总部（总部）正式投入服务。二零二五年，总部的能源消耗量约为 3 000 万千瓦小时；而本处的总能源消耗量约为 9 500 万千瓦小时，较前一年减少约 5.29%。

另外，政府曾订立在二零二五年将整体能源表现提高 6% 的能源目标。本处持续密切监察部门的能源表现，并在二零二五年将部门的整体能源表现提升 8.47%。

本处会继续与机电工程署（机电署）紧密合作，以探讨和推行各种可行的节能措施，例如定期检查空调及制冷系统，进行必要的维修以控制耗电量。同时，本处亦积极实施机电署的建议，以更高能源效益的空调部件替代老化的机组。



入境事务处总部外墙结合多项特色，以加强室内自然采光、减少眩光影响并提升视觉舒适度，同时提高能源效率。

The facade of the Immigration Headquarters incorporates multiple features to enhance indoor natural lighting, mitigate glare impact and improve visual comfort while increasing energy efficiency.

Environmental Management

The Departmental Secretary is appointed as the Green Manager of the department. He is responsible for overseeing, reviewing and formulating various environmental protection measures in the department. Division heads are assigned to explore opportunities to adopt green initiatives and monitor the energy conservation measures to be implemented in offices under their purview. Energy Wardens are appointed at sub-divisional level to ensure the effective implementation of green housekeeping measures by conducting regular inspections in office premises and to maintain the staff's awareness of the importance of persistent conformity to the housekeeping measures. Reviews and audits of green management practices focusing mainly on energy saving are conducted by Energy Wardens on a quarterly basis.

The Resources Management Committee, chaired by the Deputy Director (Enforcement, Systems and Management) and consisting of members of senior management, closely monitors paper and energy consumption in its monthly meetings. The consumption records are regularly updated and uploaded to our intranet portal to enable managers at all levels to have a holistic view of the consumption of resources, which facilitates their monitoring process.

Green Performance

Energy Saving, Net-zero Electricity Generation and Green Buildings

The Immigration Headquarters (headquarters) in Tseung Kwan O officially commenced services in June 2024. In 2025, its energy consumption was about 30 million kWh, while the department's total energy consumption was about 95 million kWh, representing a decrease of around 5.29 per cent when compared with that in the previous year.

In addition, the government had set the energy target of improving the overall energy performance by 6 per cent in 2025. The department has been closely monitoring its energy performance, and improved the overall energy performance by 8.47 per cent in 2025.

The department will continue to work in close collaboration with the Electrical and Mechanical Services Department (EMSD) to identify and implement various practicable energy-saving measures. For instance, air-conditioning and cooling systems are regularly inspected and necessary maintenance is conducted to control the electricity consumption. The department has also actively implemented recommendations from the EMSD by replacing the aged air-conditioning units with parts of higher energy efficiency.



入境事务处总部采用了多种节能装置及可再生能源技术，包括光伏板及太阳能热水板。

The Immigration Headquarters has adopted various energy efficient features and renewable energy technologies, including photovoltaic panels and solar water heating panels.

为尽量减低能源消耗量，本处会继续实施以下环保措施：

已实施的环保措施

照明设备

- 关掉无须使用的照明设备。
- 把办公室、走廊、公共空间等地方的照明设备调校至合适的亮度。
- 把旧有的照明设备更换为发光二极管（LED）装置。
- 于非办公时间内启用自动照明控制。
- 根据季节性日照时间调节户外照明设备。
- 关掉外墙的非必要发光装置。

冷气

- 在夏季把室温调节至建议的摄氏 25.5 度。
- 严格控制冷气供应，除有特别运作需要的地方外，其余范围于非办公时间一律关闭冷气。
- 在离开办公室前放下百叶帘或窗帘，减少翌日阳光直接照射办公室的时间。
- 保持冷气房间的窗户关闭。

办公室器材

- 启动电脑、影印机及其他办公室器材的休眠模式，以减少器材在不使用时处于备用状态的时间。
- 在合适的情况下把办公室器材更换为能源效益更佳的型号，例如贴有「能源之星」标签或 1 级或 2 级「能源标签」的型号。

节约用水

- 尽可能为办公室安装自动感应式或限时供水式水龙头，以节约用水。

其他

- 安排最后离开的员工检查并关掉所有照明设备及办公室器材。
- 鼓励员工尽量使用楼梯，代替以升降机往返不同楼层。
- 在工作日非繁忙时间或假日期间，关闭部分升降机。

To reduce energy consumption as far as practicable, the department will continue to take the following green measures:

Green Measures Taken

Lighting

- Switching off lighting that is not in use.
- Adjusting illumination to an appropriate level in offices, corridors and public areas, etc.
- Replacing the old lighting with Light Emitting Diode (LED) ones.
- Enabling automatic lighting control during non-office hours.
- Adjusting outdoor lighting based on seasonal daylight hours.
- Switching off non-essential facade luminous devices.

Air-conditioning

- Adjusting indoor temperature to 25.5°C as recommended in summer months.
- Strictly controlling air-conditioning supply by turning off air-conditioners during non-office hours in all areas except those with special operational needs.
- Lowering window blinds or curtains before leaving offices to reduce direct sunlight on the following day.
- Keeping windows closed in air-conditioned rooms.

Office Equipment

- Activating hibernation mode on computers, copying machines and other office equipment to reduce the time in standby mode when not in use.
- Replacing office equipment with models of better energy efficiency, such as those with the 'Energy Star' label, or the Grade 1 or 2 'Energy Label', whenever suitable.

Water Saving

- Installing auto-sensing or timed-flow water taps for office premises as far as practicable to achieve water saving.

Others

- Adopting the 'last-man-out' practice to check and turn off all lighting and office equipment.
- Encouraging staff to use staircases instead of lifts for inter-floor traffic as far as possible.
- Shutting down some lifts during non-peak hours on working days and holidays.



入境事务处总部设回收箱，收集可循环再造的物品。

Recycling bins are installed at the Immigration Headquarters to collect recyclables.



为了推广绿化措施，入境事务处总部提供园林景观和垂直绿化。

In order to promote greening features, the Immigration Headquarters provides landscaping and vertical greening.

位于将军澳的总部，采用了「源头节能」的建筑设计，配置了高效能的设备及系统，以及可再生能源发电设施。其中，安装在总部天台的 186 块光伏板及 20 块太阳能热水板，于二零二五年分别产生约 63 兆瓦小时的电力和节省约 15 兆瓦小时的能源；前者接入配电系统，抵销了部门的部分能源消耗，而太阳能热水板所产生的热水则供大楼使用。

在被动式节能设计方面，总部外墙结合多项特色，以加强室内自然采光、减少眩光影响并提升视觉舒适度，同时提高能源效率。所有室内空间均配置侦测占用情况的感应器及日光感应调光控制系统；而幕墙则采用了高透光率及低遮光系数的物料，以善用日光。

在绿化措施方面，总部提供园林景观和垂直绿化，以收环保和美化之效。此外，在循环使用装置方面，总部正采用雨水收集系统灌溉花木，以节约用水。

绿色运输

为实践以改善香港空气质素为目标的《清新空气约章》，本处于日常工作中采取下列措施，以尽量减低车辆和船只对环境造成的不良影响：

- 鼓励员工共用部门车辆，并在可行情况下尽量把行程合并，以便充分使用车辆和减少行车里数。
- 使用部门车辆时先计划路线，尽量减少行车路程及时间。
- 鼓励尽量使用公共交通工具。
- 确保遵守《汽车引擎空转（定额罚款）条例》（香港法例第 611 章）的规定，在停车等候时关掉引擎，以减少废气排放和节省燃料。
- 确保妥善保养部门车辆及船只，以尽量减少因废气排放而产生的环境污染物和造成的环境滋扰。

本处车队及船队的燃料总消耗量由二零二四年的 916 191 公升减至二零二五年的 875 083 公升，减幅为 4.49%。此外，为推广绿色运输及电动车的使用，本处在总部停车场设有电动车充电设施，并自二零二四年起为部门车队添置了五辆电动车，未来亦计划按情况逐步添置更多电动车，以期最终全面取代燃油车。本处会继续尽力将部门车队及船队的燃料消耗量及废气排放减至最少。

Our headquarters in Tseung Kwan O has adopted a building design that allows ‘energy saving at source’ with high energy efficient equipment and systems, as well as renewable energy generating facilities. Amongst them, the 186 photovoltaic panels and 20 solar water heating panels installed on the rooftop of the headquarters generated around 63 MWh of electricity and saved around 15 MWh of energy respectively in 2025. The former was connected to the electrical distribution system to offset part of the department’s energy consumption, whereas the hot water generated from the solar water heating panels was for the building’s use.

In terms of passive energy-saving designs, the facade of the headquarters incorporates multiple features to enhance indoor natural lighting, mitigate glare impact and improve visual comfort while increasing energy efficiency. All indoor spaces are equipped with occupancy detection sensors and daylight responsive dimming controls, whereas the curtain wall is made with materials of high light transmittance and a low shading coefficient, so as to optimise daylight utilisation.

For greening features, the headquarters provides landscaping and vertical greening for environmental and amenity benefits. Furthermore, for recycled features, the headquarters is adopting a rainwater harvesting system for landscape irrigation with a view to achieving water conservation.

Green Transport

To implement the Clean Air Charter, which aims at improving air quality in Hong Kong, the department adopted the following measures in daily operations to minimise the adverse impacts of our vehicles and vessels on the environment as far as practicable:

- Encouraging staff members to share pool cars and combine their trips whenever practicable to fully utilise the vehicles and reduce mileage.
- Planning routes in advance when using departmental vehicles to shorten journeys and travelling time.
- Encouraging the use of public transport whenever possible.
- Ensuring compliance with the requirement for switching off vehicle engines while waiting under the Motor Vehicle Idling (Fixed Penalty) Ordinance (Cap. 611, Laws of Hong Kong) to reduce exhaust emissions and achieve fuel saving.
- Ensuring proper maintenance of departmental vehicles and vessels to minimise the production of pollutants and nuisance caused by exhaust emissions.

The total fuel consumption of our vehicle and vessel fleets decreased by 4.49 per cent from 916,191 litres in 2024 to 875,083 litres in 2025. Besides, to promote green transport and the use of electric vehicles (EVs), the department installed charging facilities for EVs in the car park of the headquarters, and has procured five EVs for the departmental fleet since 2024. In the future, it is also planned to procure gradually more EVs according to the situation, with a view to eventually replacing all the fuel-propelled vehicles. The department will continue to make its best efforts to minimise the fuel consumption and emissions of our vehicle and vessel fleets.

废物减量及回收

本处一直致力提倡节约用纸，二零二五年的用纸量较前一年减少了7.38%。本处会继续努力推行多样化的措施，以减少用纸量。当中包括：

对外方面

- 让市民通过本处网站的电子资讯共用平台和流动应用程式，以无纸方式快捷地查阅资讯。
- 为市民提供多项电子服务，例如网上申请、网上预约服务、网上举报违反入境法例罪行和外游提示登记服务等。这些电子服务不仅方便市民使用本处的服务，还有助节省用纸。

对内方面

- 尽量以电子方式沟通和发布资料，包括利用电子邮件通讯，以及以内联网作为分享信息的平台。
- 以电子方式发送内部通告、公告和职位调派令。
- 除非必须备有硬复本，否则避免列印或影印文件。
- 推行「电子档案保管系统」作日常文件及电邮副本归档方式，以取代部分纸本存档。
- 双面使用纸张，并尽量以使用过的纸张的空白页面草拟、传真、列印和影印文件。
- 重复使用信封和文件夹。
- 使用再造纸。
- 使用电子处理假期申请系统及电子采购系统处理与假期和采购相关的事宜。
- 使用电子节日贺卡。

上述环保措施广为公众人士和本处员工所接受，本处会尽可能继续采用资讯科技，并密切监察用纸量，以建立无纸工作环境。

为使员工更加了解废物回收对环境的裨益，我们在员工茶水间设置了废物分类箱及回收角。二零二五年，本处已回收超过七吨物料循环再用，而废物弃置总量约为 131 吨。本处会致力在弃置与回收废物之间取得更佳平衡。

除了普通的废物外，收集箱亦收集其他可循环再造废物，例如玻璃瓶。

为进一步减少固体废物和保护环境，本处继续把已用的打印机碳粉空盒以折价贴换方式退回供应商，同时亦定期回收碳粉盒循环再用。本处亦根据环保规格采购各类存货，确保所购买的物品对环境造成的不良影响最为轻微，例如优先选购附有环保标签或声明含有再造木的木制家具。

Waste Reduction and Recycling

The department has been committed to advocating the reduction of paper consumption. Our paper consumption in 2025 decreased by 7.38 per cent when compared with that in the previous year. The department will make sustained efforts to implement a diversified range of measures to minimise paper consumption, including:

Externally

- Enabling members of the public to have quick and paperless access to information via the electronic information sharing platform on the departmental website and mobile application.
- Providing members of the public with a number of e-Services, such as online application, online appointment booking, online reporting of immigration offences and registration of outbound travel information. The e-Services not only facilitate the public's use of our services, but also help reduce paper consumption.

Internally

- Making use of electronic means such as emails and our intranet portal as an information sharing platform to communicate and disseminate information as far as possible.
- Distributing internal circulars and notices as well as posting orders through electronic means.
- Avoiding printing or photocopying documents unless hard copies are absolutely necessary.
- Implementing the Electronic Recordkeeping System for filing daily documents and email copies, partially taking the place of paper filing.
- Using paper on both sides and utilising the blank side of used sheets for drafting, faxing, printing and photocopying documents.
- Reusing envelopes and file covers.
- Using recycled paper.
- Using the Electronic Leave Application and Processing System for leave application and approval, and the e-Procurement System for procurement.
- Sending out electronic greeting cards during festive seasons.

The green measures listed above have been widely accepted by both members of the public and our staff. The department will continue to adopt information technology as far as practicable and closely monitor our paper consumption to create a paperless work environment.

To raise the staff's awareness of the benefits of waste recycling for the environment, waste separation bins and recycling corners are set up in staff pantries. Over seven tons of materials have been recovered for recycling while the total quantity of waste disposed of is around 131 tons in 2025. The department will strive to strike a better balance between waste disposal and recovery.

Apart from ordinary waste, other recyclable waste, like glass bottles, has also been collected through collection boxes.

To further minimise solid waste and protect the environment, the department continued to return used printer cartridges to suppliers by means of trade-in and also regularly recovered the cartridges for recycling. The department also procured stock items according to green specifications to ensure that the products to be purchased would make minimal adverse impacts on the environment. For instance, preference was given to the procurement of wooden furniture with green labels or declared to be made from recycled wood.

碳管理

本处会为年度用电量逾 50 万千瓦小时的管制站及建筑物进行碳审计，并将相关的审计结果上载至本处网站。有关数据有助我们了解和量度本处的碳足迹，以便制订适当的减碳措施。

其他环保绩效／内务管理措施

本处一向致力为员工提供更佳的工作环境。就此，总部参加了「室内空气质素检定计划」，确保室内空气质素良好以保障员工的健康。根据计划，总部的室内空气质素获评为「卓越级」。



在环境保护署推行的「室内空气质素检定计划」中，入境事务处总部的室内空气质素获评为「卓越级」。

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

本处继续坚守绿色文化，经电邮和内联网向员工发放有关环保的最新消息和有用资料，例如鼓励同事响应环境保护署的呼吁，减少使用即弃塑胶餐具。本处亦鼓励员工参与由不同部门／机构安排的环保活动，例如由香港公益金举办、旨在鼓励参加者实践绿色生活（例如尽量使用公共交通工具和支持废物回收）的「绿色低碳日」；以及世界自然基金会举办、旨在鼓励参加者在指定的时间把非必要的灯关掉的「地球一小时」。

为进一步提高员工的环保意识，本处于各办事处宣传环保锦囊和有关环保事宜的最新消息，并定期更新有关资讯。

未来路向

员工的支持与合作是顺利推行办公室环保管理的关键。本处会继续加强和推广现行的内务管理方法，在各项活动中采用环保管理准则，并会按需要推行新的环保措施及目标。我们会定期检讨各项环保措施的成效，务求不断改进，以善用能源及资源。





本处鼓励员工参与由不同机构举办的环保活动，以提高他们的环保意识。

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

Carbon Management

The department will conduct carbon audits on those control points and buildings with annual electricity consumption exceeding 500,000 kWh, and the audit results have been uploaded to our website. The data will help us find out and measure our carbon footprints for the formulation of appropriate carbon reduction measures.

Other Green Performance/Housekeeping Measures

The department has all along endeavoured to provide a better work environment for its staff. In this connection, the headquarters has participated in the Indoor Air Quality Certification Scheme to ensure good indoor air quality to safeguard the health of our staff. Under the scheme, the indoor air quality of the headquarters was assessed as having achieved the 'Excellent Class' grading.

The department continued to uphold a green culture by disseminating 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 Environmental Protection Department. Staff members were also 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 the recycling of waste; and 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.

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

The Way Forward

The support and cooperation of staff are the key to success in green office management. 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 as appropriate. The effectiveness of the green measures will be reviewed periodically in order to seek continuous improvement in the efficient use of energy and resources.



卓越的服务

Service Excellence

入境事务处一贯的目标，是为市民提供高效率和有礼貌的服务，同时维持有效的出入境管制。

本处每年均以书面公布服务承诺，让市民知悉本处在执行出入境检查，办理出生、死亡和婚姻登记，以及签发身份证、旅行证件和签证等方面可达致的服务水平，并告知市民当服务未达标时可以采取的行动。

It has always been the goal of the Immigration Department to render highly efficient and courteous services to members of the public while maintaining effective immigration control.

The department publishes its performance pledges annually to inform members of the public of the standards of service to expect from the department in respect of its immigration clearance work, registration of births, deaths and marriages, and issuance of identity cards, travel documents and visas. They are also advised of the actions they can take when the standards are not met.

入境事务处使用服务人士委员会

本处成立了使用服务人士委员会以有效监察本处在实践服务承诺方面的表现。委员会由入境处处长担任主席，成员包括多个有关行业的代表。委员会每半年举行会议一次，以监察和覆检本处在履行服务承诺方面的表现，就本处可作改善的服务向入境处处长提供意见，并协助厘定达到服务标准所需的资源。

服务表现

委员会检讨结果显示，所有提供客运通关服务的管制站[备注 1]于二零二五年都能达到本处所定目标，98% 的香港居民能够在 15 分钟内办妥出入境手续。至于访客方面，机场管制站能达到本处所定目标，95% 的访客能够在 15 分钟内办妥出入境手续；而港澳客轮码头[备注 2]、中国客运码头、启德邮轮码头、罗湖、落马洲支线、高铁西九龙、文锦渡、落马洲、深圳湾、香园围及港珠澳大桥各管制站亦能达到本处所定目标，95% 的访客能够在 30 分钟内办妥出入境手续。

备注：

1. 沙头角管制站自二零二零年一月三十日起暂停客运通关服务，以配合沙头角口岸重建项目。
2. 根据《2025 年成文法（杂项规定）条例》，由二零二六年一月一日起，「Macau」将由「Macao」取代。

在签发旅行证件及签证／许可证方面，本处整体上亦能达到大部分服务目标。

至于处理与国籍相关的申请，以及办理生死、婚姻及人事登记方面的服务标准，大致上亦能达到。



本处每年均会公布所订定的服务承诺，让公众知悉本处可达致的服务水平。

The department publishes its performance pledges annually to inform public of its standards of service.



入境事务处使用服务人士委员会定期就本处可作改善的服务向入境处处长提供意见。

Immigration Department Users' Committee regularly advises the Director of Immigration on areas of service that may require improvement.

Immigration Department Users' Committee

The Users' Committee was established to effectively monitor the performance of the department on the fulfilment of the pledges. Chaired by the Director of Immigration, the committee comprises representatives from various trades and industries concerned. The committee meets half-yearly to monitor and review the fulfilment of performance pledges, advise the Director of Immigration on areas of service that may require improvement and help determine the amount of resources required to achieve the standards set.

Performance

Results of the review by the committee show that in 2025, all control points[Remark 1] which provided passenger clearance services were able to meet the department's target to clear 98 per cent of Hong Kong residents within a 15-minute waiting time. As for visitors, the Airport Control Point was able to meet the department's target to clear 95 per cent of visitors within a 15-minute waiting time. Macao Ferry Terminal[Remark 2], China Ferry Terminal, Kai Tak Cruise Terminal, Lo Wu, Lok Ma Chau Spur Line, Express Rail Link West Kowloon, Man Kam To, Lok Ma Chau, Shenzhen Bay, Heung Yuen Wai and Hong Kong-Zhuhai-Macao Bridge Control Points were also able to meet the department's target to clear 95 per cent of visitors within a 30-minute waiting time.

Remarks:

1. Passenger clearance services at the Sha Tau Kok Control Point have been suspended since 30 January 2020 to facilitate the redevelopment of the Sha Tau Kok Port.
2. Pursuant to the Statute Law (Miscellaneous Provisions) Ordinance 2025, 'Macau' will be substituted by 'Macao' with effect from 1 January 2026.

Overall, we were able to achieve most of our performance targets for the issue of travel documents and visas/permits.

The performance standards set for handling nationality-related applications, processing registration of births, deaths and marriages and registration of persons were generally achieved.

入境事务处的网页

本处的网页（www.immd.gov.hk）设有繁体中文版、简体中文版和英文版，除提供各项入境服务的最新资讯外，还备有常用的申请表格，方便互联网用户下载。网页除了采用简明易用的手机浏览介面设计，以便市民使用流动装置阅览资料外，外观上还采用了简约清晰的版面及网站编排，配合一系列的资讯图像，为市民带来更佳的浏览体验。另外，网页亦继续提供连接电子服务的途径，让市民更易浏览本处各项服务的资讯。本处又采用了无障碍网页设计，确保所有人士，包括残疾人士、长者、受色盲困扰的人士，以及其他有特别需要（例如读写困难）的人士，都可以轻松方便地浏览网页内容。

香港入境事务处流动应用程式

「香港入境事务处」流动应用程式设有多项功能，包括申请服务、预约服务、填写表格、递交补充文件及资料、付款、登记使用「入境处提提您」服务，以及查询和下载「电子签证」。市民亦可透过该应用程式查询申请状况、筹号轮候状况，以及各主要陆路边境管制站的最新估计旅客轮候过关状况。此外，该应用程式亦载有其他有用资讯，例如用以提示市民外游时须注意事项的「外游小锦囊」，以及连接本处 YouTube 频道的连结。

为进一步提升服务及方便香港居民在境外遇事或需要协助时与「协助在外香港居民小组」联络，本处继二零二一年、二零二二年及二零二三年先后推出 1868 热线网络数据通话功能、网上求助表格服务及 1868 WhatsApp 求助热线后，于二零二四年再在微信官方帐号内增设 1868 微信求助热线，并在流动应用程式内增设 1868 聊天机械人。

二零二五年，本处优化了流动应用程式内的取筹服务功能，让申请人可透过该应用程式取筹，查询轮候情况，并登记接收短讯或电邮通知。

社交媒体官方帐户

本处自二零一六年起，陆续于 YouTube、Instagram、微博、微信及小红书五个主要社交媒体平台开设官方帐户，发放本处的最新消息及准确资讯，让公众更了解本处的工作及服务。二零二五年，为提升内地赴港学生的防骗意识，本处与中华人民共和国出入境管理局、国家反诈中心及香港警务处联合拍摄防骗影片，向社会展示两地执法部门携手打击诈骗活动的坚定决心。此外，为宣传反非法劳工的信息，本处已加强发布执法行动的成果，并于社交媒体平台直播相关新闻简报会。为配合二零二五年立法会换届选举，本处亦制作了多条短片呼吁合资格选民投票。

Immigration Department's Homepage

The department's homepage (www.immd.gov.hk) is available in traditional Chinese, simplified Chinese and English versions. It provides up-to-date information on immigration services and makes available commonly used application forms for convenient downloading by Internet users. Apart from its user-friendly mobile interface design, which makes information readily accessible on mobile devices, its clear and simple layout and website structure, coupled with the use of infographics, provide members of the public with a better browsing experience. In addition, it continues to provide a gateway to our electronic services to facilitate public access to information about our services. Moreover, web accessibility design is adopted to ensure that the contents are available and easily accessible to all, including persons with disabilities, the elderly, persons beset with colour blindness, and persons with other special needs (such as dyslexia).

HK Immigration Department Mobile Application

The 'HK Immigration Department' mobile application is equipped with various functions, including application services, appointment booking, form filling, submission of supplementary documents and information, payment of fees, registration for the 'I-RemindU' service, as well as e-Visa enquiry and downloading. Members of the public may also use the mobile application to make enquiries on application status, tag status and the latest information on the estimated passenger waiting time for clearance at major land boundary control points. Besides, other useful information, such as Outbound Travel Tips which provide the general public with tips on travelling abroad, and the link to the department's official YouTube channel, can also be found in the mobile application.

With a view to further enhancing the service and convenience for Hong Kong residents in distress or in need of assistance outside Hong Kong to contact the Assistance to Hong Kong Residents Unit, following the launch of the 1868 Hotline Network Data Call function, the Online Assistance Request Form service and the 1868 WhatsApp assistance hotline in 2021, 2022 and 2023 respectively, the department further introduced in 2024 the 1868 WeChat assistance hotline in the official WeChat account and the 1868 Chatbot in the mobile application.

In 2025, the department enhanced the function for tag services in the mobile application, enabling applicants to get a tag, enquire about its status and register for SMS or email notifications through the application.

Official Accounts on Social Media

Since 2016, the department has been setting up official accounts on five major social media platforms, namely YouTube, Instagram, Weibo, WeChat and Xiaohongshu, to disseminate our latest news and accurate information, enabling the public to gain a better understanding of the department's work and services. In 2025, to enhance the awareness of anti-scams among Mainland students studying in Hong Kong, the department collaborated with the Exit and Entry Administration of the People's Republic of China, the National Anti-Fraud Center and the Hong Kong Police Force to produce anti-scam videos, demonstrating to the community the unwavering determination of law enforcement agencies from both sides in jointly combating fraudulent activities. Furthermore, to promote anti-illegal employment messages, the department has stepped up its efforts in publicising enforcement outcomes and conducted live broadcasts of relevant press briefings on social media platforms. To support the 2025 Legislative Council General Election, the department also produced several video clips to appeal to eligible voters to cast their votes.



本处的「自助申请服务团队」荣获申诉专员公署新设立的「队伍奖」，充分肯定其在提升公共服务质素方面的卓越表现。

The Self-application Services Team of the department was awarded the newly introduced Team Award by the Office of The Ombudsman, recognising its excellence in enhancing the quality of public services.



2025 年申诉专员嘉许奖

本处多年来一直精益求精，致力为公众提供优质的服务。二零二五年，本处的「自助申请服务团队」荣获申诉专员公署新设立的「队伍奖」，该奖旨在表扬在提升公共服务质素方面表现优秀的专业团队，并藉此促进团队之间的紧密联系及合作精神。同时，本处亦有四位同事获颁发「申诉专员嘉许奖（公职人员奖）」，是本处连续 27 年有同事获得这个奖项，亦是历年来个人奖项最多的一年。是次团队及多位同事获奖，充分展现了本处坚守「以人为本」的原则，致力提供专业、优质及便捷服务的承诺，也肯定了本处推动电子服务及便民措施的努力。展望未来，本处会继续以创新思维及科技提升服务效能，为市民提供专业及卓越的服务。

2025 年公务员事务局局长嘉许状计划

「公务员事务局局长嘉许状计划」由公务员事务局统筹，旨在表扬工作表现持续优秀的公务员。二零二五年，本处共有六位同事获得嘉许。自该计划推出以来，本处已连续 22 年有同事获得嘉许。

The Ombudsman's Awards 2025

Over the years, the department has always strived for excellence and is committed to providing quality public services. In 2025, the Self-application Services Team of the department was awarded the newly introduced Team Award by the Office of The Ombudsman. The award aimed not only to recognise professional teams that demonstrated excellence in enhancing the quality of public services but also foster stronger connection and collaboration among teams. At the same time, four staff members of the department also got The Ombudsman's Awards for Officers of Public Organisations, marking the 27th consecutive year that our staff members have been granted the award and also the year with the highest number of individual awards ever received by the department. These awards for the team and colleagues fully demonstrated our commitment to a 'people-oriented' principle and our dedication to providing professional, high quality and convenient services. Due recognition is also given to the department's efforts in promoting electronic services and facilitation measures. Looking ahead, the department will continue to enhance service efficiency with innovative ideas and technologies, thereby providing professional and excellent services to the public.

The Secretary for the Civil Service (SCS)'s Commendation Award Scheme 2025

Administered by the Civil Service Bureau, the SCS's Commendation Award Scheme aims at commending civil servants for their consistently outstanding performance. In 2025, six staff members of the department were commended under the Scheme. Our staff members have been commended for 22 consecutive years since the introduction of the Scheme.



二零二五年，本处共有六位同事获得公务员事务局局长嘉许状。

In 2025, six staff members of the department were commended under The Secretary for the Civil Service's Commendation Award Scheme.

Skytrax 2025 年全球最佳机场出入境服务大奖

本处在国际专业航空运输研究机构 Skytrax 的年度旅客意见调查中，赢得二零二五年全球最佳机场出入境服务大奖，是本处继二零一五年、二零一六年、二零一九年及二零二零年后第五次获得该项殊荣，肯定了本处一直秉承提供最优质出入境服务的理念。本处会继续精益求精，运用创新科技，推出更多便利旅客的措施，提供更优质的出入境服务，以巩固香港作为国际航空枢纽的地位，积极配合香港的整体发展。

同心展关怀

本处很荣幸自二零零六年起一直获香港社会服务联会颁发「同心展关怀」标志，并自二零二零至二一年度起获颁发「同心展关怀」标志（连续参与 15 年或以上），以表扬部门对关怀社区、员工及环境的承担。本处三位同事更于二零二四至二五年度获委任为「关怀大使」，以表扬他们积极参与和支持社会活动。

顾客的意见

本处非常重视顾客对我们服务所提出的意见，不论赞扬或投诉亦然。市民的嘉许不仅肯定了本处致力提供优质服务的努力，同时为本处提供了日后提高服务标准的蓝本。

本处的管理审核组自二零二一年起获得国际标准化组织 ISO 9001:2015「质量管理体系」及 ISO 10002:2018「质量管理－顾客满意度」认证。该组辖下的检讨专责小组，负责接收市民提出的投诉和监察有关的回复，并以正面积极和具建设性的态度处理投诉，把投诉视为持续改进的动力。在处理投诉的过程中，本处得以从不同角度审视部门的服务质素，力求事事尽善，以满足社会的期望。

为残疾人士提供协助

政府一贯的政策目标是为残疾人士提供无障碍的环境，令他们能与其他人在平等的基础上进出处所和使用其中的设施与服务，让他们能独立生活和全面融入社会。为此，本处的办事处都备有为残疾人士而设的辅助设施和服务，例如为弱听人士而设的感应圈系统、凹凸纹引道和设于出入境管制站的专用通道等。同时，本处会定期检视现有设施并在可行的情况下作出改善，以便为他们提供更优质的服务。本处会安排属下人员，尤其是经常直接与市民接触的前线人员接受训练，使他们在提供服务时能保持公平及公正的态度，以及辨识有需要帮助的残疾人士。本处亦在各办事处委派指定人员为残疾人士提供协助，市民也可就办事处的畅通易达事宜联络他们。

2025 Skytrax Award for Best Airport Immigration Service

The department has been voted the winner of the 2025 Skytrax Award for Best Airport Immigration Service in the World Passenger Survey commissioned by Skytrax, an international specialist research agent of the air transport industry. This is the fifth time for the department to receive the award after winning it in 2015, 2016, 2019 and 2020, affirming our commitment to delivering the highest quality of immigration clearance services. The department will continue to strive for excellence by leveraging innovative technologies to introduce more facilitation measures and deliver the best immigration services to passengers, with a view to reinforcing Hong Kong's status as an international aviation hub while actively supporting the city's overall development.

Caring Organisation

In recognition of our commitment to caring for the community, our staff and the environment, the department has been awarded the Caring Organisation Logo by the Hong Kong Council of Social Service since 2006 and the Caring Organisation Logo (15 or above consecutive years of participation) since 2020-21. In addition, three of our staff members were appointed as Caring Ambassadors in 2024-25 for their active participation in and support to social activities.

Customer Feedback

The department values all customer feedback on our services, be it praise or complaints. Compliments given by members of the public not only recognise our efforts in providing quality services, but also provide a blueprint for raising our service standards in the future.

The Management Audit Section of the department has obtained the International Organisation for Standardisation's ISO 9001:2015 'Quality management system' and ISO 10002:2018 'Quality management – Customer satisfaction' certifications since 2021. Its Customer Services Unit is responsible for receiving complaints from the public and monitoring relevant replies. Complaints received are treated positively and constructively and taken as a source of motivation for continuous improvement. In the course of handling complaints, the department is able to examine its service quality from different perspectives so as to do our best in meeting the expectations of our community.

Assistance to Persons with Disabilities

It is the government's established policy objective to provide a barrier-free environment for persons with disabilities so that they can have access to premises and make use of the facilities and services therein on an equal basis with others, thereby enabling them to live independently and fully integrate into the community. In this regard, the department has equipped its offices with ancillary facilities and services for persons with disabilities, such as induction loop systems for persons with hearing impairment, tactile guide paths, special help-through channels at control points, etc. Meanwhile, the department reviews its existing facilities regularly and makes improvements as far as feasible in order to provide quality services for them. Training is provided for staff, especially frontline staff who have frequent and direct contact with members of the public, to enable them to serve the public in a fair and just manner, and to identify those who show signs of disability and are in need of help. Designated officers have been appointed in offices of the department to provide assistance to persons with disabilities. They can also be contacted on accessibility issues at the offices.

为进一步便利视障人士以自助方式办理出入境手续，落马洲支线、港澳客轮码头、深圳湾、中国客运码头、罗湖、高铁西九龙、港珠澳大桥和香园围边境管制站均设有语音辅助 e- 道。视障人士只需在 e- 道入口按下启动按钮，便可启动语音导航功能。系统会在他们办理自助出入境手续的各个步骤（包括在闸门开关时），提供适当的语音提示，引导他们完成出入境手续。

可持续发展

面对不断转变的情况，本处十分注重同事的持续发展，致力在部门内营造一个终身学习的环境，鼓励同事与时并进，精益求精，追求卓越。入境事务学院不时检讨部门的培训策略，为同事提供多元化的培训课程，增进他们在工作上的专业知识及管理技巧，好让他们在提升整体工作效率之余，亦能与部门一起持续发展。

自二零一九年起，本处以课程营办者的身份向香港学术及职业资历评审局申请资历评审，把不同职系的入职和在职训练课程纳入《资历名册》。现时本处共有八个自行营办的课程获资历架构认可，包括四个获评定为资历架构第五级别（相当于本地学士学位同级资历）的课程，即高级入境事务主任「效能领导及管理」专业证书、入境事务主任「入境事务及管制管理」专业文凭、总入境事务助理员「入境事务及管制前线管理」专业证书和入境事务队队员「免遣返声请审理」专业证书，以及四个获评定为资历架构第四级别（相当于本地副学士学位或高级文凭同级资历）的课程，即高级入境事务助理员「入境事务及管制预修管理」专业证书、入境事务助理员「出入境管制及旅客出入境检查」专业文凭、入境事务助理员「入境事务及管制」专业文凭及「全球紧急支援服务」专业证书。截至二零二五年年底，共有 5 090 名部队成员修毕有关课程，包括 156 名高级入境事务主任、714 名入境事务主任、456 名总入境事务助理员、489 名高级入境事务助理员及 3 275 名入境事务助理员。本处会继续申请把不同范畴的训练课程纳入《资历名册》，让更多部队成员获取相关专业资历。



入境事务学院持续为部队成员提供战术训练课程，以提升前线人员在遇抗控制及安全押解方面的应对意识。

The Immigration Service Institute of Training and Development has been providing tactical training courses for service members to enhance frontline staff's awareness of resistance control and safe escort techniques.

To further facilitate the performance of self-service immigration clearance by visually impaired persons, the boundary control points at Lok Ma Chau Spur Line, Macao Ferry Terminal, Shenzhen Bay, China Ferry Terminal, Lo Wu, Express Rail Link West Kowloon, Hong Kong-Zhuhai-Macao Bridge and Heung Yuen Wai are equipped with voice navigated e-Channels. Visually impaired persons simply need to press the activation button at the entrance of the e-Channel to initiate the voice navigation function. Appropriate voice instructions will then be given when they go through all the self-service clearance steps, including the moment when the gates open or close, so as to guide them to complete the clearance procedures.

Sustainable Development

In the face of the ever-changing conditions, the department attaches great importance to staff's sustainable development and commits to creating a life-long learning environment within the department, such that staff members are encouraged to keep pace with society and strive for excellence. The Immigration Service Institute of Training and Development reviews the departmental training strategy from time to time and reinforces the professional work knowledge and management skills of staff members through a variety of training programmes. This not only enhances their overall work efficiency, but also fosters the sustainable development of both the department and its staff.

Since 2019, the department, in the capacity of programme operator, has applied to the Hong Kong Council for Accreditation of Academic and Vocational Qualifications for accreditation of its induction and in-service training programmes of various grades for inclusion in the Qualifications Register (QR). At present, the department has eight self-operated programmes that have been recognised under the Qualifications Framework (QF), including four programmes pitched at QF Level 5 (equivalent to the level of a local bachelor's degree), namely the Professional Certificate in Effective Leadership & Management for Senior Immigration Officer, the Professional Diploma in Management in Immigration Services and Control for Immigration Officer, the Professional Certificate in Frontline Management in Immigration Services and Control for Chief Immigration Assistant and the Professional Certificate in Assessment of Non-refoulement Claims under the Unified Screening Mechanism for Immigration Service Members, and four programmes pitched at QF Level 4 (equivalent to the level of a local associate degree or higher diploma), namely the Professional Certificate in Preparatory Management in Immigration Services and Control for Senior Immigration Assistant, the Professional Diploma in Immigration Control and Passenger Clearance for Immigration Assistant, the Professional Diploma in Immigration Services and Control for Immigration Assistant and the Professional Certificate in Worldwide Emergency Assistance Services. As at the end of 2025, a total of 5,090 members of the Immigration Service, comprising 156 Senior Immigration Officers, 714 Immigration Officers, 456 Chief Immigration Assistants, 489 Senior Immigration Assistants and 3,275 Immigration Assistants, had completed the training programmes. The department will continue to apply for inclusion of various training programmes in the QR so that more service members can acquire the relevant professional qualifications.

附录

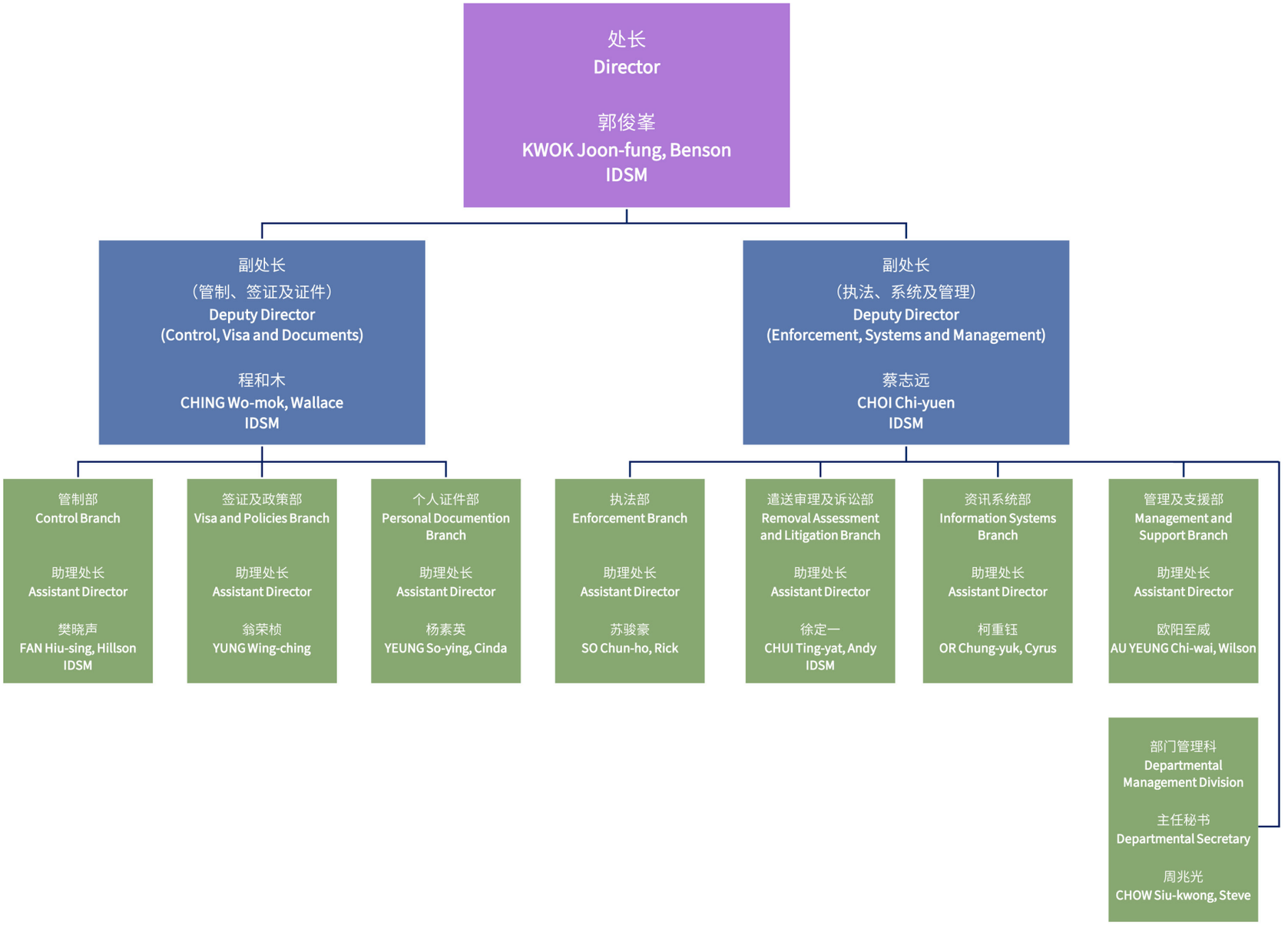
Appendices

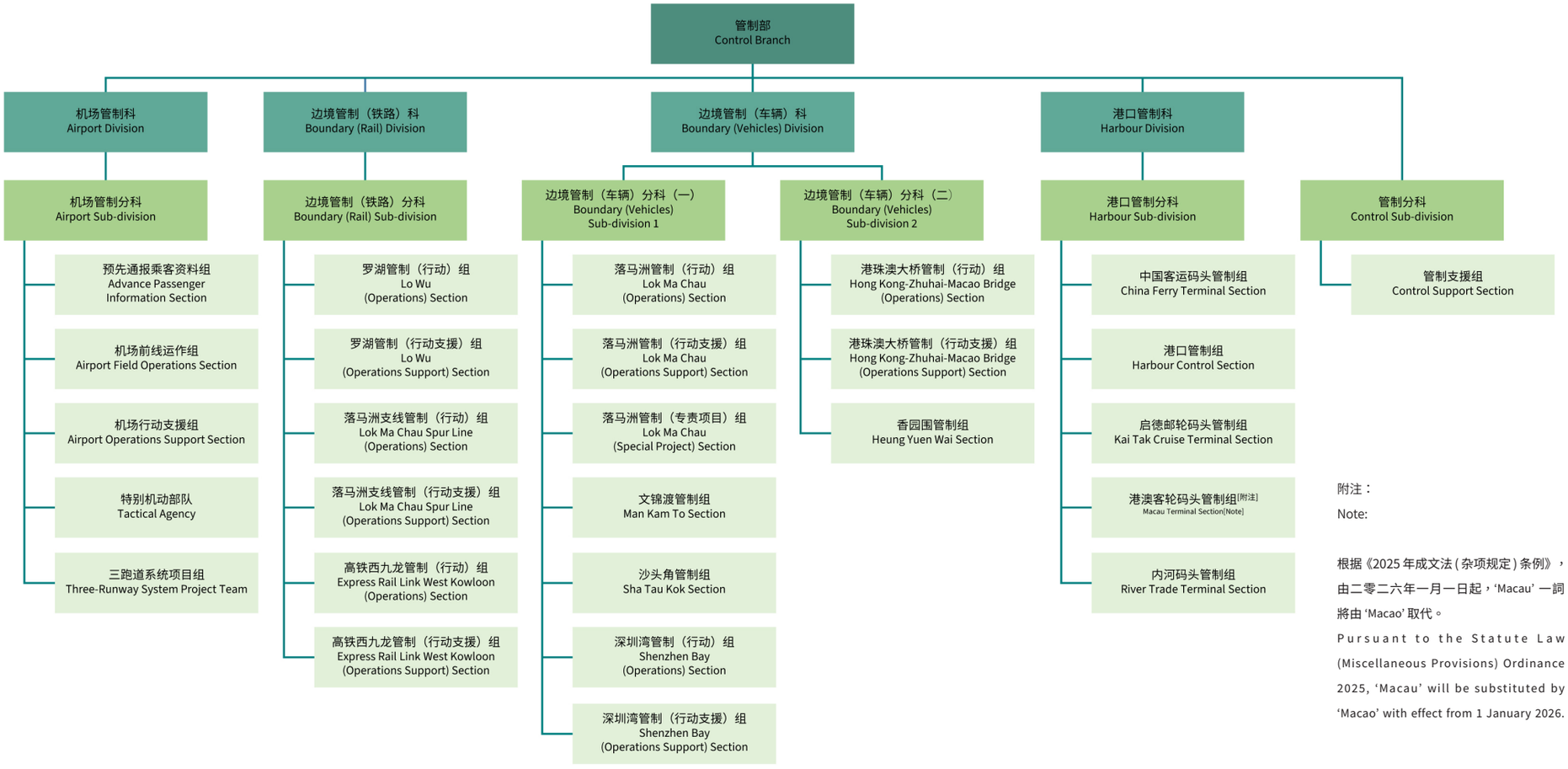
1.	入境事务队级别 Rank Insignia and Accessories for the Immigration Service	64
2.	入境事务处组织图 Organisation Chart of Immigration Department	65
3.	编制及实际人数 Establishment and Strength	70
4.	已发出的签证／入境许可证统计数字 Statistics on Visas/Entry Permits Issued	70
5.	整体旅客流量统计数字 Overall Passenger Traffic Statistics	71
6.	按出入境管制站计算的旅客流量统计数字 Statistics on Passenger Traffic by Control Point	72
7.	跨境旅客流量统计数字 Statistics on Cross-boundary Passenger Traffic	73
8.	已签发的香港身份证数目 Number of Hong Kong Identity Cards Issued	74
9.	已签发的香港旅行证件数目 Number of Hong Kong Travel Documents Issued	74
10.	中国国籍相关申请的统计数字 Chinese Nationality Related Applications Statistics	74
11.	生死及婚姻登记服务的统计数字 Registration of Births, Deaths and Marriages Services Statistics	75
12.	同意给予香港特别行政区护照持有人免签证／落地签证入境旅游的国家和地区 Countries/Territories which have Agreed to Grant Visa-free Access/Visa-on-arrival to HKSAR Passport Holders	76
13.	执法部统计数字 Enforcement Branch Statistics	80
14.	从内地来港的非法入境者统计数字 Statistics on Illegal Immigrants from the Mainland	80
15.	在香港识破的伪造旅行证件统计数字 Statistics on Forged Travel Documents Detected in Hong Kong	81
16.	酷刑／免遣返声请个案 Torture/Non-refoulement Claim Cases	81
17.	公共服务电子化统计数字 Electronic Service Application Statistics	82
18.	职员的训练课程 Training Courses for Staff	86
19.	嘉许及投诉个案复核结果 Appreciation and Review Findings on Complaints	87

附录 1 - 入境事务队级别
Appendix 1 - Rank of Immigration Service

职级 Rank	阶级徽章 Rank Insignia	领章 Gorget Patch / Lapel Badge	帽边装饰 Cap Peak
处长 Director			
副处长 Deputy Director			
助理处长 Assistant Director			
高级首席入境事务主任 Senior Principal Immigration Officer			
首席入境事务主任 Principal Immigration Officer			
助理首席入境事务主任 Assistant Principal Immigration Officer			
总入境事务主任 Chief Immigration Officer			
高级入境事务主任 Senior Immigration Officer			
入境事务主任 Immigration Officer			
入境事务主任（见习） Immigration Officer (Probationary)			
总入境事务助理员 Chief Immigration Assistant			
高级入境事务助理员 Senior Immigration Assistant			
入境事务助理员 Immigration Assistant			

附录 2 - 入境事务处组织图 （截至二零二五年十二月三十一日）
Appendix 2 - Organisation Chart of Immigration Department (as at 31 December 2025)



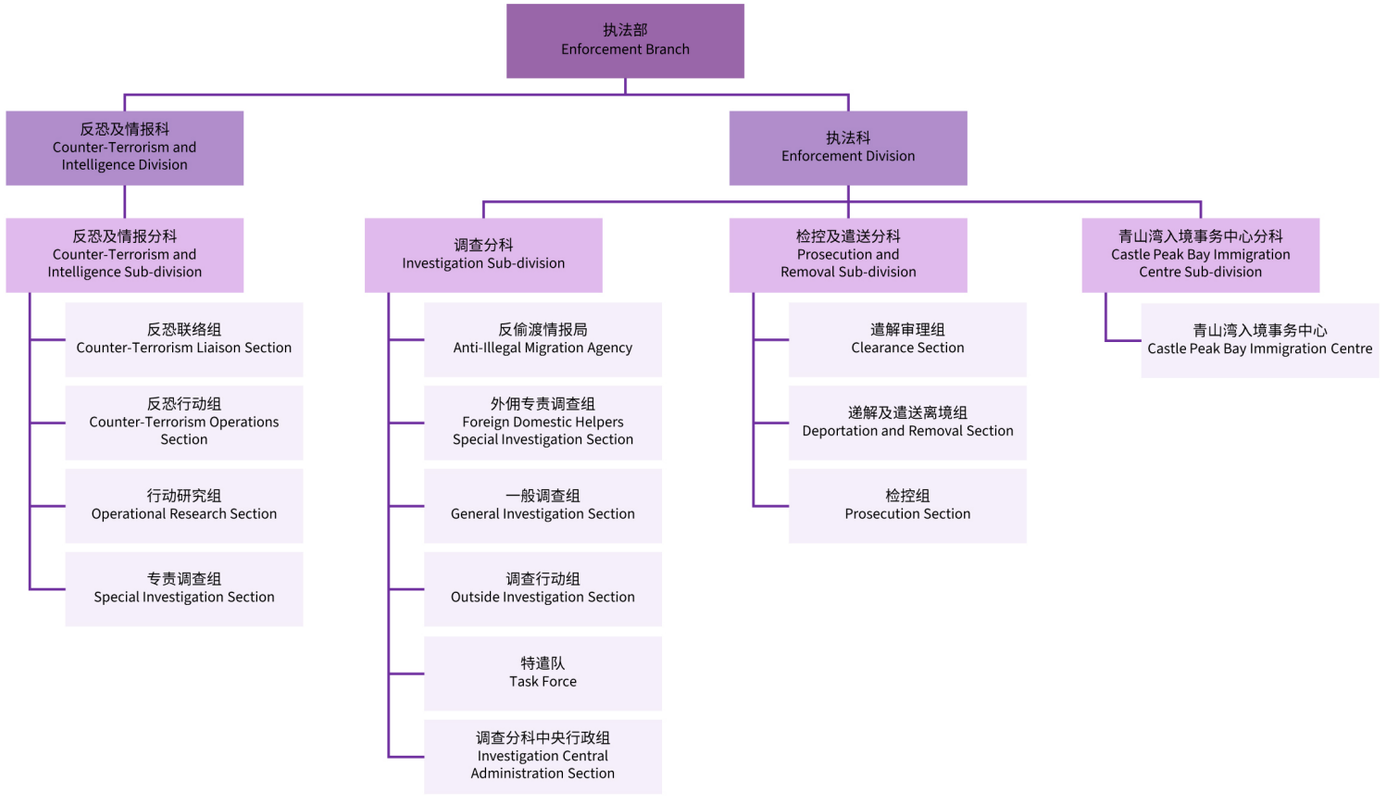


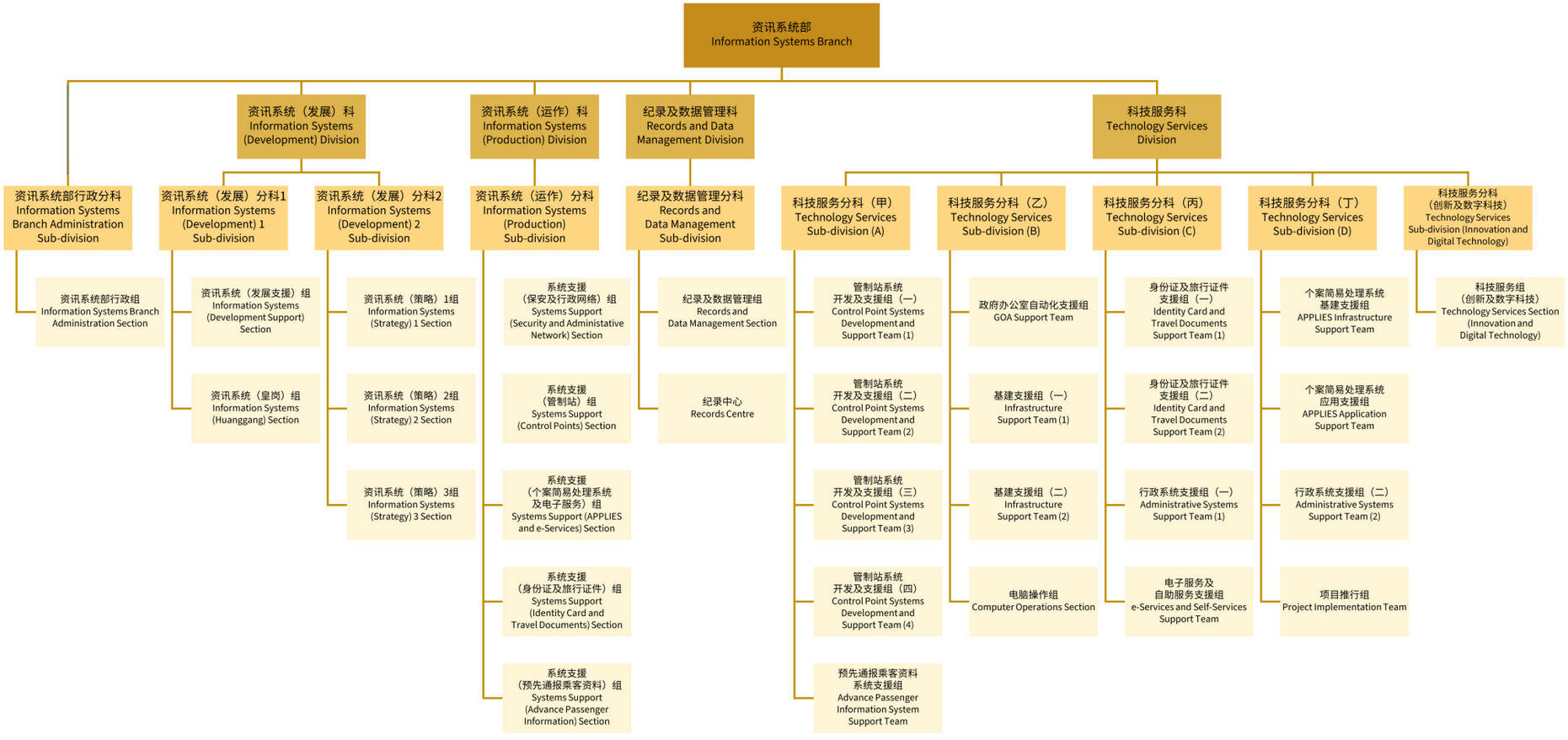
附注：

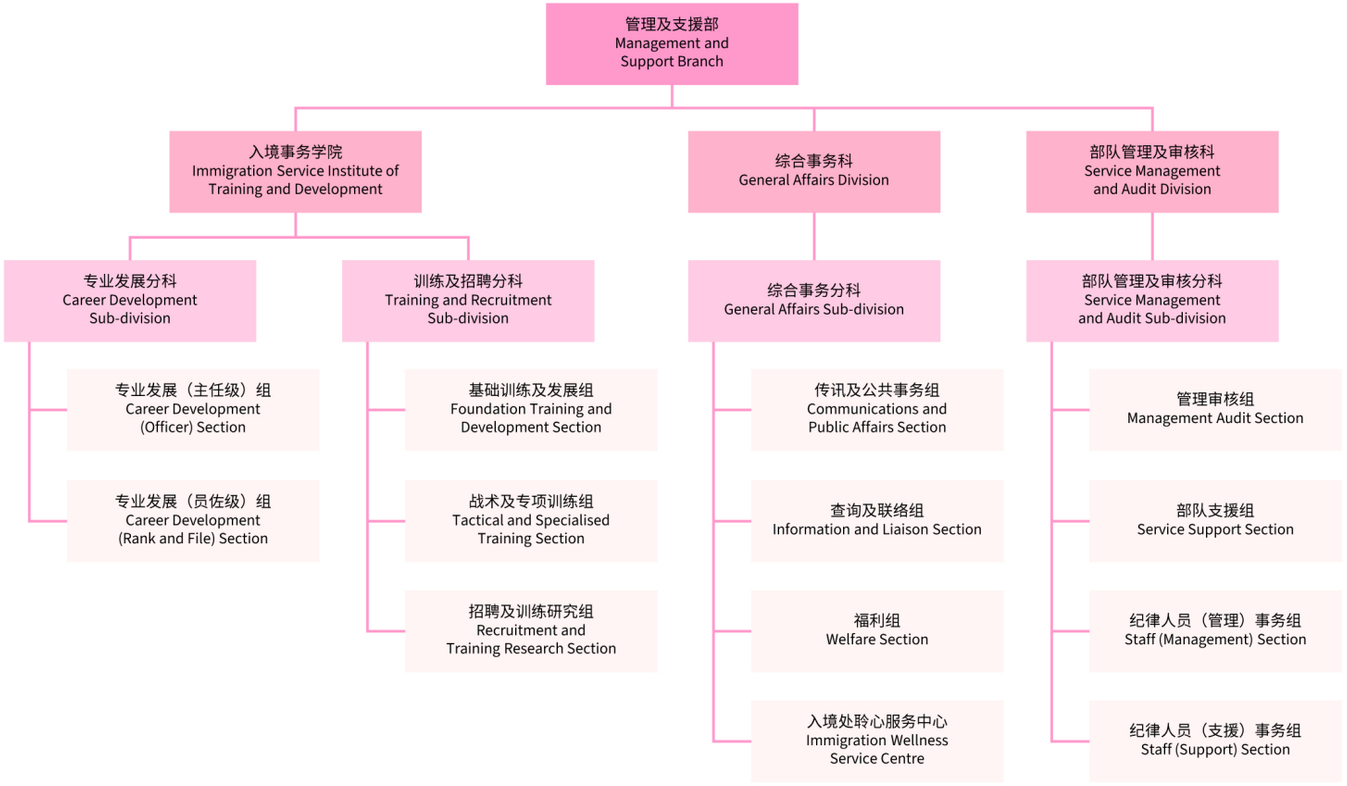
Note:

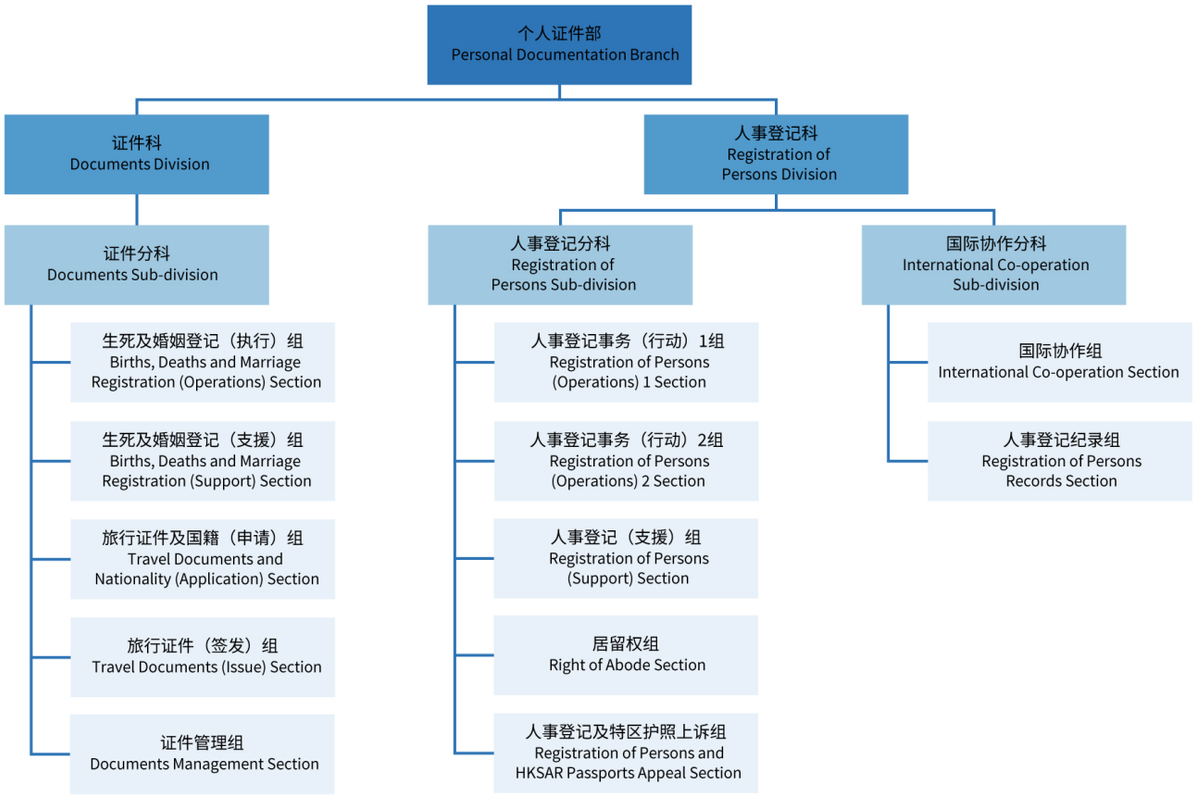
根据《2025 年成文法 (杂项规定) 条例》，由二零二六年一月一日起，‘Macau’ 一詞將由 ‘Macao’ 取代。

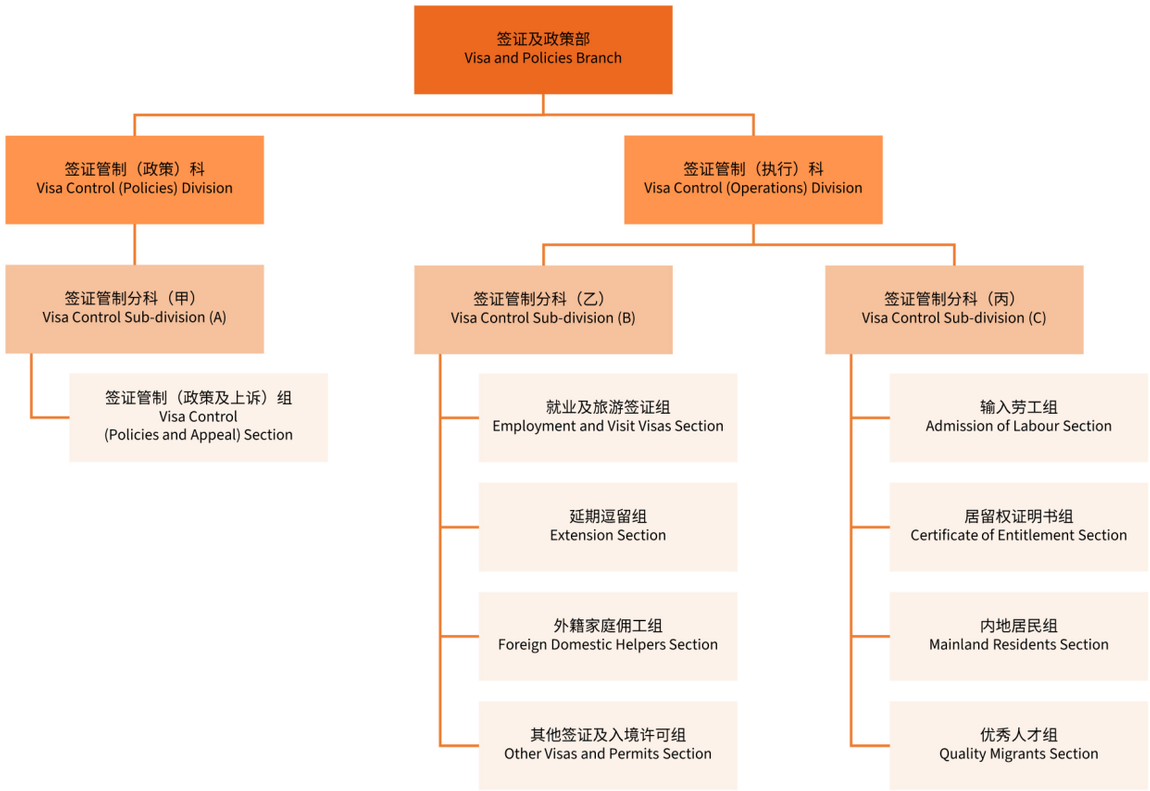
Pursuant to the Statute Law (Miscellaneous Provisions) Ordinance 2025, ‘Macau’ will be substituted by ‘Macao’ with effect from 1 January 2026.

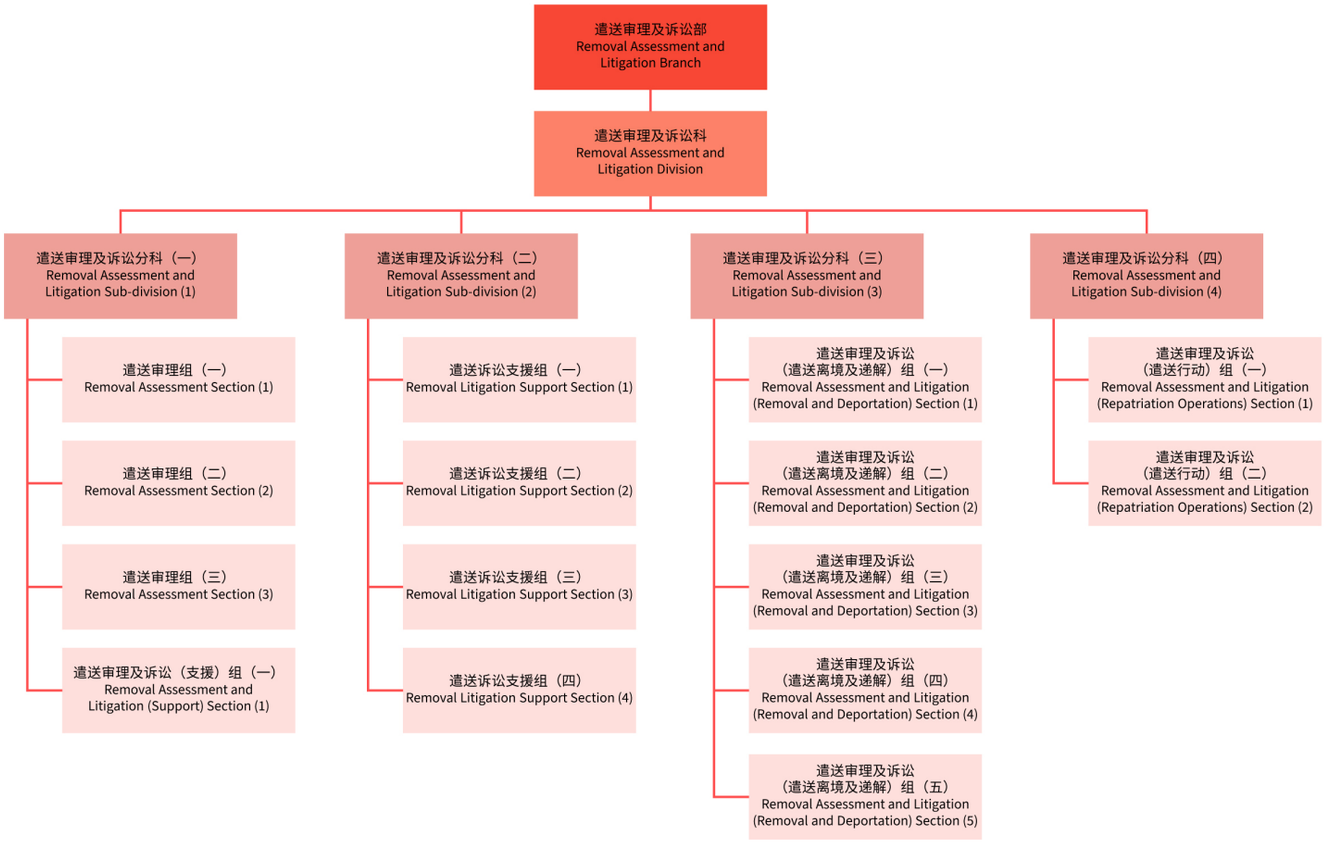

执法部
Enforcement Branch
反恐及情报科
Counter-Terrorism and Intelligence Division
执法科
Enforcement Division
反恐及情报分科
Counter-Terrorism and Intelligence Sub-division
调查分科
Investigation Sub-division
检控及遣送分科
Prosecution and Removal Sub-division
青山湾入境事务中心分科
Castle Peak Bay Immigration Centre Sub-division
反恐联络组
Counter-Terrorism Liaison Section
反恐行动组
Counter-Terrorism Operations Section
行动研究组
Operational Research Section
专责调查组
Special Investigation Section
反偷渡情报局
Anti-Illegal Migration Agency
外佣专责调查组
Foreign Domestic Helpers Special Investigation Section
一般调查组
General Investigation Section
调查行动组
Outside Investigation Section
特遣队
Task Force
调查分科中央行政组
Investigation Central Administration Section
遣解审理组
Clearance Section
递解及遣送离境组
Deportation and Removal Section
检控组
Prosecution Section
青山湾入境事务中心
Castle Peak Bay Immigration Centre

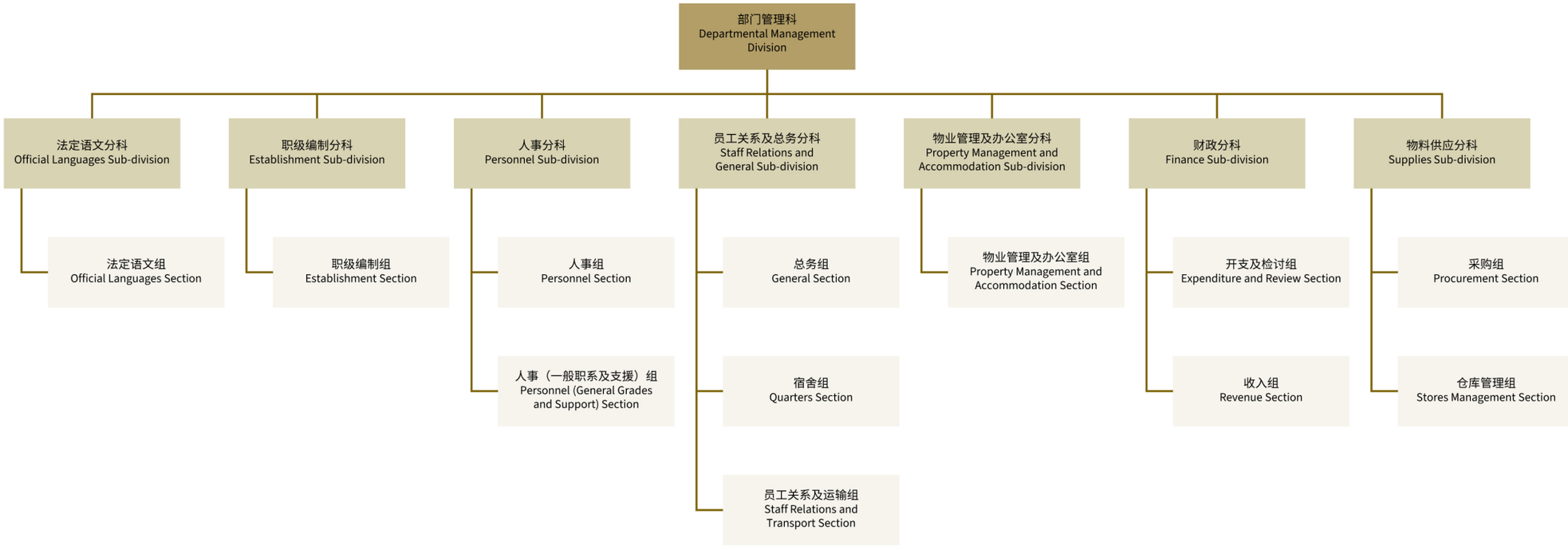

资讯系统部
Information Systems Branch
资讯系统部行政分科
Information Systems Branch Administration Sub-division
资讯系统部行政组
Information Systems Branch Administration Section
资讯系统（发展）科
Information Systems (Development) Division
资讯系统（发展）分科1
Information Systems (Development) 1 Sub-division
资讯系统（发展支援）组
Information Systems (Development Support) Section
资讯系统（皇岗）组
Information Systems (Huanggang) Section
资讯系统（发展）分科2
Information Systems (Development) 2 Sub-division
资讯系统（策略）1组
Information Systems (Strategy) 1 Section
资讯系统（策略）2组
Information Systems (Strategy) 2 Section
资讯系统（策略）3组
Information Systems (Strategy) 3 Section
资讯系统（运作）科
Information Systems (Production) Division
资讯系统（运作）分科
Information Systems (Production) Sub-division
系统支援（保安及行政网络）组
Systems Support (Security and Administative Network) Section
系统支援（管制站）组
Systems Support (Control Points) Section
系统支援（个案简易处理系统及电子服务）组
Systems Support (APPLIES and e-Services) Section
系统支援（身份证及旅行证件）组
Systems Support (Identity Card and Travel Documents) Section
系统支援（预先通报乘客资料）组
Systems Support (Advance Passenger Information) Section
纪录及数据管理科
Records and Data Management Division
纪录及数据管理分科
Records and Data Management Sub-division
纪录及数据管理组
Records and Data Management Section
纪录中心
Records Centre
科技服务科
Technology Services Division
科技服务分科（甲）
Technology Services Sub-division (A)
管制站系统开发及支援组（一）
Control Point Systems Development and Support Team (1)
管制站系统开发及支援组（二）
Control Point Systems Development and Support Team (2)
管制站系统开发及支援组（三）
Control Point Systems Development and Support Team (3)
管制站系统开发及支援组（四）
Control Point Systems Development and Support Team (4)
预先通报乘客资料系统支援组
Advance Passenger Information System Support Team
科技服务分科（乙）
Technology Services Sub-division (B)
政府办公室自动化支援组
GOA Support Team
基建支援组（一）
Infrastructure Support Team (1)
基建支援组（二）
Infrastructure Support Team (2)
电脑操作组
Computer Operations Section
科技服务分科（丙）
Technology Services Sub-division (C)
身份证及旅行证件支援组（一）
Identity Card and Travel Documents Support Team (1)
身份证及旅行证件支援组（二）
Identity Card and Travel Documents Support Team (2)
行政系统支援组（一）
Administrative Systems Support Team (1)
电子服务及自助服务支援组
e-Services and Self-Services Support Team
科技服务分科（丁）
Technology Services Sub-division (D)
个案简易处理系统基建支援组
APPLIES Infrastructure Support Team
个案简易处理系统应用支援组
APPLIES Application Support Team
行政系统支援组（二）
Administrative Systems Support Team (2)
项目推行组
Project Implementation Team
科技服务分科（创新及数字科技）
Technology Services Sub-division (Innovation and Digital Technology)
科技服务组（创新及数字科技）
Technology Services Section (Innovation and Digital Technology)


管理及支援部
Management and Support Branch
入境事务学院
Immigration Service Institute of Training and Development
综合事务科
General Affairs Division
部队管理及审核科
Service Management and Audit Division
专业发展分科
Career Development Sub-division
训练及招聘分科
Training and Recruitment Sub-division
综合事务分科
General Affairs Sub-division
部队管理及审核分科
Service Management and Audit Sub-division
专业发展（主任级）组
Career Development (Officer) Section
专业发展（员佐级）组
Career Development (Rank and File) Section
基础训练及发展组
Foundation Training and Development Section
战术及专项训练组
Tactical and Specialised Training Section
招聘及训练研究组
Recruitment and Training Research Section
传讯及公共事务组
Communications and Public Affairs Section
查询及联络组
Information and Liaison Section
福利组
Welfare Section
入境处聆心服务中心
Immigration Wellness Service Centre
管理审核组
Management Audit Section
部队支援组
Service Support Section
纪律人员（管理）事务组
Staff (Management) Section
纪律人员（支援）事务组
Staff (Support) Section


个人证件部
Personal Documentation Branch
证件科
Documents Division
人事登记科
Registration of Persons Division
证件分科
Documents Sub-division
人事登记分科
Registration of Persons Sub-division
国际协作分科
International Co-operation Sub-division
生死及婚姻登记（执行）组
Births, Deaths and Marriage Registration (Operations) Section
生死及婚姻登记（支援）组
Births, Deaths and Marriage Registration (Support) Section
旅行证件及国籍（申请）组
Travel Documents and Nationality (Application) Section
旅行证件（签发）组
Travel Documents (Issue) Section
证件管理组
Documents Management Section
人事登记事务（行动）1组
Registration of Persons (Operations) 1 Section
人事登记事务（行动）2组
Registration of Persons (Operations) 2 Section
人事登记（支援）组
Registration of Persons (Support) Section
居留权组
Right of Abode Section
人事登记及特区护照上诉组
Registration of Persons and HKSAR Passports Appeal Section
国际协作组
International Co-operation Section
人事登记纪录组
Registration of Persons Records Section


签证及政策部
Visa and Policies Branch
签证管制（政策）科
Visa Control (Policies) Division
签证管制（执行）科
Visa Control (Operations) Division
签证管制分科（甲）
Visa Control Sub-division (A)
签证管制分科（乙）
Visa Control Sub-division (B)
签证管制分科（丙）
Visa Control Sub-division (C)
签证管制（政策及上诉）组
Visa Control
(Policies and Appeal) Section
就业及旅游签证组
Employment and Visit Visas Section
延期逗留组
Extension Section
外籍家庭佣工组
Foreign Domestic Helpers Section
其他签证及入境许可组
Other Visas and Permits Section
输入劳工组
Admission of Labour Section
居留权证明书组
Certificate of Entitlement Section
内地居民组
Mainland Residents Section
优秀人才组
Quality Migrants Section


遣送审理及诉讼部
Removal Assessment and Litigation Branch
遣送审理及诉讼科
Removal Assessment and Litigation Division
遣送审理及诉讼分科（一）
Removal Assessment and Litigation Sub-division (1)
遣送审理及诉讼分科（二）
Removal Assessment and Litigation Sub-division (2)
遣送审理及诉讼分科（三）
Removal Assessment and Litigation Sub-division (3)
遣送审理及诉讼分科（四）
Removal Assessment and Litigation Sub-division (4)
遣送审理组（一）
Removal Assessment Section (1)
遣送审理组（二）
Removal Assessment Section (2)
遣送审理组（三）
Removal Assessment Section (3)
遣送审理及诉讼（支援）组（一）
Removal Assessment and Litigation (Support) Section (1)
遣送诉讼支援组（一）
Removal Litigation Support Section (1)
遣送诉讼支援组（二）
Removal Litigation Support Section (2)
遣送诉讼支援组（三）
Removal Litigation Support Section (3)
遣送诉讼支援组（四）
Removal Litigation Support Section (4)
遣送审理及诉讼（遣送离境及递解）组（一）
Removal Assessment and Litigation (Removal and Deportation) Section (1)
遣送审理及诉讼（遣送离境及递解）组（二）
Removal Assessment and Litigation (Removal and Deportation) Section (2)
遣送审理及诉讼（遣送离境及递解）组（三）
Removal Assessment and Litigation (Removal and Deportation) Section (3)
遣送审理及诉讼（遣送离境及递解）组（四）
Removal Assessment and Litigation (Removal and Deportation) Section (4)
遣送审理及诉讼（遣送离境及递解）组（五）
Removal Assessment and Litigation (Removal and Deportation) Section (5)
遣送审理及诉讼（遣送行动）组（一）
Removal Assessment and Litigation (Repatriation Operations) Section (1)
遣送审理及诉讼（遣送行动）组（二）
Removal Assessment and Litigation (Repatriation Operations) Section (2)


部门管理科
Departmental Management Division
法定语文分科
Official Languages Sub-division
法定语文组
Official Languages Section
职级编制分科
Establishment Sub-division
职级编制组
Establishment Section
人事分科
Personnel Sub-division
人事组
Personnel Section
人事（一般职系及支援）组
Personnel (General Grades and Support) Section
员工关系及总务分科
Staff Relations and General Sub-division
总务组
General Section
宿舍组
Quarters Section
员工关系及运输组
Staff Relations and Transport Section
物业管理及办公室分科
Property Management and Accommodation Sub-division
物业管理及办公室组
Property Management and Accommodation Section
财政分科
Finance Sub-division
开支及检讨组
Expenditure and Review Section
收入组
Revenue Section
物料供应分科
Supplies Sub-division
采购组
Procurement Section
仓库管理组
Stores Management Section

附录 3 - 编制及实际人数
Appendix 3 - Establishment and Strength

职系 Grade	编制 Establishment	实际人数 [备注 1] Strength[Remark 1]
首长级 Directorate Officer	15	13
主任级 Officer	2 396	2 293
员佐级 Rank and File	4 812	4 597
一般及共通职系 General and Common	1 515	1 344
总计 Total	**8 738**	**8 247**

附注：
Note(s):

- 数字截至二零二五年十二月三十一日。首长级人员编制数字包括一个助理处长编外职位。
  Figures denote position as at 31 December 2025. The establishment figure for directorate officer has included one supernumerary Assistant Director post.

备注：
Remark(s):

1. 实际人数包括正放取离职前休假的员工。
   The strength figures include officers on final leave.

附录 4 - 已发出的签证／入境许可证统计数字
Appendix 4 - Statistics on Visas/Entry Permits Issued

已发出的签证／入境许可证 Visas/Entry Permits Issued		2023	2024	2025
「高端人才通行证计划」签发的签证／入境许可证 Visas/Entry Permits under 'Top Talent Pass Scheme'		49 737	41 057	31 508
「一般就业政策」签发的雇佣工作签证／入境许可证 Employment Visas/Entry Permits under 'General Employment Policy'		26 270	35 058	31 278
「输入内地人才计划」签发的雇佣工作入境许可证 Employment Entry Permits under 'Admission Scheme for Mainland Talents and Professionals'		19 757	25 344	26 714
「科技人才入境计划」签发的雇佣工作签证／入境许可证 Employment Visas/Entry Permits under 'Technology Talent Admission Scheme'		130	118	161
「资本投资者入境计划」签发的签证／入境许可证 [备注 1] Visas/Entry Permits under 'Capital Investment Entrant Scheme'[Remark 1]		5	-	-
「新资本投资者入境计划」签发的签证／入境许可证 [备注 2] Visas/Entry Permits under 'New Capital Investment Entrant Scheme' [Remark 2]	「原则上批准」 [备注 3] Approval-in-Principle[Remark 3]	-	625	1 695
	「正式批准」 [備註 4] Formal Approval[Remark 4]	-	215	1 287
「优秀人才入境计划」获成功甄选个案 [备注 5] Successful cases selected under 'Quality Migrant Admission Scheme'[Remark 5]		12 969	11 848	7 101
「非本地毕业生留港／回港就业安排」签发的签证／入境许可证 Visas/Entry Permits under 'Immigration Arrangements for Non-local Graduates'		26 089	25 475	27 630
「输入中国籍香港永久性居民第二代计划」签发的签证 Visas under 'Admission Scheme for the Second Generation of Chinese Hong Kong Permanent Residents'		97	80	68
「院舍输入护理员特别计划」签发的雇佣工作签证／入境许可证 [备注 6] Employment Visas/Entry Permits under the 'Special Scheme to Import Care Workers for Residential Care Homes'[Remark 6]		791	5 113	4 021
「行业输入劳工计划」签发的雇佣工作签证／入境许可证 [备注 7] Employment Visas/Entry Permits under the 'Sector-speific Labour Importation Schemes'[Remark 7]		2 689	12 248	6 514
「补充劳工优化计划」（前称补充劳工计划）签发的雇佣工作签证／入境许可证 [备注 8] Employment Visas/Entry Permits under the 'Enhanced Supplementary Labour Scheme'[Remark 8]		5 380	17 832	40 694
外籍家庭佣工的雇佣工作签证 Employment Visas for Foreign Domestic Helpers		86 261	81 935	83 237
「工作假期计划」签发的签证 Visas under 'Working Holiday Scheme'		811	993	1 171
学生签证／入境许可证 Student Visas/Entry Permits	內地居民 Mainland Residents	54 453	65 284	82 546
	非內地居民 Non-Mainland Residents	7 626	9 182	11 971
受养人签证／入境许可证 Dependant Visas/Entry Permits		114 937	108 410	96 411
外籍人士的旅游签证 Visit Visas for Foreigners		54 351	72 016	94 646
台湾来港旅游入境许可证 Taiwan Visit Permits		25	24	15
台湾居民预办入境登记 Pre-arrival Registration for Taiwan Residents		278 761	478 336	515 623
印度国民预办入境登记 Pre-arrival Registration for Indian Nationals		193 777	332 907	390 497
香港特区旅游通行证 HKSAR Travel Passes		134	105	95
亚太经合组织商务旅游证 APEC Business Travel Cards		23 024	15 152	10 113
访客及非永久性居民的延期逗留 Extension of Stay for Visitors and Non-permanent Residents		314 240	278 537	343 248

备注：
Remark(s):

1. 「资本投资者入境计划」自二零一五年一月十五日起已暂停。本处已于二零二三年十月完成处理该计划的所有申请。
   The 'Capital Investment Entrant Scheme' has been suspended since 15 January 2015. All applications under the scheme have been finalised in October 2023.
2. 「新资本投资者入境计划」由二零二四年三月一日起实施。
   The 'New Capital Investment Entrant Scheme' has been implemented since 1 March 2024.
3. 数字为申请人获投资推广署发出符合净资产规定审查证明书后，向入境处递交入境签证 / 进入许可的获批数字。获「原则上批准」的申请人可以访客身份来港逗留不多于 180 天作出已承诺的投资。
   The numbers denote the numbers of approved applications for visas/entry permits that were submitted to the ImmD after the applicants had obtained the Certifying Proof for Fulfillment of Net Asset Requirement issued by Invest Hong Kong (InvestHK). Applicants who were given 'Approval-in-Principle' could enter Hong Kong on visitor status for not more than 180 days for making the committed investments.
4. 数字为申请人获投资推广署发出符合投资规定审查证明书后，向入境处递交该证明书，以继续处理其入境签证 / 进入许可的获批数字。
   The numbers denote the numbers of approved applications for visas/entry permits after the applicants had obtained the Certifying Proof for Fulfillment of Investment Requirements issued by InvestHK, and submitted the said proof to the ImmD for resuming the processing of their applications.
5. 获批数字为成功通过「输入优秀人才及专才咨询委员会」或政府评核委员会甄选的个案数目。
   The number of applications approved denotes the number of applications that passed the selection by the Advisory Committee on Admission of Quality Migrants and Professionals or the Government's Assessment Panel.
6. 「院舍输入护理员特别计划」由二零二三年六月十九日起实施。
   The 'Special Scheme to Import Care Workers for Residential Care Homes' has been implemented since 19 June 2023.
7. 「行业输入劳工计划」由二零二三年七月十七日起实施。
   The 'Sector-specific Labour Importation Schemes' have been implemented since 17 July 2023.
8. 「补充劳工计划」于二零二三年九月四日优化及易名为「补充劳工优化计划」。
   The 'Supplementary Labour Scheme' was enhanced and renamed as the 'Enhanced Supplementary Labour Scheme' since 4 September 2023.

附录 5 - 整体旅客流量统计数字
Appendix 5 - Overall Passenger Traffic Statistics

	旅客人次 (百万) Passengers (Million)		
	2023	2024	2025
航空 [备注 1]	31.7	41.9	45.3
Air[Remark 1]	(+673.2%)	(+32.2%)	(+8.1%)
陆路 [备注 2]	182.2	263.0	298.6
Land[Remark 2]	(+4 455.0%)	(+44.3%)	(+13.5%)
水路	8.1	8.8	8.4
Sea	(+26 900.0%)	(+8.6%)	(-4.5%)
总计	**222.0**	**313.8**	**352.3**
Total	**(+2 640.7%)**	**(+41.4%)**	**(+12.3%)**

附注：
Note(s):

- 括弧内数字为与去年比较的变动百分比。
  Figures in brackets denote percentage changes over the preceding year.
- 由于进位原因，统计表内个别项目的数字总和可能与相应的总数略有差别。
  The sum of individual items may not tally with the corresponding total shown in the table because of rounding.
- 为应对 2019 冠状病毒病疫情，香港特别行政区（香港特区）政府自二零二零年一月底至二零二三年年初分阶段暂停大部分管制站的客运通关服务。香港与内地由二零二三年一月八日起已分阶段逐步恢复两地人员正常往来，香港特区政府重开为应对 2019 冠状病毒病疫情而需要暂停客运通关服务的管制站。由二零二三年二月六日起，香港与内地全面通关。
  In response to the developments of COVID-19 pandemic, the Hong Kong Special Administrative Region (HKSAR) Government has suspended passenger clearance services at most of the control points in phases from late January 2020 to early 2023. The normal travel of persons between Hong Kong and the Mainland has been resumed progressively in phases starting 8 January 2023, the HKSAR Government reopened those control points where passenger clearance services needed to be suspended in response to the developments of the COVID-19 pandemic. Normal travel between Hong Kong and the Mainland fully resumed starting 6 February 2023.
- 红磡管制站自城际直通车于二零二零年一月三十日起暂停服务，并自二零二四年七月三十一日起正式停止运作。
  The Hung Hom Control Point suspended its services from 30 January 2020 onwards upon suspension of the Intercity Through Train services, and has formally ceased to operate since 31 July 2024.
- 沙头角管制站自二零二零年一月三十日起已暂停客运通关服务，以配合沙头角口岸重建项目。
  Passenger clearance services at Sha Tau Kok Boundary Control Point have been suspended since 30 January 2020 to facilitate the redevelopment of Sha Tau Kok Port.
- 香园围边境管制站于二零二零年八月二十六日投入运作时只提供货运通关服务，并于二零二三年二月六日开始全面投入运作 (包括货运和客运通关服务)。
  The Heung Yuen Wai Boundary Control Point commenced operation on 26 August 2020 with cargo clearance service only. It commenced full operation (including cargo and passenger clearance services) on 6 February 2023.

备注：
Remark(s):

1. 数字包括在海天中转大楼中转客车的司机人次。香港国际机场海天中转大楼于二零二三年八月三十日起为中转旅客提供客车服务。并自二零二五年十一月一日起，接驳巴士司机采用过境旅客安排，无需办理清关、检疫及出入境手续。
   Figures include drivers of transfer coaches via SkyPier Terminal. SkyPier Terminal at HKIA provides transfer coach service for transfer passengers with effect from 30 August 2023. With effect from 1 November 2025, these coach drivers are treated similarly as transit passengers that Customs, Immigration and Quarantine procedures are not required.
2. 数字包括在落马洲、文锦渡、沙头角、深圳湾、港珠澳大桥及香园围边境管制站过境车辆的司机人次。
   Figures include drivers of cross-boundary vehicles via Lok Ma Chau, Man Kam To, Sha Tau Kok, Shenzhen Bay, Hong Kong-Zhuhai-Macao Bridge and Heung Yuen Wai Boundary Control Points.

附录 6 - 按出入境管制站计算的旅客流量统计数字
Appendix 6 - Statistics on Passenger Traffic by Control Point

	管制站 Control Point	旅客人次 Passengers	司机人次 Drivers	总计 Total
航空 Air	机场 [备注 1] Airport[Remark 1]	45 323 554	18 178	**45 341 732**
陆路 Land	罗湖 Lo Wu	70 398 991	-	**70 398 991**
	落马洲支线 Lok Ma Chau Spur Line	59 039 010	-	**59 039 010**
	落马洲 Lok Ma Chau	13 995 605	4 498 041	**18 493 646**
	文锦渡 Man Kam To	2 116 422	945 265	**3 061 687**
	沙头角 [备注 2] Sha Tau Kok[Remark 2]	0	0	**0**
	深圳湾 Shenzhen Bay	44 407 707	5 806 981	**50 214 688**
	港珠澳大桥 Hong Kong-Zhuhai-Macao Bridge	30 753 885	5 003 988	**35 757 873**
	高铁西九龙 Express Rail Link West Kowloon	30 929 967	-	**30 929 967**
	香园围 Heung Yuen Wai	29 248 529	1 430 400	**30 678 929**
水路 Sea	中国客运码头 China Ferry Terminal	840 162	-	**840 162**
	港澳客轮码头 Macao Ferry Terminal	6 906 711	-	**6 906 711**
	港口管制组 Harbour Control	33 887	-	**33 887**
	内河码头 River Trade Terminal	137	-	**137**
	启德邮轮码头 [备注 3] Kai Tak Cruise Terminal[Remark 3]	637 200	-	**637 200**

备注：
Remark(s):

1. 香港国际机场海天中转大楼于二零二三年八月三十日起为中转旅客提供客车服务。并自二零二五年十一月一日起，接驳巴士司机采用过境旅客安排，无需办理清关、检疫及出入境手续。
SkyPier Terminal at HKIA provides transfer coach service for transfer passengers with effect from 30 August 2023. With effect from 1 November 2025, these coach drivers are treated similarly as transit passengers that Customs, Immigration and Quarantine procedures are not required.
2. 沙头角管制站自二零二零年一月三十日起已暂停客运通关服务，以配合沙头角口岸重建项目。
Passenger clearance services at Sha Tau Kok Boundary Control Point have been suspended since 30 January 2020 to facilitate the redevelopment of Sha Tau Kok Port.
3. 启德邮轮码头的出入境旅客人次包括停泊在启德邮轮码头、海运大厦及其他碇泊处的海外邮轮旅客，以香港为母港的邮轮旅客，及以公海为目的地的邮船旅客。
Figures include passengers by cruises to high seas and cruise liners berthing at the Kai Tak Cruise Terminal, the Ocean Terminal and other anchorages, as well as Hong Kong based passenger liners.

附录 7 - 跨境旅客流量统计数字
Appendix 7 - Statistics on Cross-boundary Passenger Traffic

管制站 Control Point	2023 旅客人次（百万） Passengers (Million)	2023 司机人次（百万） Drivers (Million)	2024 旅客人次（百万） Passengers (Million)	2024 司机人次（百万） Drivers (Million)	2025 旅客人次（百万） Passengers (Million)	2025 司机人次（百万） Drivers (Million)
红磡 [备注 1] Hung Hom[Remark 1]	0 (±0%)	-	0 (±0%)	-	-	-
罗湖 Lo Wu	45.33 (-)	-	64.22 (+41.7%)	-	70.40 (+9.6%)	-
落马洲支线 Lok Ma Chau Spur Line	40.85 (-)	-	55.05 (+34.8%)	-	59.04 (+7.2%)	-
落马洲 Lok Ma Chau	8.40 (-)	3.03 (+471.7%)	12.06 (+43.6%)	4.16 (+37.3%)	14.00 (+16.1%)	4.50 (+8.2%)
文锦渡 Man Kam To	1.03 (-)	0.66 (+15.8%)	1.48 (+43.7%)	0.86 (+30.3%)	2.12 (+43.2%)	0.95 (+10.5%)
沙头角 [备注 2] Sha Tau Kok[Remark 2]	0 (±0%)	0 (±0%)	0 (±0%)	0 (±0%)	0 (±0%)	0 (±0%)
深圳湾 Shenzhen Bay	22.69 (+2 339.8%)	3.49 (+200.9%)	34.48 (+52.0%)	4.84 (+38.7%)	44.41 (+28.8%)	5.81 (+20.0%)
港珠澳大桥 Hong Kong-Zhuhai-Macao Bridge	21.57 (+11 252.6%)	2.23 (+869.6%)	28.47 (+32.0%)	4.24 (+90.1%)	30.75 (+8.0%)	5.00 (+17.9%)
高铁西九龙 Express Rail Link West Kowloon	19.65 (-)	-	26.52 (+35.0%)	-	30.93 (+16.6%)	-
香园围 [备注 3] Heung Yuen Wai[Remark 3]	12.45 (-)	0.78 (+151.6%)	25.50 (+104.8%)	1.13 (+44.9%)	29.25 (+14.7%)	1.43 (+26.5%)
总计 **Total**	**171.97** **(+15 254.5%)**	**10.20** **(+260.4%)**	**247.78** **(+44.1%)**	**15.24** **(+49.4%)**	**280.89** **(+13.4%)**	**17.68** **(+16.0%)**

附注：
Note(s):

- 括弧内数字为与去年比较的变动百分比。
  Figures in brackets denote percentage changes over the preceding year.
- 由于进位原因，统计表内个别项目的数字总和可能与相应的总数略有差别。
  The sum of individual items may not tally with the corresponding total shown in the table because of rounding.
- 为应对 2019 冠状病毒病疫情，香港特别行政区（香港特区）政府自二零二零年一月底至二零二三年年初分阶段暂停大部分管制站的客运通关服务。香港与内地由二零二三年一月八日起已分阶段逐步恢复两地人员正常往来，香港特区政府重开为应对 2019 冠状病毒病疫情而需要暂停客运通关服务的管制站。由二零二三年二月六日起，香港与内地全面通关。
  In response to the developments of COVID-19 pandemic, the Hong Kong Special Administrative Region (HKSAR) Government has suspended passenger clearance services at most of the control points in phases from late January 2020 to early 2023. The normal travel of persons between Hong Kong and the Mainland has been resumed progressively in phases starting 8 January 2023, the HKSAR Government reopened those control points where passenger clearance services needed to be suspended in response to the developments of the COVID-19 pandemic. Normal travel between Hong Kong and the Mainland fully resumed starting 6 February 2023.

备注：
Remark(s):

1. 红磡管制站自城际直通车于二零二零年一月三十日起暂停服务，并自二零二四年七月三十一日起正式停止运作。
   The Hung Hom Control Point suspended its services from 30 January 2020 onwards upon suspension of the Intercity Through Train services, and has formally ceased to operate since 31 July 2024.
2. 沙头角管制站自二零二零年一月三十日起已暂停客运通关服务，以配合沙头角口岸重建项目。
   Passenger clearance services at Sha Tau Kok Boundary Control Point have been suspended since 30 January 2020 to facilitate the redevelopment of Sha Tau Kok Port.
3. 香园围边境管制站于二零二零年八月二十六日投入运作时只提供货运通关服务，并于二零二三年二月六日开始全面投入运作（包括货运和客运通关服务）。
   The Heung Yuen Wai Boundary Control Point commenced operation on 26 August 2020 with cargo clearance service only. It commenced full operation (including cargo and passenger clearance services) on 6 February 2023.

附录 8 - 已签发的香港身份证数目
Appendix 8 - Number of Hong Kong Identity Cards Issued

	2023	2024	2025
永久性居民身份证	1 080 054	607 623	460 450
Permanent Identity Card	(-37.1%)	(-43.7%)	(-24.2%)
非永久性居民身份证	325 282	390 455	329 694
Non-permanent Identity Card	(+9.4%)	(+20.0%)	(-15.6%)
总计	**1 405 336**[备注 1][Remark 1]	**998 078**[备注 2][Remark 2]	**790 144**[备注 3][Remark 3]
Total	**(-30.3%)**	**(-29.0%)**	**(-20.8%)**

附注：
Note(s):

- 括弧内数字为与去年比较的变动百分比。
  Figures in brackets denote percentage changes over the preceding year.

备注：
Remark(s):

1. 当中 348 762 张新智能身份证为透过全港市民换领身份证计划 (已于 2023 年 3 月 3 日结束) 签发及 12 627 张新智能身份证为透过「到访院舍换证服务」签发。
   Among which 348,762 new smart Hong Kong Identity Cards were issued under the Territory-wide Identity Card Replacement Exercise (concluded on 3 March 2023), and 12,627 identity cards were issued under the 'On-site Identity Card Replacement Service'.
2. 当中 13 340 张新智能身份证为透过「到访院舍换证服务」签发。
   Among which 13,340 identity cards were issued under the 'On-site Identity Card Replacement Service'.
3. 当中 111 张新智能身份证为透过「到访院舍换证服务」签发。
   Among which 111 identity cards were issued under the 'On-site Identity Card Replacement Service'.

附录 9 - 已签发的香港旅行证件数目
Appendix 9 - Number of Hong Kong Travel Documents Issued

	2023	2024	2025
香港特区护照	1 453 395	910 553	698 310
HKSAR Passports	(+136.7%)	(-37.3%)	(-23.3%)
签证身份书	54 650	49 193	32 945
Document of Identity for Visa Purposes	(+98.0%)	(-10.0%)	(-33.0%)
回港证	95 182	47 554	31 785
Re-entry Permit	(+302.1%)	(-50.0%)	(-33.2%)
海员身份证	33	24	21
Seaman's Identity Book	(+6.5%)	(-27.3%)	(-12.5%)

附注：
Note(s):

- 括弧内数字为与去年比较的变动百分比。
  Figures in brackets denote percentage changes over the preceding year.

附录 10 - 中国国籍相关申请的统计数字
Appendix 10 - Chinese Nationality Related Applications Statistics

	2023	2024	2025
国籍变更申请	366	364	310
Application for Change of Nationality Received	(+74.3%)	(-0.5%)	(-14.8%)
加入中国国籍申请	2 147	2 123	2 209
Application for Naturalisation as a Chinese National Received	(+43.4%)	(-1.1%)	(+4.1%)
退出中国国籍申请	261	239	447
Application for Renunciation of Chinese Nationality Received	(-23.7%)	(-8.4%)	(+87.0%)
恢复中国国籍申请	15	11	8
Application for Restoration of Chinese Nationality Received	(+275.0%)	(-26.7%)	(-27.3%)

附注：
Note(s):

- 括弧内数字为与去年比较的变动百分比。
  Figures in brackets denote percentage changes over the preceding year.

附录 11 - 生死及婚姻登记服务的统计数字
Appendix 11 - Registration of Births, Deaths and Marriages Services Statistics

		2023	2024	2025
登记 Registration	**出生** [备注 1] Births[Remark 1]	33 288 (+1.0%)	36 767 (+10.5%)	31 714 (-13.7%)
	死亡 Deaths	56 776 (-7.8%)	52 366 (-7.8%)	51 750 (-1.2%)
	结婚 [备注 2] Marriages[Remark 2]	47 518 (+58.5%)	44 586 (-6.2%)	42 289 (-5.2%)
	领养 Adoptions	72 (+20.0%)	69 (-4.2%)	49 (-29.0%)
纪录翻查 Record Searches	**出生** Births	8 638 (+32.6%)	8 019 (-7.2%)	7 931 (-1.1%)
	死亡 Deaths	12 289 (+26.0%)	11 111 (-9.6%)	11 116 (+0.05%)
	结婚 Marriages	20 695 (+37.9%)	18 828 (-9.0%)	18 329 (-2.7%)
	无结婚纪录 Absence of Marriage Record	53 486 (+136.8%)	46 411 (-13.2%)	43 312 (-6.7%)
证书签发 Certificate Issued	**出生** Births	96 378 (+0.01%)	89 041 (-7.6%)	76 875 (-13.7%)
	死亡 Deaths	148 507 (-1.3%)	140 149 (-5.6%)	137 907 (-1.6%)
	结婚 [备注 3] Marriages[Remark 3]	22 230 (+39.1%)	19 785 (-11.0%)	19 101 (-3.5%)
	无结婚纪录 Absence of Marriage Record	29 675 (+129.4%)	25 522 (-14.0%)	23 441 (-8.2%)
	领养 Adoptions	212 (-18.8%)	215 (+1.4%)	144 (-33.0%)

附注：
Note(s):

- 括弧内数字为与去年比较的变动百分比。
  Figures in brackets denote percentage changes over the preceding year.

备注：
Remark(s):

1. 不包括出生一年后才补办的出生登记数字。
   Excluding the number of consent to post registration of births registered after one year of birth.
2. 不包括结婚后才补办的婚姻登记数字。
   Excluding the number of post registration of marriages.
3. 不包括在婚礼中签发的证书。
   Excluding the certificates issued upon marriages solemnisation.

附录 12 - 同意给予香港特别行政区护照持有人免签证／落地签证入境旅游的国家和地区
Appendix 12 - Countries/Territories which have Agreed to Grant Visa-free Access/Visa-on-arrival to HKSAR Passport Holders

以下国家和地区已同意给予香港特别行政区护照持有人免签证或落地签证入境（截至二零二五年十二月三十一日）：

The following countries and territories have agreed to grant visa-free access or visa-on-arrival to HKSAR passport holders (as at 31 December 2025):

1	阿尔巴尼亚 [备注 1]	Albania[Remark 1]
2	阿尔及利亚	Algeria
3	安道尔	Andorra
4	安哥拉 [备注 2]	Angola[Remark 2]
5	安圭拉	Anguilla
6	安提瓜和巴布达	Antigua & Barbuda
7	阿根廷	Argentina
8	亚美尼亚	Armenia (Republic of)
9	阿鲁巴	Aruba
10	奥地利 [备注 3]	Austria[Remark 3]
11	巴哈马	Bahamas
12	巴林 [备注 4]	Bahrain[Remark 4]
13	巴巴多斯	Barbados
14	白俄罗斯	Belarus
15	比利时 [备注 3]	Belgium[Remark 3]
16	伯利兹	Belize
17	贝宁	Benin
18	百慕达 [备注 5]	Bermuda[Remark 5]
19	玻利维亚 [备注 6]	Bolivia[Remark 6]
20	波斯尼亚和黑塞哥维那	Bosnia and Herzegovina
21	博茨瓦纳	Botswana (Republic of)
22	巴西联邦共和国	Brazil (Federative Republic of)
23	英属维尔京群岛	British Virgin Islands
24	文莱	Brunei Darussalam
25	保加利亚共和国 [备注 3]	Bulgaria (Republic of)[Remark 3]
26	布基纳法索	Burkina Faso
27	布隆迪	Burundi
28	加拿大 [备注 7]	Canada[Remark 7]
29	佛得角共和国	Cape Verde (Republic of)
30	荷兰加勒比	Caribbean Netherlands
31	开曼群岛	Cayman Islands
32	智利	Chile
33	哥伦比亚	Colombia
34	科摩罗 [备注 8]	Comoros[Remark 8]
35	库克群岛 [备注 8]	Cook Islands[Remark 8]
36	克罗地亚共和国 [备注 3]	Croatia (Republic of)[Remark 3]
37	库拉索	Curacao
38	塞浦路斯共和国	Cyprus (Republic of)
39	捷克 [备注 3]	Czech Republic[Remark 3]
40	丹麦 [备注 3]	Denmark[Remark 3]
41	吉布提	Djibouti
42	多米尼克国	Dominica (Commonwealth of)
43	多米尼加共和国	Dominican Republic
44	厄瓜多尔	Ecuador
45	埃及	Egypt
46	爱沙尼亚 [备注 3]	Estonia[Remark 3]
47	埃塞俄比亚 [备注 9]	Ethiopia[Remark 9]
48	福克兰群岛（马尔维纳斯）	Falkland Islands (Malvinas)
49	法罗群岛	Faroe Islands
50	斐济群岛共和国	Fiji Islands (Republic of)
51	芬兰 [备注 3]	Finland[Remark 3]
52	法国 [备注 3]	France[Remark 3]
53	法属圭亚那	French Guiana
54	法属波利尼西亚	French Polynesia
55	法属南半球和南极地区	French Southern Hemisphere and Antarctic Lands
56	格鲁吉亚	Georgia
57	德国 [备注 3]	Germany[Remark 3]
58	直布罗陀	Gibraltar
59	希腊 [备注 3]	Greece[Remark 3]
60	格陵兰	Greenland
61	格林纳达	Grenada
62	瓜德罗普岛	Guadeloupe
63	关岛 [备注 10]	Guam[Remark 10]
64	圭亚那共和国 [备注 11]	Guyana (Republic of)[Remark 11]
65	匈牙利 [备注 3]	Hungary[Remark 3]
66	冰岛 [备注 3]	Iceland[Remark 3]
67	印度尼西亚 [备注 12]	Indonesia[Remark 12]
68	伊朗	Iran
69	爱尔兰共和国	Ireland (Republic of)
70	以色列 [备注 13]	Israel[Remark 13]
71	意大利 [备注 3]	Italy[Remark 3]
72	牙买加	Jamaica
73	日本 [备注 14]	Japan[Remark 14]
74	约旦	Jordan
75	哈萨克斯坦 [备注 15]	Kazakhstan[Remark 15]
76	肯尼亚 [备注 16]	Kenya[Remark 16]
77	基里巴斯	Kiribati
78	大韩民国（南韩） [备注 17]	Korea (Republic of)[Remark 17]
79	科威特 [备注 8]	Kuwait[Remark 8]
80	吉尔吉斯斯坦 [备注 18]	Kyrgyzstan[Remark 18]
81	老挝 [备注 19]	Laos[Remark 19]
82	拉脱维亚 [备注 3]	Latvia[Remark 3]
83	黎巴嫩 [备注 8]	Lebanon[Remark 8]
84	莱索托 [备注 5]	Lesotho[Remark 5]
85	列支敦士登公国 [备注 3]	Liechtenstein (Principality of)[Remark 3]
86	立陶宛 [备注 3]	Lithuania[Remark 3]
87	卢森堡 [备注 3]	Luxembourg[Remark 3]
88	马达加斯加 [备注 8]	Madagascar[Remark 8]
89	马拉维共和国 [备注 5]	Malawi (Republic of)[Remark 5]
90	马来西亚 [备注 20]	Malaysia[Remark 20]
91	马尔代夫 [备注 5]	Maldives[Remark 5]
92	马里 [备注 5]	Mali[Remark 5]
93	马耳他 [备注 3]	Malta[Remark 3]
94	马提尼克岛	Martinique
95	毛里塔尼亚 [备注 5] 及 [备注 21]	Mauritania[Remark 5] & [Remark 21]
96	毛里求斯	Mauritius
97	马约特岛	Mayotte
98	墨西哥	Mexico
99	密克罗尼西亚（联邦）	Micronesia (Federated States of)
100	摩尔多瓦共和国	Moldova (Republic of)
101	摩纳哥	Monaco
102	蒙古	Mongolia
103	黑山	Montenegro
104	蒙特塞拉特岛	Montserrat
105	摩洛哥	Morocco
106	莫桑比克 [备注 22]	Mozambique[Remark 22]
107	缅甸 [备注 23]	Myanmar[Remark 23]
108	纳米比亚 [备注 5]	Namibia[Remark 5]
109	尼泊尔 [备注 5] 及 [备注 8]	Nepal[Remark 5] & [Remark 8]
110	荷兰 [备注 3]	Netherlands[Remark 3]
111	新喀里多尼亚	New Caledonia
112	新西兰 [备注 24]	New Zealand[Remark 24]
113	尼日尔	Niger
114	纽埃 [备注 8]	Niue[Remark 8]
115	北马其顿共和国	North Macedonia (Republic of)
116	北马里亚纳群岛 [备注 25]	Northern Mariana Islands[Remark 25]
117	挪威 [备注 3]	Norway[Remark 3]
118	阿曼 [备注 26]	Oman[Remark 26]
119	帕劳 [备注 27]	Palau (Republic of)[Remark 27]
120	巴拿马	Panama (Republic of)

121	巴布亚新畿内亚 [备注 5]	Papua New Guinea[Remark 5]
122	秘鲁	Peru
123	菲律宾	Philippines
124	皮特凯恩、亨特森、迪西和奥埃诺西群岛	Pitcairn, Henderson, Ducie & Oeno Islands
125	波兰 [备注 3]	Poland[Remark 3]
126	葡萄牙 [备注 3]	Portugal[Remark 3]
127	卡塔尔 [备注 28]	Qatar[Remark 28]
128	留尼旺岛	Reunion
129	罗马尼亚 [备注 3]	Romania[Remark 3]
130	俄罗斯 [备注 29]	Russia[Remark 29]
131	卢旺达	Rwanda
132	圣巴泰勒米岛	Saint-Barthelemy
133	圣马丁岛（法国海外领地）	Saint-Martin (French Overseas Territories)
134	圣皮埃尔岛及密克隆岛	Saint-Pierre and Miquelon
135	萨摩亚	Samoa
136	圣马力诺	San Marino
137	沙特阿拉伯 [备注 30]	Saudi Arabia[Remark 30]
138	塞尔维亚	Serbia
139	塞舌尔	Seychelles
140	新加坡	Singapore
141	斯洛伐克共和国 [备注 3]	Slovak Republic[Remark 3]
142	斯洛文尼亚共和国 [备注 3]	Slovenia (Republic of)[Remark 3]
143	南非 [备注 31]	South Africa[Remark 31]
144	西班牙 [备注 3]	Spain[Remark 3]
145	圣赫勒拿	St. Helena
146	圣基茨和尼维斯	St. Kitts & Nevis
147	圣卢西亚	St. Lucia
148	圣马丁（荷兰加勒比地区）	St. Maarten (Caribbean parts of the Netherlands)
149	圣文森特和格林纳丁斯 [备注 5]	St. Vincent & the Grenadines[Remark 5]
150	苏里南 [备注 5]	Suriname[Remark 5]
151	瑞典 [备注 3]	Sweden[Remark 3]
152	瑞士 [备注 3]	Switzerland[Remark 3]
153	坦桑尼亚	Tanzania
154	泰国 [备注 32]	Thailand[Remark 32]
155	东帝汶 [备注 33]	Timor-Leste[Remark 33]
156	多哥 [备注 8]	Togo[Remark 8]
157	汤加王国 [备注 34]	Tonga (Kingdom of)[Remark 34]
158	特立尼达和多巴哥 [备注 5]	Trinidad & Tobago[Remark 5]
159	突尼斯共和国	Tunisia (Republic of)
160	土耳其	Türkiye
161	特克斯和凯科斯群岛	Turks and Caicos Islands
162	图瓦卢 [备注 8]	Tuvalu[Remark 8]
163	乌干达	Uganda
164	乌克兰	Ukraine
165	阿拉伯联合酋长国	United Arab Emirates
166	英国 [备注 35]	United Kingdom[Remark 35]
167	乌拉圭	Uruguay
168	乌兹别克斯坦 [备注 36]	Uzbekistan[Remark 36]
169	瓦努阿图	Vanuatu
170	委内瑞拉 [备注 37]	Venezuela[Remark 37]
171	瓦利斯群岛和富图纳群岛	Wallis and Futuna
172	也门共和国	Yemen (Republic of)
173	赞比亚共和国 [备注 5]	Zambia (Republic of)[Remark 5]
174	津巴布韦 [备注 38]	Zimbabwe[Remark 38]

附注：
Note(s):

- 上述免签证或落地签证安排及最长可逗留期的资料，一般由接受国 / 地区以书面通知更新，并仅供参考。由于公函往还需时，特区护照持有人在到访某国家 / 地区前，宜先向该国家 / 地区的驻香港领事馆或官方认可代表机构或驻国家最近的相关大使馆或领事馆了解最新和准确的资料。在抵达这些国家 / 地区时，旅客是否获准入境及准许逗留的期限，一般由有关国家 / 地区的出入境机关官员按其个别情况作决定。
  The information on visa-free access or visa-on-arrival and duration of stay will generally be updated upon receipt of written notification from the receiving country/territory, and is intended for general reference only. Due to the time required for exchange of correspondences, HKSAR passport holders are advised to check with the relevant local consulate or officially recognised representatives or the nearest embassy or consular post of the country/territory concerned in our country for accurate and up-to-date information before visiting the country/territory. The decision to grant or refuse a passenger's permission to enter a country/territory and the duration of stay given are usually determined on individual merits by the immigration authorities concerned on arrival.

备注：
Remark(s):

1. 香港特区护照持有人可免签证前往阿尔巴尼亚，以首次入境日期计算起，在 180 天内最长可逗留 90 天。
   Holders of HKSAR passport can enter and stay without visa in the Republic of Albania for 90 days out of a 180-day period from the date of first entry.
2. 根据安哥拉共和国（安哥拉）政府提供的资料，香港特区护照持有人可免签证前往安哥拉旅游，最长可逗留 30 天，于一年内最长逗留 90 天。
   According to the information provided by the Government of the Republic of Angola (Angola), HKSAR passport holders may visit Angola visa-free for a stay of up to 30 days and a maximum stay of 90 days per year.
3. 香港特区护照持有人可免签证前往神根地区，在任何 180 天的期间内，最长可逗留 90 天。有关神根地区逗留期限的详情，请参阅网站： https://home-affairs.ec.europa.eu/policies/schengen/visa-policy_en 。
   HKSAR passport holders do not need a visa to the Schengen area for a stay up to 90 days in any 180-day period. For details on the stay period in the Schengen area, please refer to the website: https://home-affairs.ec.europa.eu/policies/schengen/visa-policy_en.
4. 香港特区护照持有人可于抵达巴林时办理落地签证，最长可逗留 14 天。香港特区护照持有人亦可于前往巴林旅游前经网上申请电子签证。有关详情请参阅网站： https://www.evisa.gov.bh 。
   HKSAR passport holders can apply for a visa upon arrival for a stay of up to 14 days in Bahrain. HKSAR passport holders are also eligible to apply for E-visas to visit Bahrain prior to the visit. For details, please refer to the website: https://www.evisa.gov.bh.
5. 于抵达这国家 / 地区时，由当地有关机关作出决定。
   To be determined by the competent authorities upon arrival.
6. 根据多民族玻利维亚国（玻利维亚）驻华大使馆提供的资料，香港特区护照持有人可在抵达玻利维亚时，办理逗留期为 30 天的旅游签证。有关办理签证所需的文件和费用及其他详情，香港特区护照持有人宜在旅游前先向玻利维亚驻华大使馆了解相关安排及情况。
   According to the information provided by the Embassy of Plurinational State of Bolivia (Bolivia) in the People's Republic of China, holders of the HKSAR passports can apply for the tourist visa upon arrival in Bolivia for a stay of 30 days. For more information on the documents required and applicable fees as well as other details, HKSAR passport holders are advised to consult the Embassy of Bolivia in the People's Republic of China before travelling.
7. 根据加拿大政府提供的资料，由 2016 年 3 月 15 日起，获免签证待遇的外国护照持有人（包括香港特区护照持有人），乘搭飞机于加拿大机场入境或过境，须于办理登机手续前预先取得电子旅行证，而透过陆路或海路进入加拿大的入境要求并没有改变。有关详情请参阅网站：https://www.canada.ca/en/immigration-refugees-citizenship/services/visit-canada/eta.html?utm_source=slash-eta&utm_medium=short-url&utm_campaign=eta 。如有查询，香港特区护照持有人宜在旅游前先向加拿大驻香港总领事馆了解相关安排及情况。
   According to the information provided by the Government of Canada, starting from 15 March 2016, visa-exempt foreign nationals (including holders of HKSAR passport) who fly to or transit through Canada by air will require an Electronic Travel Authorization (eTA) prior to check-in for flight. Entry requirements for other methods of travel (land, sea) have not changed. For details, please refer to the website: https://www.canada.ca/en/immigration-refugees-citizenship/services/visit-canada/eta.html?utm_source=slash-eta_ave&utm_medium=short-url-en&utm_campaign=eta. In case of enquiry, HKSAR passport holders are advised to consult the Consulate General of Canada in Hong Kong before travelling.
8. 香港特区护照持有人可于抵达时办理签证。香港特区护照持有人在旅游前应先向相关大使馆或领事馆查询有关详情。
   HKSAR passport holders may apply for a visa upon arrival. HKSAR passport holders are advised to consult the relevant embassy or consulate for detailed information before travelling.
9. 香港特区护照持有人可于抵达亚的斯亚贝巴国际机场时办理签证。
   HKSAR passport holders can apply for a visa upon arrival at the Bole International Airport in Addis Ababa.
10. 关岛免签证安排于 2009 年 11 月 28 日生效。入境关岛时，香港特区护照持有人必须同时出示有效的香港永久性居民身份证。
    Visa-free access to Guam took effect on 28 November 2009. HKSAR passport holders are also required to present their valid Hong Kong permanent identity cards upon arriving in Guam.

11. 香港特区护照持有人可于抵达圭亚那共和国时办理签证。有关详情请参阅网站： https://www.minfor.gov.gy/ 。
HKSAR passport holders can apply for a visa upon arrival to the Republic of Guyana. For details, please refer to the website: https://www.minfor.gov.gy/ .

12. 由 2025 年 9 月 1 日起，所有经苏加诺 — 哈达国际机场、伍拉 • 赖国际机场及朱安达国际机场入境印度尼西亚的国际旅客（包括香港特区护照持有人），均须于入境前三天内经「All Indonesia」电子申报系统作出申报。此入境要求为试行阶段，并于 2025 年 10 月 1 日起扩展至印度尼西亚所有国际机场。有关详情请参阅网站： https://allindonesia.imigrasi.go.id/ 。如有查询，香港特区护照持有人宜在旅游前先向印度尼西亚驻香港总领事馆了解相关安排及情况。
Starting from 1 September 2025, in the pilot phase, all international passengers (including HKSAR passport holders) arriving at Soekarno-Hatta International Airport, Ngurah Rai International Airport and Juanda International Airport in Indonesia are required to complete the declaration through 'All Indonesia' digital declaration system within three days before arrival. This requirement will be extended to all international airports in Indonesia starting from 1 October 2025. For details, please refer to the website: https://allindonesia.imigrasi.go.id/. In case of enquiry, HKSAR passport holders are advised to consult the Consulate General of Indonesia in the HKSAR before travelling.

13. 由 2025 年 1 月 1 日起，获免签证待遇的访客（包括香港特区护照持有人），均须于出发往以色列前预先取得电子旅行授权。有关详情请参阅网站 : https://israel-entry.piba.gov.il/ 。如有查询，香港特区护照持有人宜在旅游前先向以色列驻香港总领事馆了解相关安排及情况。
Starting from 1 January 2025, visitors from visa-exempt countries (including holders of HKSAR passport) are required to obtain an Electronic Travel Authorization (ETA-IL) approval before entering Israel. For details, please refer to the website: https://israel-entry.piba.gov.il/. In case of enquiry, HKSAR passport holders are advised to consult the Consulate General of Israel in the HKSAR before travelling.

14. 凡持有效香港特区护照的人士，可享有 90 天以内之短期逗留免签证待遇。惟此措施并不适用于短期逗留以外之入国目的，例如寻找工作或就职等；但在申请有关签证的时候，可免除签证费用。
Holders of a valid HKSAR passport enjoy visa-free access to enter Japan for the purpose of short-term visits of up to 90 days. This exemption does not apply when the visit is for purposes other than a short term visit, such as seeking employment or exercising a profession or other occupation. However, visa fees for these kinds of visits where a visa is required will be waived.

15. 有关外籍人士（包括香港特区护照持有人）抵达哈萨克斯坦的住宿及其后若有变更的通知要求，详情请参阅网站： https://egov.kz/cms/en/articles/exit-entry_of_foreign_nationals 。
Regarding the requirement of notification of arrival of a foreign citizen (including holder of HKSAR passport) to Kazakhstan, as well as about the change of residence, please refer to the website: https://egov.kz/cms/en/articles/exit-entry_of_foreign_nationals for details.

16. 根据肯尼亚共和国（肯尼亚）驻香港特别行政区名誉领事馆提供的资料，肯尼亚政府已设立及运行电子旅行证系统，确定旅客入境肯尼亚的资格。香港特区护照持有人须于前往肯尼亚旅游前，经网上平台申领电子旅行证。有关详情请参阅网站： https://www.etakenya.go.ke 。
According to the information provided by the Honorary Consulate of the Republic of Kenya (Kenya) in the HKSAR, the Government of Kenya has developed and is operating an Electronic Travel Authorisation (eTA) System that determines the eligibility of visitors to travel to Kenya. Holders of HKSAR passport of all ages are required to obtain eTA prior to travel to Kenya via an online platform. For details, please refer to the website: https://www.etakenya.go.ke.

17. 大韩民国（南韩）政府较早前宣布获免签证待遇的护照持有人（包括香港特区护照持有人），在乘搭飞机或透过海路前往南韩前，须取得电子旅行许可。南韩政府其后公布由 2023 年 4 月 1 日至 2026 年 12 月 31 日期间，暂时豁免上述对香港特区护照持有人的电子旅行许可要求。有关详情及最新安排，请参阅网站： https://www.k-eta.go.kr 。如有查询，香港特区护照持有人应在旅游前先向大韩民国驻香港总领事馆了解相关安排及情况。
The Government of the Republic of Korea (Korea) previously announced that visa-free passport holders (including holders of HKSAR passport) should hold a Korea Electronic Travel Authorization (K-ETA) before boarding aircrafts or ships bound for Korea. With effect from 1 April 2023 until 31 December 2026, the requirement of holding K-ETA is temporarily exempted for holders of HKSAR passport. For details and latest arrangement, please refer to the website: https://www.k-eta.go.kr. In case of enquiry, holders of HKSAR passport are advised to consult the Consulate General of the Republic of Korea in Hong Kong before travelling.

18. 根据吉尔吉斯共和国（吉尔吉斯斯坦）驻华大使馆提供的资料，香港特区护照持有人经比什凯克玛纳斯国际机场（Manas International Airport in Bishkek）及持有回程机票，可免签证前往吉尔吉斯斯坦旅游，最长可逗留 30 天，及可于离开当地 30 天后再次免签证入境。透过免签证前往吉尔吉斯斯坦旅游的外国旅客（包括香港特区护照持有人）必须经比什凯克玛纳斯国际机场进入及离开吉尔吉斯斯坦，亦须持有经玛纳斯国际机场离开的回程机票。如有查询，香港特区护照持有人应在旅游前先向吉尔吉斯共和国驻华大使馆了解相关安排及情况。
According to the information provided by the Embassy of the Kyrgyz Republic (Kyrgyzstan) in the People's Republic of China, HKSAR passport holders may visit Kyrgyzstan visa-free for a stay of up to 30 days entering through Manas International Airport in Bishkek with a return air ticket and re-enter after 30 days from the date of departure from Kyrgyzstan. Foreign visitors (including HKSAR passport holders) who visit Kyrgyzstan visa-free are required to enter and depart from Kyrgyzstan through Manas International Airport in Bishkek with a return air ticket departing from Manas International Airport. In case of enquiry, HKSAR passport holders are advised to consult the Embassy of Kyrgyzstan in the People's Republic of China before travelling.

19. 香港特区护照持有人可于抵达老挝国际机场或老挝国际边境口岸时办理签证，入境目的限于旅游观光。
HKSAR passport holders may apply for a visa upon arrival at Lao International Airports or Lao International border checkpoints for tourist purpose.

20. 根据马来西亚政府提供的资料，所有访客（包括香港特区护照持有人）须于入境马来西亚前 3 天内填报电子入境卡。有关香港特区护照持有人填报电子入境卡时的国籍选项，以及办理入境手续时需要注意的事项，详情请参阅网站： https://www.kln.gov.my/web/chn_hong-kong/requirement_foreigner 。如有查询，香港特区护照持有人宜在旅游前先向马来西亚驻香港特别行政区总领事馆了解相关安排及情况。
According to the information provided by the Government of Malaysia, all visitors (including holders of the HKSAR passport) travelling to Malaysia are required to complete the Malaysia Digital Arrival Card (MDAC) within three days prior to their scheduled arrival in Malaysia. For details regarding the nationality options upon MDAC application and points to note during immigration clearance by holders of HKSAR passport, please refer to the website: https://www.kln.gov.my/web/chn_hong-kong/requirement_foreigner. In case of enquiry, holders of the HKSAR passport are advised to consult the Consulate General of Malaysia in the HKSAR before travelling.

21. 香港特区护照持有人可于抵达毛里塔尼亚努瓦克肖特国际机场 (Nouakchott International Airport) 或努瓦迪布 (Nouadhibou) 陆路边境站时办理签证。
HKSAR passport holders can apply for a visa upon arrival at the Nouakchott International Airport or the land border crossing checkpoint in Nouadhibou.

22. 根据莫桑比克驻华大使馆提供的资料，香港特区护照持有人可在抵达莫桑比克时，办理逗留期为 30 天的旅游签证。香港特区护照持有人在旅游前应先向相关大使馆或领事馆查询详情。
According to the Embassy of Mozambique in the People's Republic of China, holders of the HKSAR passports can apply for the tourist visa upon arrival in Mozambique for a stay of 30 days. HKSAR passport holders are advised to consult the relevant embassy or consulate for detailed information before travelling.

23. 根据缅甸联邦共和国驻香港特别行政区总领事馆提供的资料，由 2024 年 3 月 11 日起，缅甸联邦共和国政府向香港特区护照持有人推行旅游落地签证安排。在相关安排下，香港特区护照持有人可于抵达缅甸联邦共和国国际机场时，申请旅游落地签证，逗留期限为 30 天。香港特区护照持有人在出发前应先向缅甸联邦共和国驻香港特别行政区总领事馆查询相关详情及参阅网站： https://www.myanmarconsulatehk.org/index.php/visa/visa-on-arrival 。
According to the information provided by the Consulate General of the Republic of the Union of Myanmar, starting from 11 March 2024, the Government of the Republic of the Union of Myanmar has launched Tourist Visa on Arrival for holders of the HKSAR passport. Upon arrival at International Airports of the Union of Myanmar, holders of the HKSAR passport may apply tourist visa for a stay of 30 days. Holders of the HKSAR passport are advised to consult the Consulate General of the Republic of the Union of Myanmar in the HKSAR and refer to the website: https://www.myanmarconsulatehk.org/index.php/visa/visa-on-arrival for details before travelling.

24. 根据新西兰政府提供的资料，由 2019 年 10 月 1 日起，获免签证待遇的访客及过境旅客（包括香港特区护照持有人），均须于出发往新西兰前预先取得新西兰电子旅行证。有关详情及申请的安排，请参阅网站： https://www.immigration.govt.nz/nzeta 。如有查询，香港特区护照持有人宜在旅游前先向新西兰驻香港总领事馆了解相关安排及情况。
According to the information provided by the Government of New Zealand, starting from 1 October 2019, visitors and transit passengers who are eligible for visa waiver (including holders of HKSAR passport) are required to hold a New Zealand Electronic Travel Authorization (NZeTA) before travelling to New Zealand. For details and application arrangements, please refer to the website: https://www.immigration.govt.nz/nzeta. In case of enquiry, HKSAR passport holders are advised to consult the Consulate General of New Zealand in Hong Kong before travelling.

25. 由 2009 年 11 月 28 日起，香港特区护照持有人于入境北马里亚纳群岛时必须同时出示有效的香港永久性居民身份证。
Starting from 28 November 2009, other than a valid HKSAR passport, holders are also required to present their valid Hong Kong permanent identity cards upon arriving in the Northern Mariana Islands.

26. 根据阿曼驻港名誉领事馆的资料，香港特区护照持有人可免签证前往阿曼旅游，最长可逗留 14 天。有关详情请参阅网站：https://www.fm.gov.om 。如有查询，香港特区护照持有人宜在旅游前先向相关大使馆或领事馆了解相关安排及情况。
According to the information from the Honorary Consulate of the Sultanate of Oman (Oman) in Hong Kong, HKSAR passport holders may visit Oman visa-free for a stay of up to 14 days. For details, please refer to the website: https://www.fm.gov.om. In case of enquiry, HKSAR passport holders are advised to consult the relevant embassy or consulate before travelling.

27. 帕劳当局于 2009 年 3 月 24 日再次确认香港特区护照持有人可于抵达帕劳时免费办理入境许可，逗留期限 30 天。
The Palau authority has reconfirmed on 24 March 2009 that holders of HKSAR passport can apply for an entry permit-on-arrival, free of charge, for a stay up to 30 days upon arrival in Palau.

28. 有关香港特区护照持有人可免签证前往卡塔尔的要求，请参阅网站： https://hongkong.consulate.qa/en/services/consular-services#visa-free-arrival-foe-30-days 。香港特区护照持有人宜在旅游前先向卡塔尔驻香港总领事馆了解相关安排及情况。
Regarding the requirements for HKSAR passport holders to enjoy visa-free access to visit Qatar, please refer to the website: https://hongkong.consulate.qa/en/services/consular-services#visa-free-arrival-foe-30-days. HKSAR passport holders are advised to consult the Consulate General of The State of Qatar in the HKSAR for detailed information before travelling.

29. （一）俄罗斯给予香港特区护照持有人 14 天免签证入境待遇。根据中国驻俄罗斯大使馆（大使馆）的资料，有关逗留期限应从入境当天起计算。若未能于逗留期限完结前离境，可能会触犯当地法例。有关详情请参阅网站：https://ru.china-embassy.gov.cn/lsfw/zytz_142816/202504/t20250430_11610817.htm 。
（二）根据大使馆的资料，香港特区护照持有人如欲入境停留俄罗斯多于 7 天，应在入境后 7 天内前赴当地有关机关办理相关登记手续。大部份主要酒店会为住客进行登记。香港特区护照持有人在旅游前应先向俄罗斯驻香港总领事馆查询有关详情。
(1) Russia grants holders of HKSAR passport visa-free access up to 14 days. According to the information from the Chinese Embassy in Russia (Embassy), the duration of stay concerned should be counted starting from the date of entry. Those who fail to depart before the end of the duration of stay granted may commit an offence under the local law. For details, please refer to the website: https://ru.china-embassy.gov.cn/lsfw/zytz_142816/202504/t20250430_11610817.htm.
(2) According to the information from the Embassy, if HKSAR passport holders intend to stay for more than 7 days after arrival, they should approach the local branch of the Federal Migration Service within 7 days of arrival for registration formalities. Most major hotels will register for their guests. Before travelling, HKSAR passport holders are advised to consult the Consulate General of Russia in Hong Kong for detailed information.

30. 香港特区护照持有人只可于抵达沙特阿拉伯的六个指定管制站（包括利雅得哈立德国王国际机场、吉达阿卜杜勒 • 阿齐兹国王国际机场、达曼法赫德国王国际机场、麦地那穆罕默德 • 本 • 阿卜杜勒 • 阿齐兹王子国际机场、法赫德国王大桥及巴塔边境口岸）时办理旅游签证。香港特区护照持有人可申请 (i) 有效期为 90 天的单次入境签证，最长可逗留 30 天；或 (ii) 有效期为 1 年的多次入境签证，最长可逗留 90 天。香港特区护照持有人亦可于前往沙特阿拉伯旅游前经网上申请电子签证。有关详情请参阅网站：https://visa.visitsaudi.com 。就香港特区护照持有人前往沙特阿拉伯的健康相关资讯，请参阅网站： https://www.moh.gov.sa 。香港特区护照持有人宜在旅游前先向沙特阿拉伯驻香港总领事馆了解相关安排及情况。
HKSAR passport holders can only apply for a tourist visa upon arrival through six designated control points/ports (including King Khalid International Airport in Riyadh, King Abdul-Aziz International Airport in Jeddah, King Fahad International Airport in Dammam, Prince Mohammed bin Abdul-Aziz International Airport in Medinah, King Fahad Bridge Land Port and Al Bathaa Land Port) in Saudi Arabia. HKSAR passport holders can apply for (i) single entry visa with 90 days validity for a maximum stay of 30 days; or (ii) multiple entry visa with one-year validity for a maximum stay of 90 days. HKSAR passport holders are also eligible to apply for eVisa to visit Saudi Arabia prior to the visit. For details, please refer to the website: https://visa.visitsaudi.com. Regarding the health-related information for HKSAR passport holders travelling to Saudi Arabia, please refer to the website: https://www.moh.gov.sa. HKSAR passport holders are advised to consult the Consulate General of Saudi Arabia in HKSAR for detailed information before travelling.

31. 据南非内政部的资料，由 2015 年 6 月 1 日开始，所有未满 18 岁的儿童如入境或出境南非，必须出示儿童出生证明。如有必要，亦须出示其他相关文件。香港特区护照持有人在旅游前应先向南非驻香港总领事馆查询有关的详情。
According to the information from the Department of Home Affairs of South Africa, with effective from 1 June 2015, all children under 18 years of age, travelling to or departing from South Africa must produce the birth certificate of children and, if necessary, other relevant document(s). Before travelling, HKSAR passport holders are advised to consult the Consulate General of South Africa in Hong Kong for detailed information.

32. 由 2025 年 5 月 1 日起，所有入境泰国的非泰国国民（包括香港特区护照持有人），均须于入境前三天内经网上填写泰国数位入境卡。有关详情请参阅网站： https://tdac.immigration.go.th 。如有查询，香港特区护照持有人宜在旅游前先向泰王国驻香港总领事馆了解相关安排及情况。
Starting from 1 May 2025, all non-Thai nationals (including HKSAR passport holders) entering Thailand are required to complete the Thailand Digital Arrival Card (TDAC) online within three days before arrival. For details, please refer to the website: https://tdac.immigration.go.th. In case of enquiry, HKSAR passport holders are advised to consult the Royal Thai Consulate General in the HKSAR before travelling.

33. 香港特区护照持有人可于抵达帝力国际机场或帝力港口时办理签证。
HKSAR passport holders can apply for a visa upon arrival at the International Airport in Dili or Dili Sea Port.

34. 香港特区护照持有人可于抵达汤加王国的国际机场时办理签证。
HKSAR passport holders may apply for a visa upon arrival at the international airport in the Kingdom of Tonga.

35. 英国政府对到访或过境英国的人士（包括获免签证待遇作短期逗留或出发前未持有英国有效移民身份人士）推出电子旅行证 (Electronic Travel Authorisation) 计划。由 2025 年 1 月 8 日起，香港特区护照持有人须于出发往英国前预先取得电子旅行证。有关详情请参阅网站： https://www.gov.uk/guidance/apply-for-an-electronic-travel-authorisation-eta 。如有查询，香港特区护照持有人宜在旅游前先向英国驻香港总领事馆了解相关安排及情况。
The Government of the United Kingdom (UK) introduced the Electronic Travel Authorisation (ETA) scheme for those passengers visiting or transiting the UK, who do not currently need a visa for short stays or do not have a valid UK immigration status prior to travelling. ETA will be required for HKSAR passport holders travelling to the UK starting from 8 January 2025. For details, please refer to the website: https://www.gov.uk/guidance/apply-for-an-electronic-travel-authorisation-eta. In case of enquiry, HKSAR passport holders are advised to consult the British Consulate General in the HKSAR before travelling.

36. （一）由 2021 年 3 月 1 日起，香港特区护照持有人入境乌兹别克斯坦时持有前往第三国或回程机票，可免签证前往乌兹别克斯坦旅游，最长可逗留 10 天。香港特区护照持有人的免签证安排只适用于乘搭飞机入境和出境乌兹别克斯坦。香港特区护照持有人经陆路往返乌兹别克斯坦需要申请电子旅游签证，有关详情请参阅网站： https://e-visa.gov.uz 。
（二）年满 55 岁的香港特区护照持有人如随旅行团入境乌兹别克斯坦，可享有免签证逗留 30 天的待遇。未满 16 岁的香港特区护照持有人如有法定监护人陪同，可免签证入境乌兹别克斯坦并停留不超过 90 天。如有查询，香港特区护照持有人宜在旅游前先向乌兹别克斯坦共和国驻华大使馆了解相关安排及情况。
(1) With effect from 1 March 2021, HKSAR passport holders enjoy visa-free access to visit Uzbekistan for a stay of up to 10 days upon arrival in the presence of an air ticket to the third countries or a return air ticket. The visa-free access is exclusively applicable to air travel for entering and departing from Uzbekistan. HKSAR passport holders entering and departing from Uzbekistan via land borders are required to apply tourist e-visa. For details, please refer to the website: https://e-visa.gov.uz.
(2) HKSAR passport holders aged 55 or above who enter the country with a tour group can stay for 30 days without a visa. HKSAR passport holders aged under 16 who are accompanied by a legal guardian can enter Uzbekistan without a visa for a stay not exceeding 90 days. In case of enquiry, HKSAR passport holders are advised to consult the Embassy of the Republic of Uzbekistan in the People's Republic of China before travelling.

37. 委内瑞拉政府已将旅游卡计划扩展至适用于香港特区护照持有人。委内瑞拉旅游卡持有人可以免签证在委内瑞拉旅游至 90 天。
The Venezuelan Government has extended to HKSAR passport holders the 'Tourist Card' System, which allows Venezuelan Tourist Card holders visa-free visits to Venezuela for 90 days.

38. 根据津巴布韦政府提供的资料，香港特区护照持有人以旅游为目的前往津巴布韦可获免签证逗留最长 6 个月，以商务为目的则可获免签证逗留最长 1 个月，如超过以上逗留期则须申请相关签证或许可。如有查询，香港特区护照持有人宜在旅游前先向津巴布韦驻港总领事馆了解相关规定。
According to the informtion provided by the Government of Zimbabwe, Hong Kong SAR passport holders visiting Zimbabwe enjoy visa free entry up to a maximum stay of 6 months for holiday purpose. For business purpose, HKSAR passport holders enjoy a maximum of 1 month visa free entry, after which they should apply for a work permit. In case of enquiry, HKSAR passport holders are advised to consult the Consulate General of Zimbabwe in Hong Kong before travelling.

附录 13 - 执法部统计数字
Appendix 13 - Enforcement Branch Statistics

性质 Nature		2023	2024	2025
阻截人数		77 150	86 469	76 802
Stop		(+46.9%)	(+12.1%)	(-11.2%)
搜查次数		17 788	16 550	18 639
Search		(+17.1%)	(-7.0%)	(+12.6%)
拘捕人数		5 491	5 794	6 213
Arrest		(+26.6%)	(+5.5%)	(+7.2%)
羁留人数		7 012	7 946	8 080
Detention		(+83.6%)	(+13.3%)	(+1.7%)
检控数目		4 263	4 973	5 279
Prosecution		(+45.5%)	(+16.7%)	(+6.2%)
遣送离境 Removal	被遣返的人数 Number of persons repatriated	5 369 (+65.5%)	6 611 (+23.1%)	7 709 (+16.6%)
	已执行的遣送离境令数目 Removal Orders executed	1 271 (+70.6%)	1 397 (+9.9%)	1 758 (+25.8%)
	已执行的递解离境令数目 Deportation Orders executed	759 (+41.1%)	1 099 (+44.8%)	1 158 (+5.4%)

附注：
Note(s):

- 括弧内数字为与去年比较的变动百分比。
  Figures in brackets denote percentage changes over the preceding year.

附录 14 - 从内地来港的非法入境者统计数字
Appendix 14 - Statistics on Illegal Immigrants from the Mainland

年份 Year	人数 Number of persons
2016	465
2017	722
2018	555
2019	284
2020	828
2021	1 376
2022	673
2023	351
2024	251
2025	214

附录 15 - 在香港识破的伪造旅行证件统计数字
Appendix 15 - Statistics on Forged Travel Documents Detected in Hong Kong

二零二五年统计数字
2025 statistical figures



106 张往来港澳通行证
106 Exit-Entry Permits for Travelling to and from Hong Kong and Macao
(28.6%)

11 本加拿大护照
11 Canadian Passports
(2.9%)

6 本中国护照
6 PRC Passports
(1.6%)

5 本孟加拉护照
5 Bangladeshi Passports
(1.4%)

5 本印尼护照
5 Indonesian Passports
(1.4%)

5 本马来西亚护照
5 Malaysian Passports
(1.4%)

232 张 / 本其他证件
232 Others
(62.7%)

附注：
Note(s):

- 「伪造证件」泛指使用完全伪造的证件，或个人资料、照片或某些内页曾被改动的证件，亦同时指使用非法取得的证件，或借着冒充他人而使用真正的证件。
  'Forged document' generally refers to the use of a document which is completely counterfeit, or one in which the personal particulars, the photograph or certain pages have been altered. It also refers to the use of a document which has been obtained illegally or where a person uses a genuine document through impersonation.

附录 16 - 酷刑／免遣返声请个案
Appendix 16 - Torture/Non-refoulement Claim Cases

年份 Year	提出 Made	完成审核 Determined	撤回及无需跟进 Withdrawn or Taken No Further Action	未完成个案（累计）Outstanding (Cumulative)
2005 以前 Before 2005	53	0	4	49
2005	211	1	30	229
2006	528	43	54	660
2007	1 584	82	51	2 111
2008[备注 1][Remark 1]	2 198	179	132	3 998
2009[备注 2][Remark 2]	3 286	0	1 037	6 340[备注 3][Remark 3]
2010	1 809	214	1 186	6 749
2011	1 432	932	802	6 447
2012	1 174	1 575	1 154	4 892
2013	491	1 813	778	2 792
2014	8 851[备注 4][Remark 4]	1 047	978	9 618
2015	5 053	2 339	1 410	10 922
2016	3 838	3 218	1 561	9 981
2017	1 843	4 182	1 743	5 899
2018	1 216	5 467	1 102	546
2019	1 213	1 344	149	266
2020[备注 5][Remark 5]	1 223	857	69	563
2021[备注 5][Remark 5]	2 528	2 220	130	741
2022	1 257	1 727	70	201
2023[备注 6][Remark 6]	2 135	1 437	59	840
2024[备注 6][Remark 6]	2 814	2 715	97	842
2025	2 493	2 575	125	635
酷刑／免遣返声请总计 Total on Torture/ Non-refoulement Claims	**47 230**	**33 967**	**12 721**	**635**

备注：
Remark(s):

1. 2008 年 12 月，高等法院原讼法庭裁定，政府须在审核过程中让声请人获得法律支援，并须为决策人员作适当培训。入境处随即暂停审核工作。
   The Court of First Instance of the High Court (CFI) held in December 2008 that the Administration should provide legal assistance to a torture claimant during the screening process and provide suitable training for the decision makers. The Immigration Department (ImmD) then suspended all screening works.
2. 2009 年 11 月，立法会通过《2009 年入境（修订）条例》，非法入境者接受雇佣工作或开设、参与业务列为罪行。同年 12 月，入境处启动经改善的行政机制。
   The Legislative Council passed the Immigration (Amendment) Ordinance 2009 in November 2009, making it an offence for illegal immigrants to take any employment or establish or join in any business. The ImmD implemented the enhanced administrative mechanism in December 2009.
3. 包括 93 宗须重新审核个案。
   This includes 93 reviewed cases.
4. 统一审核机制于 2014 年 3 月 3 日实施时，有 4 198 人根据（除酷刑外）其他适用理由提出的免遣返声请（2 962 宗由酷刑声请被拒或撤回的人提出），连同尚待处理的 2 501 宗酷刑声请，尚待处理的免遣返声请为 6 699 宗。
   On commencement of the Unified Screening Mechanism (USM) on 3 March 2014, there were 2,501 outstanding torture claims. Separately, 4,198 persons have lodged non-refoulement claims on applicable grounds (other than torture) (in which 2,962 cases were lodged by rejected or withdrawn torture claimants), making a total of 6,699 non-refoulement claims pending determination on commencement of the USM.
5. 2020 年至 2021 年初，由于在 2019 冠状病毒病疫情期间实施特别工作安排，只能为声请人提供有限度的公费法律支援服务，因而阻延了部分声请个案展开审核程序。
   From 2020 to early 2021, due to the special work arrangements during the Coronavirus Disease 2019 (COVID-19) pandemic, only limited publicly-funded legal assistance could be provided to claimants, which delayed the commencement of the screening procedure of some claims.
6. 随着疫情后内地国际航班基本恢复，内地驻外签证机关自 2023 年 3 月起恢复签发外籍人士赴华签证，加上有谣言诱导非法入境者来港，自 2023 年下半年起至 2024 年第 1 季，香港执法机构截获的非华裔非法入境者数目明显增加，而入境处新接获的免遣返声请数字亦显著上升。
   In view of the general resumption of international flights in the Mainland after the pandemic, the Mainland visa-issuing authorities abroad have resumed issuing visas to Mainland China to foreigners since March 2023. Coupled with rumors inducing illegal immigrants to come to Hong Kong, the number of non-ethnic Chinese illegal immigrants intercepted by local law enforcement agencies has increased significantly from the second half of 2023 to the first quarter of 2024. The number of new non-refoulement claims received by ImmD has increased markedly as well.

附录 17 - 公共服务电子化统计数字
Appendix 17 - Electronic Service Application Statistics

服务类别 Application Type	2023 流动应用程式 Mobile Application	互联网 Internet	电话 Phone	总数 Total	2024 流动应用程式 Mobile Application	互联网 Internet	电话 Phone	总数 Total	2025 流动应用程式 Mobile Application	互联网 Internet	电话 Phone	总数 Total
翻查出生纪录（特定查册） Particular Search of Birth Records	-	3 013	-	**3 013**	-	2 810	-	**2 810**	-	2 795	-	**2 795**
翻查出生纪录（一般查册） General Search of Birth Records	-	178	-	**178**	-	169	-	**169**	-	143	-	**143**
申领出生证明书核证副本 Certified Copy of Birth Certificate	-	7 894	-	**7 894**	-	7 219	-	**7 219**	-	6 719	-	**6 719**
翻查死亡纪录（特定查册） Particular Search of Death Records	-	1 757	-	**1 757**	-	1 682	-	**1 682**	-	1 583	-	**1 583**
翻查死亡纪录（一般查册） General Search of Death Records	-	411	-	**411**	-	260	-	**260**	-	331	-	**331**
申领死亡证明书核证副本 Certified Copy of Death Certificate	-	2 169	-	**2 169**	-	2 059	-	**2 059**	-	1 955	-	**1 955**
申领结婚证书核证副本及翻查有关资料 Search of Marriage Records & Certified Copy of Marriage Certificate	-	7 623	-	**7 623**	-	6 955	-	**6 955**	-	7 048	-	**7 048**
预约申领香港智能身份证（人事登记办事处） Appointment for Identity Card Application (Registration of Persons Offices)	10 488	2 604 394	33 811	**2 648 693**	-	1 300 802	18 768	**1 319 570**	-	1 082 790	12 707	**1 095 497**
预约换领新智能身份证（全港市民换领身份证计划）[备注 15] Appointment for Replacement of Identity Cards (Territory-wide Identity Card Replacement Exercise)[Remark 15]	12 435	388 409	12 007	**412 851**	-	-	-	**-**	-	-	-	**-**
预约递交拟结婚通知书 Appointment for Giving Notice of Intended Marriage	-	70 285	9 776	**80 061**	-	54 386	8 175	**62 561**	-	59 073	7 057	**66 130**
预约申请香港特区旅行证件 Appointment for Applying for HKSAR Travel Documents	19 912	273 197	8 695	**301 804**	13 068	273 411	6 321	**292 800**	9 090	236 003	4 989	**250 082**
预约申请延长逗留期限（访客及个别申请类别除外） Appointment for Applying for Extension of Stay (except Visitors and some Application Types)	-	77 091	1 652	**78 743**	-	84 493	1 397	**85 890**	-	77 296	1 100	**78 396**
通知提前终止外籍家庭佣工的雇佣合约 Notification of Pre-mature Termination of Employment Contract of Foreign Domestic Helper	-	8 349	-	**8 349**	-	14 732	-	**14 732**	-	23 040	-	**23 040**
申请香港特区护照 Application for HKSAR Passport	42 321	564 367	-	**606 688**	18 701	335 855	-	**354 556**	9 643	228 123	-	**237 766**
申请索取入境事务处资料（包括根据「公开资料守则」索取资料、申请出入境纪录证明[备注 9]、根据个人资料（私隐）条例提出查阅资料要求[备注 9]、索取文件副本 / 核证副本[备注 9]、申请船员纪录[备注 9] 及申请《港澳居民来往内地通行证 (非中国籍)》相关资料[备注 14]) Application for Access to Information of Immigration Department (including Application for Access to Information under the Code on Access to Information, Application for a Statement of Travel Records[Remark 9], Data Access Request under the Personal Data (Privacy) Ordinance[Remark 9], Request for a Copy / Certified Copy of a Document[Remark 9], Application for Records of Member of the Crew of a Ship[Remark 9] and Application for Information in relation to Mainland Travel Permit for Hong Kong and Macao Residents (Non-Chinese Citizens)[Remark 14])	-	5 280	-	**5 280**	-	84 901	-	**84 901**	-	74 178	-	**74 178**
预约办理出生登记 Appointment for Birth Registration	-	36 465	6 868	**43 333**	-	35 470	6 774	**42 244**	-	28 969	4 575	**33 544**
举报违反入境条例罪行 Reporting Immigration Offences	-	2 327	-	**2 327**	-	3 829	-	**3 829**	-	4 445	-	**4 445**

服务类别 Application Type	2023				2024				2025			
	流动应用程式 Mobile Application	互联网 Internet	电话 Phone	总数 Total	流动应用程式 Mobile Application	互联网 Internet	电话 Phone	总数 Total	流动应用程式 Mobile Application	互联网 Internet	电话 Phone	总数 Total
申请核实永久性居民身份证资格（包括递交补充文件及更改／查询有关核实永久性居民身份证资格查核证明文件的预约） Application for Verification of Eligibility for Permanent Identity Card (including Supplementary Documents Submission & Change/ Enquiry about Appointment for Document Verification Relating to Verification of Eligibility for Permanent Identity Card)	-	176 799	20 074	**196 873**	-	163 247	16 160	**179 407**	-	163 657	14 737	**178 394**
递交婚姻登记所需资料 Submission of Information Required for Registration of Marriage	-	14 812	-	**14 812**	-	12 009	-	**12 009**	-	13 720	-	**13 720**
预约领取香港特区护照或签证身份书 [备注 16] Appointment for Collection of HKSAR Passport or Document of Identity for Visa Purposes[Remark 16]	14 438	290 167	22 671	**327 276**	2 734	61 809	2 616	**67 159**	-	-	-	**-**
查询有关核实永久性居民身份证资格的申请状况 Enquiry about the Status of Application Relating to Verification of Eligibility for Permanent Identity Card	-	456 859	27 019	**483 878**	-	321 850	17 701	**339 551**	-	340 454	16 144	**356 598**
查询有关香港签证的申请状况 Enquiry about the Status of Application Relating to Hong Kong Visas	-	2 472 107	97 514	**2 569 621**	-	4 483 063	97 101	**4 580 164**	-	2 212 714	90 542	**2 303 256**
申请延长逗留期限及递交补充文件 Application for Extension of Stay and Submission of Supplementary Documents	-	288 492	-	**288 492**	-	365 398	-	**365 398**	-	519 390	-	**519 390**
递交出生登记所需资料 Submission of Information Required for Registration of Birth	-	10 762	-	**10 762**	-	8 487	-	**8 487**	-	6 362	-	**6 362**
台湾居民预办入境登记 Pre-arrival Registration for Taiwan Residents	-	329 945	-	**329 945**	-	561 375	-	**561 375**	-	609 048	-	**609 048**
申请「输入中国籍香港永久性居民第二代计划」的入境签证 Application for Entry Visa under the Admission Scheme for the Second Generation of Chinese Hong Kong Permanent Residents	-	179	-	**179**	-	186	-	**186**	-	154	-	**154**
申请无结婚纪录证明书 Application for Certificate of Absence of Marriage Record	-	12 073	-	**12 073**	-	10 070	-	**10 070**	-	10 311	-	**10 311**
印度国民预办入境登记 Pre-arrival Registration for Indian Nationals	-	258 250	-	**258 250**	-	448 657	-	**448 657**	-	525 782	-	**525 782**
申请非本地毕业生留港／回港就业安排 Application for Immigration Arrangements for Non-local Graduates	-	35 321	-	**35 321**	-	41 224	-	**41 224**	-	45 046	-	**45 046**
申请新聘外籍家庭佣工的入境签证 Application for Entry Visa for New Foreign Domestic Helper	-	5 723	-	**5 723**	-	16 753	-	**16 753**	-	33 266	-	**33 266**
网上付款（适用于支付「电子签证」、申请翻查出生、死亡或结婚纪录及／或索取有关纪录的副本、申请无结婚纪录证明及申请索取入境事务处资料的费用 [备注 9]） Online Payment (for 'e-Visa', Application of Search of Birth/Death/Marriage Records and/or Certified Copies of Such Records, Application for Certificate of Absence of Marriage and Application for Access to Information of Immigration Department[Remark 9])	-	573 083	-	**573 083**	-	594 032	-	**594 032**	-	699 718	-	**699 718**
查询「电子签证」资料 'e-Visa' Enquiry	-	117 040	-	**117 040**	-	126 280	-	**126 280**	-	148 676	-	**148 676**
协助在外香港居民小组 - 网上求助表格 [备注 1] Assistance to Hong Kong Residents Unit - Online Assistance Request Form[Remark 1]	-	2 233	-	**2 233**	-	1 318	-	**1 318**	-	1 378	-	**1 378**
申请《豁免登记证明书》[备注 2] Application for Certificate of Exemption[Remark 2]	-	418	-	**418**	-	176	-	**176**	-	391	-	**391**
申请更改身份证登记事项 [备注 3] Application for Amendment of Registered Particulars of Hong Kong Identity Card[Remark 3]	-	3 533	-	**3 533**	-	3 098	-	**3 098**	-	3 540	-	**3 540**

服务类别 Application Type	2023 流动应用程式 Mobile Application	互联网 Internet	电话 Phone	总数 Total	2024 流动应用程式 Mobile Application	互联网 Internet	电话 Phone	总数 Total	2025 流动应用程式 Mobile Application	互联网 Internet	电话 Phone	总数 Total
一般就业政策或输入内地人才计划的专业人士来港就业 [备注 4] Application for Entry for Employment as Professionals in Hong Kong under the General Employment Policy or Admission Scheme for Mainland Talents and Professionals[Remark 4]	-	10 777	-	**10 777**	-	20 271	-	**20 271**	-	71 021	-	**71 021**
科技人才入境计划来港就业 [备注 4] Application for Entry for Employment under Technology Talent Admission Scheme[Remark 4]	-	189	-	**189**	-	257	-	**257**	-	317	-	**317**
优秀人才入境计划来港 [备注 4] Application for Entry to Hong Kong under the Quality Migrant Admission Scheme[Remark 4]	-	189 340	-	**189 340**	-	164 105	-	**164 105**	-	44 090	-	**44 090**
一般就业政策企业家来港投资 [备注 4] Application for Entry for Investment as Entrepreneurs[Remark 4]	-	81	-	**81**	-	137	-	**137**	-	240	-	**240**
来港受训 [备注 4] Application for Entry for Training[Remark 4]	-	1 121	-	**1 121**	-	2 551	-	**2 551**	-	7 442	-	**7 442**
香港特别行政区工作假期签证 [备注 4] Application for Working Holiday Visa of the Hong Kong Special Administrative Region[Remark 4]	-	714	-	**714**	-	960	-	**960**	-	1 323	-	**1 323**
内地渔工进入许可 [备注 4] Application for an Entry Permit for Mainland Fisherman Deckhands[Remark 4]	-	8	-	**8**	-	34	-	**34**	-	98	-	**98**
来港就读 [备注 4] Application for Entry for Study[Remark 4]	-	412	-	**412**	-	619	-	**619**	-	740	-	**740**
以受养人身份来港居留 [备注 4] Application for Entry for Residence as Dependants[Remark 4]	-	21 131	-	**21 131**	-	23 542	-	**23 542**	-	31 961	-	**31 961**
输入劳工（包括补充劳工优化计划（前称补充劳工计划）[备注 4]、院舍输入护理员特别计划 [备注 8] 及行业输入劳工计划 [备注 8]） Application for Imported Workers (including Enhanced Supplementary Labour Scheme (formerly known as Supplementary Labour Scheme)[Remark 4], Special Scheme to Import Care Workers for Residential Care Homes[Remark 8] and Sector-specific Labour Importation Schemes[Remark 8])	-	92	-	**92**	-	679	-	**679**	-	1 413	-	**1 413**
来港旅游／过境 [备注 4] Application for Entry for Visit / Transit[Remark 4]	-	39 134	-	**39 134**	-	62 719	-	**62 719**	-	85 648	-	**85 648**
香港特别行政区旅游通行证 [备注 4] Application for the Hong Kong Special Administrative Region Travel Pass[Remark 4]	-	79	-	**79**	-	99	-	**99**	-	98	-	**98**
亚太经合组织商务旅游证 [备注 4] Application for APEC Business Travel Card[Remark 4]	-	12 644	-	**12 644**	-	10 659	-	**10 659**	-	8 497	-	**8 497**
由台湾来港旅游入境许可证（一次／多次入境）[备注 4] Application for an Entry Permit to Visit the Hong Kong Special Administrative Region from Taiwan (One Entry / Multiple Entries)[Remark 4]	-	369	-	**369**	-	573	-	**573**	-	651	-	**651**
以就读本地副学位课程的非本地学生身份在港从事实习工作 [备注 4] Application for Taking Up Internship from Non-Local Students in Sub-degree Local Programmes[Remark 4]	-	16	-	**16**	-	24	-	**24**	-	522	-	**522**
旅行证件加盖签注 [备注 4] Application for a Transfer of Endorsement[Remark 4]	-	900	-	**900**	-	1 086	-	**1 086**	-	2 937	-	**2 937**
其他出生登记或婚姻登记申请 [备注 5] Miscellaneous Applications related to Birth Registration and Marriage Registration[Remark 5]	-	198	-	**198**	-	262	-	**262**	-	251	-	**251**
高端人才通行证计划 [备注 5] Application for Entry to Hong Kong under the Top Talent Pass Scheme[Remark 5]	-	128 151	-	**128 151**	-	112 613	-	**112 613**	-	74 472	-	**74 472**
办理出生登记（递交出生登记所需资料）[备注 6] Birth Registration (Submit Information Required for Registration of Birth)[Remark 6]	-	6 833	-	**6 833**	-	12 330	-	**12 330**	-	12 635	-	**12 635**
办理出生登记（签署出生登记表格）[备注 6] Birth Registration (Sign Register Form of Births)[Remark 6]	-	6 181	-	**6 181**	-	10 938	-	**10 938**	-	11 040	-	**11 040**

服务类别 Application Type	2023 流动应用程式 Mobile Application	互联网 Internet	电话 Phone	总数 Total	2024 流动应用程式 Mobile Application	互联网 Internet	电话 Phone	总数 Total	2025 流动应用程式 Mobile Application	互联网 Internet	电话 Phone	总数 Total
办理死亡登记（递交死亡登记所需资料）[备注 6] Death Registration (Submit Information Required for Registration of Death)[Remark 6]	-	126	-	**126**	-	192	-	**192**	-	234	-	**234**
办理死亡登记（签署死亡登记表格）[备注 6] Death Registration (Sign Register Form of Death)[Remark 6]	-	99	-	**99**	-	124	-	**124**	-	150	-	**150**
递交《经修订的住宿及家务安排》[备注 7] Submission of Revised Schedule of Accommodation and Domestic Duties[Remark 7]	-	1 539	-	**1 539**	-	3 799	-	**3 799**	-	4 491	-	**4 491**
申请在港无条件限制逗留（适用于根据资本投资者入境计划来港的人士或其受养人）[备注 7] Application for Unconditional Stay in Hong Kong (Applicable to Persons/Dependants Admitted under Capital Investment Entrant Scheme)[Remark 7]	-	892	-	**892**	-	2 350	-	**2 350**	-	5 229	-	**5 229**
通知终止雇佣合约／修读课程[备注 10] Notification of Termination of Employment Contract / Studies[Remark 10]	-	77	-	**77**	-	560	-	**560**	-	2 361	-	**2 361**
申请《登记事项证明书》[备注 11] Application for Certificate of Registered Particulars[Remark 11]	-	-	-	**-**	-	4 159	-	**4 159**	-	5 936	-	**5 936**
新资本投资者入境计划[备注 12] Application for Entry for New Capital Investment Entrant Scheme[Remark 12]	-	-	-	**-**	-	2 298	-	**2 298**	-	5 834	-	**5 834**
递交「交回死者身份证通知书」[备注 13] Submission of 'Return of Identity Card of Deceased Person'[Remark 13]	-	-	-	**-**	-	68	-	**68**	-	229	-	**229**
总数 **Total**	**99 594**	**9 522 108**	**240 087**	**9 861 789**	**34 503**	**9 866 073**	**175 013**	**10 075 589**	**18 733**	**7 547 958**	**151 851**	**7 718 542**

备注：
Remark(s):

1. **是项服务于二零二二年六月二十一日推出。**
   This service was implemented on 21 June 2022.
2. **是项服务于二零二二年七月十九日推出。**
   This service was implemented on 19 July 2022.
3. **是项服务于二零二二年十一月四日推出。**
   This service was implemented on 4 November 2022.
4. **这些服务于二零二二年十一月二十九日推出。**
   These services were implemented on 29 November 2022.
5. **这些服务于二零二二年十二月二十八日推出。**
   These services were implemented on 28 December 2022.
6. **这些服务于二零二三年三月三十一日推出。**
   These services were implemented on 31 March 2023.
7. **这些服务于二零二三年五月五日推出。**
   These services were implemented on 5 May 2023.
8. **这些服务于二零二三年八月一日推出。**
   These services were implemented on 1 August 2023.
9. **这些服务于二零二三年八月八日推出。**
   These services were implemented on 8 August 2023.
10. **是项服务于二零二三年十月六日推出。**
    This service was implemented on 6 October 2023.
11. **是项服务于二零二四年一月十八日推出。**
    This service was implemented on 18 January 2024.
12. **是项服务于二零二四年三月一日推出。**
    This service was implemented on 1 March 2024.
13. **是项服务于二零二四年六月二十八日推出。**
    This service was implemented on 28 June 2024.
14. **是项服务于二零二四年七月一日推出。**
    This service was implemented on 1 July 2024.
15. **是项服务已于二零二三年三月四日由「预约申领香港智能身份证（人事登记办事处）」所取代。**
    This service was replaced by 'Appointment for Identity Card Application (Registration of Persons Offices)' on 4 March 2023.
16. **为进一步提升服务水平和简化领证程序，预约领证系统自二零二四年五月二十五日起暂停服务。**
    To further enhance its service level and streamline the collection procedures, the appointment booking system for travel document collection has suspended its services since 25 May 2024.

附录 18 - 职员的训练课程
Appendix 18 - Training Courses for Staff

	课程 Course	修业期（星期／日） Duration (week(s)/day(s))	学员人数 No. of Participants 2023	2024	2025
入职训练课程 Induction Course	入境事务主任入职训练课程（入境事务及管制管理专业文凭[备注 1]） IO Induction Course (Professional Diploma in Management in Immigration Services and Control for IOs[Remark 1])	25 星期 3 日[备注 2] 25 weeks and 3 days[Remark 2]	101	128	63
	入境事务助理员入职训练课程（入境事务及管制专业文凭[备注 3]） IA Induction Course (Professional Diploma in Immigration Services and Control for IAs[Remark 3])	15 星期 3 日[备注 4] 15 weeks and 3 days[Remark 4]	228	239	144
发展课程 Development Course	高级入境事务主任「效能领导及管理」专业证书 Professional Certificate in Effective Leadership and Management for SIOs	1 星期 1 week	17	12	12
	总入境事务助理员「入境事务及管制前线管理」专业证书 Professional Certificate in Frontline Management in Immigration Services and Control for CIAs	2 星期 2 weeks	27	54	50
	高级入境事务助理员「入境事务及管制预修管理」专业证书 Professional Certificate in Preparatory Management in Immigration Services and Control for SIAs	8 日 8 days	52	51	49
	入境事务助理员「出入境管制及旅客出入境检查」专业文凭 Professional Diploma in Immigration Control and Passenger Clearance for IAs	7 星期 7 weeks	245	199	199
	「全球紧急支援服务」专业证书[备注 5] Professional Certificate in Worldwide Emergency Assistance Services[Remark 5]	5 日 5 days	120	125	82
	入境事务队队员「免遣返声请审理」专业证书[备注 6] Professional Certificate in Assessment of Non-refoulement Claims under the Unified Screening Mechanism for Immigration Service Members[Remark 6]	3 星期 3 weeks	-	60	55
	入境事务主任巩固课程 IO Consolidation Training	2 日 2 days	45	69	127
	入境事务主任增修课程 IO Enhancement Course	1 星期 1 week	19	30	32
	步操训练课程 Foot Drill Training Course	5 日 5 days	70	63	107
	战术训练课程 Tactical Training Course	半日至 2 日 half day to 2 days	149	186	165
	青山湾入境事务中心战术及运作管理课程 Tactics and Management Course in CIC Operation	2 星期 2 weeks	31	28	54
	胡椒球发射器资格课程 Pepperball Launcher Qualification Course	半日 half day	211	214	217
	胡椒水发射器使用课程[备注 7] JPX4 Jet Protector Operator Course[Remark 7]	1 日 1 day	-	42	20
	紧急应变队复修课程 Emergency Response Team Refresher Course	1 日 1 day	16	21	18
	入境管制人员复修课程 Immigration Counter Officer Refresher Course	2 日 2 days	215	178	147
	顾客服务工作坊 Customer Service Workshop	1 日 / 半日 1 day/half day	437	616	577
	调解及沟通工作坊 Mediation and Communication Workshop	2 日 2 days	50	61	55
	团队共融工作坊 Building a Supportive Team Programme	5 日 5 days	-	24	22

备注：
Remark(s):

1. 完成课程的学员可获颁发《入境事务及管制管理专业文凭》。
   The participants will be awarded 'Professional Diploma in Management in Immigration Services and Control for IOs' upon completion of the programme.
2. 自二零二四年三月起修业期由 25 星期更改为 25 星期 3 日。
   The duration changed from 25 weeks to 25 weeks and 3 days in March 2024.
3. 完成课程的学员可获颁发《入境事务及管制专业文凭》。
   The participants will be awarded 'Professional Diploma in Immigration Services and Control for IAs' upon completion of the programme.
4. 自二零二五年五月起修业期由 15 星期更改为 15 星期 3 日。
   The duration changed from 15 weeks to 15 weeks and 3 days in May 2025..
5. 自二零二四年二月改为「全球紧急支援服务」专业证书课程。
   Course name changed to 'Professional Certificate in Worldwide Emergency Assistance Services' since February 2024.
6. 自二零二四年九月开始举办。
   Newly introduced in September 2024.
7. 自二零二四年一月开始举办。
   Newly introduced in January 2024.

附录 19 - 嘉许及投诉个案复核结果
Appendix 19 - Appreciation and Review Findings on Complaints

(截至二零二五年十二月三十一日)

(as at 31 December 2025)

投诉检讨工作小组对二零二三年至二零二五年的投诉个案的复核结果

Review findings by the Complaints Review Working Party on complaints received from 2023 to 2025

年度 Year	成立 [备注 1] Justified[Remark 1]	不能确定 Undetermined	不成立 Unjustified	复核个案总数 Total No. of Review
2023	0	0	2	2
2024	1	0	0	1
2025	3	0	0	3

附注：
Note(s):

- 在二零二三年，有 6 111 封嘉许及感谢信、0 宗成立的投诉个案、0 宗不能确定的投诉个案、2 宗不成立的投诉个案。
  In 2023, there were 6,111 letters of appreciation and note of thanks, 0 justified complaints, 0 undetermined complaint, and 2 unjustified complaints.
- 在二零二四年，有 6 538 封嘉许及感谢信、1 宗成立的投诉个案、0 宗不能确定的投诉个案、0 宗不成立的投诉个案。
  In 2024, there were 6,538 letters of appreciation and note of thanks, 1 justified complaints, 0 undetermined complaint, and 0 unjustified complaints.
- 在二零二五年，有 6 604 封嘉许及感谢信、3 宗成立的投诉个案、0 宗不能确定的投诉个案、0 宗不成立的投诉个案。
  In 2025, there were 6,604 letters of appreciation and note of thanks, 3 justified complaints, 0 undetermined complaint, and 0 unjustified complaints.

备注：
Remark(s):

1. 包括「成立」及「部分成立」。
   Including 'Justified' and 'Partially Justified'.

二零二五年年报
ANNUAL REPORT 2025

入境事务处部队支援组制作

© 中华人民共和国香港特别行政区政府入境事务处 2025

本年报内统计数字的涵盖期间为二零二五年一月一日至二零二五年十二月三十一日。

本年报所提供的资料只供参考之用，如有遗漏、谬误、或因使用有关资料而引致任何损失、作为或不作为，或因依据有关资料而得出任何意见，中华人民共和国香港特别行政区政府均无须负上任何责任。

Produced by Service Support Section, Immigration Department
© Immigration Department, The Government of the Hong Kong Special Administrative Region of the People's Republic of China 2025

This publication covers statistics for the period from 1 January 2025 to 31 December 2025.

The information provided in this Annual Report is for reference only. The Government of the Hong Kong Special Administrative Region of the People's Republic of China 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.

入境事务处网页
Immigration Department Website

入境事务处 YouTube
Immigration Department YouTube

入境事务处 Instagram
Immigration Department Instagram

入境事务处微博
Immigration Department Weibo

入境事务处微信
Immigration Department WeChat

入境事务处小红书
Immigration Department Xiaohongshu

入境事务处抖音
Immigration Department Douyin



入境事务处

Immigration Department

中华人民共和国香港特别行政区政府
The Government of the Hong Kong Special Administrative Region
of the People's Republic of China

15 years+ 同心展關懷 caringorganisation 2024/25 香港社會服務聯會 HKCSS

資歷架構 Qualifications Framework

SUPER 10 人才企業 優質再培訓局嘉許