2025 年報 Annual Report

入境事務處
Immigration Department





我們的理想

我們要成為世界上以能幹和效率稱冠的入境事務隊伍。

我們的使命

為維護國家安全和為香港的安定繁榮作出貢獻，我們要全力執行下列工作：

- 執行有效的出入境管制，以方便旅客訪港，同時拒絕讓不受歡迎人物入境
- 為在香港以外地方身陷困境的香港居民提供切實可行的協助
- 防範恐怖活動，並防止和偵查與出入境事宜有關的罪行
- 為居民簽發高度防偽的身份證及旅行證件
- 提供高效率的人事、出生、死亡及婚姻登記服務
- 提供入境便利以匯聚人才

我們要按一視同仁的原則，為市民提供優質服務，並以尊重、體恤和關懷的態度對待每一位市民，不會因其殘疾、性別、婚姻狀況、懷孕、家庭崗位、種族、國籍及宗教而有差異。

我們的信念

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

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

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

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

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

精益求精、樹立榜樣
我們要繼續悉力以赴，力求事事盡善，並致力成為世界上其他入境事務隊伍的榜樣。

Our Vision

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

Our Mission

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

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

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

Our Values

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

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

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

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

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

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

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序言

Foreword



郭俊峯
KWOK Joon-fung, Benson
IDSM
入境事務處處長
Director of Immigration

二零二五年，入境事務處（入境處）繼續秉持愛國愛港的核心信念，深入踐行「總體國家安全觀」，以「前、中、後」三重防線，穩守國家南大門，讓香港邁出「由治及興」的新步伐。回顧過去一年，單日出入境人次屢創新高，加上科技日新月異，我們既要面對旅客流量急升所帶來的新挑戰，還須肩負着社會對公共服務效率與質素日益增加的期望。有見及此，本處力行改革，推動創新，將挑戰化為契機，為香港提供堅實的人才支援與通關便利，以鞏固其國際金融、航運和貿易中心的地位。

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.

通關便捷 譽滿全球

隨着跨境活動日益頻繁，入境處於二零二五年錄得約 3.35 億總出入境人次，較二零二四年大幅上升約 12%，更打破了二零一九年 3 億人次的紀錄，創下歷史新高。為提升管制站的通關效率，本處在二零二五年持續優化並擴展 e- 道服務。考慮到家庭旅客的需求，本處已把使用 e- 道的合資格年齡由 11 歲下調至 7 歲。有關安排適用於持有智能身份證的香港永久性居民、持有中國電子普通護照的過境旅客，以及持有電子往來港澳通行證或使用「離境易」的訪港旅客。此外，本處在香港國際機場正式推出「容易飛 e- 道」服務。合資格香港居民在辦理入境檢查手續時，可選擇透過容貌識別技術核實身份，全程無須出示實體證件或掃描非觸式 e- 道的加密二維碼，以享更高效、更科技化的自助入境檢查體驗。儘管面對龐大的旅客流量，入境處依然維持卓越的專業服務水平。在國際專業航空運輸研究機構 Skytrax 的年度旅客意見調查中，本處第五次榮膺「全球最佳機場出入境服務大獎」。這項殊榮不僅印證了本處在優化通關流程方面的成效，更肯定了全體人員為提升旅客體驗而努力不懈。

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.



二零二五年總出入境人次創下有紀錄以來的新高，本處全力確保各出入境管制站運作暢順。

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



在國際專業航空運輸研究機構Skytrax的年度旅客意見調查中，入境處五度榮獲「全球最佳機場出入境服務大獎」，充分彰顯本處提供最優質出入境服務的決心。

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.

匯聚人才 鞏固樞紐

國家《「十五五」規劃建議》明確支持香港打造國際高端人才集聚高地。入境處一直全力配合香港特別行政區（香港特區）政府實施和優化各項人才入境政策，旨在吸引全球菁英匯聚香江。二零二五年，本處進一步推動電子化簽證申請服務，讓申請人可隨時隨地透過「入境處流動應用程式」或相關網頁完成整個申請程序，無須親身前往辦事處。針對本港人力需求，香港特區政府增設專門渠道，為「技術專才清單」上八項人力極短缺的技術工種吸納專才。在創科發展方面，經優化的「科技人才入境計劃」讓科技企業在招攬海內外研發人才時更具靈活性。此外，「為來港參與仲裁程序的人士提供入境便利計劃」及「為來港參與指定界別短期活動的訪客提供入境便利計劃」亦促進了更多人才訪港交流，助力香港在「一國兩制」框架下積極發揮「超級聯繫人」的角色。

與此同時，入境處致力強化區域往來。根據「特邀人士入境便利計劃」，香港特區政府會主動邀請能為香港經濟帶來貢獻的東南亞國家聯盟（東盟）人士，向他們提供出入境便利，以深化香港與東盟的經貿及人文合作。為促進與「一帶一路」沿線國家的聯繫，本處於年內放寬包括沙特阿拉伯、吉爾吉斯斯坦、塔吉克斯坦、土庫曼斯坦和烏茲別克斯坦等國家的簽證安排。此系列措施推動了香港與國際社會的互聯互通，從而有效鞏固香港作為全球重要樞紐的地位。

以人為本 同心前行

入境處抱着「民生無小事」的信念，竭誠提升市民的生活便利與福祉。隨着「全港市民換領身份證計劃」圓滿結束，舊款智能身份證已於二零二五年分兩階段失效。截至該年年底，已有約 746 萬名身份證持有人換領新智能身份證，換證率達 93%。新智能身份證更加耐用，並且具備更強的防偽特徵和先進的資料保障技術。本處在爭取香港特區護照持有人免簽證入境待遇方面，也獲得了豐碩成果。他們現可於沙特阿拉伯的指定管制站辦理落地簽證，前往卡塔爾、阿聯酋和阿爾及利亞時可享免簽證入境待遇，而前往阿曼旅遊的免簽證入境期限，亦已延長至 14 天。截至二零二五年年底，共有 174 個國家 / 地區給予香港特區護照持有人免簽證入境或落地簽證待遇，為香港市民外遊帶來極大便利。

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.



本處不時檢討簽證政策及審批程序，務求把香港打造成國際人才集聚高地。綽號「火箭」的職業桌球手奧蘇利雲（右）已透過「優秀人才入境計劃」成為香港居民。

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.

入境處的「協助在外香港居民小組」（小組）作為領事保護服務體系的重要一環，24 小時全天候為在境外遇事的香港居民提供切實可行的協助。回顧二零二五年，小組除持續跟進港人懷疑被誘騙到東南亞禁錮的個案外，亦積極參與國際救援工作，包括派遣人員隨香港特區政府救援隊伍遠赴緬甸地震災區協助搜救，並在伊朗與以色列緊張局勢升級期間，協助身處當地的香港居民安全撤離。此外，本處以小組吉祥物 1868 大使「阿邦」為主角，首次編製了有關領事保護的兒童繪本《阿邦的夢想國之旅》，並分發至全港逾 1 500 間學校，以深入淺出的方式向年青一代傳遞國家領事保護及外遊安全的資訊，讓他們感受到「祖國在你背後」的承諾與信念。



本處舉辦「領事保護和外遊安全繪本《阿邦的夢想國之旅》發布會」及「1868 求助熱線 20 周年展覽」，以提升市民外遊時的安全意識，並加深他們對國家領事保護的了解。

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.

入境處時刻與市民並肩前行，全力支援受大埔宏福苑火災影響的居民。本處於火災翌日即作出特別安排，讓受影響居民補領各類個人證件，無須預約，並豁免相關證件及延長逗留期限的申請費用。為提供更貼心的服務，本處亦派員到大埔各臨時庇護中心為居民預先登記，安排專車接送及 48 小時特快製證服務，並將完成後的個人證件送抵臨時庇護中心以供領取。我們希望透過這些適切支援，能為他們送上關懷和溫暖。

守護南門 護港安民

入境處一直貫徹維護國家安全的使命，嚴格執行所有適用法例和現行入境政策，堅定守護國家南大門，全力保障國家主權、安全和發展利益。作為保安局跨部門反黑工專責組的成員，本處制定了全方位策略打擊非法勞工，透過加強情報分析、深化跨部門協作、嚴厲執法和善用創新科技，並配合廣泛宣傳教育，有效保障本地勞工市場及市民就業機會。針對利用網絡平台招攬跨境黑工的犯罪趨勢，本處採取網上巡邏及「放蛇」行動，並與內地執法部門緊密交換情報，確保打擊行動精準高效。為鼓勵市民積極舉報罪行，入境處推出舉報非法勞工專線，並在微信及「智方便」流動應用程式增設舉報功能。此外，為加強對突發事件與恐怖襲擊的準備及應變能力，本處於八月參加了在啟德郵輪碼頭舉行、代號為「勇光」的大型跨部門反恐演習。在遣送工作方面，入境處於二零二五年共遣送超過 2 600 名免遣返聲請不獲確立者離港，較前一年增加 18%。本處更首度安排特別專機執行強制遣送行動，展現加大遣送力度的決心，切實保障市民利益。

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.

砥礪忠誠 心繫山河

愛國主義是中華民族精神的核心。在公安部與中國人民警察大學的大力支持下，入境處安排了所有新入職學員參與在廣州舉辦的國情及出入境管理工作培訓班，而在職人員也可前赴多個內地機關研修，藉此加深人員對國家發展、歷史及法制的認識，鞏固維護國家安全的觀念。在青少年培育方面，二零一三年成立的制服團體「入境事務處青少年領袖團」（領袖團）至今已有超過 1 300 人參加。領袖團透過有系統的紀律及領袖訓練，將年輕一代栽培成為愛國愛港的社會棟樑。年內，為紀念中國人民抗日戰爭暨世界反法西斯戰爭勝利 80 周年和香港回歸祖國 28 周年，本處特別舉辦「山河永固 • 口岸崢嶸——紀念抗戰勝利八十周年國門油畫展」，以文化藝術推廣愛國主義情懷，傳承不屈不撓、無畏無懼守護國家的精神，並增進全體人員與市民大眾的民族認同感。



本處舉辦「山河永固 • 口岸崢嶸——紀念抗戰勝利八十周年國門油畫展」，展期共六周，以紀念中國人民抗日戰爭暨世界反法西斯戰爭勝利 80 周年，藉此提升市民的國家安全意識，弘揚愛國精神。

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.

傳承卓越 再創高峯

展望未來，入境處會始終如一，履行提供專業優質服務與嚴正執法的承諾，主動對接國家「十五五」規劃，支持香港特區政府施政。無論科技如何演進，入境處「以人為本」的核心精神始終不變。我深信入境處定能繼續傳承卓越，以堅定立場捍衞國家安全，以創新科技提升服務質素，為香港的長治久安與繁榮穩定構築堅實屏障，與廣大市民攜手邁向更美好的明天。



入境事務處青少年領袖團為本港青少年提供紀律及領袖訓練，透過多元化的活動協助隊員建立愛國愛港、守法護法的精神，並培養他們成為品德良好、熱心服務社會的新一代。

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.

處長級人員 Directorate Officers



郭俊峯
KWOK Joon-fung, Benson, IDSM
入境事務處處長
Director



程和木
CHING Wo-mok, Wallace, IDSM
副處長（管制、簽證及證件）
Deputy Director
(Control, Visa and Documents)



蔡志遠
CHOI Chi-yuen, IDSM
副處長（執法、系統及管理）
Deputy Director
(Enforcement, Systems and Management)



樊曉聲
FAN Hiu-sing, Hillson, IDSM
助理處長（管制）
Assistant Director
(Control)



徐定一
CHUI Ting-yat, Andy, IDSM
助理處長（遣送審理及訴訟）
Assistant Director
(Removal Assessment and Litigation)



柯重鈺
OR Chung-yuk, Cyrus
助理處長（資訊系統）
Assistant Director
(Information Systems)



楊素英
YEUNG So-ying, Cinda
助理處長（個人證件）
Assistant Director
(Personal Documentation)



翁榮楨
YUNG Wing-ching

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



蘇駿豪
SO Chun-ho, Rick

助理處長（執法）
Assistant Director
(Enforcement)



歐陽至威
AU YEUNG Chi-wai, Wilson

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



蘇智強
SO Chi-keung, Isaac

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



王志華
WONG Chi-wah, Samson

機場管制科指揮官
Commander,
Airport Division



岑振忠
SHUM Chun-chung

高級首席入境事務主任（執法）
Senior Principal
Immigration Officer
(Enforcement)



周兆光
CHOW Siu-kwong, Steve

主任秘書
Departmental Secretary



關纓
KWAN Ying

總系統經理（科技服務）
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



本處人員及保安局專責小組成員於一月至三月期間，先後四次前往泰國，以協助懷疑被誘騙到東南亞國家被禁錮從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.

二月 FEB

三月 MAR



香港特別行政區政府已更新「人才清單」，新增 9 項專業，涵蓋共 60 項本地人才短缺的專業；同時又推出一系列入境便利計劃，以便更多旅客及非本地人才訪港。

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.

四月 APR

五月 MAY



入境事務處青少年領袖團舉行大會操暨隊員晉升典禮，首次由隊員擔任會操指揮官、護旗方隊成員及司儀等崗位。

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.

六月 JUN

Event Highlights



本處的協助在外香港居民小組與外交部駐香港特別行政區特派員公署首次將領事保護巡迴展覽移師戶外，在尖沙咀星光大道舉行，以宣傳國家領事保護和外遊安全的資訊。

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.



本處在國際專業航空運輸研究機構 Skytrax 的年度旅客意見調查中，第五次榮獲「全球最佳機場出入境服務大獎」。

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.



本處於將軍澳入境事務處總部舉辦「領事保護和外遊安全繪本《阿邦的夢想國之旅》發布會」及「1868 求助熱線 20 周年展覽」。

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.



本處在「一般就業政策」及「輸入內地人才計劃」下增設渠道，容許外來人士申請來港投身「技術專才清單」上八項人力極短缺的技術工種。

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.

七月 JUL



本處瓦解了一個利用虛假文書騙取高端人才通行證計劃入境許可的跨境犯罪集團，並於新聞發布會展示行動中檢獲的部分物品。

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.

八月 AUG



本處於入境事務處總部舉辦「山河永固 · 口岸崢嶸——紀念抗戰勝利八十周年國門油畫展」，為期六星期。

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.



本處參加在啟德郵輪碼頭舉行、代號為「勇光」的大型跨部門反恐演習。該演習旨在測試和強化各部門在處理涉恐涉暴情報，以及應對不同形式恐怖襲擊的協調及應變能力。

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.

九月 SEP



本處於香港國際機場推出「容易飛 e- 道」服務。合資格的香港居民在機場入境時，只須在 e- 道鏡頭前展示容貌核實身分，便可完成入境手續。

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.

十月 OCT



本處舉辦「入境事務處全力支持十五運會和殘特奧會打氣及誓師典禮」，為於十五屆全國運動會和全國第十二屆殘疾人特殊奧運會暨第九屆特殊奧林匹克運動會代表香港出賽和擔任義工的同事打氣。

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'.

十一月 NOV



由於有六名免遣返聲請不獲確立者過往曾多次在遣返行動中作出激烈反抗，本處派遣人員執行代號為「逐影」的登機押解遣返行動，順利將他們遣返巴基斯坦。

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.

十二月 DEC



香港特別行政區政府推出「科技人才入境計劃」的進一步優化措施，包括精簡申請程序、豁免必須從事指定科技範疇研發活動的限制，以及為港深創新及科技園增設申請專窗服務。

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

管理及支援部負責部門的人力資源管理和發展。該部由三個科別組成，分別是入境事務學院（學院）、綜合事務科和部隊管理及審核科。學院負責部隊成員的招聘、培訓、調配及專業發展事宜；綜合事務科負責統籌部門宣傳策略，解答市民對部門各項服務的查詢和處理員工福利事宜；部隊管理及審核科則專責進行管理審核，就市民的投訴作出檢討，以及處理有關部隊支援和人員紀律事宜。

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.

強化團隊　追求卓越

建立能幹和高效率的團隊

管理及支援部全力支援部門具策略性和有效的人力資源管理，讓員工有機會發揮所長，以建立一支專業和高效率的團隊。二零二五年，本處聘任了約 90 名入境事務主任及 150 名入境事務助理員。本處將繼續招聘新人，以配合部門的持續發展。

專業培訓 服務為民

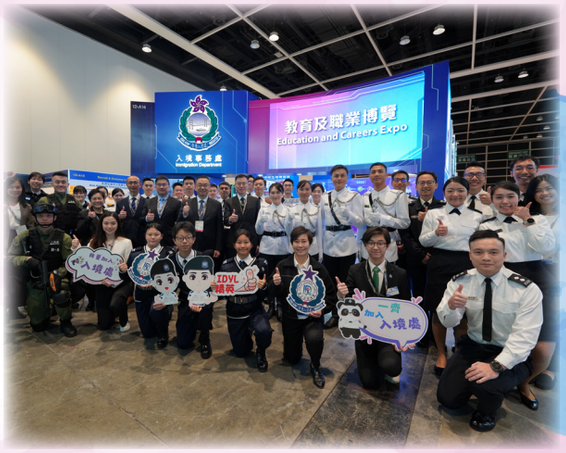
為加深本處人員對《中華人民共和國香港特別行政區維護國家安全法》（《香港國安法》）及《維護國家安全條例》的認識，學院已將之納入部隊成員的必修課程，並為新入職的文職人員及在職人員提供有關訓練。此外，自二零二一年起，所有入職訓練課程均採用中式步操，培訓課程亦新增國家事務內容，當中除涵蓋對《中華人民共和國憲法》、《基本法》、國旗、國徽及國歌等課題外，還加入了中國共產黨二十屆四中全會精神，以鞏固部隊成員的國民身份認同和對國家的歸屬感。

本處一直致力為部隊成員提供專業培訓，以促進他們的個人發展。學院自二零一九年首次以課程營辦者的身份向香港學術及職業資歷評審局申請資歷評審以來，已順利申請把八個為主任級和員佐級人員而設的入職和在職訓練課程納入《資歷名冊》，這些課程獲資歷架構第五級別（相當於本地學士學位同級資歷）和第四級別（相當於本地副學士學位或高級文憑同級資歷）認可。



為配合第十個全民國家安全教育日，入境事務學院於二零二五年四月十二日舉行開放日。透過互動體驗，提高市民的國家安全意識，加強國民身分認同。

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，本處參與「教育及職業博覽 2025」，向到場的公眾人士介紹部門的工作以及招聘職位。

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.

Strengthen the Corps　Strive for Excellence



入境事務處青少年領袖團隊員於二零二五年分別前往海南、黑龍江、四川、廣東潮汕及大灣區等地與內地青年交流，加深對國家發展的認識。

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.

入境事務處青少年領袖團

本處於二零一三年十二月成立「入境事務處青少年領袖團」（領袖團），為本港青少年提供多元化紀律及領袖訓練。訓練內容涵蓋國民教育、入境處知識、中式步操、體適能、社會服務及野外訓練，旨在協助隊員加強國民身份認同、愛國愛港、建立守法意識和自律精神，同時培養個人良好品格、領袖才能、正向思維和服務社會的熱誠。

截至二零二五年年底，共有超過 1 300 名學生參加領袖團。除有系統和恆常的紀律及領袖訓練外，領袖團亦會舉辦各類活動，以擴闊隊員的視野。

入境事務處青年大使計劃

本處於二零二三年十一月開展「入境事務處青年大使計劃」（計劃），以香港特別行政區（香港特區）政府駐內地辦事處的入境事務組為據點，招募在全國不同省份就讀和生活的香港青年擔任青年大使。自計劃開展以來，本處先後在北京、成都、廣州、上海及武漢委任了 72 位青年大使。

獲委任的青年大使會在一年的任期內獲得本處所提供的多元化學習機會，並配合香港特區政府駐內地辦事處入境事務組的工作，協助發放本處最新資訊，並向公眾介紹部門的業務範疇。本處期望計劃能讓青年大使擴闊視野，為他們日後在社會擔當不同崗位打下堅實基礎。

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.



入境事務處青少年領袖團隊員在暑假期間到訪成都觀賞第 12 屆世界運動會，在支持運動員比賽之餘，亦從中學習運動員精神。

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.

本處透過各內地辦事處入境事務組，正式委任 40 位在內地生活的香港青年為新一屆「入境事務處青年大使」。

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.



福利探訪及輔導服務

本處非常重視推行關顧管理，旨在透過關懷員工的需要及專業發展，培養和諧互信的部門文化，建立一支士氣高昂、上下一心的專業團隊。本處舉辦「探訪工作間」活動，讓同事分享工作間經驗。此外，入境處聆心服務中心的臨床心理學家亦為有需要的員工提供專業的輔導服務。

入境事務處職員同樂會

入境事務處職員同樂會（同樂會）在福利組支援下，一直竭力為同事及其家屬舉辦各類體育及康樂活動，以推廣健康生活方式，增進同事間的了解和提升團隊精神。體育活動繁多，包括各項球類比賽、陸運會、水運會及定期開辦的各類健身班；康樂活動則有遠足、特色本地一天遊、周年聚餐、「入境之 SING 歌唱大賽」、新春團拜等，讓同事及其家屬樂在其中。

為了讓本處各運動隊伍持續發展和加強部門上下一心的團隊精神，同樂會委任了 17 位同事義務擔任各運動隊伍的領隊。在各領隊帶領下，本處運動隊伍成員利用公餘時間進行練習，並參加紀律部隊賽事及公開比賽，大大促進了同事的團隊精神和工作與生活的平衡。

入境事務處樂隊

入境事務處樂隊於二零一五年五月成立，旨在凝聚一羣熱愛音樂的部隊成員，在公餘時進行練習和交流，藉以陶冶性情，並傳揚樂韻，服務大眾。現時，樂隊約有 70 名樂手，演奏各類型音樂，當中包括軍樂、管弦樂、中樂、流行樂等。樂隊經常在部門的活動及會操中參與演出，亦不時獲邀到不同場合演出和交流，例如在第十五屆全國運動會（全運會）和全國第十二屆殘疾人運動會暨第九屆特殊奧林匹克運動會的群眾項目中作暖場表演。



本處舉辦「樂韻飄揚賀回歸午間音樂會」，入境事務處樂隊與市民齊賀香港回歸 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.



本處舉辦「入境事務處維護國家安全盃七人足球錦標賽」，以運動傳遞維護國家安全的訊息。

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.

入境事務處義工隊

同樂會轄下的入境事務處義工隊（義工隊）一直鼓勵本處員工在公餘時參與義務社會服務。多年來，義工隊與不同社福機構合作，參與各種社區服務及慈善活動，包括為大埔火災受影響人士提供義務支援及在特別節日探訪獨居長者等。為支援粵港澳三地首次聯合承辦的國家級體育盛事，本處派出約 170 名現職及退休同事參與「第十五屆全國運動會香港賽區義工計劃」，在全運會舉行期間擔任禮賓助理，以專業態度接待蒞臨觀賽的嘉賓。此外，義工隊與義務工作發展局及其他部門的義工隊合作，積極參與多項義工服務，為有需要人士出一分力。

管理審核

為促進卓越服務質素，部隊管理及審核科轄下的管理審核組專責進行管理審核和就市民的投訴作出檢討。

該組會定期到不同管制站及辦事處視察，以確保有關人員妥善依循各項出入境政策、處理申請的程序及行政規則；並會就如何進一步改善工作質素和提供更優質的顧客服務提出建議。

另一方面，該組轄下的檢討專責小組負責接收市民投訴和監察有關回覆，所有經調查的投訴均會交由部門投訴檢討工作小組作進一步分析和覆檢，以及就投訴中的指控是否成立提供意見，並在有需要時提出改善建議。

獎勵和嘉獎

二零二五年，入境事務處副處長蔡志遠先生和入境事務處助理處長徐定一先生獲頒授香港入境事務卓越獎章，另有五名人員獲頒授香港入境事務榮譽獎章。除此之外，本處有七位同事獲頒授行政長官公共服務獎狀。

本處品行良好、服務年資達若干年期及工作表現超卓的人員會獲頒發獎章和加敘勳扣。二零二五年，共有 73 名服務年資達 18 年的人員獲頒發長期服務獎章；162 名服務年資達 25 年的人員獲頒發加敘單條勳扣；204 名服務年資達 30 年的人員獲頒發加敘雙條勳扣；以及 77 名服務年資達 33 年的人員獲頒發加敘三條勳扣。至於本處發出的獎狀方面，有 130 名人員獲頒發處長嘉許狀及 132 名人員獲頒發助理處長嘉許狀。



入境事務處義工隊於「香港義工獎 2025」獲頒「恒基兆業地產傑出非商業機構獎－卓越獎」，以表揚義工隊隊員對社會的無私奉獻。

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.

傳訊及公共事務

傳訊及公共事務組就本處多項事宜及重要活動發放新聞稿、解答傳媒查詢、製作宣傳短片和舉行新聞簡報會。該組亦負責管理本處的社交媒體平台的官方帳戶，以貼近生活、生動有趣及簡單易明的方式，發布帖文和短片，向公眾發放最新消息和準確資訊。二零二五年，該組透過不同渠道宣傳本處各主要事宜及活動，當中包括榮獲 Skytrax 2025 年全球最佳機場出入境服務大獎，舉辦領事保護和外遊安全兒童繪本的發布會，推出「容易飛 e- 道」，以及為全運會提供出入境便利等。

查詢及聯絡

查詢及聯絡組主要負責解答市民對本處各項服務的查詢。該組現時採用的入境事務查詢服務系統，有助統一處理市民以電話、電郵、傳真、信件，以及親臨辦事處所提出的查詢。

為向市民提供更優質的服務，該組一直致力提升現有查詢服務系統的功能。本處於二零二五年推出首階段優化措施，透過應用人工智能技術，例如大語言模型及自然語言處理，提升處理查詢電郵的效率。本處將陸續推出更多自助查詢服務，以提升服務效率，並為市民提供更多互動體驗。

《使命》展示館

二零二五年是《香港國安法》公布實施五周年，本處特地在將軍澳入境事務處總部設立「使命展示館」，透過三個單元介紹部門的發展里程碑、國家出入境事務及邊檢邊防管理機關的發展歷史，並展示香港特區政府維護國家安全工作的成果。本處期望藉展示館加強人員的國民身份認同、國家歸屬感與自豪感，以及堅守國家南大門的使命感與光榮感。



本處設立《使命》展示館，為參觀者展示出入境管理工作的重要歷史和里程碑。

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.



簽證及政策部

Visa and Policies Branch

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

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

人才入境計劃優化措施

二十屆三中全會審議通過《中共中央關於進一步全面深化改革、推進中國式現代化的決定》，當中表示支持香港打造國際高端人才集聚高地。行政長官在二零二五年《施政報告》中亦提出，政府會加強招攬和支援人才的工作，以吸引更多人才來港發展。為配合香港特別行政區（香港特區）政府積極搶人才、留人才的措施，本處繼續推行各項經優化的人才入境計劃。

進一步推動電子化簽證申請服務

本處於二零二五年一月調整「一般就業政策」、「輸入內地人才計劃」、「資本投資者入境計劃」、來港受訓、「工作假期計劃」及以受養人身分居留的申請方式，以進一步推動電子化簽證申請服務。申請人須透過「香港入境事務處」流動應用程式、本處網頁或香港政府一站通網頁完成整個申請程序。本處不再接受親身遞交，或以郵遞或投遞方式提交的有關申請。

更新人才清單

香港特區政府已更新「人才清單」。新的「人才清單」於二零二五年三月生效，新增9項專業，涵蓋共60項本地人才短缺的專業。符合相關專業資格的外來人士，在按「優秀人才入境計劃」、「一般就業政策」或「輸入內地人才計劃」申請入境時可獲得便利。

繼續免除全日制非本地研究生及本科生參與兼職工作的限制

香港特區政府於二零二五年九月宣布，繼續免除在港就讀的全日制非本地研究生及本科生參與兼職工作的限制，以便他們在港累積工作經驗及知識。有關措施除了提升他們畢業後留港發展的意欲，亦有助吸納更多外地學生來港就讀。

延長職專畢業生留港計劃試行安排

為紓緩職業專才人手短缺的壓力，香港特區政府於二零二五年九月延長「職專畢業生留港計劃」的試行安排，容許二零二六／二七和二零二七／二八學年入讀職業訓練局合資格全日制高級文憑課程的非本地學生，於畢業後留港一年尋找相關工作。



申請人可透過電子化方式預約或輪候入境處的簽證服務。

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.

方便訪客來港的措施

放寬一帶一路沿線國家國民來港的簽證安排

為鞏固香港在「一帶一路」框架下的「超級聯繫人」角色，本處已就多個「一帶一路」沿線國家放寬簽證安排。自二零二五年一月起，沙特阿拉伯國民免簽證來港旅遊的逗留期限，由 30 天延長至 90 天。

自二零二五年九月起，本處亦放寬了中亞四國（即吉爾吉斯斯坦、塔吉克斯坦、土庫曼斯坦及烏茲別克斯坦）國民商務和旅遊多次訪港簽證的申請門檻，以促進香港與中亞經貿及旅遊發展。

恆常推行並優化為來港參與仲裁程序的人士提供便利先導計劃

香港特區政府於二零二五年三月恆常推行並優化「為來港參與仲裁程序的人士提供便利先導計劃」，同時把計劃易名為「為來港參與仲裁程序的人士提供入境便利計劃」。經優化的計劃涵蓋五類合資格人士，以及所有於香港實體舉行的仲裁。

推出特邀人士入境便利計劃

「特邀人士入境便利計劃」於二零二五年三月推出，為來自東南亞國家聯盟（東盟）國家的特邀人士提供更便利的出入境安排，以促進香港與東盟的經貿往來及人文合作。根據計劃，相關政策局／部門會主動邀請能為香港經濟發展帶來相當貢獻，或已獲邀來港出席重要活動的東盟人士，以享出入境便利。本處會透過電子平台一站式處理特邀人士的相關申請，放寬自助通關的申請資格，以及簡化簽證申請所需提交的資料。

進一步擴展為來港參與指定界別短期活動的訪客提供入境便利計劃

本處在二零二五年十一月進一步擴展「為來港參與指定界別短期活動的訪客提供入境便利計劃」，在原有的 12 個指定界別之上，增設 5 個新界別，並涵蓋更多認可機構及指定短期活動，讓更多非本地人才可以訪客身分來港參與指定短期活動而無須申請工作簽證／進入許可。



本處已放寬多個「一帶一路」沿線國家國民來港的簽證安排，以鞏固香港「超級聯繫人」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.



本處便利真正旅客及專業人士來港，同時實施嚴格的簽證管制，維護國家及香港特區安全。

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.

高端人才通行證計劃

「高端人才通行證計劃」在二零二二年年底推出，旨在吸引世界各地具備豐富工作經驗及高學歷的高端人才到香港探索機遇。自這個計劃推出至二零二五年年底，已有超過 12 萬宗申請獲批。

專才及企業家

「一般就業政策」容許具備香港缺乏但所需的特別技能、知識或經驗，或能夠對本港經濟作出重大貢獻的非內地居民來港。二零二五年，共有 31 278 名專才及投資者根據這項政策獲准來港。「輸入內地人才計劃」亦成功吸引內地多個界別的人才來港工作。二零二五年，共有 26 714 名申請人根據這個計劃獲批來港。

另外，香港特區政府於二零二五年六月在「一般就業政策」及「輸入內地人才計劃」下增設渠道，容許外來人士申請來港投身「技術專才清單」上八項人力極短缺的技術工種。有關安排為期三年，共設 1 萬個申請配額，每項技術工種的申請配額以 3 000 個為限。申請人須符合「技術專才清單」所列明的條件，且年齡介乎 18 至 40 歲。首個入境簽證的有效期一般為 24 或 36 個月，視乎個別技術工種及申請人的資歷而定。

非本地畢業生留港／回港就業安排

「非本地畢業生留港／回港就業安排」旨在吸引非本地畢業生留港或回港工作，從而提升香港的人力資本及競爭力。自二零二二年起，有關安排的適用範圍擴大至涵蓋修讀由內地與香港的大學於粵港澳大灣區內地城市設立的高等教育合作辦學機構所提供的全日制課程，而獲得學士學位或更高資歷的人士。截至二零二五年年底，已有超過 19 萬名非本地畢業生獲批在港工作。

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.



本處在「一般就業政策」及「輸入內地人才計劃」下新增渠道，容許外來人士申請來港投身「技術專才清單」上八項人力極短缺的技術工種。

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.

科技人才入境計劃

「科技人才入境計劃」旨在透過快速處理安排，讓合資格科技公司／機構申請輸入科技人才來港從事研發工作。有關公司／機構獲創新科技署發出配額後，可於為期 24 個月的配額有效期內為合資格人士向本處申請工作簽證／進入許可。截至二零二五年年底，共有 744 名申請人根據這個計劃獲准來港。

香港特區政府於二零二五年十二月二十四日推出進一步優化措施，其中包括精簡申請程序，讓科技公司及合資格人才可同時遞交配額及簽證／進入許可申請；豁免必須從事 14 個指定科技範疇研發活動的限制；以及為港深創新及科技園增設申請專窗服務。上述措施有助合資格公司加快吸納世界各地的創科人才，便利他們在香港進行與科技相關的研發活動，促進香港的創科發展。

優秀人才入境計劃

「優秀人才入境計劃」旨在吸引世界各地的卓越人才來港定居。如申請人符合所有「基本資格」，並達到「綜合計分制」的申請資格門檻或符合「成就計分制」的其中一項評核準則，可分別選擇以「綜合計分制」或「成就計分制」的方式接受評核。截至二零二五年年底，超過 43 800 名申請人根據這個計劃通過「輸入優秀人才及專才諮詢委員會」或政府評核委員會的甄選。

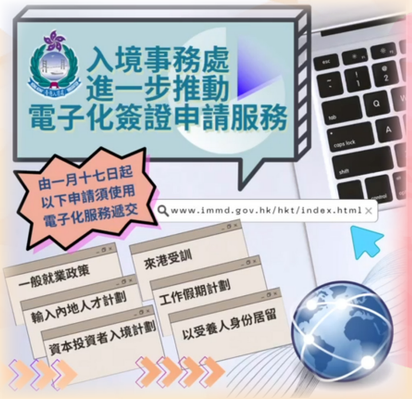
輸入中國籍香港永久性居民第二代計劃

「輸入中國籍香港永久性居民第二代計劃」旨在吸引已移居海外的中國籍香港永久性居民的第二代回港發展。截至二零二五年年底，本處共批准了 818 宗申請。



本處不時檢討簽證管制的制度及審批程序，並致力提供高效率的簽證服務。

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



本處進一步推動電子化簽證申請服務，讓申請人可透過電子化服務完成整個申請程序。

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.

新資本投資者入境計劃

為進一步豐富人才庫和吸引更多新資金落戶香港，香港特區政府於二零二四年三月一日推出「新資本投資者入境計劃」。在香港投資最少3,000 萬元於獲許投資資產的合資格投資者，可以根據這個計劃申請來港。

香港特區政府於二零二五年三月一日推出優化措施，當中包括將符合淨資產規定的時間由兩年縮短至六個月；於計算淨資產規定時，考慮與家庭成員共同擁有的淨資產或淨資本當中由申請人絕對實益擁有的份額；以及讓申請人透過全資擁有的合資格私人公司進行投資。

此外，二零二五年《施政報告》宣布，購買非住宅物業的可算入額由 1,000 萬元提升至 1,500 萬元，而購買住宅物業的成交價門檻則由 5,000 萬元下調至 3,000 萬元。

截至二零二五年十二月三十一日，本處已給予 2 320 名申請人「原則上批准」，讓他們以訪客身分來港作出所承諾的投資。同時，共有 1 502 名申請人獲給予「正式批准」來港居留。

輸入短缺勞工

院舍輸入護理員特別計劃

政府於二零二三年推出「院舍輸入護理員特別計劃」，讓難以在本地聘請合適護理員的院舍營辦者輸入護理員，配額上限設定為 7 000 個。政府於二零二四年七月公布，把配額上限提高至 15 000 個，在隨後三年分批提供予院舍申請。自這個計劃推出至二零二五年年底，本處共接獲 10 533 宗輸入護理員的簽證／入境許可申請，當中 9 925 宗獲批。

行業輸入勞工計劃

政府於二零二三年推出「行業輸入勞工計劃」，容許建造業及運輸業的僱主在符合指定準則的情況下申請輸入勞工配額。截至二零二五年年底，本處共批准了 21 451 宗申請。

補充勞工優化計劃

政府於二零二三年推出「補充勞工優化計劃」，其中包括暫停執行「補充勞工計劃」下 26 個職位類別及非技術／低技術職位一般不得輸入勞工的規定，為期兩年。本處亦同時放寬獲批輸入勞工的逗留期限至最長 24 個月。二零二五年，本處共批准了 40 694 宗「補充勞工優化計劃」申請。

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

管制部轄下設有四個科別，分別為機場管制科、邊境管制（鐵路）科、邊境管制（車輛）科和港口管制科。這四個科別共同分擔出入境管制的職責，包括拒絕讓不受歡迎人物入境和防止通緝犯離境，以及為遊客和商務訪客提供方便的出入境服務。機場管制科位於香港國際機場。邊境管制（鐵路）科轄下設有三個管制站，分別位於羅湖、落馬洲支線和廣深港高速鐵路（高鐵）西九龍站。邊境管制（車輛）科轄下設有六個邊境管制站，分別位於落馬洲、文錦渡、沙頭角、深圳灣、港珠澳大橋香港口岸和香園圍。港口管制科轄下則設有五個管制組／站，分別為港口管制組、港澳客輪碼頭管制站[附註]、中國客運碼頭管制站、內河碼頭管制站及啟德郵輪碼頭管制站。

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.

附註：
Note:

根據《2025年成文法（雜項規定）條例》，由二零二六年一月一日起，‘Macau’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.

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約 3.35 億，而訪港旅客的入境總人次約為 4 989 萬，其中內地訪客的入境人次約為 3 783 萬，而其他訪客的入境人次則約為 1 206 萬。二零二五年訪港旅客的入境人次中，機場管制站約有 1 122 萬人次，陸路管制站約有 3 687 萬人次，海路管制站則約有 181 萬人次。

擴展 e- 道服務

為進一步提升管制站的通關效率，本處持續擴展 e- 道服務，讓更多香港居民和訪港旅客享受便捷的自助出入境檢查服務。二零二五年，本處把持有智能身份證的香港永久性居民、持有中華人民共和國電子普通護照的過境旅客，以及持有電子往來港澳通行證和使用「離境易」的訪港旅客使用 e- 道服務的合資格年齡，由 11 歲下調至 7 歲。

推出香港居民「非觸式 e- 道」服務

本處於二零二一年十二月在香港國際機場、港珠澳大橋香港口岸、深圳灣口岸及啟德郵輪碼頭管制站推出「非觸式 e- 道」服務，供已登記的香港居民使用，讓他們利用自己的智能電話產生加密二維碼，透過容貌識別技術辦理自助出入境檢查手續，無須出示身份證或使用指紋掃描器，過程更快捷、方便和衞生。有關服務已於二零二二年擴展至所有出入境管制站。截至二零二五年年底，已有超過 2.7 億香港居民人次使用該服務。

推出香港居民「登機易 e- 道」服務

為向香港居民提供更便捷的出境檢查服務和配合香港機場管理局（機管局）的「登機易」系統，本處於二零二二年十月在香港國際機場推出「登機易 e- 道」服務。「登機易」是機管局所制定的智能機場措施之一。此項措施採用了容貌識別技術，讓離港旅客在辦理登記手續至登機的過程中，只要在各檢查站展示容貌，便可核實身份，無須重覆出示旅行證件和登機證以供檢查。合資格的香港居民如在離境時選用機管局的「登機易」服務，即可使用「登機易 e- 道」辦理自助出境檢查手續。他們進入「登機易 e- 道」後，只須望向鏡頭，便可以容貌識別技術核實身份，完成自助出境檢查手續，全程無須出示旅行證件。截至二零二五年年底，已有超過 508 萬香港居民人次使用該服務。

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「容易飛 e- 道」服務

本處於二零二五年九月在香港國際機場推出「容易飛 e- 道」服務。年滿 11 歲或以上的合資格香港居民，如在離境時使用香港國際機場的「登機易」服務，其後再以同一有效證件經香港國際機場入境，便可全程透過容貌識別技術完成自助入境檢查手續，無須出示證件或掃描二維碼，全程僅需約七秒。截至二零二五年年底，已有約 26 萬香港居民人次使用該服務。

經常訪港旅客 e- 道

18 歲或以上的旅客，如持有有效的香港特別行政區（香港特區）旅遊通行證或註有「HKG」區碼的亞太經合組織商務旅遊證，在本處辦妥登記後，便可於香港國際機場享用自助出入境檢查服務。此項服務已推廣至參加這項安排的航空公司的飛行常客會特選會員和符合以下條件的訪客：（一）持有無須入境簽證／進入許可來港的有效旅行證件；（二）在登記前 12 個月內經香港國際機場訪港 3 次或以上；以及（三）在香港並無不良紀錄。本處已與韓國、新加坡、德國、澳洲和泰國推行互相使用對方自助出入境檢查服務的安排。為進一步開放 e- 道服務予更多訪港旅客，本處將於二零二六年第一季放寬持有有效旅行證件的經常訪港旅客使用 e- 道服務的登記條件，即由現時於過去 12 個月內經香港國際機場訪港 3 次或以上，放寬至過去 24 個月內訪港 2 次或以上。

在相關安排下的合資格訪港旅客可於入境事務處總部、香港國際機場或港澳客輪碼頭管制站登記使用 e- 道服務。截至二零二五年年底，已有超過 388 000 名經常訪港旅客登記這項服務，曾經使用自助出入境檢查服務的抵港訪客超過 1 025 萬人次，而離港訪客則超過 1 321 萬人次。

香港國際機場共設有 66 條多功能 e- 道，26 條設於入境大堂，40 條設於離境大堂。為進一步提升旅客通關效率和體驗，本處將優化香港國際機場的 e- 道服務。由二零二六年第一季起，機場入境大堂將陸續加設共 26 條 e- 道，並更新現有 e- 道，以配合長遠發展趨勢和需求，讓更多旅客能使用自助過關服務。



合資格的香港居民進入「登機易 e- 道」後，只須望向鏡頭，便可以容貌識別技術核實身份，完成自助出境檢查手續，全程無須出示旅行證件。

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.



本處於二零二五年九月在香港國際機場推出「容易飛 e- 道」服務。

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.

實施預先通報乘客資料系統

為符合《國際民用航空公約》有關航空安全的規定，令香港與世界其他航空樞紐看齊，以及進一步加強本處的入境檢查和執法能力，以阻截不受歡迎人士乘坐航班來港，本處於二零二四年九月三日實施預先通報乘客資料系統（預報系統），規定航空營運商為旅客辦理來港航班的登機手續時，須透過預報系統向本處傳送來港航班及其乘客的預報資料，並按照預報系統發出的指令允許或不允許某旅客登上來港航班。截至二零二五年年底，所有經營來港航線的航空營運商均已與預報系統完成連接。



本處就預報系統突發事件的應急處理進行桌上演練，以提升應對能力。

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

將 e- 道服務擴展至中華人民共和國電子護照持有人

本處自二零二五年六月起擴展 e- 道服務至合資格的中華人民共和國護照持有人。年滿 11 歲或以上、持有有效的中華人民共和國電子普通護照及經香港過境往來另一國家 / 地區的訪港旅客，可以免登記在入境時使用 e- 道服務，利用容貌識別技術辦理自助入境檢查手續。自二零二五年十二月起，本處進一步將中華人民共和國電子普通護照持有人使用 e- 道服務的合資格年齡下調至七歲。

皇崗口岸／落馬洲管制站重建工程

為配合粵港澳大灣區建設藍圖和促進區內人流和物流暢通，香港特區政府正積極推進一系列提升口岸通關能力和通關便利化的措施，當中包括重建皇崗口岸／落馬洲管制站。為進一步提高旅客的通關效率，新皇崗口岸將會實施「一地兩檢」，並採用「合作查驗、一次放行」的嶄新通關模式，成為廣東省與香港特區之間首個採用這種通關模式的口岸。在這種通關模式下，深港雙方的自助通道和櫃枱將設於兩地口岸邊界線上，旅客使用自助通道時只須排一次隊以查驗證件和核實身份，便可完成兩地的出入境檢查手續，進一步提升整個通關體驗和效率。本處和其他相關政策局及部門會繼續與內地當局保持緊密聯繫，積極落實各項相關籌備工作。

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.

沙頭角管制站重建工程

就重建沙頭角口岸而言，香港特區政府與深圳市政府已達成共識，以「跨河建」的安排重建沙頭角口岸，並實施「合作查驗、一次放行」的通關模式。重建後的沙頭角口岸將成為純旅檢口岸，取消貨檢功能以配合落實跨境貨運「東進東出、西進西出」的布局，同時推動沙頭角一帶的發展。

跨河橋樑小口岸

為配合河套深港科技創新合作區的發展，連接港深兩個園區的「西面跨河連接橋項目」已於二零二五年十二月啓動，有效促進兩地創科人員日常頻繁的跨境流動。通關模式方面，為便利兩地創科人員往來，本處會積極研究使用創新、便捷的出入境通關模式，目標是可以讓預先核實資格的人員使用容貌識別技術核實身份，從而達致「無感通關」。



位於機場二號客運大樓離境層的 e- 道。

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

機場二號客運大樓

隨着香港國際機場三跑道系統於二零二四年全面投入運作，機場的容量已大幅提升。三跑道系統計劃下的二號客運大樓將按客量需求分階段啓用，其中離境設施將於二零二六年內投入運作。本處會與機管局及其他相關部門保持緊密聯繫，確保通關設施運作暢順。

提升香園圍邊境管制站的出入境檢查服務

香園圍邊境管制站的首階段優化工程已於二零二五年九月完成，入境及離境大堂的 e- 道已各增至 18 條。本處正計劃開展下一階段的改建工程，進一步增加 e- 道的數目，從而提升香園圍邊境管制站的通關能力。

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.



香園圍邊境管制站的首階段優化工程已於二零二五年九月完成，入境及離境大堂的 e- 道已各增至 18 條。

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.

預辦入境檢查計劃

為促進貨運及物流業的業務，港口管制科已推行預辦入境檢查計劃多年。根據計劃，事先獲批准的船隻可直接駛往停泊處或碼頭起卸貨物，無須在入境船隻碇泊處等候辦理入境檢查手續。二零二五年，共有 21 107 艘遠洋船隻及 39 536 艘內地內河／沿海貨船獲准按計劃進入香港，佔此類入境香港的船隻約 94%。

這項安排大大節省船隻的經營成本及時間，並有助加強和提升香港作為國際及區域首選運輸和物流樞紐的地位。

為第十五屆全國運動會提供出入境便利

本處全力支持於二零二五年舉行的第十五屆全國運動會（全運會）和全國第十二屆殘疾人運動會暨第九屆特殊奧林匹克運動會。為便利各地代表團、運動員及工作人員在全運會期間往返粵港澳三地，本處在香港國際機場、高鐵西九龍站、港珠澳大橋及深圳灣口岸設置了出入境專屬通道，共提供 16 條 e- 道供已登記的運動員及相關人員透過容貌識別技術自助辦理出入境檢查手續。至於跨境賽事方面，本處聯同全運會統籌辦公室、相關政府部門，以及內地及澳門的出入境機關，以創新的「前置查驗、閉環管理」模式，落實「零延時、零接觸、零等待」的通關安排。在賽事期間，各方保持緊密溝通，讓公路自行車和馬拉松兩項跨境賽事均能無縫順暢地進行。



為便利各地代表團、運動員及工作人員在第十五屆全國運動會和全國第十二屆殘疾人運動會暨第九屆特殊奧林匹克運動會期間往返粵港澳三地，高鐵西九龍管制站設置了出入境專屬通道提供出入境檢查服務。

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.



第十五屆全國運動會期間，各管制站設置了出入境專屬通道提供出入境檢查服務。

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.



本處聯同全國運動會統籌辦公室、各相關政府部門和內地及澳門出入境機關以創新的「前置查驗 + 閉環管理」的通關模式，讓公路自行車和馬拉松兩項跨境賽事得以無縫及順暢地進行。

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.



個人證件部

Personal Documentation Branch

個人證件部轄下設有證件科和人事登記科。證件科處理香港特別行政區（香港特區）護照和其他香港特區旅行證件的申請，有關在本港實施《中華人民共和國國籍法》的事宜，以及出生、死亡和婚姻登記事宜。人事登記科則處理根據《基本法》提出聲稱擁有居留權的申請，簽發香港身份證，管理人事登記紀錄，與外國政府商定香港特區護照持有人的免簽證入境安排，以及為在境外遇事的香港居民提供切實可行的協助。

The Personal Documentation Branch comprises the Documents Division and the Registration of Persons Division. The Documents Division deals with applications for Hong Kong Special Administrative Region (HKSAR) passports and other HKSAR travel documents, matters relating to the implementation of the Nationality Law of the People's Republic of China in Hong Kong, as well as registration of births, deaths and marriages. The Registration of Persons Division processes applications relating to claims to 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.

全港市民換領身份證計劃結束及舊款智能身份證失效

隨着全港市民換領身份證計劃（換證計劃）於二零二三年三月三日結束，換證計劃下為安老院及殘疾人士院舍的院友安排上門換證和派送新證的「到訪院舍換證服務」亦已於二零二五年第一季結束。二零一八年十一月二十六日之前發出的舊款智能身份證已於二零二五年分兩階段失效。在一九七零年或之後出生的舊身份證持有人，其舊證已於二零二五年五月十二日起失效。至於在一九六九年或之前出生的舊身份證持有人，其舊證則於二零二五年十月十二日起失效。

此外，為應付疫情後的換證需求而增設的人事登記處—觀塘（臨時）辦事處，已按計劃於二零二五年十月停止運作。該辦事處關閉後，市民仍可前往其餘六間人事登記辦事處辦理各項身份證申請。

截至二零二五年年底，已有約 746 萬名身份證持有人換領新智能身份證，換證率約為 93%。另外，本處透過「到訪院舍換證服務」，到訪了超過 1 100 間院舍，為逾 45 200 名院友提供上門換領身份證服務。



人事登記處—觀塘（臨時）辦事處已按計劃於二零二五年十月停止運作。

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



為安老院及殘疾人士院舍的院友安排上門換證和派送新證的「到訪院舍換證服務」已於二零二五年第一季結束。

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.

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.

擴大個人證件服務站的服務範圍

入境事務處總部設有全新的「申請個人證件服務站」及「領取個人證件服務站」，供合資格人士無須預約，即可以全自助形式申請換領身份證和一站式辦理香港特區護照的申請。相關服務自二零二四年十二月推出以來深受市民歡迎。服務站的服務時間於二零二五年一月進一步延長至晚上十時，以便合資格申請人於辦公時間外使用服務。本處的自助申請服務團隊更榮獲二零二五年新設的申訴專員嘉許獎隊伍獎，充分肯定其在提升公共服務質素方面的卓越表現。

本處計劃於二零二六年上半年開始分階段擴大個人證件服務站的服務範圍，包括處理因遺失而須補領身份證及香港特區護照的申請、調整合資格使用年齡，以及增設換領和領取簽證身份書等服務，讓更多香港居民受惠於個人證件服務站所帶來的便利。



服務站的服務時間更於二零二五年一月進一步延長至晚上十時，以便合資格申請人於辦公時間外使用服務。

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.

為香港特區護照持有人爭取更大旅遊便利

本處一直積極游說更多國家給予香港特區護照持有人免簽證入境或落地簽證待遇，為香港特區護照持有人提供更大的旅遊便利。本處於二零二五年一月公布，香港特區護照持有人在抵達沙特阿拉伯的六個指定管制站時，可辦理單次或多次旅遊簽證。同年五月，香港特區護照持有人可免簽證前往卡塔爾和阿拉伯聯合酋長國旅遊，最長逗留 30 天；而前往阿曼蘇丹國的免簽證入境期限，亦由 10 天延長至 14 天。同年十一月，阿爾及利亞民主人民共和國同意給予香港特區護照持有人免簽證入境待遇，最長可逗留 14 天。截至二零二五年年底，合共有 174 個國家或地區給予香港特區護照持有人免簽證入境或落地簽證待遇。

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.

為在香港境外遇事的香港居民提供協助

本處的「協助在外香港居民小組」（小組）一直竭力為在境外遇事的香港居民提供協助。小組與外交部駐港特派員公署（公署）、中國駐外使領館，以及相關的香港特區政府部門保持緊密聯繫，為求助人士提供所有切實可行的協助。二零二五年，小組共處理了 3 388 宗求助個案，其中大部分涉及在境外遺失旅行證件、住院或傷亡等。此外，本處繼續跟進港人懷疑被誘騙到東南亞國家被禁錮從事非法工作的個案。二零二五年一月至三月期間，本處人員及保安局專責小組成員先後四次前往泰國，協助涉事港人回港。同年三月，緬甸發生強烈地震，香港特區政府派出救援隊伍趕赴災區協助搜救工作，當中包括兩名本處人員；這是香港特區政府繼二零二三年土耳其地震後，再次參與海外救援行動。同年六月，隨着伊朗與以色列緊張局勢升級，本處接獲 21 名身在伊朗、以色列及約旦的香港居民查詢。就此，本處一直與公署及國家駐當地大使館保持密切聯繫，並按相關人士的意願提供一切可行協助。最終，20 名港人安全離開當地，餘下的一名港人則報稱安全，無須進一步協助。



小組一直竭力為身處境外遇事的香港居民提供協助。

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.



香港特別行政區政府派出包括本處兩名人員在內的救援隊前往緬甸地震災區協助搜救工作。

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.

領事保護及外遊安全的宣傳工作

二零二五年，本處與公署繼續攜手舉辦連串活動，廣泛宣傳領事保護及外遊安全資訊，包括於入境事務處總部及全港各區舉辦巡迴展覽、於旅遊展覽擺設攤位、以及到大專院校及中學舉辦講座等。為進一步加深年青一代對領事保護的認識，增強他們對國家的歸屬感，本處首次編製領事保護及外遊安全兒童繪本《阿邦的夢想國之旅》，並於二零二五年六月舉行發布會。繪本的實體版已派發至全港逾1 500 間小學及幼稚園，市民亦可於各區公共圖書館借閱，其電子版則已上載至本處及教育局網頁，讓學生以深入淺出的方式了解領事保護及外遊安全資訊。



為推廣國家領事保護和擴大受眾層面，本處以「1868 大使阿邦」為主角，製作了兒童繪本《阿邦的夢想國之旅》，並於二零二五六月二十七日在將軍澳入境事務處總部舉行發布會。

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.



來自將軍澳區的小學生在發布會上演繹繪本故事。

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.



本處於二零二五年十月九日在將軍澳一所幼稚園舉辦了《阿邦的夢想國之旅》故事分享活動，邀請藝人衛詩雅到場為小朋友講故事，希望透過「講故事」形式讓同學們更深入了解領事保護及外遊安全的資訊。

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.

受大埔火災影響的居民補領個人證件及延長逗留期限安排

為全力支援受大埔宏福苑火災影響的居民，本處於火災發生翌日（二零二五年十一月二十七日）即作出特別安排。受影響居民可於辦公時間前往入境處辦事處補領香港身份證、香港特區護照、出生證明書或結婚證書核證副本等個人證件，以及辦理延長逗留期限申請和索取其現時逗留條件及期限的紀錄，無須預約，並豁免補領個人證件及申請延長逗留期限的相關費用。

為便利受影響居民，本處一連三日派員至大埔各臨時庇護中心進行預先登記，並於入境事務處總部額外設立為期七天的非辦公時間特別服務時段，專門處理相關申請。本處於特別服務時段內安排專車接送受影響居民往返將軍澳入境事務處總部及臨時庇護中心，並派員把備妥的個人證件送到臨時庇護中心，以供受影響居民盡快領取。

同時，本處亦與香港中國旅行社集團協調，於上述特別服務時段開放鄰近的香港中旅證件服務將軍澳中心，供受火災影響的居民前往申請港澳居民來往內地通行證（回鄉證）及由內地機關簽發的其他旅行證件。

本處特事特辦，加快處理受影響居民的個人證件申請，於 48 小時內完成製備相關個人證件。

二零二五年十一月二十七日至十二月底期間，本處共處理約 4 350 宗補領個人證件相關申請，以及 37 宗延長逗留期限及簽證相關申請，涉及超過 2 600 名受影響居民。



本處派員至大埔臨時庇護中心進行預先登記。

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



本處於特別服務時段安排專車接送受影響居民前往將軍澳辦證。

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.



為便利受影響的居民，本處於總部設立為期七天的非辦公時間特別服務時段，專門處理相關申請。

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.



執法部

Enforcement Branch

執法部轄下設有執法科和反恐及情報科。執法科負責制定和執行調查方面的政策、處理與入境事務有關的檢控、制定和推行有關遞解及遣送離境（免遣返聲請個案除外）的措施，以及管理用作羈留 18 歲或以上人士的青山灣入境事務中心。反恐及情報科負責制定本處的反恐策略和採取相關執法行動，以及與海外、內地和本港執法機關及駐港領事館聯繫以作情報交流。反恐及情報科人員亦代表本處參與跨部門反恐專責組的工作。

The Enforcement Branch comprises the Enforcement Division and the Counter-Terrorism 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).

打擊跨國非法移民、偽造旅行證件和偷運人口活動

本處一直透過國際間的合作，共同應對跨國非法移民、偽造旅行證件和偷運人口等全球關注的問題。

本處與內地及本地執法機關自二零一六年起展開專項行動，持續打擊非華裔人士非法入境活動。二零二五年每月平均截獲 32 名非華裔非法入境者，比二零二三年十月高峯期的 364 名，大幅減少 91%。本處會繼續與內地及澳門執法機關加強情報交流，以更精準打擊偷渡行為。

本處十分關注使用偽造旅行證件作非法移民、犯罪或進行恐怖活動等罪行，並與海外、內地及本地其他執法機關緊密合作，就偽造證件案件展開深入調查，以及採取果斷的執法行動。二零二五年，本處共檢獲 370 本偽造證件，較二零二四年的 668 本減少 45%。

本處持續在香港國際機場進行有關打擊非法移民和行使偽造證件的行動，以防止有人使用偽造旅行證件進入香港或經香港前往其他國家／地區。二零二五年，反偷渡情報局共執行了 30 567 次行動，當中包括與海外及本地執法機關採取遏止跨國偷渡罪行的聯合行動，共截查了 21 064 名旅客。

打擊販運人口

本處人員一直根據販運人口受害人識別機制審核和識別被捕或主動接觸當局的容易受剝削人士，以確定該等人士是否販運人口受害人。

外傭專責調查組會對外傭簽證申請人進行初步篩查，從而及早識別潛在的販運人口受害人或剝削外傭個案，並在有需要時展開調查。二零二五年，本處在販運人口受害人識別機制下共進行了 5 924 次初步篩查，當中 3 025 次為外傭專責調查組對外傭簽證申請人進行的初步篩查。



青山灣入境事務中心與政府飛行服務隊舉行聯合演習，模擬在惡劣天氣下陸路交通受阻，需改以直升機進行押解一名高保安風險級別人士。

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.

針對非法勞工的執法行動

本處一直致力打擊非法勞工，以保障本地勞工的就業機會。保安局於二零二五年九月成立跨部門反黑工專責組（專責組），進一步加大力度打擊非法勞工。本處作為成員之一，全力支援專責組的工作，透過制定應對非法勞工的整體策略、強化情報搜集、增強與內地情報交換、嚴厲執法、善用科技，以及協調相關宣傳教育工作等多方面措施，加強跨部門協作，務求多管齊下打擊非法勞工。

二零二五年，本處進行了 19 980 次反非法勞工行動，共拘捕了 3 708 名非法勞工（包括 2 444 名性工作者）及 569 名僱主。被定罪的非法勞工大部分被判監，刑期由 6 天至 22 個月 2 星期不等；而被定罪的僱主大部分被判監或罰款，刑期由 6 星期至 6 個月不等，罰款金額則由 5,000 元至 60,000 元不等。

針對不法分子利用網上平台提供跨境「點對點」服務，安排非法勞工在港從事隱蔽性較高的非法工作，本處持續進行具針對性的網上巡邏，並採取「放蛇」等情報主導的執法行動。假如涉及內地網上平台，本處會與內地當局交換情報，並促請內地當局與相關平台作適當跟進，例如移除相關帖文。二零二五年，本處採取了 28 次「放蛇」行動，合共拘捕 33 人，包括 30 名非法勞工及 3 名協助和教唆他人從事非法工作的人士。這些非法勞工涉嫌來港提供攝影、化妝、導遊及跨境代購等服務。

強化情報搜集

有效收集情報和加強情報分析對打擊非法勞工至關重要。本處設有多個舉報渠道，包括電話熱線、電郵及網上舉報平台等，供市民舉報有關罪行。二零二五年九月，本處推出舉報非法勞工專線，並在微信及「智方便」流動應用程式新增舉報功能，以鼓勵市民積極舉報非法勞工相關罪行，共同打擊違法行為。



執法部人員在跟進調查在港逾期逗留人士時，突擊搜查一個物流倉庫，共拘捕 12 名懷疑非法勞工及兩名涉嫌聘用非法勞工的僱主。

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.



入境處特遣隊人員到非法勞工黑點採取突擊行動，遏止非法勞工在港工作。

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.

加強宣傳教育

本處一直透過不同渠道進行宣傳教育，包括舉行新聞發布會，派發宣傳單張，以及為不同機構及領事館舉辦講座等，以提升市民對僱用非法勞工刑責的認識。二零二五年十一月，本處應印尼駐香港總領事館的邀請，為逾 180 名新來港的印尼籍家庭傭工舉辦專題講座，介紹《入境條例》的相關條文和呼籲外傭切勿從事非法工作。同時，本處亦積極透過其社交媒體官方帳號，發放反非法勞工行動的最新執法成果。

偵破假結婚個案

本處設有專案小組，打擊非本港居民透過與香港居民假結婚，以騙取香港居留身份的非法活動。二零二五年，共有 39 人因涉及假結婚案件而被定罪，分別被判監 9 至 22 個月不等。

二零二五年十一月，本處與廣東省出入境管理部門展開代號為「閃刺 2025」的跨境聯合行動，瓦解了一個跨境假結婚犯罪集團，並於香港及廣東先後拘捕一名集團主腦、三名骨幹成員，以及八名涉嫌假結婚的內地居民。該集團於二零二三至二零二四年間安排超過 60 宗假結婚，涉案金額超過 750 萬元。

加強打擊與出入境事宜相關的科技及網絡罪案

為有效打擊各種與出入境事宜相關的新興科技及網絡罪案，並提升執法效能，本處不斷提升其數碼法證能力，包括積極招募和培訓人才、添置先進的專業儀器，以及設立首間數碼法理鑑證所。同時，本處亦正開發一套全新的分析系統，用以整合分析網上不同平台的數據及資料，以便進行自動化跨平台網上巡邏，全面加強本處調查網絡罪案及搜集數碼證據的能力。



本處人員出動宣傳車向公眾派發「切勿聘用非法勞工」的宣傳單張。

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



應印尼駐港總領事館邀請，本處為逾 180 名新來港印尼籍家庭傭工舉辦講座，介紹《入境條例》及呼籲切勿從事非法工作，並提供販運人口的相關資訊，以提高外傭的防範意識。

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.

加強反恐準備

本處因應恐怖襲擊的威脅評估及實際情況，在各出入境管制站截查可疑人士，監察懷疑與恐怖主義活動有關連的訪客，以防止有關人士試圖進入香港。二零二五年，反恐及情報科人員在各出入境管制站共進行了 13 853 次反恐相關的巡查行動，截查人次為 22 207。年內，本處共進行了 14 次反恐演練，同時舉辦了 56 節反恐訓練課堂，參與訓練的本處人員為 1 146 人次。

為加強本處人員對突發事件與恐怖襲擊的準備及應變能力，本處於二零二五年八月參加在啟德郵輪碼頭舉行、代號為「勇光」的大型跨部門反恐演習。這次演習旨在測試和提升各部門在處理涉恐涉暴情報，以及應對不同形式恐怖襲擊時的協調及應變能力。

另外，為進一步加強反恐準備，本處於二零二五年十月舉辦代號為「韌領」的跨部門桌上反恐演練，並邀請各部門及組別內與出入境工作相關的持份者參加。這次演習旨在強化相關政府部門及公私營機構應對涉恐資訊保安事故及突發事件的應變能力，並促進相互協作。

本處會繼續積極參與跨部門反恐專責組的反恐工作，定期舉辦不同主題的反恐演練及訓練，並向公眾宣傳反恐意識。

檢控、遞解及遣送離境

二零二五年，本處對在本港觸犯《入境條例》、《人事登記條例》及其他與出生、死亡和婚姻登記有關罪行的人，共提出 5 279 項檢控。根據經修訂的《入境條例》第 38AA 條，非法入境者、受遣送離境令或遞解離境令規限者、逾期逗留或被拒入境者均不得接受僱傭工作或開辦或參與任何業務。截至二零二五年年底，共有 4 584 名此等違例者被檢控。

本處亦負責處理遞解及遣送離境令的申請事宜，把不受歡迎人物遣離香港。二零二五年，分別有 1 158 及 1 758 人被遞解出境及被遣送離境。

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.



本處不時為職員提供反恐訓練。

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



反恐及情報科人員在各出入境管制站進行巡查行動。

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.

青山灣入境事務中心

青山灣入境事務中心（青山灣中心）是一所入境羈留設施，用於羈留18歲或以上、根據《入境條例》等候遣返／遣送離境／遞解離境，或等候免遣返聲請最終裁定的人。二零二五年，中心的接收人次達6 572，數字較二零二四年的5 952增加10.4%。

本處定期為駐守青山灣中心的人員提供不同的培訓課程，以確保他們有足夠能力處理中心的日常運作和應付突發事故。中心亦設有一支緊急應變隊，以便提供迅速的戰術支援。

二零二五年二月，青山灣中心舉辦了一場心理支援培訓講座，由青山醫院法醫精神科醫生主講，介紹常見的精神科疾病，並分享實用的情緒管理技巧及應對精神病患者的經驗。透過這次培訓，中心人員及執法部其他人員均了解到如何更有效地識別和支援被羈留或接受調查人士的情緒需要。

二零二五年十二月，青山灣中心與政府飛行服務隊再次舉行聯合演習。演習模擬惡劣天氣令陸路交通受阻，導致押解一名高保安風險的被羈留人士的行動受影響。中心的緊急應變隊與押解及看守隊隨即啓動與政府飛行服務隊的協作機制，改以直升機進行押解。演習有效強化中心人員的專業技能與應變能力，同時鞏固跨部門合作，確保有關人員在面對各種突發情況時，都能以安全、高效及專業的方式執行押解及羈留工作。

青山灣中心透過善用資訊科技，不斷優化羈留運作流程，以提高工作效率和增強保安。二零二五年，中心擴大閉路電視的覆蓋範圍至所有寢室，加緊監察被羈留人士，以保障他們的安全，並維持中心的保安及紀律。

將軍澳入境處羈留中心

將軍澳入境處羈留中心是為短期羈留等候查訊、落案起訴、出席法庭聆訊或被轉送至其他羈留設施的被羈留人士而設。中心全日24小時運作。二零二五年，中心的接收人次達4 664；當中2 401人為男性，2 263人為女性。



青山灣入境事務中心舉辦了一場心理支援培訓講座，並邀請青山醫院法醫精神科醫生主講。透過這次培訓，中心人員及執法部其他人員均得以更有效地識別和支援接受調查或被羈留人士的情緒需要。

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.



遣送審理及訴訟部

Removal Assessment and Litigation Branch

遣送審理及訴訟部於二零一六年六月成立，其下的遣送審理及訴訟科負責審理沒有權利進入和在香港逗留的人，根據所有適用的理由[附註]提出的免遣返保護聲請。該科亦支援政府全面檢討處理免遣返聲請的策略，處理關乎免遣返聲請及執法的上訴／呈請及訴訟個案，以及制定並推行有關遞解和遣送免遣返聲請不獲確立者離境方面的措施。

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.

附註：
Note:

適用理由包括《入境條例》（香港法例第 115 章）第 VIIC 部所指的酷刑風險；《香港人權法案條例》（香港法例第 383 章）所載《香港人權法案》下的絕對及不容減免的權利受到損害的風險（當中包括《香港人權法案》第二條所指的生存的權利及第三條所指的免受酷刑或殘忍、不人道或侮辱之處遇或懲罰的權利），以及參照一九五一年《關於難民地位的公約》第 33 條的免遣返原則所指的迫害風險。

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.

統一審核機制

凡非法入境、逾期逗留或抵港時遭本處拒絕入境者，均無合法身份在香港逗留。為實施有效的出入境管制和維護公眾利益，應根據《入境條例》盡快遣送該等人士離港。

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

為履行聯合國《禁止酷刑和其他殘忍、不人道或有辱人格的待遇或處罰公約》、《香港人權法案》和《入境條例》下的責任，以及執行法院的有關裁決，政府於二零一四年三月實施統一審核機制，根據所有適用的理由審核免遣返聲請。《入境條例》第 VIIC 部於二零一二年七月經立法會詳細討論後獲得通過，並於二零一二年十二月開始生效。統一審核機制乃按照該條例所訂的法定程序而實行。

根據統一審核機制，聲請人有合理機會確立其聲請，包括在免遣返聲請表格填寫其聲請的詳情和出席審核會面。審結後，本處會書面通知聲請人其決定及理由。聲請人如不服本處的決定，可向法定的獨立酷刑聲請上訴委員會／免遣返聲請呈請辦事處（上訴委員會）提出上訴。

聲請人在整個審核程序中也可獲得一切所需的專業援助，包括公費法律支援、由合資格人士提供的傳譯／翻譯服務，以及就其宣稱與聲請相關但存有爭議的身體或精神狀況進行醫療檢驗。



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

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



本處致力將免遣返聲請不獲確立者盡快遣送離港，以保障公眾利益。

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.

加強處理免遣返聲請

在統一審核機制實施初期，鑑於藉非法入境、逾期逗留，以及在口岸遭拒絕入境時提出的免遣返聲請數目大幅上升，因此政府在二零一六年年初就處理免遣返聲請的策略展開了全面檢討，並實施了一系列應對措施，包括首要防止非華裔非法入境者及潛在濫用聲請機制人士抵港；加快審核尚待處理的聲請，處理聲請不獲確立者提出的上訴和遣送他們離港的安排；以及加強打擊非法受僱的執法行動。另外，《入境條例》在二零二一年作出修訂，進一步提高審核效率，防止聲請人採取拖延手段，改善上訴委員會的程序及職能，以及加強源頭堵截、執法、遣送和羈留聲請人等。

儘管上述措施已取得成效，在處理免遣返聲請的問題上，未來仍然充滿挑戰。截至二零二五年年底，約 15 600 名聲請人基於不同理由仍然身在香港。為減輕大量免遣返聲請人持續在港對社會所造成的負擔，政府會推行措施，包括從源頭堵截非法入境者，加快審核免遣返聲請，加強管理被羈留人士和加快遣送聲請不獲確立者離港。

本處會繼續跟進上述措施的執行情況，以確保統一審核機制運作暢順，高效審核尚待處理的聲請，有效支援處理上訴及相關訴訟的工作，善用羈留空間，並繼續全面實施更新的遣送政策，以期把聲請不獲確立者盡快遣離香港。

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.



本處為期十五天的入境事務隊隊員「免遣返聲請審理」專業證書課程包括講座、小組討論、模擬會面以及審核工作坊等，讓本處人員全面了解「統一審核機制」及其法律基礎。

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.



課程於二零二四年二月經香港學術及職業資歷評審局認證成為資歷架構第五級別課程。

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.



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

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

全面檢討及成效

審核程序

本處在現行的法律框架下推出了多項措施優化工作流程，包括提早預約審核會面，就來源國家建立客觀、可靠及適時更新的資料庫以提升處理個案的能力及效率，以及安排專責人員處理來自同一國家人士的聲請等，藉以加快審理聲請個案。統一審核機制自二零一四年三月實施至二零二五年年底，除機制實施初時尚待審核的 6 699 宗免遣返聲請外，本處接獲另外 30 247 宗聲請。其間，本處已就 28 907 宗聲請作出決定，包括 359 宗已獲確立的聲請（當中 269 宗於上訴階段獲確立），另外有 7 404 宗撤回，現時尚待審核的聲請有 635 宗。

《入境條例》在二零二一年經修訂後，令本處可運用更多措施以確保審核程序有效進行，並防止部分聲請人採取拖延手段。本處會持續以高效率進行審核程序，目標是在接獲新聲請後盡快展開審核工作。

政府透過當值律師服務的「免遣返聲請法律支援計劃」為聲請人提供法律支援，並因應所接獲的聲請數量，適時調整公費法律支援個案的處理量。截至二零二五年十二月底，公費法律支援的名額上限為每日 13 宗個案。

為更有效支援審核過程，本處在整個審核過程中都向聲請人提供傳譯服務。本處聘用部門翻譯及傳譯員，主要在簡介會和審核會面期間為聲請人提供傳譯支援，並翻譯聲請人所遞交的文件。此外，本處亦會因應需要，以個案形式聘用非政府兼職傳譯員。

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.



本處致力確保統一審核機制運作暢順，並在合乎「高度公平標準」的審核程序下，高效審核免遣返保護聲請。

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'.

羈留

《入境條例》賦予本處權力，羈留正等候免遣返聲請決定及／或遣送程序的人士；行使有關權力時須合乎普通法的 Hardial Singh 原則。按照有關原則，若免遣返聲請審核程序或遣送程序無法在合理時間內完成，有關人士便不能被羈留。作為全面檢討的一環，政府一直研究增加羈留名額的不同方案，以便入境處更有效地執行遣送行動。自二零二三年五月十八日起，勵顧懲教所已納入為本處的羈留地點，使可用作羈留免遣返聲請人的羈留地點增至 3 個（即青山灣入境事務中心、大潭峽懲教所及勵顧懲教所），而整體羈留名額則由 660 個增至 900 個。繼勵顧懲教所於二零二五年四月初已完成原址擴充，令整體羈留名額再由 900 個增至 940 個後，三個羈留地點（即青山灣入境事務中心、大潭峽懲教所及勵顧懲教所）亦會於二零二六年三月完成原址擴充。屆時，整體羈留名額將由 940 個進一步增至 1 030 個（升幅約 10%）。政府會繼續循法律、資源、公眾安全等方面研究不同的措施，為羈留設施的管理提供更有效的支援。



本處人員定期進行遣送行動策略分析，持續優化應變方案，確保遣送工作順利且高效執行。

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.



本處定期開展演練，提升人員管理不合作被羈押人士的應變能力，全面保障行動安全與秩序。

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

遣送

本處一直致力根據現行相關法例及政策，盡快把免遣返聲請不獲確立者遣離香港，以維持有效的出入境管制和保障公眾利益。

根據二零二二年十二月七日生效的更新的遣送政策，若聲請不獲確立者就其免遣返聲請提出的司法覆核或相關許可申請被高等法院原訟法庭拒絕，即使他們有尚待處理的法律訴訟程序（包括向更高級法院就原訟法庭的裁決提出的上訴），本處仍會執行遣送他們離港的程序。自政策實施至二零二五年年底，本處共遣送了 6 683 名聲請不獲確立者離港，當中 411 名根據更新的遣送政策遣送；二零二五年的遣送數字為 2 613，較二零二四年的數字增加 18%。

本處會繼續與相關持份者包括相關領事館及航空公司保持密切聯繫，並在有需要時及情況許可下安排特別航班執行大規模遣送行動。自二零二二年十一月起，本處已因應情況共 41 次派遣人員陪同不合作並拒絕接受遣送離境安排的聲請不獲確立者乘搭同一航班，以強制遣送該等人士離境，打擊他們的拖延策略。本處於二零二五年十一月六日執行代號為「逐影」的登機押解遣返行動，首次安排特別專機從香港前往廣州白雲國際機場，再轉乘商業航班前往巴基斯坦，順利於單次行動中強制遣送六名巴基斯坦籍免遣返聲請不獲確立者回國。本處會繼續研究不同可行方案，以加快遣返聲請不獲確立者；同時會與相關單位協調以優化遣返路線，並積極與聲請人主要來源國的政府、航空公司及其他政府部門保持密切聯繫，採取一切合適措施將聲請不獲確立者盡快遣送離港。

遣送審理及執法訴訟支援

被拒絕的聲請人可提出上訴，並由上訴委員會審理其上訴。

遣送審理及訴訟部下設專責組別，負責支援上訴委員會處理聲請人所提出的上訴及有關的司法覆核，並處理有關羈留、遣送及遞解離境的訴訟個案。



本處致力與相關單位協調以優化遣返路線，採取登機押解遣返行動，強制遣送聲請不獲確立者回國。

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.



資訊系統部

Information Systems Branch

資訊系統部負責管理本處資訊系統及相關事宜，其下設有四個科別。資訊系統（發展）科負責制定和推行處內的資訊系統策略和開發新的資訊系統，以應付未來工作需求。資訊系統（運作）科負責管理目前運作的資訊系統和系統的保安事宜，以及不斷優化和更新各系統及相關程序。紀錄及數據管理科負責一切有關資料私隱、公開資料和處內紀錄管理的事宜。科技服務科則為處內資訊系統的應用及發展提供技術支援。

The Information Systems Branch manages the information systems and related matters of the department. It comprises four divisions. The Information Systems (Development) Division is responsible for formulating and implementing the department's information systems strategy and developing new information systems to meet future 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.

自助出入境檢查系統（e- 道）

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

自二零二五年三月三十一日起，持有智能身份證的香港永久性居民使用 e- 道服務的合資格年齡已下調至七歲。合資格的香港永久性居民可在各管制站使用 e- 道服務，以容貌識別技術辦理自助出入境檢查手續，無須預先登記。

自二零二五年六月二十六日起，本處擴展 e- 道服務至年滿 11 歲或以上的合資格中華人民共和國（中國）護照持有人。合資格的中國護照持有人可以免登記在入境時使用 e- 道服務，利用容貌識別技術辦理自助入境檢查手續。

為進一步提升管制站的通關效率，讓更多合資格的訪港旅客使用便捷的 e- 道服務，本處自二零二五年十二月二十二日起把電子往來港澳通行證持有人、中國電子普通護照持有人及使用「離境易」的訪港旅客使用 e- 道服務的合資格年齡下調至七歲。年滿七歲或以上的合資格訪港旅客可在各管制站使用 e- 道服務，辦理自助出入境檢查手續。

本處致力優化通關措施，於二零二五年六月擴展 e- 道服務至年滿 11 歲或以上的合資格中華人民共和國護照持有人。

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.



非觸式 e- 道

二零二二年，本處把「非觸式 e- 道」服務擴展至所有出入境管制站。合資格的香港居民登記後，可憑其個人智能電話所產生的加密二維碼進入「非觸式 e- 道」，並透過容貌識別技術辦理出入境檢查手續。

登機易 e- 道

本處於二零二二年十月與香港機場管理局（機管局）合作，在香港國際機場推出「登機易 e- 道」服務。年滿 11 歲或以上的香港居民，如選擇使用機管局的「登機易」服務，並以香港特別行政區（香港特區）護照、香港特區簽證身份書或港澳居民來往內地通行證（回鄉證）通過離境大堂的保安閘口離境，均可使用「登機易 e- 道」服務辦理自助出境檢查手續。

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.

容易飛 e- 道

本處於二零二五年九月三十日推出「容易飛 e- 道」服務。年滿 11 歲或以上的香港居民，如在離境時以香港特區護照、香港特區簽證身份書、港澳居民來往內地通行證或港澳居民來往內地通行證（非中國籍）使用香港國際機場的「登機易」服務，其後再以同一證件經香港國際機場入境，均合資格使用「容易飛 e- 道」辦理自助入境檢查手續。合資格的香港居民使用「容易飛 e- 道」時，只須望向鏡頭，透過容貌識別技術核實身份後，即可完成入境檢查手續，過程中無須出示任何證件或「非觸式 e- 道」流動應用程式的加密二維碼。

港澳通關互用二維碼服務

本處於二零二四年七月十九日與澳門治安警察局、身份證明局、行政公職局及保安部隊事務局合作推出「港澳通關互用二維碼服務」。合資格的香港居民可在「非觸式 e- 道」流動應用程式啓動「港澳通關互用二維碼」，再透過該程式產生加密二維碼，使用澳門特別行政區的自助過關系統辦理自助出入境手續。另一方面，合資格的澳門永久性居民亦可透過澳門「一戶通」流動應用程式產生加密二維碼，使用 e- 道辦理自助出入境手續。

電子化簽證申請服務和「電子簽證」

本處的電子化簽證申請服務自二零二二年十一月起擴展至所有簽證類別。申請人可透過香港政府一站通網站，或本處的網站或流動應用程式，在網上完成整個簽證服務相關的申請流程，包括填寫申請表格、上載證明文件和查詢申請狀況，而無須親身前往入境處辦事處辦理。申請獲批後，申請人可在網上繳交相關費用（如適用）並即時下載「電子簽證」。



「登機易 e- 道」採用容貌識別技術核實身份，為合資格香港居民辦理自助出境檢查手續。

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.



合資格的香港居民使用「容易飛 e- 道」服務時，無需出示任何證件或「非觸式 e- 道」的加密二維碼，過程更為便捷 。

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.

流動應用程式

「香港入境事務處」流動應用程式設有多項功能，包括申請服務、預約服務、填寫表格、遞交補充文件及資料、付款、登記使用「入境處提提您」服務，以及查詢和下載「電子簽證」。市民亦可透過該應用程式查詢申請狀況、籌號輪候狀況，以及各主要陸路邊境管制站的最新估計旅客輪候過關狀況，更可以網絡數據致電協助在外香港居民小組的24小時1868熱線，使用1868聊天機械人和遞交網上求助表格。

二零二五年，本處優化了流動應用程式內的取籌服務功能，讓申請人可透過該應用程式取籌，查詢輪候情況，並登記接收短訊或電郵通知。

預先通報乘客資料系統

為符合《國際民用航空公約》有關航空安全的規定，以及進一步加強本處的入境檢查和執法能力，以阻截潛在的免遣返聲請人等不受歡迎人士乘坐航班來港，本處已於二零二四年九月三日實施預先通報乘客資料系統（預報系統）。根據《入境（預先通報乘客資料）規例》（《規例》），航空營運商須透過預報系統向本處傳送來港航班及其乘客的預報資料。該系統會即時處理有關資料，並將每名旅客獲發的指示傳回航空營運商。為了讓超過100個航空營運商有充裕時間連接預報系統和確保系統順暢有序運作，有關工作已在二零二四年九月至二零二五年六月期間，分五個階段順利進行。此外，項目設有約12個月的過渡期，《規例》所訂明關乎預報系統的罪行及免責辯護等條文，已在過渡期後，即二零二五年九月一日開始實施。截至二零二五年年底，合共有167個航空營運商連接預報系統。

新增電子繳費選項

本處各類服務的申請，均已接受電子繳費。自二零二二年十二月十九日起，繳費服務已逐漸支援以「轉數快」繳付有關出生、死亡及婚姻登記、申請簽證／進入許可及旅行證件等服務的費用。此外，繳費服務由二零二四年九月二十七日起進一步支援以內地電子錢包（支付寶、微信支付及雲閃付App）付款，為申請人提供更多繳費選擇。

採用「智方便」

為響應數字政策辦公室簡化「智方便」平台整體操作流程的建議，本處在多項電子服務中引入了「一鍵登入」功能。市民若透過其「智方便」帳戶取用這些電子服務，便可直接使用「填表通」功能，自動將個人資料填入網上表格而無須重新認證，享受無縫體驗。

此舉提升了效率，予民便利，亦體現了本處對數碼轉型及改善公共服務的承諾。

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.

推行第四代資訊系統策略

本處於二零二四年八月委聘顧問進行第四代資訊系統策略研究，為部門的長遠資訊科技發展制定藍圖。顧問建議本處應更有效運用創新科技及人工智能，並適時更換現有的資訊系統，以進一步提升運作效率及成本效益，配合未來發展需要。因應策略建議，本處已率先展開有關新一代出入境管制系統的可行性研究，探討引入創新自助通關模式和進一步擴展 e- 道服務，務求提升通關效率和加強出入境管制能力。此外，本處將善用人工智能技術，分析和監察客流和車流等數據資料，以便靈活部署人手和優化資源調配，確保管制站運作順暢。

人力資源管理系統

為滿足新的業務需求，「人力資源管理系統」自二零二五年五月起分階段推出，以取代「行動及行政支援資訊系統」。「人力資源管理系統」除了優化人事資訊系統及庫存管理系統外，亦加入了制服紀錄系統及電子呈交系統。透過提供全面的人力資源資料庫及電子化行政流程，「人力資源管理系統」提升了人力資源管理的整體效率。

新一代入境事務查詢服務系統

為應付服務範圍迅速擴展和提升公眾查詢服務，本處於二零二五年四月推行首階段的「新一代入境事務查詢服務系統」。升級的系統應用人工智能技術，例如運用大語言模型，取代以人手方式把市民發送至部門的查詢電郵分門別類，從而提高處理查詢個案的效率。

預計系統將於二零二六年陸續增設更多自助服務渠道，包括配備人工智能語音識別技術的智能化互動電話，採用自然語言處理技術的聊天機械人，以及在入境事務處總部設置附有語音機械人和人工智能生成人像的查詢服務站，以互動方式即時解答到訪市民的查詢。

參與香港國際創科展 2025「智慧香港展館」

本處應數字政策辦公室邀請，參與了二零二五年四月十三至十六日舉行的香港國際創科展 2025，在「智慧香港展館」向創新科技業界菁英展示「港澳通關互用二維碼服務」。同場亦有其他創新科技活動舉行，吸引來自 148 個國家約 88 000 名本地及海外訪客。該服務的創新成果在展會上獲得充分展現。

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.

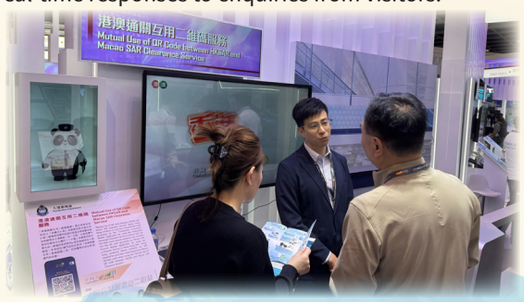
The Next Generation Immigration Enquiry Services System

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.



本處於四月參與香港國際創科展 2025 ，在「智慧香港展館」向創新科技業界菁英展示「港澳通關互用二維碼服務」。

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.

為第十五屆全國運動會提供出入境便利

為支持二零二五年舉行的第十五屆全國運動會（全運會）和全國第十二屆殘疾人運動會暨第九屆特殊奧林匹克運動會，本處在香港國際機場、高鐵西九龍站、港珠澳大橋及深圳灣口岸設置了出入境專屬通道，共提供 16 條 e- 道供已登記的運動員及相關人員透過容貌識別技術辦理自助出入境檢查手續，以便利各地代表團、運動員及工作人員在全運會期間往返粵港澳三地。

本處透過善用科技，於第十五屆全國運動會期間設置了各地代表團、運動員及工作人員出入境的專屬通道，大大提升通關 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.



2025 年申訴專員嘉許獎 - 隊伍獎

申訴專員公署於 2025 年申訴專員嘉許獎新增隊伍獎，以表揚在提升公共服務質素方面表現優秀的專業團隊。本處的「自助申請服務團隊」有幸成為獲獎隊伍之一。

本處於 2024 年在將軍澳總部推出「申請個人證件服務站」及「領取個人證件服務站」，於辦公及非辦公時段為市民提供便捷、免預約的自助申請及領取個人證件服務。合資格人士可透過服務站，自助辦理申請香港身份證的手續，包括填寫和簽署電子表格、拍照、套取指紋及遞交申請；同時符合資格申請香港特區護照的人士，亦可透過服務站一次過申請和領取兩類證件。服務站不僅簡化申領證件流程，更無須預約，自推出以來廣受市民歡迎。



本處的「自助申請服務團隊」榮獲 2025 年申訴專員嘉許獎新增的「隊伍獎」。

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

將軍澳總部設置的「申請個人證件服務站」及「領取個人證件服務站」，自推出以來深受市民歡迎。

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.



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.

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.



環保管理

Green Management

入境處一向認同保護環境及可持續發展對香港非常重要。因此，部門致力確保為市民提供的所有服務和內部運作，均遵循相關環保法例、工作守則和《清新空氣約章》的規定，符合環保原則和常規。本處不時檢討環保措施，務求在環保績效上不斷進步。此外，部門亦鼓勵員工於工作及日常生活中積極實踐環保。

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.

環境管理

本處委任主任秘書擔任環保經理，負責監察、檢討和制定部門各項環保措施。各科主管會尋求機會採取各種環保措施，並監察其轄下科別各辦事處將會推行的各項節能措施。各分科亦委任能源管理員，負責定期檢查，確保各辦事處有效實行環保內務管理方法，並維持同事持續遵行的意識。能源管理員亦負責每季定期檢視和審核所屬辦事處主要有關節約能源的環保管理措施，並留意節約能源的情況。

由副處長（執法、系統及管理）出任主席，並由高層管理人員組成的資源管理委員會每月舉行會議，密切監察紙張及電力的耗用量。有關的耗用量報告亦會定期更新和上載到部門內聯網，讓各級管理人員掌握資源耗用情況，以便進行監察工作。

環保績效

節約能源、淨零發電與綠色建築

二零二四年六月，位於將軍澳的入境事務處總部（總部）正式投入服務。二零二五年，總部的能源消耗量約為 3 000 萬千瓦小時；而本處的總能源消耗量約為 9 500 萬千瓦小時，較前一年減少約 5.29%。

另外，政府曾訂立在二零二五年將整體能源表現提高 6% 的能源目標。本處持續密切監察部門的能源表現，並在二零二五年將部門的整體能源表現提升 8.47%。

本處會繼續與機電工程署（機電署）緊密合作，以探討和推行各種可行的節能措施，例如定期檢查空調及製冷系統，進行必要的維修以控制耗電量。同時，本處亦積極實施機電署的建議，以更高能源效益的空調部件替代老化的機組。



入境事務處總部外牆結合多項特色，以加強室內自然採光、減少眩光影響並提升視覺舒適度，同時提高能源效率。

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.



入境事務處總部採用了多種節能裝置及可再生能源技術，包括光伏板及太陽能熱水板。

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

為盡量減低能源消耗量，本處會繼續實施以下環保措施：

已實施的環保措施

照明設備

- 關掉無須使用的照明設備。
- 把辦公室、走廊、公共空間等地方的照明設備調校至合適的亮度。
- 把舊有的照明設備更換為發光二極管（LED）裝置。
- 於非辦公時間內啓用自動照明控制。
- 根據季節性日照時間調節戶外照明設備。
- 關掉外牆的非必要發光裝置。

冷氣

- 在夏季把室溫調節至建議的攝氏 25.5 度。
- 嚴格控制冷氣供應，除有特別運作需要的地方外，其餘範圍於非辦公時間一律關閉冷氣。
- 在離開辦公室前放下百葉簾或窗簾，減少翌日陽光直接照射辦公室的時間。
- 保持冷氣房間的窗戶關閉。

辦公室器材

- 啓動電腦、影印機及其他辦公室器材的休眠模式，以減少器材在不使用時處於備用狀態的時間。
- 在合適的情況下把辦公室器材更換為能源效益更佳的型號，例如貼有「能源之星」標籤或 1 級或 2 級「能源標籤」的型號。

節約用水

- 盡可能為辦公室安裝自動感應式或限時供水式水龍頭，以節約用水。

其他

- 安排最後離開的員工檢查並關掉所有照明設備及辦公室器材。
- 鼓勵員工盡量使用樓梯，代替以升降機往返不同樓層。
- 在工作日非繁忙時間或假日期間，關閉部分升降機。

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.



入境事務處總部設回收箱，收集可循環再造的物品。

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



為了推廣綠化措施，入境事務處總部提供園林景觀和垂直綠化。

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

位於將軍澳的總部，採用了「源頭節能」的建築設計，配置了高效能的設備及系統，以及可再生能源發電設施。其中，安裝在總部天台的 186 塊光伏板及 20 塊太陽能熱水板，於二零二五年分別產生約 63 兆瓦小時的電力和節省約 15 兆瓦小時的能源；前者接入配電系統，抵銷了部門的部分能源消耗，而太陽能熱水板所產生的熱水則供大樓使用。

在被動式節能設計方面，總部外牆結合多項特色，以加強室內自然採光、減少眩光影響並提升視覺舒適度，同時提高能源效率。所有室內空間均配置偵測佔用情況的感應器及日光感應調光控制系統；而幕牆則採用了高透光率及低遮光系數的物料，以善用日光。

在綠化措施方面，總部提供園林景觀和垂直綠化，以收環保和美化之效。此外，在循環使用裝置方面，總部正採用雨水收集系統灌溉花木，以節約用水。

綠色運輸

為實踐以改善香港空氣質素為目標的《清新空氣約章》，本處於日常工作中採取下列措施，以盡量減低車輛和船隻對環境造成的不良影響：

- 鼓勵員工共用部門車輛，並在可行情況下盡量把行程合併，以便充分使用車輛和減少行車里數。
- 使用部門車輛時先計劃路線，盡量減少行車路程及時間。
- 鼓勵盡量使用公共交通工具。
- 確保遵守《汽車引擎空轉（定額罰款）條例》（香港法例第 611 章）的規定，在停車等候時關掉引擎，以減少廢氣排放和節省燃料。
- 確保妥善保養部門車輛及船隻，以盡量減少因廢氣排放而產生的環境污染物和造成的環境滋擾。

本處車隊及船隊的燃料總消耗量由二零二四年的 916 191 公升減至二零二五年的 875 083 公升，減幅為 4.49%。此外，為推廣綠色運輸及電動車的使用，本處在總部停車場設有電動車充電設施，並自二零二四年起為部門車隊添置了五輛電動車，未來亦計劃按情況逐步添置更多電動車，以期最終全面取代燃油車。本處會繼續盡力將部門車隊及船隊的燃料消耗量及廢氣排放減至最少。

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.

廢物減量及回收

本處一直致力提倡節約用紙，二零二五年的用紙量較前一年減少了7.38%。本處會繼續努力推行多樣化的措施，以減少用紙量。當中包括：

對外方面

- 讓市民通過本處網站的電子資訊共用平台和流動應用程式，以無紙方式快捷地查閱資訊。
- 為市民提供多項電子服務，例如網上申請、網上預約服務、網上舉報違反入境法例罪行和外遊提示登記服務等。這些電子服務不僅方便市民使用本處的服務，還有助節省用紙。

對內方面

- 盡量以電子方式溝通和發布資料，包括利用電子郵件通訊，以及以內聯網作為分享信息的平台。
- 以電子方式發送內部通告、公告和職位調派令。
- 除非必須備有硬複本，否則避免列印或影印文件。
- 推行「電子檔案保管系統」作日常文件及電郵副本歸檔方式，以取代部分紙本存檔。
- 雙面使用紙張，並盡量以使用過的紙張的空白頁面草擬、傳真、列印和影印文件。
- 重複使用信封和文件夾。
- 使用再造紙。
- 使用電子處理假期申請系統及電子採購系統處理與假期和採購相關的事宜。
- 使用電子節日賀卡。

上述環保措施廣為公眾人士和本處員工所接受，本處會盡可能繼續採用資訊科技，並密切監察用紙量，以建立無紙工作環境。

為使員工更加了解廢物回收對環境的裨益，我們在員工茶水間設置了廢物分類箱及回收角。二零二五年，本處已回收超過七噸物料循環再用，而廢物棄置總量約為 131 噸。本處會致力在棄置與回收廢物之間取得更佳平衡。

除了普通的廢物外，收集箱亦收集其他可循環再造廢物，例如玻璃瓶。

為進一步減少固體廢物和保護環境，本處繼續把已用的打印機碳粉空盒以折價貼換方式退回供應商，同時亦定期回收碳粉盒循環再用。本處亦根據環保規格採購各類存貨，確保所購買的物品對環境造成的不良影響最為輕微，例如優先選購附有環保標籤或聲明含有再造木的木製家具。

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

本處會為年度用電量逾 50 萬千瓦小時的管制站及建築物進行碳審計，並將相關的審計結果上載至本處網站。有關數據有助我們了解和量度本處的碳足跡，以便制訂適當的減碳措施。

其他環保績效／內務管理措施

本處一向致力為員工提供更佳的工作環境。就此，總部參加了「室內空氣質素檢定計劃」，確保室內空氣質素良好以保障員工的健康。根據計劃，總部的室內空氣質素獲評為「卓越級」。



在環境保護署推行的「室內空氣質素檢定計劃」中，入境事務處總部的室內空氣質素獲評為「卓越級」。

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.

本處繼續堅守綠色文化，經電郵和內聯網向員工發放有關環保的最新消息和有用資料，例如鼓勵同事響應環境保護署的呼籲，減少使用即棄塑膠餐具。本處亦鼓勵員工參與由不同部門／機構安排的環保活動，例如由香港公益金舉辦、旨在鼓勵參加者實踐綠色生活（例如盡量使用公共交通工具和支持廢物回收）的「綠色低碳日」；以及世界自然基金會舉辦、旨在鼓勵參加者在指定的時間把非必要的燈關掉的「地球一小時」。

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

未來路向

員工的支持與合作是順利推行辦公室環保管理的關鍵。本處會繼續加強和推廣現行的內務管理方法，在各項活動中採用環保管理準則，並會按需要推行新的環保措施及目標。我們會定期檢討各項環保措施的成效，務求不斷改進，以善用能源及資源。





本處鼓勵員工參與由不同機構舉辦的環保活動，以提高他們的環保意識。

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

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.



卓越的服務

Service Excellence

入境事務處一貫的目標，是為市民提供高效率和有禮貌的服務，同時維持有效的出入境管制。

本處每年均以書面公布服務承諾，讓市民知悉本處在執行出入境檢查，辦理出生、死亡和婚姻登記，以及簽發身份證、旅行證件和簽證等方面可達致的服務水平，並告知市民當服務未達標時可以採取的行動。

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.

入境事務處使用服務人士委員會

本處成立了使用服務人士委員會以有效監察本處在實踐服務承諾方面的表現。委員會由入境處處長擔任主席，成員包括多個有關行業的代表。委員會每半年舉行會議一次，以監察和覆檢本處在履行服務承諾方面的表現，就本處可作改善的服務向入境處處長提供意見，並協助釐定達到服務標準所需的資源。

服務表現

委員會檢討結果顯示，所有提供客運通關服務的管制站[備註 1]於二零二五年都能達到本處所定目標，98% 的香港居民能夠在 15 分鐘內辦妥出入境手續。至於訪客方面，機場管制站能達到本處所定目標，95% 的訪客能夠在 15 分鐘內辦妥出入境手續；而港澳客輪碼頭[備註 2]、中國客運碼頭、啟德郵輪碼頭、羅湖、落馬洲支線、高鐵西九龍、文錦渡、落馬洲、深圳灣、香園圍及港珠澳大橋各管制站亦能達到本處所定目標，95% 的訪客能夠在 30 分鐘內辦妥出入境手續。

備註：

1. 沙頭角管制站自二零二零年一月三十日起暫停客運通關服務，以配合沙頭角口岸重建項目。
2. 根據《2025 年成文法（雜項規定）條例》，由二零二六年一月一日起，「Macau」將由「Macao」取代。

在簽發旅行證件及簽證／許可證方面，本處整體上亦能達到大部分服務目標。

至於處理與國籍相關的申請，以及辦理生死、婚姻及人事登記方面的服務標準，大致上亦能達到。



本處每年均會公布所訂定的服務承諾，讓公眾知悉本處可達致的服務水平。

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



入境事務處使用服務人士委員會定期就本處可作改善的服務向入境處處長提供意見。

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.

入境事務處的網頁

本處的網頁（www.immd.gov.hk）設有繁體中文版、簡體中文版和英文版，除提供各項入境服務的最新資訊外，還備有常用的申請表格，方便互聯網用戶下載。網頁除了採用簡明易用的手機瀏覽介面設計，以便市民使用流動裝置閱覽資料外，外觀上還採用了簡約清晰的版面及網站編排，配合一系列的資訊圖像，為市民帶來更佳的瀏覽體驗。另外，網頁亦繼續提供連接電子服務的途徑，讓市民更易瀏覽本處各項服務的資訊。本處又採用了無障礙網頁設計，確保所有人士，包括殘疾人士、長者、受色盲困擾的人士，以及其他有特別需要（例如讀寫困難）的人士，都可以輕鬆方便地瀏覽網頁內容。

香港入境事務處流動應用程式

「香港入境事務處」流動應用程式設有多項功能，包括申請服務、預約服務、填寫表格、遞交補充文件及資料、付款、登記使用「入境處提提您」服務，以及查詢和下載「電子簽證」。市民亦可透過該應用程式查詢申請狀況、籌號輪候狀況，以及各主要陸路邊境管制站的最新估計旅客輪候過關狀況。此外，該應用程式亦載有其他有用資訊，例如用以提示市民外遊時須注意事項的「外遊小錦囊」，以及連接本處 YouTube 頻道的連結。

為進一步提升服務及方便香港居民在境外遇事或需要協助時與「協助在外香港居民小組」聯絡，本處繼二零二一年、二零二二年及二零二三年先後推出 1868 熱線網絡數據通話功能、網上求助表格服務及 1868 WhatsApp 求助熱線後，於二零二四年再在微信官方帳號內增設 1868 微信求助熱線，並在流動應用程式內增設 1868 聊天機械人。

二零二五年，本處優化了流動應用程式內的取籌服務功能，讓申請人可透過該應用程式取籌，查詢輪候情況，並登記接收短訊或電郵通知。

社交媒體官方帳戶

本處自二零一六年起，陸續於 YouTube、Instagram、微博、微信及小紅書五個主要社交媒體平台開設官方帳戶，發放本處的最新消息及準確資訊，讓公眾更了解本處的工作及服務。二零二五年，為提升內地赴港學生的防騙意識，本處與中華人民共和國出入境管理局、國家反詐中心及香港警務處聯合拍攝防騙影片，向社會展示兩地執法部門攜手打擊詐騙活動的堅定決心。此外，為宣傳反非法勞工的信息，本處已加強發布執法行動的成果，並於社交媒體平台直播相關新聞簡報會。為配合二零二五年立法會換屆選舉，本處亦製作了多條短片呼籲合資格選民投票。

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.



本處的「自助申請服務團隊」榮獲申訴專員公署新設立的「隊伍獎」，充分肯定其在提升公共服務質素方面的卓越表現。

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 年申訴專員嘉許獎

本處多年來一直精益求精，致力為公眾提供優質的服務。二零二五年，本處的「自助申請服務團隊」榮獲申訴專員公署新設立的「隊伍獎」，該獎旨在表揚在提升公共服務質素方面表現優秀的專業團隊，並藉此促進團隊之間的緊密聯繫及合作精神。同時，本處亦有四位同事獲頒發「申訴專員嘉許獎（公職人員獎）」，是本處連續 27 年有同事獲得這個獎項，亦是歷年來個人獎項最多的一年。是次團隊及多位同事獲獎，充分展現了本處堅守「以人為本」的原則，致力提供專業、優質及便捷服務的承諾，也肯定了本處推動電子服務及便民措施的努力。展望未來，本處會繼續以創新思維及科技提升服務效能，為市民提供專業及卓越的服務。

2025 年公務員事務局局長嘉許狀計劃

「公務員事務局局長嘉許狀計劃」由公務員事務局統籌，旨在表揚工作表現持續優秀的公務員。二零二五年，本處共有六位同事獲得嘉許。自該計劃推出以來，本處已連續 22 年有同事獲得嘉許。

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，本處共有六位同事獲得公務員事務局局長嘉許狀。

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

Skytrax 2025 年全球最佳機場出入境服務大獎

本處在國際專業航空運輸研究機構 Skytrax 的年度旅客意見調查中，贏得二零二五年全球最佳機場出入境服務大獎，是本處繼二零一五年、二零一六年、二零一九年及二零二零年後第五次獲得該項殊榮，肯定了本處一直秉承提供最優質出入境服務的理念。本處會繼續精益求精，運用創新科技，推出更多便利旅客的措施，提供更優質的出入境服務，以鞏固香港作為國際航空樞紐的地位，積極配合香港的整體發展。

同心展關懷

本處很榮幸自二零零六年起一直獲香港社會服務聯會頒發「同心展關懷」標誌，並自二零二零至二一年度起獲頒發「同心展關懷」標誌（連續參與 15 年或以上），以表揚部門對關懷社區、員工及環境的承擔。本處三位同事更於二零二四至二五年度獲委任為「關懷大使」，以表揚他們積極參與和支持社會活動。

顧客的意見

本處非常重視顧客對我們服務所提出的意見，不論讚揚或投訴亦然。市民的嘉許不僅肯定了本處致力提供優質服務的努力，同時為本處提供了日後提高服務標準的藍本。

本處的管理審核組自二零二一年起獲得國際標準化組織 ISO 9001:2015「質量管理體系」及 ISO 10002:2018「質量管理－顧客滿意度」認證。該組轄下的檢討專責小組，負責接收市民提出的投訴和監察有關的回覆，並以正面積極和具建設性的態度處理投訴，把投訴視為持續改進的動力。在處理投訴的過程中，本處得以從不同角度審視部門的服務質素，力求事事盡善，以滿足社會的期望。

為殘疾人士提供協助

政府一貫的政策目標是為殘疾人士提供無障礙的環境，令他們能與其他人在平等的基礎上進出處所和使用其中的設施與服務，讓他們能獨立生活和全面融入社會。為此，本處的辦事處都備有為殘疾人士而設的輔助設施和服務，例如為弱聽人士而設的感應圈系統、凹凸紋引道和設於出入境管制站的專用通道等。同時，本處會定期檢視現有設施並在可行的情況下作出改善，以便為他們提供更優質的服務。本處會安排屬下人員，尤其是經常直接與市民接觸的前線人員接受訓練，使他們在提供服務時能保持公平及公正的態度，以及辨識有需要幫助的殘疾人士。本處亦在各辦事處委派指定人員為殘疾人士提供協助，市民也可就辦事處的暢通易達事宜聯絡他們。

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.

為進一步便利視障人士以自助方式辦理出入境手續，落馬洲支線、港澳客輪碼頭、深圳灣、中國客運碼頭、羅湖、高鐵西九龍、港珠澳大橋和香園圍邊境管制站均設有語音輔助 e- 道。視障人士只需在 e- 道入口按下啓動按鈕，便可啓動語音導航功能。系統會在他們辦理自助出入境手續的各個步驟（包括在閘門開關時），提供適當的語音提示，引導他們完成出入境手續。

可持續發展

面對不斷轉變的情況，本處十分注重同事的持續發展，致力在部門內營造一個終身學習的環境，鼓勵同事與時並進，精益求精，追求卓越。入境事務學院不時檢討部門的培訓策略，為同事提供多元化的培訓課程，增進他們在工作上的專業知識及管理技巧，好讓他們在提升整體工作效率之餘，亦能與部門一起持續發展。

自二零一九年起，本處以課程營辦者的身份向香港學術及職業資歷評審局申請資歷評審，把不同職系的入職和在職訓練課程納入《資歷名冊》。現時本處共有八個自行營辦的課程獲資歷架構認可，包括四個獲評定為資歷架構第五級別（相當於本地學士學位同級資歷）的課程，即高級入境事務主任「效能領導及管理」專業證書、入境事務主任「入境事務及管制管理」專業文憑、總入境事務助理員「入境事務及管制前線管理」專業證書和入境事務隊隊員「免遣返聲請審理」專業證書，以及四個獲評定為資歷架構第四級別（相當於本地副學士學位或高級文憑同級資歷）的課程，即高級入境事務助理員「入境事務及管制預修管理」專業證書、入境事務助理員「出入境管制及旅客出入境檢查」專業文憑、入境事務助理員「入境事務及管制」專業文憑及「全球緊急支援服務」專業證書。截至二零二五年年底，共有 5 090 名部隊成員修畢有關課程，包括 156 名高級入境事務主任、714 名入境事務主任、456 名總入境事務助理員、489 名高級入境事務助理員及 3 275 名入境事務助理員。本處會繼續申請把不同範疇的訓練課程納入《資歷名冊》，讓更多部隊成員獲取相關專業資歷。



入境事務學院持續為部隊成員提供戰術訓練課程，以提升前線人員在遇抗控制及安全押解方面的應對意識。

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.

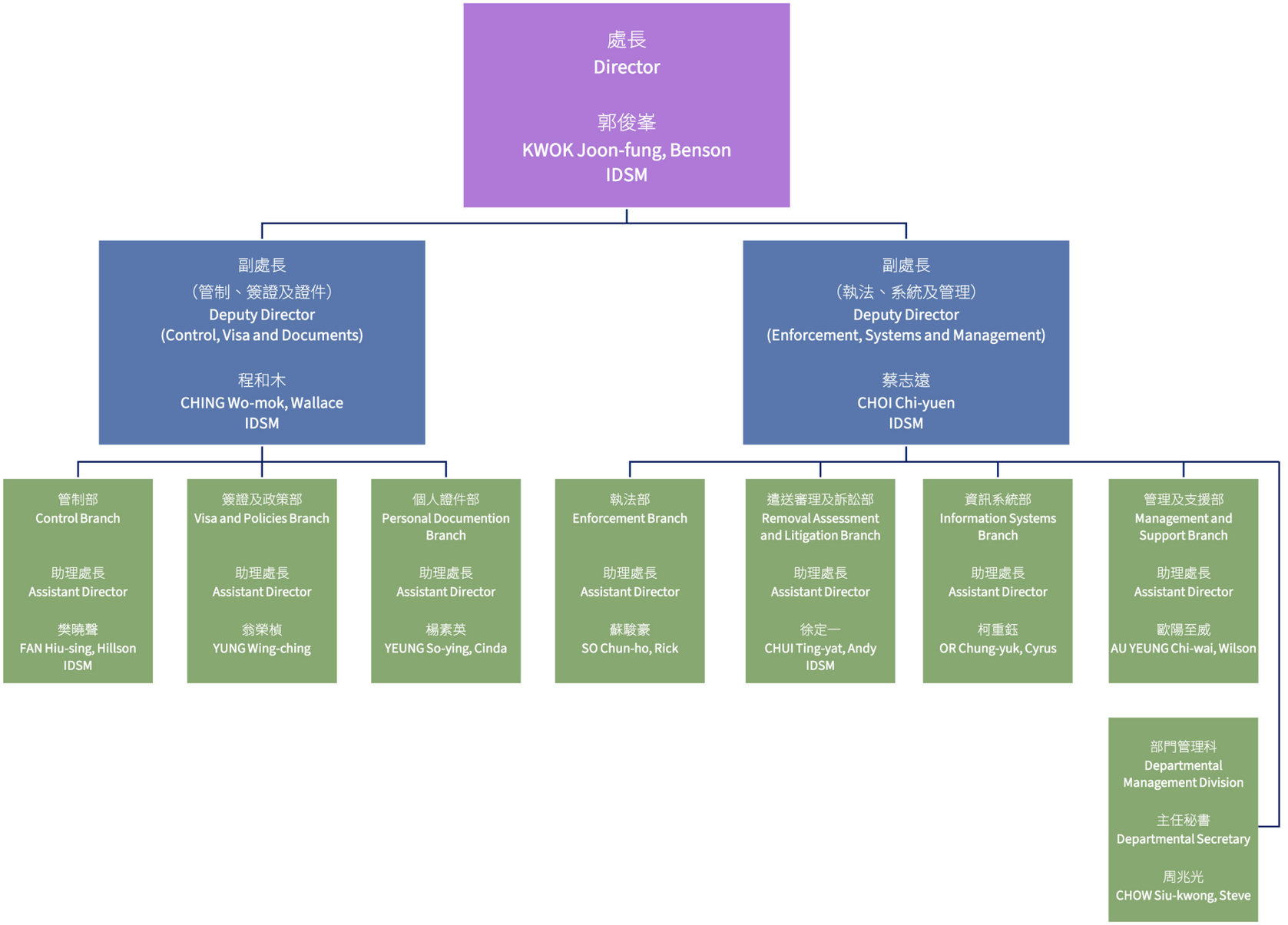
附錄
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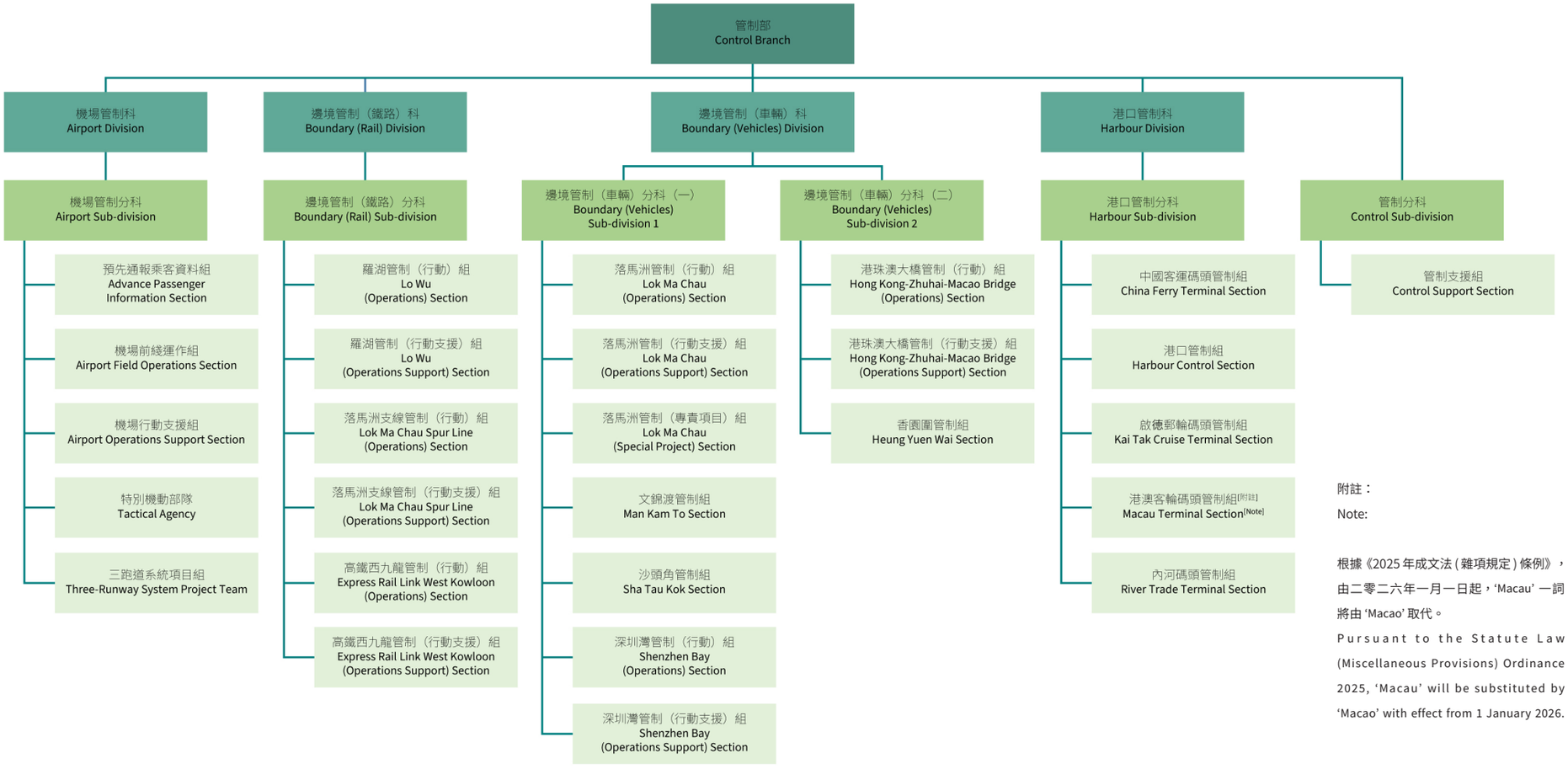
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附錄 1– 入境事務隊級別
Appendix 1 - Rank of Immigration Service

職級 Rank	階級徽章 Rank Insignia	領章 Gorget Patch / Lapel Badge	帽邊裝飾 Cap Peak
處長 Director			
副處長 Deputy Director			
助理處長 Assistant Director			
高級首席入境事務主任 Senior Principal Immigration Officer			
首席入境事務主任 Principal Immigration Officer			
助理首席入境事務主任 Assistant Principal Immigration Officer			
總入境事務主任 Chief Immigration Officer			
高級入境事務主任 Senior Immigration Officer			
入境事務主任 Immigration Officer			
入境事務主任（見習） Immigration Officer (Probationary)			
總入境事務助理員 Chief Immigration Assistant			
高級入境事務助理員 Senior Immigration Assistant			
入境事務助理員 Immigration Assistant			

附錄 2 – 入境事務處組織圖 （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)



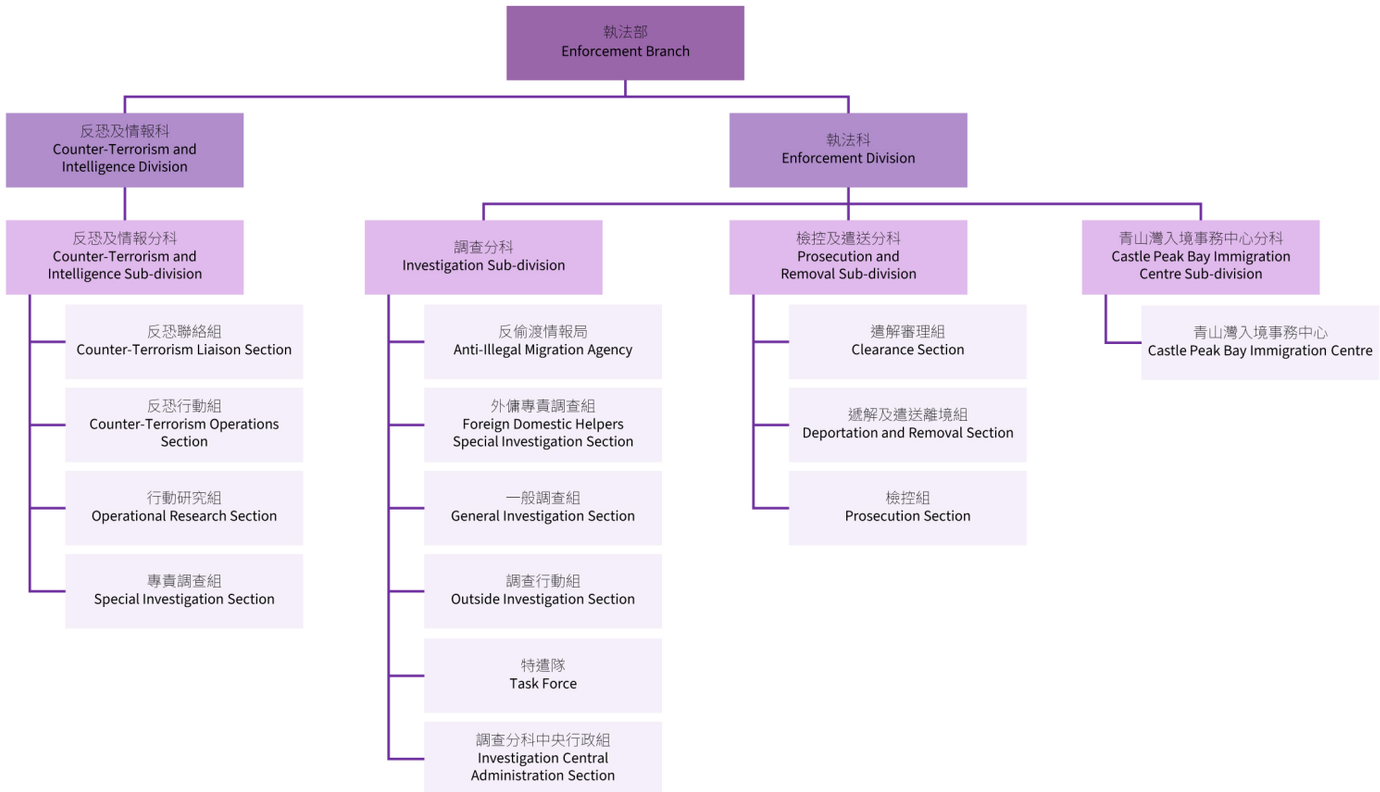


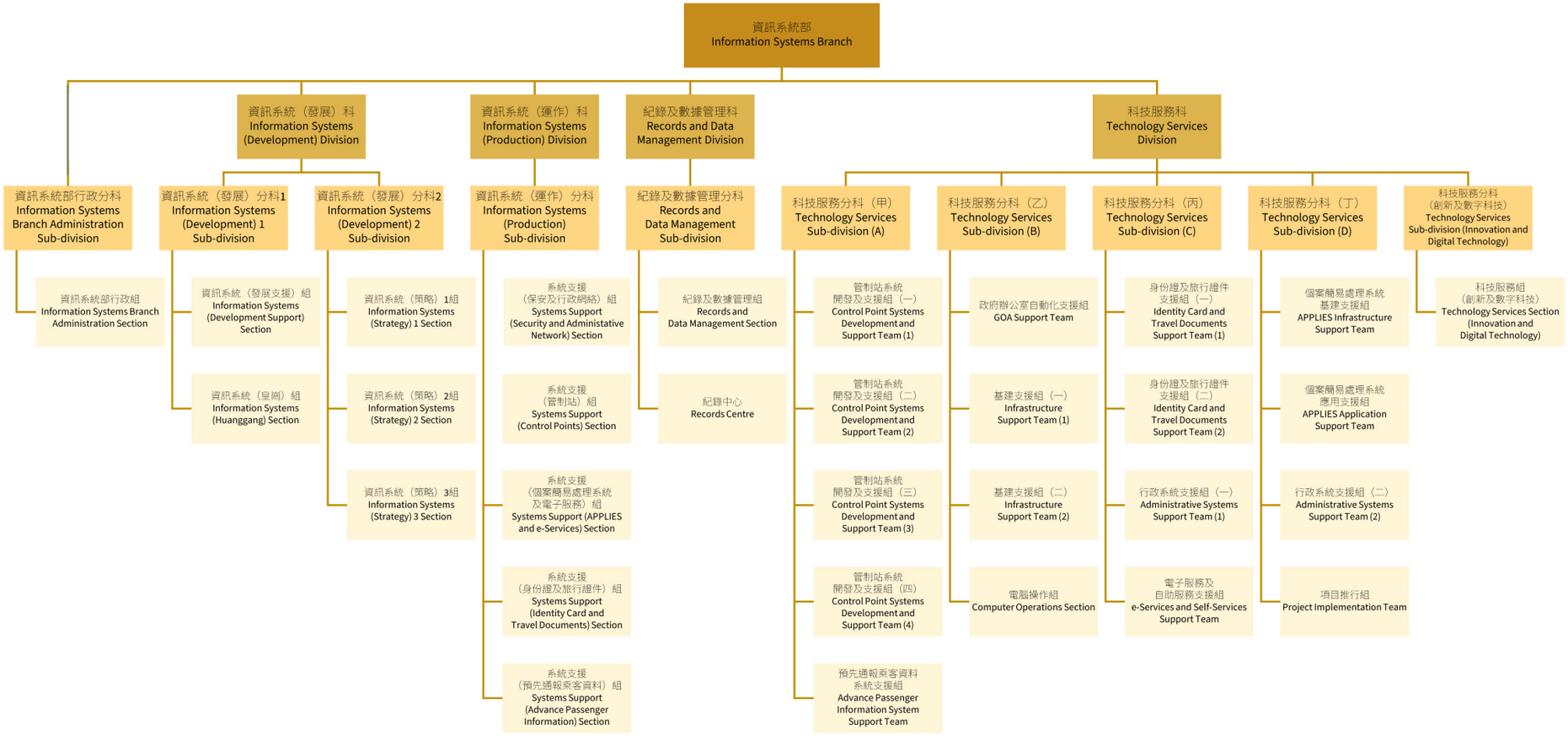
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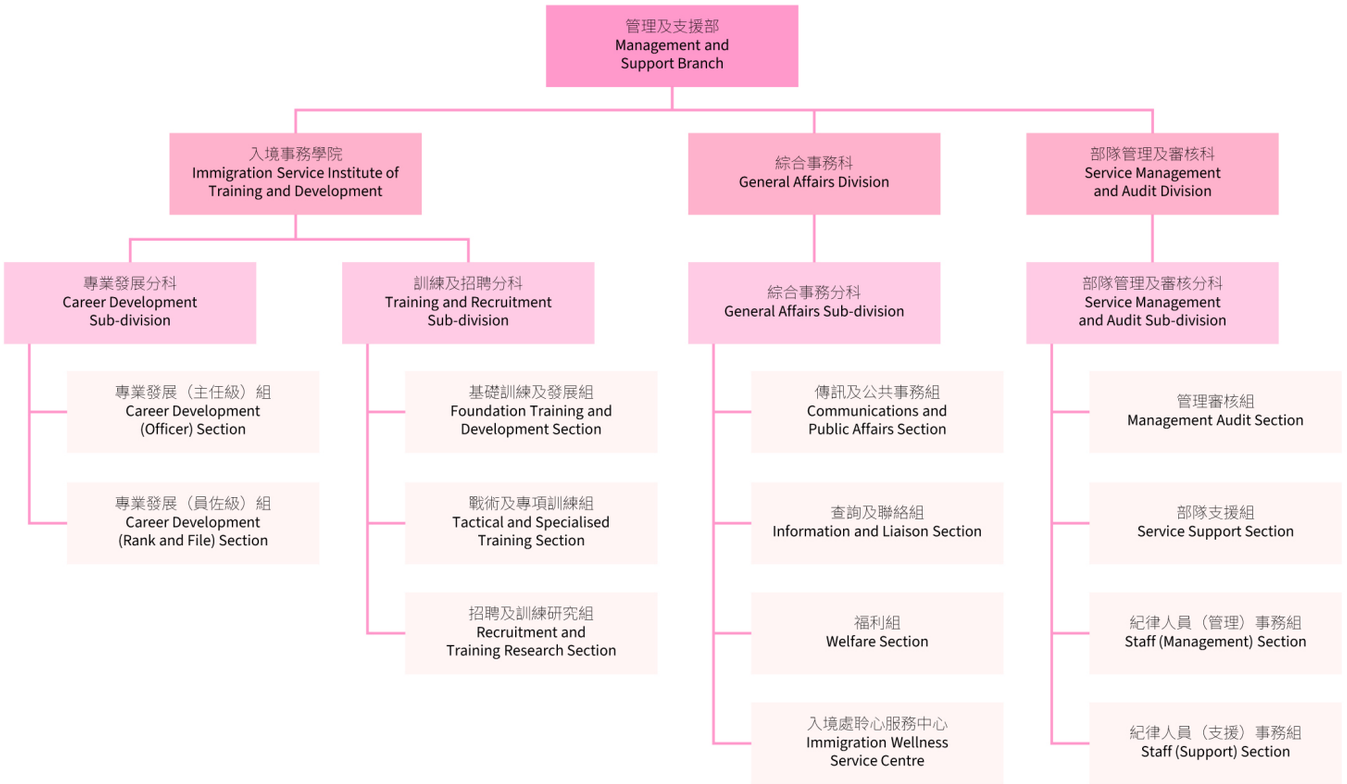
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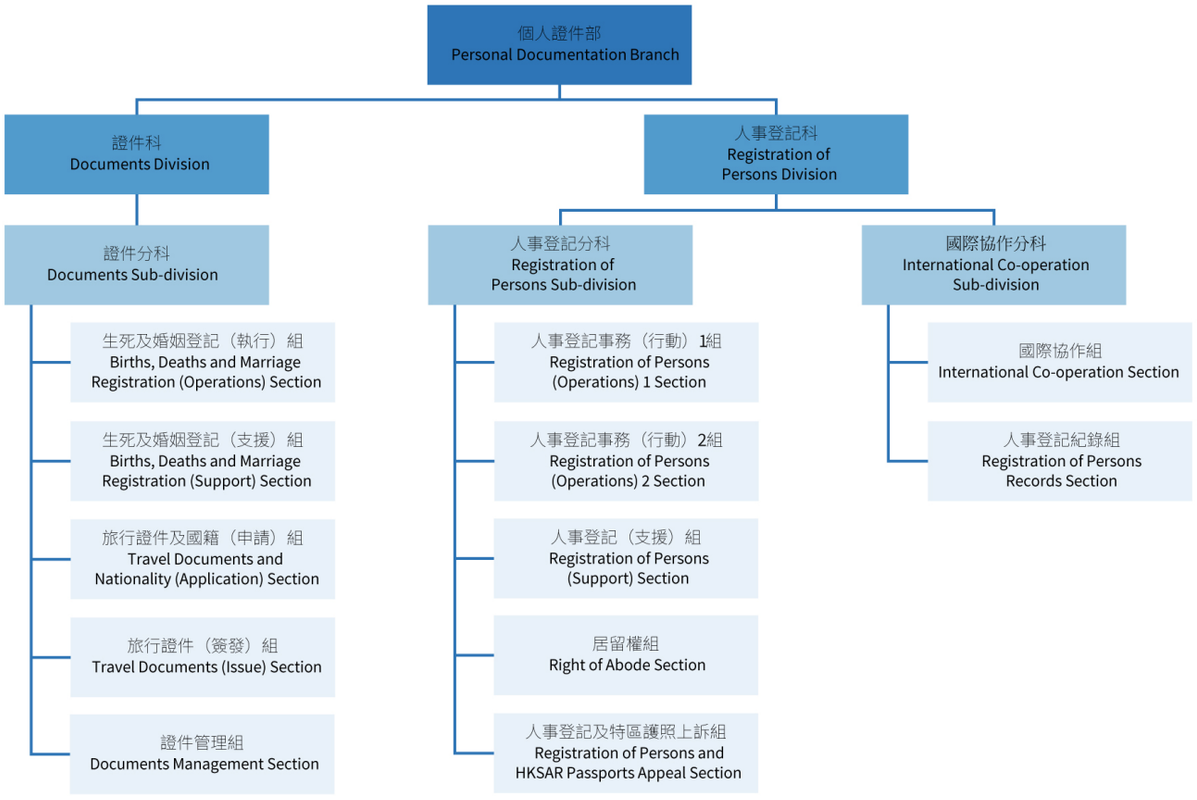
根據《2025 年成文法 (雜項規定) 條例》，由二零二六年一月一日起，‘Macau’ 一詞將由 ‘Macao’ 取代。

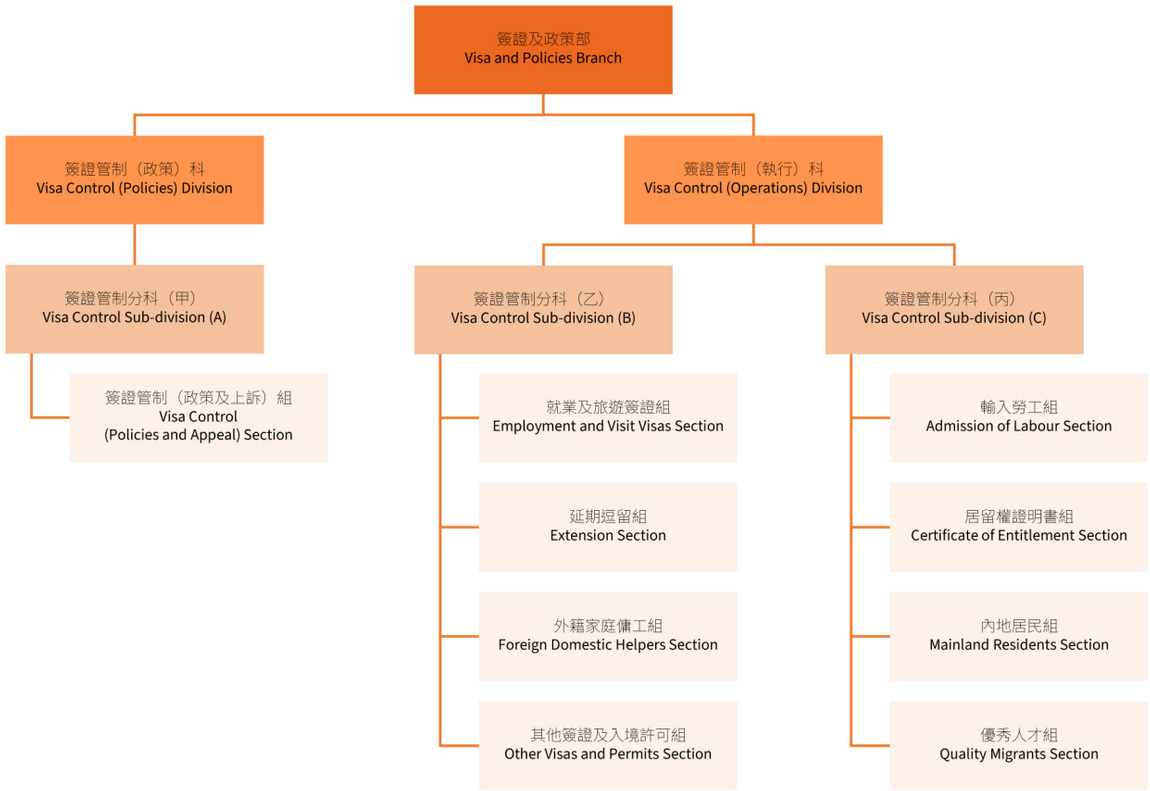
Pursuant to the Statute Law (Miscellaneous Provisions) Ordinance 2025, ‘Macau’ will be substituted by ‘Macao’ with effect from 1 January 2026.

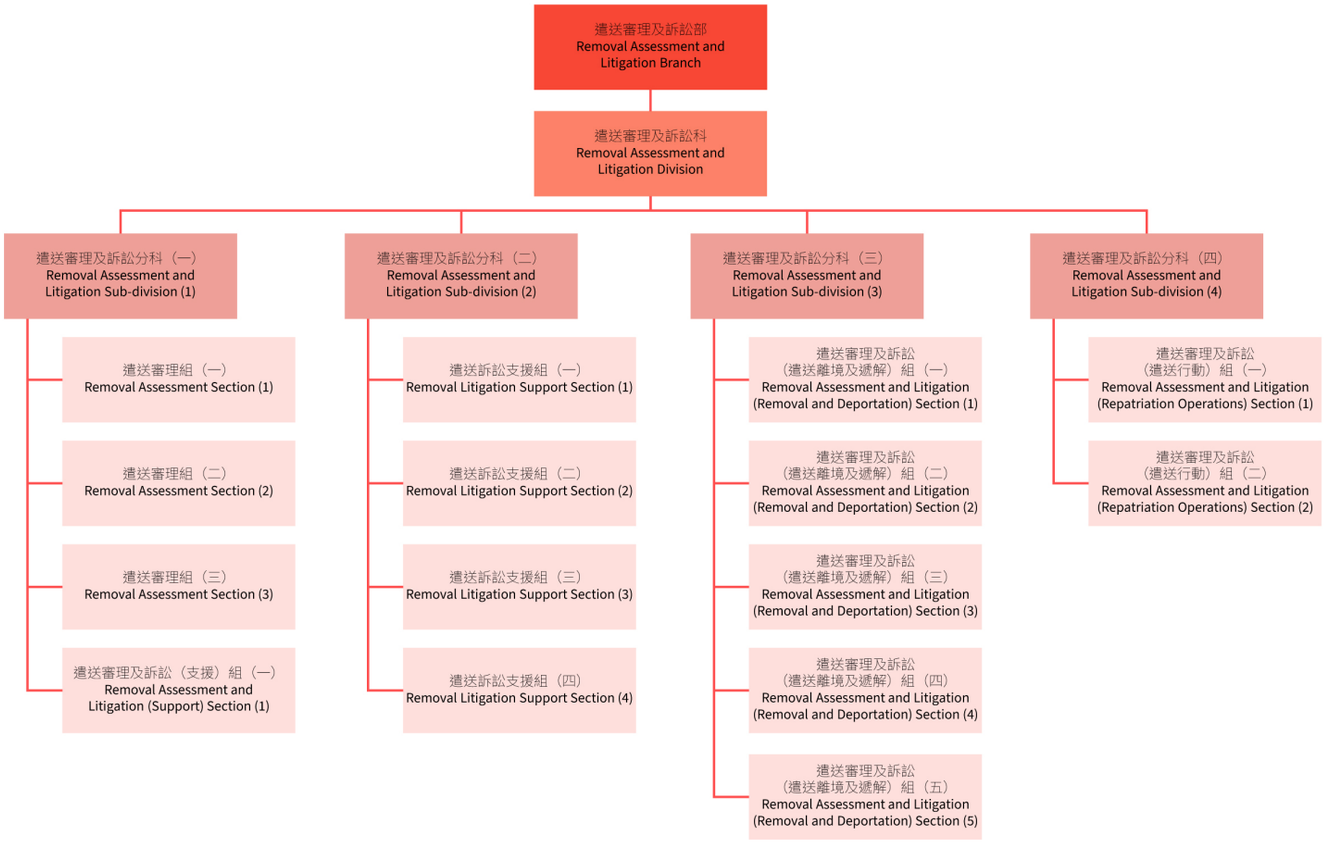

執法部
Enforcement Branch
反恐及情報科
Counter-Terrorism and Intelligence Division
執法科
Enforcement Division
反恐及情報分科
Counter-Terrorism and Intelligence Sub-division
調查分科
Investigation Sub-division
檢控及遣送分科
Prosecution and Removal Sub-division
青山灣入境事務中心分科
Castle Peak Bay Immigration Centre Sub-division
反恐聯絡組
Counter-Terrorism Liaison Section
反恐行動組
Counter-Terrorism Operations Section
行動研究組
Operational Research Section
專責調查組
Special Investigation Section
反偷渡情報局
Anti-Illegal Migration Agency
外傭專責調查組
Foreign Domestic Helpers Special Investigation Section
一般調查組
General Investigation Section
調查行動組
Outside Investigation Section
特遣隊
Task Force
調查分科中央行政組
Investigation Central Administration Section
遣解審理組
Clearance Section
遞解及遣送離境組
Deportation and Removal Section
檢控組
Prosecution Section
青山灣入境事務中心
Castle Peak Bay Immigration Centre

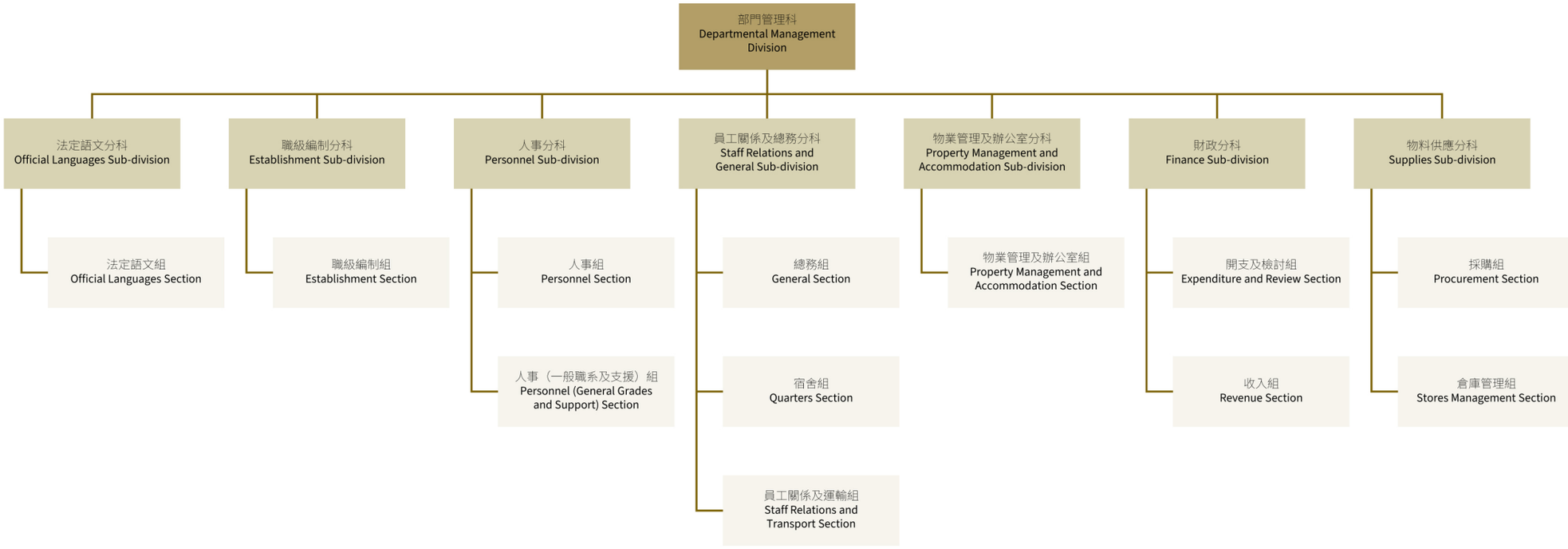

資訊系統部
Information Systems Branch
資訊系統部行政分科
Information Systems Branch Administration Sub-division
資訊系統部行政組
Information Systems Branch Administration Section
資訊系統（發展）科
Information Systems (Development) Division
資訊系統（發展）分科1
Information Systems (Development) 1 Sub-division
資訊系統（發展支援）組
Information Systems (Development Support) Section
資訊系統（皇崗）組
Information Systems (Huanggang) Section
資訊系統（發展）分科2
Information Systems (Development) 2 Sub-division
資訊系統（策略）1組
Information Systems (Strategy) 1 Section
資訊系統（策略）2組
Information Systems (Strategy) 2 Section
資訊系統（策略）3組
Information Systems (Strategy) 3 Section
資訊系統（運作）科
Information Systems (Production) Division
資訊系統（運作）分科
Information Systems (Production) Sub-division
系統支援（保安及行政網絡）組
Systems Support (Security and Administative Network) Section
系統支援（管制站）組
Systems Support (Control Points) Section
系統支援（個案簡易處理系統及電子服務）組
Systems Support (APPLIES and e-Services) Section
系統支援（身份證及旅行證件）組
Systems Support (Identity Card and Travel Documents) Section
系統支援（預先通報乘客資料）組
Systems Support (Advance Passenger Information) Section
紀錄及數據管理科
Records and Data Management Division
紀錄及數據管理分科
Records and Data Management Sub-division
紀錄及數據管理組
Records and Data Management Section
紀錄中心
Records Centre
科技服務科
Technology Services Division
科技服務分科（甲）
Technology Services Sub-division (A)
管制站系統開發及支援組（一）
Control Point Systems Development and Support Team (1)
管制站系統開發及支援組（二）
Control Point Systems Development and Support Team (2)
管制站系統開發及支援組（三）
Control Point Systems Development and Support Team (3)
管制站系統開發及支援組（四）
Control Point Systems Development and Support Team (4)
預先通報乘客資料系統支援組
Advance Passenger Information System Support Team
科技服務分科（乙）
Technology Services Sub-division (B)
政府辦公室自動化支援組
GOA Support Team
基建支援組（一）
Infrastructure Support Team (1)
基建支援組（二）
Infrastructure Support Team (2)
電腦操作組
Computer Operations Section
科技服務分科（丙）
Technology Services Sub-division (C)
身份證及旅行證件支援組（一）
Identity Card and Travel Documents Support Team (1)
身份證及旅行證件支援組（二）
Identity Card and Travel Documents Support Team (2)
行政系統支援組（一）
Administrative Systems Support Team (1)
電子服務及自助服務支援組
e-Services and Self-Services Support Team
科技服務分科（丁）
Technology Services Sub-division (D)
個案簡易處理系統基建支援組
APPLIES Infrastructure Support Team
個案簡易處理系統應用支援組
APPLIES Application Support Team
行政系統支援組（二）
Administrative Systems Support Team (2)
項目推行組
Project Implementation Team
科技服務分科（創新及數字科技）
Technology Services Sub-division (Innovation and Digital Technology)
科技服務組（創新及數字科技）
Technology Services Section (Innovation and Digital Technology)


管理及支援部
Management and Support Branch
入境事務學院
Immigration Service Institute of Training and Development
綜合事務科
General Affairs Division
部隊管理及審核科
Service Management and Audit Division
專業發展分科
Career Development Sub-division
訓練及招聘分科
Training and Recruitment Sub-division
綜合事務分科
General Affairs Sub-division
部隊管理及審核分科
Service Management and Audit Sub-division
專業發展（主任級）組
Career Development (Officer) Section
專業發展（員佐級）組
Career Development (Rank and File) Section
基礎訓練及發展組
Foundation Training and Development Section
戰術及專項訓練組
Tactical and Specialised Training Section
招聘及訓練研究組
Recruitment and Training Research Section
傳訊及公共事務組
Communications and Public Affairs Section
查詢及聯絡組
Information and Liaison Section
福利組
Welfare Section
入境處聆心服務中心
Immigration Wellness Service Centre
管理審核組
Management Audit Section
部隊支援組
Service Support Section
紀律人員（管理）事務組
Staff (Management) Section
紀律人員（支援）事務組
Staff (Support) Section


個人證件部
Personal Documentation Branch
證件科
Documents Division
人事登記科
Registration of Persons Division
證件分科
Documents Sub-division
人事登記分科
Registration of Persons Sub-division
國際協作分科
International Co-operation Sub-division
生死及婚姻登記（執行）組
Births, Deaths and Marriage Registration (Operations) Section
生死及婚姻登記（支援）組
Births, Deaths and Marriage Registration (Support) Section
旅行證件及國籍（申請）組
Travel Documents and Nationality (Application) Section
旅行證件（簽發）組
Travel Documents (Issue) Section
證件管理組
Documents Management Section
人事登記事務（行動）1組
Registration of Persons (Operations) 1 Section
人事登記事務（行動）2組
Registration of Persons (Operations) 2 Section
人事登記（支援）組
Registration of Persons (Support) Section
居留權組
Right of Abode Section
人事登記及特區護照上訴組
Registration of Persons and HKSAR Passports Appeal Section
國際協作組
International Co-operation Section
人事登記紀錄組
Registration of Persons Records Section


簽證及政策部
Visa and Policies Branch
簽證管制（政策）科
Visa Control (Policies) Division
簽證管制（執行）科
Visa Control (Operations) Division
簽證管制分科（甲）
Visa Control Sub-division (A)
簽證管制分科（乙）
Visa Control Sub-division (B)
簽證管制分科（丙）
Visa Control Sub-division (C)
簽證管制（政策及上訴）組
Visa Control
(Policies and Appeal) Section
就業及旅遊簽證組
Employment and Visit Visas Section
延期逗留組
Extension Section
外籍家庭傭工組
Foreign Domestic Helpers Section
其他簽證及入境許可組
Other Visas and Permits Section
輸入勞工組
Admission of Labour Section
居留權證明書組
Certificate of Entitlement Section
內地居民組
Mainland Residents Section
優秀人才組
Quality Migrants Section


遣送審理及訴訟部
Removal Assessment and Litigation Branch
遣送審理及訴訟科
Removal Assessment and Litigation Division
遣送審理及訴訟分科（一）
Removal Assessment and Litigation Sub-division (1)
遣送審理及訴訟分科（二）
Removal Assessment and Litigation Sub-division (2)
遣送審理及訴訟分科（三）
Removal Assessment and Litigation Sub-division (3)
遣送審理及訴訟分科（四）
Removal Assessment and Litigation Sub-division (4)
遣送審理組（一）
Removal Assessment Section (1)
遣送審理組（二）
Removal Assessment Section (2)
遣送審理組（三）
Removal Assessment Section (3)
遣送審理及訴訟（支援）組（一）
Removal Assessment and Litigation (Support) Section (1)
遣送訴訟支援組（一）
Removal Litigation Support Section (1)
遣送訴訟支援組（二）
Removal Litigation Support Section (2)
遣送訴訟支援組（三）
Removal Litigation Support Section (3)
遣送訴訟支援組（四）
Removal Litigation Support Section (4)
遣送審理及訴訟（遣送離境及遞解）組（一）
Removal Assessment and Litigation (Removal and Deportation) Section (1)
遣送審理及訴訟（遣送離境及遞解）組（二）
Removal Assessment and Litigation (Removal and Deportation) Section (2)
遣送審理及訴訟（遣送離境及遞解）組（三）
Removal Assessment and Litigation (Removal and Deportation) Section (3)
遣送審理及訴訟（遣送離境及遞解）組（四）
Removal Assessment and Litigation (Removal and Deportation) Section (4)
遣送審理及訴訟（遣送離境及遞解）組（五）
Removal Assessment and Litigation (Removal and Deportation) Section (5)
遣送審理及訴訟（遣送行動）組（一）
Removal Assessment and Litigation (Repatriation Operations) Section (1)
遣送審理及訴訟（遣送行動）組（二）
Removal Assessment and Litigation (Repatriation Operations) Section (2)


部門管理科
Departmental Management Division
法定語文分科
Official Languages Sub-division
職級編制分科
Establishment Sub-division
人事分科
Personnel Sub-division
員工關係及總務分科
Staff Relations and General Sub-division
物業管理及辦公室分科
Property Management and Accommodation Sub-division
財政分科
Finance Sub-division
物料供應分科
Supplies Sub-division
法定語文組
Official Languages Section
職級編制組
Establishment Section
人事組
Personnel Section
人事（一般職系及支援）組
Personnel (General Grades and Support) Section
總務組
General Section
宿舍組
Quarters Section
員工關係及運輸組
Staff Relations and Transport Section
物業管理及辦公室組
Property Management and Accommodation Section
開支及檢討組
Expenditure and Review Section
收入組
Revenue Section
採購組
Procurement Section
倉庫管理組
Stores Management Section

附錄 3 - 編制及實際人數
Appendix 3 - Establishment and Strength

職系 Grade	編制 Establishment	實際人數 [備註 1] Strength[Remark 1]
首長級 Directorate Officer	15	13
主任級 Officer	2 396	2 293
員佐級 Rank and File	4 812	4 597
一般及共通職系 General and Common	1 515	1 344
總計 Total	**8 738**	**8 247**

附註：
Note(s):

- 數字截至二零二五年十二月三十一日。首長級人員編制數字包括一個助理處長編外職位。
  Figures denote position as at 31 December 2025. The establishment figure for directorate officer has included one supernumerary Assistant Director post.

備註：
Remark(s):

1. 實際人數包括正放取離職前休假的員工。
   The strength figures include officers on final leave.

附錄 4 - 已發出的簽證／入境許可證統計數字
Appendix 4 - Statistics on Visas/Entry Permits Issued

已發出的簽證／入境許可證 Visas/Entry Permits Issued		2023	2024	2025
「高端人才通行證計劃」簽發的簽證／入境許可證 Visas/Entry Permits under 'Top Talent Pass Scheme'		49 737	41 057	31 508
「一般就業政策」簽發的僱傭工作簽證／入境許可證 Employment Visas/Entry Permits under 'General Employment Policy'		26 270	35 058	31 278
「輸入內地人才計劃」簽發的僱傭工作入境許可證 Employment Entry Permits under 'Admission Scheme for Mainland Talents and Professionals'		19 757	25 344	26 714
「科技人才入境計劃」簽發的僱傭工作簽證／入境許可證 Employment Visas/Entry Permits under 'Technology Talent Admission Scheme'		130	118	161
「資本投資者入境計劃」簽發的簽證／入境許可證 [備註 1] Visas/Entry Permits under 'Capital Investment Entrant Scheme'[Remark 1]		5	-	-
「新資本投資者入境計劃」簽發的簽證／入境許可證 [備註 2] Visas/Entry Permits under 'New Capital Investment Entrant Scheme'[Remark 2]	「原則上批准」 [備註 3] Approval-in-Principle[Remark 3]	-	625	1 695
	「正式批准」 [備註 4] Formal Approval[Remark 4]	-	215	1 287
「優秀人才入境計劃」獲成功甄選個案 [備註 5] Successful cases selected under 'Quality Migrant Admission Scheme'[Remark 5]		12 969	11 848	7 101
「非本地畢業生留港／回港就業安排」簽發的簽證／入境許可證 Visas/Entry Permits under 'Immigration Arrangements for Non-local Graduates'		26 089	25 475	27 630
「輸入中國籍香港永久性居民第二代計劃」簽發的簽證 Visas under 'Admission Scheme for the Second Generation of Chinese Hong Kong Permanent Residents'		97	80	68
「院舍輸入護理員特別計劃」簽發的僱傭工作簽證／入境許可證 [備註 6] Employment Visas/Entry Permits under the 'Special Scheme to Import Care Workers for Residential Care Homes'[Remark 6]		791	5 113	4 021
「行業輸入勞工計劃」簽發的僱傭工作簽證／入境許可證 [備註 7] Employment Visas/Entry Permits under the 'Sector-speific Labour Importation Schemes'[Remark 7]		2 689	12 248	6 514
「補充勞工優化計劃」（前稱補充勞工計劃）簽發的僱傭工作簽證／入境許可證 [備註 8] Employment Visas/Entry Permits under the 'Enhanced Supplementary Labour Scheme'[Remark 8]		5 380	17 832	40 694
外籍家庭傭工的僱傭工作簽證 Employment Visas for Foreign Domestic Helpers		86 261	81 935	83 237
「工作假期計劃」簽發的簽證 Visas under 'Working Holiday Scheme'		811	993	1 171
學生簽證／入境許可證 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
受養人簽證／入境許可證 Dependant Visas/Entry Permits		114 937	108 410	96 411
外籍人士的旅遊簽證 Visit Visas for Foreigners		54 351	72 016	94 646
台灣來港旅遊入境許可證 Taiwan Visit Permits		25	24	15
台灣居民預辦入境登記 Pre-arrival Registration for Taiwan Residents		278 761	478 336	515 623
印度國民預辦入境登記 Pre-arrival Registration for Indian Nationals		193 777	332 907	390 497
香港特區旅遊通行證 HKSAR Travel Passes		134	105	95
亞太經合組織商務旅遊證 APEC Business Travel Cards		23 024	15 152	10 113
訪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

備註：
Remark(s):

1. 「資本投資者入境計劃」自二零一五年一月十五日起已暫停。本處已於二零二三年十月完成處理該計劃的所有申請。
   The 'Capital Investment Entrant Scheme' has been suspended since 15 January 2015. All applications under the scheme have been finalised in October 2023.
2. 「新資本投資者入境計劃」由二零二四年三月一日起實施。
   The 'New Capital Investment Entrant Scheme' has been implemented since 1 March 2024.
3. 數字為申請人獲投資推廣署發出符合淨資產規定審查證明書後，向入境處遞交入境簽證 / 進入許可的獲批數字。獲「原則上批准」的申請人可以訪客身份來港逗留不多於 180 天作出已承諾的投資。
   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. 數字為申請人獲投資推廣署發出符合投資規定審查證明書後，向入境處遞交該證明書，以繼續處理其入境簽證 / 進入許可的獲批數字。
   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. 獲批數字為成功通過「輸入優秀人才及專才諮詢委員會」或政府評核委員會甄選的個案數目。
   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. 「院舍輸入護理員特別計劃」由二零二三年六月十九日起實施。
   The 'Special Scheme to Import Care Workers for Residential Care Homes' has been implemented since 19 June 2023.
7. 「行業輸入勞工計劃」由二零二三年七月十七日起實施。
   The 'Sector-specific Labour Importation Schemes' have been implemented since 17 July 2023.
8. 「補充勞工計劃」於二零二三年九月四日優化及易名為「補充勞工優化計劃」。
   The 'Supplementary Labour Scheme' was enhanced and renamed as the 'Enhanced Supplementary Labour Scheme' since 4 September 2023.

附錄 5 - 整體旅客流量統計數字
Appendix 5 - Overall Passenger Traffic Statistics

	旅客人次 (百萬) Passengers (Million)		
	2023	2024	2025
航空 [備註 1]	31.7	41.9	45.3
Air[Remark 1]	(+673.2%)	(+32.2%)	(+8.1%)
陸路 [備註 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%)
總計	**222.0**	**313.8**	**352.3**
Total	**(+2 640.7%)**	**(+41.4%)**	**(+12.3%)**

附註：
Note(s):

- 括弧內數字為與去年比較的變動百分比。
  Figures in brackets denote percentage changes over the preceding year.
- 由於進位原因，統計表內個別項目的數字總和可能與相應的總數略有差別。
  The sum of individual items may not tally with the corresponding total shown in the table because of rounding.
- 為應對 2019 冠狀病毒病疫情，香港特別行政區（香港特區）政府自二零二零年一月底至二零二三年年初分階段暫停大部分管制站的客運通關服務。香港與內地由二零二三年一月八日起已分階段逐步恢復兩地人員正常往來，香港特區政府重開為應對 2019 冠狀病毒病疫情而需要暫停客運通關服務的管制站。由二零二三年二月六日起，香港與內地全面通關。
  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.
- 紅磡管制站自城際直通車於二零二零年一月三十日起暫停服務，並自二零二四年七月三十一日起正式停止運作。
  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.
- 沙頭角管制站自二零二零年一月三十日起已暫停客運通關服務，以配合沙頭角口岸重建項目。
  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.
- 香園圍邊境管制站於二零二零年八月二十六日投入運作時只提供貨運通關服務，並於二零二三年二月六日開始全面投入運作 (包括貨運和客運通關服務)。
  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.

備註：
Remark(s):

1. 數字包括在海天中轉大樓中轉客車的司機人次。香港國際機場海天中轉大樓於二零二三年八月三十日起為中轉旅客提供客車服務。並自二零二五年十一月一日起，接駁巴士司機採用過境旅客安排，無需辦理清關、檢疫及出入境手續。
   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. 數字包括在落馬洲、文錦渡、沙頭角、深圳灣、港珠澳大橋及香園圍邊境管制站過境車輛的司機人次。
   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.

附錄 6 - 按出入境管制站計算的旅客流量統計數字
Appendix 6 - Statistics on Passenger Traffic by Control Point

	管制站 Control Point	旅客人次 Passengers	司機人次 Drivers	總計 Total
航空 Air	機場 [備註 1] Airport[Remark 1]	45 323 554	18 178	**45 341 732**
陸路 Land	羅湖 Lo Wu	70 398 991	-	**70 398 991**
	落馬洲支線 Lok Ma Chau Spur Line	59 039 010	-	**59 039 010**
	落馬洲 Lok Ma Chau	13 995 605	4 498 041	**18 493 646**
	文錦渡 Man Kam To	2 116 422	945 265	**3 061 687**
	沙頭角 [備註 2] Sha Tau Kok[Remark 2]	0	0	**0**
	深圳灣 Shenzhen Bay	44 407 707	5 806 981	**50 214 688**
	港珠澳大橋 Hong Kong-Zhuhai-Macao Bridge	30 753 885	5 003 988	**35 757 873**
	高鐵西九龍 Express Rail Link West Kowloon	30 929 967	-	**30 929 967**
	香園圍 Heung Yuen Wai	29 248 529	1 430 400	**30 678 929**
水路 Sea	中國客運碼頭 China Ferry Terminal	840 162	-	**840 162**
	港澳客輪碼頭 Macao Ferry Terminal	6 906 711	-	**6 906 711**
	港口管制組 Harbour Control	33 887	-	**33 887**
	內河碼頭 River Trade Terminal	137	-	**137**
	啟德郵輪碼頭 [備註 3] Kai Tak Cruise Terminal[Remark 3]	637 200	-	**637 200**

備註：
Remark(s):

1. 香港國際機場海天中轉大樓於二零二三年八月三十日起為中轉旅客提供客車服務。並自二零二五年十一月一日起，接駁巴士司機採用過境旅客安排，無需辦理清關、檢疫及出入境手續。
   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. 沙頭角管制站自二零二零年一月三十日起已暫停客運通關服務，以配合沙頭角口岸重建項目。
   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. 啟德郵輪碼頭的出入境旅客人次包括停泊在啟德郵輪碼頭、海運大廈及其他碇泊處的海外郵輪旅客，以香港為母港的郵輪旅客，及以公海為目的地的郵船旅客。
   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.

附錄 7 - 跨境旅客流量統計數字
Appendix 7 - Statistics on Cross-boundary Passenger Traffic

管制站 Control Point	2023 旅客人次（百萬） Passengers (Million)	2023 司機人次（百萬） Drivers (Million)	2024 旅客人次（百萬） Passengers (Million)	2024 司機人次（百萬） Drivers (Million)	2025 旅客人次（百萬） Passengers (Million)	2025 司機人次（百萬） Drivers (Million)
紅磡 [備註 1] Hung Hom[Remark 1]	0 (±0%)	-	0 (±0%)	-	-	-
羅湖 Lo Wu	45.33 (-)	-	64.22 (+41.7%)	-	70.40 (+9.6%)	-
落馬洲支線 Lok Ma Chau Spur Line	40.85 (-)	-	55.05 (+34.8%)	-	59.04 (+7.2%)	-
落馬洲 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%)
文錦渡 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%)
沙頭角 [備註 2] Sha Tau Kok[Remark 2]	0 (±0%)	0 (±0%)	0 (±0%)	0 (±0%)	0 (±0%)	0 (±0%)
深圳灣 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%)
港珠澳大橋 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%)
高鐵西九龍 Express Rail Link West Kowloon	19.65 (-)	-	26.52 (+35.0%)	-	30.93 (+16.6%)	-
香園圍 [備註 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%)
總計 **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%)**

附註：
Note(s):

- 括弧內數字為與去年比較的變動百分比。
  Figures in brackets denote percentage changes over the preceding year.
- 由於進位原因，統計表內個別項目的數字總和可能與相應的總數略有差別。
  The sum of individual items may not tally with the corresponding total shown in the table because of rounding.
- 為應對 2019 冠狀病毒病疫情，香港特別行政區（香港特區）政府自二零二零年一月底至二零二三年年初分階段暫停大部分管制站的客運通關服務。香港與內地由二零二三年一月八日起已分階段逐步恢復兩地人員正常往來，香港特區政府重開為應對 2019 冠狀病毒病疫情而需要暫停客運通關服務的管制站。由二零二三年二月六日起，香港與內地全面通關。
  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.

備註：
Remark(s):

1. 紅磡管制站自城際直通車於二零二零年一月三十日起暫停服務，並自二零二四年七月三十一日起正式停止運作。
   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. 沙頭角管制站自二零二零年一月三十日起已暫停客運通關服務，以配合沙頭角口岸重建項目。
   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. 香園圍邊境管制站於二零二零年八月二十六日投入運作時只提供貨運通關服務，並於二零二三年二月六日開始全面投入運作（包括貨運和客運通關服務）。
   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.

附錄 8 - 已簽發的香港身份證數目
Appendix 8 - Number of Hong Kong Identity Cards Issued

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

附註：
Note(s):

- 括弧內數字為與去年比較的變動百分比。
  Figures in brackets denote percentage changes over the preceding year.

備註：
Remark(s):

1. 當中 348 762 張新智能身份證為透過全港市民換領身份證計劃 (已於 2023 年 3 月 3 日結束) 簽發及 12 627 張新智能身份證為透過「到訪院舍換證服務」簽發。
   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. 當中 13 340 張新智能身份證為透過「到訪院舍換證服務」簽發。
   Among which 13,340 identity cards were issued under the 'On-site Identity Card Replacement Service'.
3. 當中 111 張新智能身份證為透過「到訪院舍換證服務」簽發。
   Among which 111 identity cards were issued under the 'On-site Identity Card Replacement Service'.

附錄 9 - 已簽發的香港旅行證件數目
Appendix 9 - Number of Hong Kong Travel Documents Issued

	2023	2024	2025
香港特區護照	1 453 395	910 553	698 310
HKSAR Passports	(+136.7%)	(-37.3%)	(-23.3%)
簽證身份書	54 650	49 193	32 945
Document of Identity for Visa Purposes	(+98.0%)	(-10.0%)	(-33.0%)
回港證	95 182	47 554	31 785
Re-entry Permit	(+302.1%)	(-50.0%)	(-33.2%)
海員身份證	33	24	21
Seaman's Identity Book	(+6.5%)	(-27.3%)	(-12.5%)

附註：
Note(s):

- 括弧內數字為與去年比較的變動百分比。
  Figures in brackets denote percentage changes over the preceding year.

附錄 10 - 中國國籍相關申請的統計數字
Appendix 10 - Chinese Nationality Related Applications Statistics

	2023	2024	2025
國籍變更申請	366	364	310
Application for Change of Nationality Received	(+74.3%)	(-0.5%)	(-14.8%)
加入中國國籍申請	2 147	2 123	2 209
Application for Naturalisation as a Chinese National Received	(+43.4%)	(-1.1%)	(+4.1%)
退出中國國籍申請	261	239	447
Application for Renunciation of Chinese Nationality Received	(-23.7%)	(-8.4%)	(+87.0%)
恢復中國國籍申請	15	11	8
Application for Restoration of Chinese Nationality Received	(+275.0%)	(-26.7%)	(-27.3%)

附註：
Note(s):

- 括弧內數字為與去年比較的變動百分比。
  Figures in brackets denote percentage changes over the preceding year.

附錄 11 - 生死及婚姻登記服務的統計數字
Appendix 11 - Registration of Births, Deaths and Marriages Services Statistics

		2023	2024	2025
登記 Registration	出生 [備註 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%)
	結婚 [備註 2] Marriages[Remark 2]	47 518 (+58.5%)	44 586 (-6.2%)	42 289 (-5.2%)
	領養 Adoptions	72 (+20.0%)	69 (-4.2%)	49 (-29.0%)
紀錄翻查 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%)
	結婚 Marriages	20 695 (+37.9%)	18 828 (-9.0%)	18 329 (-2.7%)
	無結婚紀錄 Absence of Marriage Record	53 486 (+136.8%)	46 411 (-13.2%)	43 312 (-6.7%)
證書簽發 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%)
	結婚 [備註 3] Marriages[Remark 3]	22 230 (+39.1%)	19 785 (-11.0%)	19 101 (-3.5%)
	無結婚紀錄 Absence of Marriage Record	29 675 (+129.4%)	25 522 (-14.0%)	23 441 (-8.2%)
	領養 Adoptions	212 (-18.8%)	215 (+1.4%)	144 (-33.0%)

附註：
Note(s):

- 括弧內數字為與去年比較的變動百分比。
  Figures in brackets denote percentage changes over the preceding year.

備註：
Remark(s):

1. 不包括出生一年後才補辦的出生登記數字。
   Excluding the number of consent to post registration of births registered after one year of birth.
2. 不包括結婚後才補辦的婚姻登記數字。
   Excluding the number of post registration of marriages.
3. 不包括在婚禮中簽發的證書。
   Excluding the certificates issued upon marriages solemnisation.

附錄 12 - 同意給予香港特別行政區護照持有人免簽證／落地簽證入境旅遊的國家和地區
Appendix 12 - Countries/Territories which have Agreed to Grant Visa-free Access/Visa-on-arrival to HKSAR Passport Holders

以下國家和地區已同意給予香港特別行政區護照持有人免簽證或落地簽證入境（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	阿爾巴尼亞 [備註 1]	Albania[Remark 1]
2	阿爾及利亞	Algeria
3	安道爾	Andorra
4	安哥拉 [備註 2]	Angola[Remark 2]
5	安圭拉	Anguilla
6	安提瓜和巴布達	Antigua & Barbuda
7	阿根廷	Argentina
8	亞美尼亞	Armenia (Republic of)
9	阿魯巴	Aruba
10	奧地利 [備註 3]	Austria[Remark 3]
11	巴哈馬	Bahamas
12	巴林 [備註 4]	Bahrain[Remark 4]
13	巴巴多斯	Barbados
14	白俄羅斯	Belarus
15	比利時 [備註 3]	Belgium[Remark 3]
16	伯利茲	Belize
17	貝寧	Benin
18	百慕達 [備註 5]	Bermuda[Remark 5]
19	玻利維亞 [備註 6]	Bolivia[Remark 6]
20	波斯尼亞和黑塞哥維那	Bosnia and Herzegovina
21	博茨瓦納	Botswana (Republic of)
22	巴西聯邦共和國	Brazil (Federative Republic of)
23	英屬維爾京群島	British Virgin Islands
24	文萊	Brunei Darussalam
25	保加利亞共和國 [備註 3]	Bulgaria (Republic of)[Remark 3]
26	布基納法索	Burkina Faso
27	布隆迪	Burundi
28	加拿大 [備註 7]	Canada[Remark 7]
29	佛得角共和國	Cape Verde (Republic of)
30	荷蘭加勒比	Caribbean Netherlands
31	開曼群島	Cayman Islands
32	智利	Chile
33	哥倫比亞	Colombia
34	科摩羅 [備註 8]	Comoros[Remark 8]
35	庫克群島 [備註 8]	Cook Islands[Remark 8]
36	克羅地亞共和國 [備註 3]	Croatia (Republic of)[Remark 3]
37	庫拉索	Curacao
38	塞浦路斯共和國	Cyprus (Republic of)
39	捷克 [備註 3]	Czech Republic[Remark 3]
40	丹麥 [備註 3]	Denmark[Remark 3]
41	吉布提	Djibouti
42	多米尼克國	Dominica (Commonwealth of)
43	多米尼加共和國	Dominican Republic
44	厄瓜多爾	Ecuador
45	埃及	Egypt
46	愛沙尼亞 [備註 3]	Estonia[Remark 3]
47	埃塞俄比亞 [備註 9]	Ethiopia[Remark 9]
48	福克蘭群島（馬爾維納斯）	Falkland Islands (Malvinas)
49	法羅群島	Faroe Islands
50	斐濟群島共和國	Fiji Islands (Republic of)
51	芬蘭 [備註 3]	Finland[Remark 3]
52	法國 [備註 3]	France[Remark 3]
53	法屬圭亞那	French Guiana
54	法屬波利尼西亞	French Polynesia
55	法屬南半球和南極地區	French Southern Hemisphere and Antarctic Lands
56	格魯吉亞	Georgia
57	德國 [備註 3]	Germany[Remark 3]
58	直布羅陀	Gibraltar
59	希臘 [備註 3]	Greece[Remark 3]
60	格陵蘭	Greenland
61	格林納達	Grenada
62	瓜德羅普島	Guadeloupe
63	關島 [備註 10]	Guam[Remark 10]
64	圭亞那共和國 [備註 11]	Guyana (Republic of)[Remark 11]
65	匈牙利 [備註 3]	Hungary[Remark 3]
66	冰島 [備註 3]	Iceland[Remark 3]
67	印度尼西亞 [備註 12]	Indonesia[Remark 12]
68	伊朗	Iran
69	愛爾蘭共和國	Ireland (Republic of)
70	以色列 [備註 13]	Israel[Remark 13]
71	意大利 [備註 3]	Italy[Remark 3]
72	牙買加	Jamaica
73	日本 [備註 14]	Japan[Remark 14]
74	約旦	Jordan
75	哈薩克斯坦 [備註 15]	Kazakhstan[Remark 15]
76	肯尼亞 [備註 16]	Kenya[Remark 16]
77	基里巴斯	Kiribati
78	大韓民國（南韓） [備註 17]	Korea (Republic of)[Remark 17]
79	科威特 [備註 8]	Kuwait[Remark 8]
80	吉爾吉斯斯坦 [備註 18]	Kyrgyzstan[Remark 18]
81	老撾 [備註 19]	Laos[Remark 19]
82	拉脫維亞 [備註 3]	Latvia[Remark 3]
83	黎巴嫩 [備註 8]	Lebanon[Remark 8]
84	萊索托 [備註 5]	Lesotho[Remark 5]
85	列支敦士登公國 [備註 3]	Liechtenstein (Principality of)[Remark 3]
86	立陶宛 [備註 3]	Lithuania[Remark 3]
87	盧森堡 [備註 3]	Luxembourg[Remark 3]
88	馬達加斯加 [備註 8]	Madagascar[Remark 8]
89	馬拉維共和國 [備註 5]	Malawi (Republic of)[Remark 5]
90	馬來西亞 [備註 20]	Malaysia[Remark 20]
91	馬爾代夫 [備註 5]	Maldives[Remark 5]
92	馬里 [備註 5]	Mali[Remark 5]
93	馬耳他 [備註 3]	Malta[Remark 3]
94	馬提尼克島	Martinique
95	毛里塔尼亞 [備註 5] 及 [備註 21]	Mauritania[Remark 5] & [Remark 21]
96	毛里求斯	Mauritius
97	馬約特島	Mayotte
98	墨西哥	Mexico
99	密克羅尼西亞（聯邦）	Micronesia (Federated States of)
100	摩爾多瓦共和國	Moldova (Republic of)
101	摩納哥	Monaco
102	蒙古	Mongolia
103	黑山	Montenegro
104	蒙特塞拉特島	Montserrat
105	摩洛哥	Morocco
106	莫桑比克 [備註 22]	Mozambique[Remark 22]
107	緬甸 [備註 23]	Myanmar[Remark 23]
108	納米比亞 [備註 5]	Namibia[Remark 5]
109	尼泊爾 [備註 5] 及 [備註 8]	Nepal[Remark 5] & [Remark 8]
110	荷蘭 [備註 3]	Netherlands[Remark 3]
111	新喀里多尼亞	New Caledonia
112	新西蘭 [備註 24]	New Zealand[Remark 24]
113	尼日爾	Niger
114	紐埃 [備註 8]	Niue[Remark 8]
115	北馬其頓共和國	North Macedonia (Republic of)
116	北馬里亞納群島 [備註 25]	Northern Mariana Islands[Remark 25]
117	挪威 [備註 3]	Norway[Remark 3]
118	阿曼 [備註 26]	Oman[Remark 26]
119	帕勞 [備註 27]	Palau (Republic of)[Remark 27]
120	巴拿馬	Panama (Republic of)

121	巴布亞新畿內亞 [備註 5]	Papua New Guinea[Remark 5]
122	秘魯	Peru
123	菲律賓	Philippines
124	皮特凱恩、亨特森、迪西和奧埃諸西群島	Pitcairn, Henderson, Ducie & Oeno Islands
125	波蘭 [備註 3]	Poland[Remark 3]
126	葡萄牙 [備註 3]	Portugal[Remark 3]
127	卡塔爾 [備註 28]	Qatar[Remark 28]
128	留尼旺島	Reunion
129	羅馬尼亞 [備註 3]	Romania[Remark 3]
130	俄羅斯 [備註 29]	Russia[Remark 29]
131	盧旺達	Rwanda
132	聖巴泰勒米島	Saint-Barthelemy
133	聖馬丁島（法國海外領地）	Saint-Martin (French Overseas Territories)
134	聖皮埃爾島及密克隆島	Saint-Pierre and Miquelon
135	薩摩亞	Samoa
136	聖馬力諾	San Marino
137	沙特阿拉伯 [備註 30]	Saudi Arabia[Remark 30]
138	塞爾維亞	Serbia
139	塞舌爾	Seychelles
140	新加坡	Singapore
141	斯洛伐克共和國 [備註 3]	Slovak Republic[Remark 3]
142	斯洛文尼亞共和國 [備註 3]	Slovenia (Republic of)[Remark 3]
143	南非 [備註 31]	South Africa[Remark 31]
144	西班牙 [備註 3]	Spain[Remark 3]
145	聖赫勒拿	St. Helena
146	聖基茨和尼維斯	St. Kitts & Nevis
147	聖盧西亞	St. Lucia
148	聖馬丁（荷蘭加勒比地區）	St. Maarten (Caribbean parts of the Netherlands)
149	聖文森特和格林納丁斯 [備註 5]	St. Vincent & the Grenadines[Remark 5]
150	蘇里南 [備註 5]	Suriname[Remark 5]
151	瑞典 [備註 3]	Sweden[Remark 3]
152	瑞士 [備註 3]	Switzerland[Remark 3]
153	坦桑尼亞	Tanzania
154	泰國 [備註 32]	Thailand[Remark 32]
155	東帝汶 [備註 33]	Timor-Leste[Remark 33]
156	多哥 [備註 8]	Togo[Remark 8]
157	湯加王國 [備註 34]	Tonga (Kingdom of)[Remark 34]
158	特立尼達和多巴哥 [備註 5]	Trinidad & Tobago[Remark 5]
159	突尼斯共和國	Tunisia (Republic of)
160	土耳其	Türkiye
161	特克斯和凱科斯群島	Turks and Caicos Islands
162	圖瓦盧 [備註 8]	Tuvalu[Remark 8]
163	烏干達	Uganda
164	烏克蘭	Ukraine
165	阿拉伯聯合酋長國	United Arab Emirates
166	英國 [備註 35]	United Kingdom[Remark 35]
167	烏拉圭	Uruguay
168	烏茲別克斯坦 [備註 36]	Uzbekistan[Remark 36]
169	瓦努阿圖	Vanuatu
170	委內瑞拉 [備註 37]	Venezuela[Remark 37]
171	瓦利斯群島和富圖納群島	Wallis and Futuna
172	也門共和國	Yemen (Republic of)
173	贊比亞共和國 [備註 5]	Zambia (Republic of)[Remark 5]
174	津巴布韋 [備註 38]	Zimbabwe[Remark 38]

附註：
Note(s):

- 上述免簽證或落地簽證安排及最長可逗留期的資料，一般由接受國 / 地區以書面通知更新，並僅供參考。由於公函往還需時，特區護照持有人在到訪某國家 / 地區前，宜先向該國家 / 地區的駐香港領事館或官方認可代表機構或駐國家最近的相關大使館或領事館了解最新和準確的資料。在抵達這些國家 / 地區時，旅客是否獲准入境及准許逗留的期限，一般由有關國家 / 地區的出入境機關官員按其個別情況作決定。
  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.

備註：
Remark(s):

1. 香港特區護照持有人可免簽證前往阿爾巴尼亞，以首次入境日期計算起，在 180 天內最長可逗留 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. 根據安哥拉共和國（安哥拉）政府提供的資料，香港特區護照持有人可免簽證前往安哥拉旅遊，最長可逗留 30 天，於一年內最長逗留 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. 香港特區護照持有人可免簽證前往神根地區，在任何 180 天的期間內，最長可逗留 90 天。有關神根地區逗留期限的詳情，請參閱網站： 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. 香港特區護照持有人可於抵達巴林時辦理落地簽證，最長可逗留 14 天。香港特區護照持有人亦可於前往巴林旅遊前經網上申請電子簽證。有關詳情請參閱網站： 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. 於抵達這國家 / 地區時，由當地有關機關作出決定。
   To be determined by the competent authorities upon arrival.
6. 根據多民族玻利維亞國（玻利維亞）駐華大使館提供的資料，香港特區護照持有人可在抵達玻利維亞時，辦理逗留期為 30 天的旅遊簽證。有關辦理簽證所需的文件和費用及其他詳情，香港特區護照持有人宜在旅遊前先向玻利維亞駐華大使館了解相關安排及情況。
   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. 根據加拿大政府提供的資料，由 2016 年 3 月 15 日起，獲免簽證待遇的外國護照持有人 (包括香港特區護照持有人)，乘搭飛機於加拿大機場入境或過境，須於辦理登機手續前預先取得電子旅行證，而透過陸路或海路進入加拿大的入境要求並沒有改變。有關詳情請參閱網站：https://www.canada.ca/en/immigration-refugees-citizenship/services/visit-canada/eta.html?utm_source=slash-eta&utm_medium=short-url&utm_campaign=eta 。如有查詢，香港特區護照持有人宜在旅遊前先向加拿大駐香港總領事館了解相關安排及情況。
   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. 香港特區護照持有人可於抵達時辦理簽證。香港特區護照持有人在旅遊前應先向相關大使館或領事館查詢有關詳情。
   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. 香港特區護照持有人可於抵達亞的斯亞貝巴國際機場時辦理簽證。
   HKSAR passport holders can apply for a visa upon arrival at the Bole International Airport in Addis Ababa.
10. 關島免簽證安排於 2009 年 11 月 28 日生效。入境關島時，香港特區護照持有人必須同時出示有效的香港永久性居民身份證。
    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. 香港特區護照持有人可於抵達圭亞那共和國時辦理簽證。有關詳情請參閱網站： 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，所有經蘇加諾 — 哈達國際機場、伍拉・賴國際機場及朱安達國際機場入境印度尼西亞的國際旅客（包括香港特區護照持有人），均須於入境前三天內經「All Indonesia」電子申報系統作出申報。此入境要求為試行階段，並於 2025 年 10 月 1 日起擴展至印度尼西亞所有國際機場。有關詳情請參閱網站： https://allindonesia.imigrasi.go.id/ 。如有查詢，香港特區護照持有人宜在旅遊前先向印度尼西亞駐香港總領事館了解相關安排及情況。
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，獲免簽證待遇的訪客（包括香港特區護照持有人），均須於出發往以色列前預先取得電子旅行授權。有關詳情請參閱網站 : https://israel-entry.piba.gov.il/ 。如有查詢，香港特區護照持有人宜在旅遊前先向以色列駐香港總領事館了解相關安排及情況。
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. 凡持有效香港特區護照的人士，可享有 90 天以內之短期逗留免簽證待遇。惟此措施並不適用於短期逗留以外之入國目的，例如尋找工作或就職等；但在申請有關簽證的時候，可免除簽證費用。
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. 有關外籍人士（包括香港特區護照持有人）抵達哈薩克斯坦的住宿及其後若有變更的通知要求，詳情請參閱網站： 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. 根據肯尼亞共和國（肯尼亞）駐香港特別行政區名譽領事館提供的資料，肯尼亞政府已設立及運行電子旅行證系統，確定旅客入境肯尼亞的資格。香港特區護照持有人須於前往肯尼亞旅遊前，經網上平台申領電子旅行證。有關詳情請參閱網站： 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. 大韓民國（南韓）政府較早前宣佈獲免簽證待遇的護照持有人（包括香港特區護照持有人），在乘搭飛機或透過海路前往南韓前，須取得電子旅行許可。南韓政府其後公佈由 2023 年 4 月 1 日至 2026 年 12 月 31 日期間，暫時豁免上述對香港特區護照持有人的電子旅行許可要求。有關詳情及最新安排，請參閱網站： https://www.k-eta.go.kr 。如有查詢，香港特區護照持有人應在旅遊前先向大韓民國駐香港總領事館了解相關安排及情況。
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. 根據吉爾吉斯共和國（吉爾吉斯斯坦）駐華大使館提供的資料，香港特區護照持有人經比什凱克瑪納斯國際機場（Manas International Airport in Bishkek）及持有回程機票，可免簽證前往吉爾吉斯斯坦旅遊，最長可逗留 30 天，及可於離開當地 30 天後再次免簽證入境。透過免簽證前往吉爾吉斯斯坦旅遊的外國旅客（包括香港特區護照持有人）必須經比什凱克瑪納斯國際機場進入及離開吉爾吉斯斯坦，亦須持有經瑪納斯國際機場離開的回程機票。如有查詢，香港特區護照持有人應在旅遊前先向吉爾吉斯共和國駐華大使館了解相關安排及情況。
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. 香港特區護照持有人可於抵達老撾國際機場或老撾國際邊境口岸時辦理簽證，入境目的限於旅遊觀光。
HKSAR passport holders may apply for a visa upon arrival at Lao International Airports or Lao International border checkpoints for tourist purpose.

20. 根據馬來西亞政府提供的資料，所有訪客（包括香港特區護照持有人）須於入境馬來西亞前 3 天內填報電子入境卡。有關香港特區護照持有人填報電子入境卡時的國籍選項，以及辦理入境手續時需要注意的事項，詳情請參閱網站： https://www.kln.gov.my/web/chn_hong-kong/requirement_foreigner 。如有查詢，香港特區護照持有人宜在旅遊前先向馬來西亞駐香港特別行政區總領事館了解相關安排及情況。
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. 香港特區護照持有人可於抵達毛里塔尼亞努瓦克肖特國際機場 (Nouakchott International Airport) 或努瓦迪布 (Nouadhibou) 陸路邊境站時辦理簽證。
HKSAR passport holders can apply for a visa upon arrival at the Nouakchott International Airport or the land border crossing checkpoint in Nouadhibou.

22. 根據莫桑比克駐華大使館提供的資料，香港特區護照持有人可在抵達莫桑比克時，辦理逗留期為 30 天的旅遊簽證。香港特區護照持有人在旅遊前應先向相關大使館或領事館查詢詳情。
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. 根據緬甸聯邦共和國駐香港特別行政區總領事館提供的資料，由 2024 年 3 月 11 日起，緬甸聯邦共和國政府向香港特區護照持有人推行旅遊落地簽證安排。在相關安排下，香港特區護照持有人可於抵達緬甸聯邦共和國國際機場時，申請旅遊落地簽證，逗留期限為 30 天。香港特區護照持有人在出發前應先向緬甸聯邦共和國駐香港特別行政區總領事館查詢相關詳情及參閱網站： 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. 根據新西蘭政府提供的資料，由 2019 年 10 月 1 日起，獲免簽證待遇的訪客及過境旅客（包括香港特區護照持有人），均須於出發往新西蘭前預先取得新西蘭電子旅行證。有關詳情及申請的安排，請參閱網站： https://www.immigration.govt.nz/nzeta 。如有查詢，香港特區護照持有人宜在旅遊前先向新西蘭駐香港總領事館了解相關安排及情況。
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，香港特區護照持有人於入境北馬里亞納群島時必須同時出示有效的香港永久性居民身份證。
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. 根據阿曼駐港名譽領事館的資料，香港特區護照持有人可免簽證前往阿曼旅遊，最長可逗留 14 天。有關詳情請參閱網站：https://www.fm.gov.om 。如有查詢，香港特區護照持有人宜在旅遊前先向相關大使館或領事館了解相關安排及情況。
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. 帕勞當局於 2009 年 3 月 24 日再次確認香港特區護照持有人可於抵達帕勞時免費辦理入境許可，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. 有關香港特區護照持有人可免簽證前往卡塔爾的要求，請參閱網站： https://hongkong.consulate.qa/en/services/consular-services#visa-free-arrival-foe-30-days 。香港特區護照持有人宜在旅遊前先向卡塔爾駐香港總領事館了解相關安排及情況。
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）俄羅斯給予香港特區護照持有人 14 天免簽證入境待遇。根據中國駐俄羅斯大使館（大使館）的資料，有關逗留期限應從入境當天起計算。若未能於逗留期限完結前離境，可能會觸犯當地法例。有關詳情請參閱網站：
https://ru.china-embassy.gov.cn/lsfw/zytz_142816/202504/t20250430_11610817.htm 。
（二）根據大使館的資料，香港特區護照持有人如欲入境停留俄羅斯多於 7 天，應在入境後 7 天內前赴當地有關機關辦理相關登記手續。大部份主要酒店會為住客進行登記。香港特區護照持有人在旅遊前應先向俄羅斯駐香港總領事館查詢有關詳情。
(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. 香港特區護照持有人只可於抵達沙特阿拉伯的六個指定管制站（包括利雅得哈立德國王國際機場、吉達阿卜杜勒・阿齊茲國王國際機場、達曼法赫德國王國際機場、麥地那穆罕默德・本・阿卜杜勒・阿齊茲王子國際機場、法赫德國王大橋及巴塔邊境口岸）時辦理旅遊簽證。香港特區護照持有人可申請 (i) 有效期為 90 天的單次入境簽證，最長可逗留 30 天；或 (ii) 有效期為 1 年的多次入境簽證，最長可逗留 90 天。香港特區護照持有人亦可於前往沙特阿拉伯旅遊前經網上申請電子簽證。有關詳情請參閱網站： https://visa.visitsaudi.com 。就香港特區護照持有人前往沙特阿拉伯的健康相關資訊，請參閱網站： https://www.moh.gov.sa 。香港特區護照持有人宜在旅遊前先向沙特阿拉伯駐香港總領事館了解相關安排及情況。
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. 據南非內政部的資料，由 2015 年 6 月 1 日開始，所有未滿 18 歲的兒童如入境或出境南非，必須出示兒童出生證明。如有必要，亦須出示其他相關文件。香港特區護照持有人在旅遊前應先向南非駐香港總領事館查詢有關的詳情。
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，所有入境泰國的非泰國國民（包括香港特區護照持有人），均須於入境前三天內經網上填寫泰國數位入境卡。有關詳情請參閱網站： https://tdac.immigration.go.th 。如有查詢，香港特區護照持有人宜在旅遊前先向泰王國駐香港總領事館了解相關安排及情況。
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. 香港特區護照持有人可於抵達帝力國際機場或帝力港口時辦理簽證。
HKSAR passport holders can apply for a visa upon arrival at the International Airport in Dili or Dili Sea Port.

34. 香港特區護照持有人可於抵達湯加王國的國際機場時辦理簽證。
HKSAR passport holders may apply for a visa upon arrival at the international airport in the Kingdom of Tonga.

35. 英國政府對到訪或過境英國的人士（包括獲免簽證待遇作短期逗留或出發前未持有英國有效移民身份人士）推出電子旅行證 (Electronic Travel Authorisation) 計劃。由 2025 年 1 月 8 日起，香港特區護照持有人須於出發往英國前預先取得電子旅行證。有關詳情請參閱網站： https://www.gov.uk/guidance/apply-for-an-electronic-travel-authorisation-eta 。如有查詢，香港特區護照持有人宜在旅遊前先向英國駐香港總領事館了解相關安排及情況。
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，香港特區護照持有人入境烏茲別克斯坦時持有前往第三國或回程機票，可免簽證前往烏茲別克斯坦旅遊，最長可逗留 10 天。香港特區護照持有人的免簽證安排只適用於乘搭飛機入境和出境烏茲別克斯坦。香港特區護照持有人經陸路往返烏茲別克斯坦需要申請電子旅遊簽證，有關詳情請參閱網站： https://e-visa.gov.uz 。
（二）年滿 55 歲的香港特區護照持有人如隨旅行團入境烏茲別克斯坦，可享有免簽證逗留 30 天的待遇。未滿 16 歲的香港特區護照持有人如有法定監護人陪同，可免簽證入境烏茲別克斯坦並停留不超過 90 天。如有查詢，香港特區護照持有人宜在旅遊前先向烏茲別克斯坦共和國駐華大使館了解相關安排及情況。
(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. 委內瑞拉政府已將旅遊卡計劃擴展至適用於香港特區護照持有人。委內瑞拉旅遊卡持有人可以免簽證在委內瑞拉旅遊至 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. 根據津巴布韋政府提供的資料，香港特區護照持有人以旅遊為目的前往津巴布韋可獲免簽證逗留最長 6 個月，以商務為目的則可獲免簽證逗留最長 1 個月，如超過以上逗留期則須申請相關簽證或許可。如有查詢，香港特區護照持有人宜在旅遊前先向津巴布韋駐港總領事館了解相關規定。
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.

附錄 13 - 執法部統計數字
Appendix 13 - Enforcement Branch Statistics

性質 Nature		2023	2024	2025
阻截人數		77 150	86 469	76 802
Stop		(+46.9%)	(+12.1%)	(-11.2%)
搜查次數		17 788	16 550	18 639
Search		(+17.1%)	(-7.0%)	(+12.6%)
拘捕人數		5 491	5 794	6 213
Arrest		(+26.6%)	(+5.5%)	(+7.2%)
羈留人數		7 012	7 946	8 080
Detention		(+83.6%)	(+13.3%)	(+1.7%)
檢控數目		4 263	4 973	5 279
Prosecution		(+45.5%)	(+16.7%)	(+6.2%)
遣送離境 Removal	被遣返的人數 Number of persons repatriated	5 369 (+65.5%)	6 611 (+23.1%)	7 709 (+16.6%)
	已執行的遣送離境令數目 Removal Orders executed	1 271 (+70.6%)	1 397 (+9.9%)	1 758 (+25.8%)
	已執行的遞解離境令數目 Deportation Orders executed	759 (+41.1%)	1 099 (+44.8%)	1 158 (+5.4%)

附註：
Note(s):

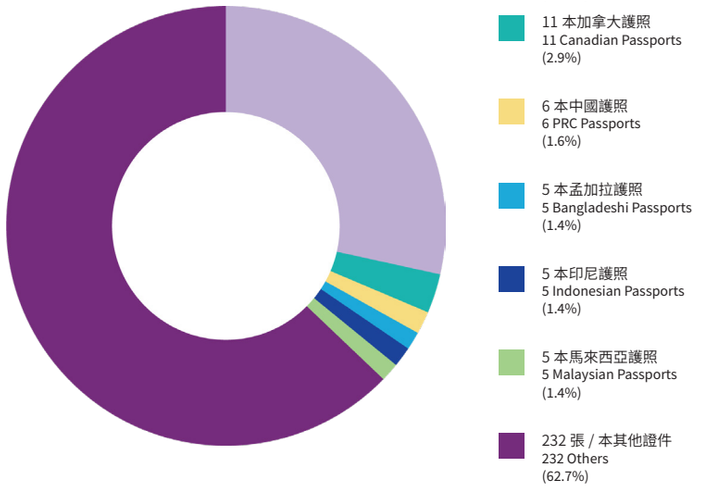
- 括弧內數字為與去年比較的變動百分比。
  Figures in brackets denote percentage changes over the preceding year.

附錄 14 - 從內地來港的非法入境者統計數字
Appendix 14 - Statistics on Illegal Immigrants from the Mainland

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

附錄 15 - 在香港識破的偽造旅行證件統計數字
Appendix 15 - Statistics on Forged Travel Documents Detected in Hong Kong

二零二五年統計數字
2025 statistical figures



附註：
Note(s):

- 「偽造證件」泛指使用完全偽造的證件，或個人資料、照片或某些內頁曾被改動的證件，亦同時指使用非法取得的證件，或藉著冒充他人而使用真正的證件。
  '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.

附錄 16 - 酷刑／免遣返聲請個案
Appendix 16 - Torture/Non-refoulement Claim Cases

年份 Year	提出 Made	完成審核 Determined	撤回及無需跟進 Withdrawn or Taken No Further Action	未完成個案（累計） 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[備註 1][Remark 1]	2 198	179	132	3 998
2009[備註 2][Remark 2]	3 286	0	1 037	6 340[備註 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[備註 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[備註 5][Remark 5]	1 223	857	69	563
2021[備註 5][Remark 5]	2 528	2 220	130	741
2022	1 257	1 727	70	201
2023[備註 6][Remark 6]	2 135	1 437	59	840
2024[備註 6][Remark 6]	2 814	2 715	97	842
2025	2 493	2 575	125	635
酷刑／免遣返聲請總計 Total on Torture/ Non-refoulement Claims	**47 230**	**33 967**	**12 721**	**635**

備註：
Remark(s):

1. 2008 年 12 月，高等法院原訟法庭裁定，政府須在審核過程中讓聲請人獲得法律支援，並須為決策人員作適當培訓。入境處隨即暫停審核工作。
   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，立法會通過《2009 年入境（修訂）條例》，非法入境者接受僱傭工作或開設、參與業務列為罪行。同年 12 月，入境處啟動經改善的行政機制。
   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 宗須重新審核個案。
   This includes 93 reviewed cases.
4. 統一審核機制於 2014 年 3 月 3 日實施時，有 4 198 人根據（除酷刑外）其他適用理由提出的免遣返聲請（2 962 宗由酷刑聲請被拒或撤回的人提出），連同尚待處理的 2 501 宗酷刑聲請，尚待處理的免遣返聲請為 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，由於在 2019 冠狀病毒病疫情期間實施特別工作安排，只能為聲請人提供有限度的公費法律支援服務，因而阻延了部分聲請個案展開審核程序。
   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. 隨著疫情後內地國際航班基本恢復，內地駐外簽證機關自 2023 年 3 月起恢復簽發外籍人士赴華簽證，加上有謠言誘導非法入境者來港，自 2023 年下半年起至 2024 年第 1 季，香港執法機構截獲的非華裔非法入境者數目明顯增加，而入境處新接獲的免遣返聲請數字亦顯著上升。
   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.

附錄 17 - 公共服務電子化統計數字
Appendix 17 - Electronic Service Application Statistics

服務類別 Application Type	2023 流動應用程式 Mobile Application	互聯網 Internet	電話 Phone	總數 Total	2024 流動應用程式 Mobile Application	互聯網 Internet	電話 Phone	總數 Total	2025 流動應用程式 Mobile Application	互聯網 Internet	電話 Phone	總數 Total
翻查出生紀錄（特定查冊） Particular Search of Birth Records	-	3 013	-	**3 013**	-	2 810	-	**2 810**	-	2 795	-	**2 795**
翻查出生紀錄（一般查冊） General Search of Birth Records	-	178	-	**178**	-	169	-	**169**	-	143	-	**143**
申領出生證明書核證副本 Certified Copy of Birth Certificate	-	7 894	-	**7 894**	-	7 219	-	**7 219**	-	6 719	-	**6 719**
翻查死亡紀錄（特定查冊） Particular Search of Death Records	-	1 757	-	**1 757**	-	1 682	-	**1 682**	-	1 583	-	**1 583**
翻查死亡紀錄（一般查冊） General Search of Death Records	-	411	-	**411**	-	260	-	**260**	-	331	-	**331**
申領死亡證明書核證副本 Certified Copy of Death Certificate	-	2 169	-	**2 169**	-	2 059	-	**2 059**	-	1 955	-	**1 955**
申領結婚證書核證副本及翻查有關資料 Search of Marriage Records & Certified Copy of Marriage Certificate	-	7 623	-	**7 623**	-	6 955	-	**6 955**	-	7 048	-	**7 048**
預約申領香港智能身份證（人事登記辦事處） 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**
預約換領新智能身份證（全港市民換領身份證計劃）[備註 15] Appointment for Replacement of Identity Cards (Territory-wide Identity Card Replacement Exercise)[Remark 15]	12 435	388 409	12 007	**412 851**	-	-	-	**-**	-	-	-	**-**
預約遞交擬結婚通知書 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**
預約申請香港特區旅行證件 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**
預約申請延長逗留期限（訪客及個別申請類別除外） 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**
通知提前終止外籍家庭傭工的僱傭合約 Notification of Pre-mature Termination of Employment Contract of Foreign Domestic Helper	-	8 349	-	**8 349**	-	14 732	-	**14 732**	-	23 040	-	**23 040**
申請香港特區護照 Application for HKSAR Passport	42 321	564 367	-	**606 688**	18 701	335 855	-	**354 556**	9 643	228 123	-	**237 766**
申請索取入境事務處資料（包括根據「公開資料守則」索取資料、申請出入境紀錄證明[備註 9]、根據個人資料（私隱）條例提出查閱資料要求[備註 9]、索取文件副本 / 核證副本[備註 9]、申請船員紀錄[備註 9]及申請《港澳居民來往內地通行證 (非中國籍)》相關資料[備註 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**
預約辦理出生登記 Appointment for Birth Registration	-	36 465	6 868	**43 333**	-	35 470	6 774	**42 244**	-	28 969	4 575	**33 544**
舉報違反入境條例罪行 Reporting Immigration Offences	-	2 327	-	**2 327**	-	3 829	-	**3 829**	-	4 445	-	**4 445**

服務類別 Application Type	2023				2024				2025			
	流動應用程式 Mobile Application	互聯網 Internet	電話 Phone	總數 Total	流動應用程式 Mobile Application	互聯網 Internet	電話 Phone	總數 Total	流動應用程式 Mobile Application	互聯網 Internet	電話 Phone	總數 Total
申請核實永久性居民身份證資格（包括遞交補充文件及更改／查詢有關核實永久性居民身份證資格查核證明文件的預約） 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**
遞交婚姻登記所需資料 Submission of Information Required for Registration of Marriage	-	14 812	-	**14 812**	-	12 009	-	**12 009**	-	13 720	-	**13 720**
預約領取香港特區護照或簽證身份書 [備註 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**	-	-	-	**-**
查詢有關核實永久性居民身份證資格的申請狀況 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**
查詢有關香港簽證的申請狀況 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**
申請延長逗留期限及遞交補充文件 Application for Extension of Stay and Submission of Supplementary Documents	-	288 492	-	**288 492**	-	365 398	-	**365 398**	-	519 390	-	**519 390**
遞交出生登記所需資料 Submission of Information Required for Registration of Birth	-	10 762	-	**10 762**	-	8 487	-	**8 487**	-	6 362	-	**6 362**
台灣居民預辦入境登記 Pre-arrival Registration for Taiwan Residents	-	329 945	-	**329 945**	-	561 375	-	**561 375**	-	609 048	-	**609 048**
申請「輸入中國籍香港永久性居民第二代計劃」的入境簽證 Application for Entry Visa under the Admission Scheme for the Second Generation of Chinese Hong Kong Permanent Residents	-	179	-	**179**	-	186	-	**186**	-	154	-	**154**
申請無結婚紀錄證明書 Application for Certificate of Absence of Marriage Record	-	12 073	-	**12 073**	-	10 070	-	**10 070**	-	10 311	-	**10 311**
印度國民預辦入境登記 Pre-arrival Registration for Indian Nationals	-	258 250	-	**258 250**	-	448 657	-	**448 657**	-	525 782	-	**525 782**
申請非本地畢業生留港／回港就業安排 Application for Immigration Arrangements for Non-local Graduates	-	35 321	-	**35 321**	-	41 224	-	**41 224**	-	45 046	-	**45 046**
申請新聘外籍家庭傭工的入境簽證 Application for Entry Visa for New Foreign Domestic Helper	-	5 723	-	**5 723**	-	16 753	-	**16 753**	-	33 266	-	**33 266**
網上付款（適用於支付「電子簽證」、申請翻查出生、死亡或結婚紀錄及／或索取有關紀錄的副本、申請無結婚紀錄證明及申請索取入境事務處資料的費用 [備註 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**
查詢「電子簽證」資料 'e-Visa' Enquiry	-	117 040	-	**117 040**	-	126 280	-	**126 280**	-	148 676	-	**148 676**
協助在外香港居民小組 - 網上求助表格 [備註 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**
申請《豁免登記證明書》[備註 2] Application for Certificate of Exemption[Remark 2]	-	418	-	**418**	-	176	-	**176**	-	391	-	**391**
申請更改身份證登記事項 [備註 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**

服務類別 Application Type	2023 流動應用程式 Mobile Application	2023 互聯網 Internet	2023 電話 Phone	2023 總數 Total	2024 流動應用程式 Mobile Application	2024 互聯網 Internet	2024 電話 Phone	2024 總數 Total	2025 流動應用程式 Mobile Application	2025 互聯網 Internet	2025 電話 Phone	2025 總數 Total
一般就業政策或輸入內地人才計劃的專業人士來港就業 [備註 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**
科技人才入境計劃來港就業 [備註 4] Application for Entry for Employment under Technology Talent Admission Scheme[Remark 4]	-	189	-	**189**	-	257	-	**257**	-	317	-	**317**
優秀人才入境計劃來港 [備註 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**
一般就業政策企業家來港投資 [備註 4] Application for Entry for Investment as Entrepreneurs[Remark 4]	-	81	-	**81**	-	137	-	**137**	-	240	-	**240**
來港受訓 [備註 4] Application for Entry for Training[Remark 4]	-	1 121	-	**1 121**	-	2 551	-	**2 551**	-	7 442	-	**7 442**
香港特別行政區工作假期簽證 [備註 4] Application for Working Holiday Visa of the Hong Kong Special Administrative Region[Remark 4]	-	714	-	**714**	-	960	-	**960**	-	1 323	-	**1 323**
內地漁工進入許可 [備註 4] Application for an Entry Permit for Mainland Fisherman Deckhands[Remark 4]	-	8	-	**8**	-	34	-	**34**	-	98	-	**98**
來港就讀 [備註 4] Application for Entry for Study[Remark 4]	-	412	-	**412**	-	619	-	**619**	-	740	-	**740**
以受養人身份來港居留 [備註 4] Application for Entry for Residence as Dependants[Remark 4]	-	21 131	-	**21 131**	-	23 542	-	**23 542**	-	31 961	-	**31 961**
輸入勞工（包括補充勞工優化計劃（前稱補充勞工計劃）[備註 4]、院舍輸入護理員特別計劃 [備註 8] 及行業輸入勞工計劃 [備註 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**
來港旅遊／過境 [備註 4] Application for Entry for Visit / Transit[Remark 4]	-	39 134	-	**39 134**	-	62 719	-	**62 719**	-	85 648	-	**85 648**
香港特別行政區旅遊通行證 [備註 4] Application for the Hong Kong Special Administrative Region Travel Pass[Remark 4]	-	79	-	**79**	-	99	-	**99**	-	98	-	**98**
亞太經合組織商務旅遊證 [備註 4] Application for APEC Business Travel Card[Remark 4]	-	12 644	-	**12 644**	-	10 659	-	**10 659**	-	8 497	-	**8 497**
由台灣來港旅遊入境許可證（一次／多次入境）[備註 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**
以就讀本地副學位課程的非本地學生身份在港從事實習工作 [備註 4] Application for Taking Up Internship from Non-Local Students in Sub-degree Local Programmes[Remark 4]	-	16	-	**16**	-	24	-	**24**	-	522	-	**522**
旅行證件加蓋簽注 [備註 4] Application for a Transfer of Endorsement[Remark 4]	-	900	-	**900**	-	1 086	-	**1 086**	-	2 937	-	**2 937**
其他出生登記或婚姻登記申請 [備註 5] Miscellaneous Applications related to Birth Registration and Marriage Registration[Remark 5]	-	198	-	**198**	-	262	-	**262**	-	251	-	**251**
高端人才通行證計劃 [備註 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**
辦理出生登記（遞交出生登記所需資料）[備註 6] Birth Registration (Submit Information Required for Registration of Birth)[Remark 6]	-	6 833	-	**6 833**	-	12 330	-	**12 330**	-	12 635	-	**12 635**
辦理出生登記（簽署出生登記表格）[備註 6] Birth Registration (Sign Register Form of Births)[Remark 6]	-	6 181	-	**6 181**	-	10 938	-	**10 938**	-	11 040	-	**11 040**

服務類別 Application Type	2023 流動應用程式 Mobile Application	互聯網 Internet	電話 Phone	總數 Total	2024 流動應用程式 Mobile Application	互聯網 Internet	電話 Phone	總數 Total	2025 流動應用程式 Mobile Application	互聯網 Internet	電話 Phone	總數 Total
辦理死亡登記（遞交死亡登記所需資料）[備註 6] Death Registration (Submit Information Required for Registration of Death)[Remark 6]	-	126	-	**126**	-	192	-	**192**	-	234	-	**234**
辦理死亡登記（簽署死亡登記表格）[備註 6] Death Registration (Sign Register Form of Death)[Remark 6]	-	99	-	**99**	-	124	-	**124**	-	150	-	**150**
遞交《經修訂的住宿及家務安排》[備註 7] Submission of Revised Schedule of Accommodation and Domestic Duties[Remark 7]	-	1 539	-	**1 539**	-	3 799	-	**3 799**	-	4 491	-	**4 491**
申請在港無條件限制逗留（適用於根據資本投資者入境計劃來港的人士或其受養人）[備註 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**
通知終止僱傭合約／修讀課程[備註 10] Notification of Termination of Employment Contract / Studies[Remark 10]	-	77	-	**77**	-	560	-	**560**	-	2 361	-	**2 361**
申請《登記事項證明書》[備註 11] Application for Certificate of Registered Particulars[Remark 11]	-	-	-	**-**	-	4 159	-	**4 159**	-	5 936	-	**5 936**
新資本投資者入境計劃[備註 12] Application for Entry for New Capital Investment Entrant Scheme[Remark 12]	-	-	-	**-**	-	2 298	-	**2 298**	-	5 834	-	**5 834**
遞交「交回死者身份證通知書」[備註 13] Submission of 'Return of Identity Card of Deceased Person'[Remark 13]	-	-	-	**-**	-	68	-	**68**	-	229	-	**229**
總數 **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**

備註：
Remark(s):

1. **是項服務於二零二二年六月二十一日推出。**
   This service was implemented on 21 June 2022.
2. **是項服務於二零二二年七月十九日推出。**
   This service was implemented on 19 July 2022.
3. **是項服務於二零二二年十一月四日推出。**
   This service was implemented on 4 November 2022.
4. **這些服務於二零二二年十一月二十九日推出。**
   These services were implemented on 29 November 2022.
5. **這些服務於二零二二年十二月二十八日推出。**
   These services were implemented on 28 December 2022.
6. **這些服務於二零二三年三月三十一日推出。**
   These services were implemented on 31 March 2023.
7. **這些服務於二零二三年五月五日推出。**
   These services were implemented on 5 May 2023.
8. **這些服務於二零二三年八月一日推出。**
   These services were implemented on 1 August 2023.
9. **這些服務於二零二三年八月八日推出。**
   These services were implemented on 8 August 2023.
10. **是項服務於二零二三年十月六日推出。**
    This service was implemented on 6 October 2023.
11. **是項服務於二零二四年一月十八日推出。**
    This service was implemented on 18 January 2024.
12. **是項服務於二零二四年三月一日推出。**
    This service was implemented on 1 March 2024.
13. **是項服務於二零二四年六月二十八日推出。**
    This service was implemented on 28 June 2024.
14. **是項服務於二零二四年七月一日推出。**
    This service was implemented on 1 July 2024.
15. **是項服務已於二零二三年三月四日由「預約申領香港智能身份證（人事登記辦事處）」所取代。**
    This service was replaced by 'Appointment for Identity Card Application (Registration of Persons Offices)' on 4 March 2023.
16. **為進一步提升服務水平和簡化領證程序，預約領證系統自二零二四年五月二十五日起暫停服務。**
    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.

附錄 18 - 職員的訓練課程
Appendix 18 - Training Courses for Staff

	課程 Course	修業期（星期／日） Duration (week(s)/day(s))	學員人數 No. of Participants 2023	2024	2025
入職訓練課程 Induction Course	入境事務主任入職訓練課程（入境事務及管制管理專業文憑[備註 1]） IO Induction Course (Professional Diploma in Management in Immigration Services and Control for IOs[Remark 1])	25 星期 3 日[備註 2] 25 weeks and 3 days[Remark 2]	101	128	63
	入境事務助理員入職訓練課程（入境事務及管制專業文憑[備註 3]） IA Induction Course (Professional Diploma in Immigration Services and Control for IAs[Remark 3])	15 星期 3 日[備註 4] 15 weeks and 3 days[Remark 4]	228	239	144
發展課程 Development Course	高級入境事務主任「效能領導及管理」專業證書 Professional Certificate in Effective Leadership and Management for SIOs	1 星期 1 week	17	12	12
	總入境事務助理員「入境事務及管制前線管理」專業證書 Professional Certificate in Frontline Management in Immigration Services and Control for CIAs	2 星期 2 weeks	27	54	50
	高級入境事務助理員「入境事務及管制預修管理」專業證書 Professional Certificate in Preparatory Management in Immigration Services and Control for SIAs	8 日 8 days	52	51	49
	入境事務助理員「出入境管制及旅客出入境檢查」專業文憑 Professional Diploma in Immigration Control and Passenger Clearance for IAs	7 星期 7 weeks	245	199	199
	「全球緊急支援服務」專業證書[備註 5] Professional Certificate in Worldwide Emergency Assistance Services[Remark 5]	5 日 5 days	120	125	82
	入境事務隊隊員「免遣返聲請審理」專業證書[備註 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
	入境事務主任鞏固課程 IO Consolidation Training	2 日 2 days	45	69	127
	入境事務主任增修課程 IO Enhancement Course	1 星期 1 week	19	30	32
	步操訓練課程 Foot Drill Training Course	5 日 5 days	70	63	107
	戰術訓練課程 Tactical Training Course	半日至 2 日 half day to 2 days	149	186	165
	青山灣入境事務中心戰術及運作管理課程 Tactics and Management Course in CIC Operation	2 星期 2 weeks	31	28	54
	胡椒球發射器資格課程 Pepperball Launcher Qualification Course	半日 half day	211	214	217
	胡椒水發射器使用課程[備註 7] JPX4 Jet Protector Operator Course[Remark 7]	1 日 1 day	-	42	20
	緊急應變隊複修課程 Emergency Response Team Refresher Course	1 日 1 day	16	21	18
	入境管制人員複修課程 Immigration Counter Officer Refresher Course	2 日 2 days	215	178	147
	顧客服務工作坊 Customer Service Workshop	1 日 / 半日 1 day/half day	437	616	577
	調解及溝通工作坊 Mediation and Communication Workshop	2 日 2 days	50	61	55
	團隊共融工作坊 Building a Supportive Team Programme	5 日 5 days	-	24	22

備註：
Remark(s):

1. 完成課程的學員可獲頒發《入境事務及管制管理專業文憑》。
   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業期由 25 星期更改為 25 星期 3 日。
   The duration changed from 25 weeks to 25 weeks and 3 days in March 2024.
3. 完成課程的學員可獲頒發《入境事務及管制專業文憑》。
   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業期由 15 星期更改為 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為「全球緊急支援服務」專業證書課程。
   Course name changed to 'Professional Certificate in Worldwide Emergency Assistance Services' since February 2024.
6. 自二零二四年九月開始舉辦。
   Newly introduced in September 2024.
7. 自二零二四年一月開始舉辦。
   Newly introduced in January 2024.

附錄 19 - 嘉許及投訴個案覆核結果
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)

投訴檢討工作小組對二零二三年至二零二五年的投訴個案的覆核結果

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

年度 Year	成立 [備註 1] Justified[Remark 1]	不能確定 Undetermined	不成立 Unjustified	覆核個案總數 Total No. of Review
2023	0	0	2	2
2024	1	0	0	1
2025	3	0	0	3

附註：
Note(s):

- 在二零二三年，有 6 111 封嘉許及感謝信、0 宗成立的投訴個案、0 宗不能確定的投訴個案、2 宗不成立的投訴個案。
  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 封嘉許及感謝信、1 宗成立的投訴個案、0 宗不能確定的投訴個案、0 宗不成立的投訴個案。
  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 封嘉許及感謝信、3 宗成立的投訴個案、0 宗不能確定的投訴個案、0 宗不成立的投訴個案。
  In 2025, there were 6,604 letters of appreciation and note of thanks, 3 justified complaints, 0 undetermined complaint, and 0 unjustified complaints.

備註：
Remark(s):

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

二零二五年年報
ANNUAL REPORT 2025

入境事務處部隊支援組製作

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本年報內統計數字的涵蓋期間為二零二五年一月一日至二零二五年十二月三十一日。

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中華人民共和國香港特別行政區政府
The Government of the Hong Kong Special Administrative Region
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資歷架構 Qualifications Framework

SUPER 10 人才企業 優質再培訓局嘉許