

Performance Standards and Targets 服務標準及目標

Service Type 服務類別		
Immigration Clearance 出入境檢查	Standard Waiting Time (Min) 標準等候時間 (分鐘)	Target 目標
Hong Kong Resident - All Immigration Control Points 香港居民-所有出入境管制站	15	98% of travellers 百分之九十八的旅客
Visitor - Airport Control Point 訪客-機場管制站	15	95% of travellers 百分之九十五的旅客
Visitor - Other Immigration Control Points 訪客-其他出入境管制站	30	95% of travellers 百分之九十五的旅客

Remarks:

註：

- These standards may not be achievable during certain daily peak hours or peak periods or in complicated cases.
- 在某些繁忙時段或高峰期，又或倘若個案涉及複雜情況，則未必可以達標。

Service Type 服務類別		
Nationality Matters 國籍事宜	Standard Processing Time at Counter (Min) 在櫃枱的標準處理時間 (分鐘)	Due Day for Issue (Upon receipt of all necessary documents) 簽發證件的期限 (在收到全部所需文件後)
Declaration of Change of Nationality 申報國籍變更	30	Confirmation letter will be issued on the same day 確認函件可在即日簽發
Application for Naturalisation as a Chinese National and Restoration of Chinese Nationality 加入中國國籍及恢復中國國籍的申請	-	80% of the applications will be finalised within 3 months 百分之八十的申請可在三個月內處理完畢
Application for Renunciation of Chinese Nationality 退出中國國籍的申請	-	80% of the applications will be finalised within 2 months 百分之八十的申請可在兩個月內處理完畢

Remarks:

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- These standards may not be achievable during certain daily peak hours or peak periods or in complicated cases.
- 在某些繁忙時段或高峰期，又或倘若個案涉及複雜情況，則未必可以達標。
- Applicants will be advised, if necessary, of the time to wait before their applications are processed.
- 如有需要，申請人會獲告知在他們的申請得到處理之前需等候多少時間。

Service Type 服務類別		
Registration of Births, Deaths and Marriages 出生、死亡及婚姻登記	Standard Processing Time at Counter (Min) 在櫃枱的標準處理時間 (分鐘)	Due Day for Issue (Upon receipt of all necessary documents) 簽發證件的期限 (收到全部所需文件後)
Birth Registration 出生登記	30	Registration procedure will be completed on the same day 登記程序可在即日完成
Death Registration 死亡登記	30	Registration procedure will be completed on the same day 登記程序可在即日完成
Giving of a Notice of Intended Marriage 遞交擬結婚通知書	30	Filing procedure will be completed on the same day 遞交程序可在即日完成
Search of Birth or Death Records 翻查出生或死亡紀錄	10	7 working days (Issued within 10 minutes if the birth or death records concerned have been converted into computer records) 七個工作天 (如有關的出生或死亡紀錄已轉換為電腦紀錄, 則翻查結果可在十分鐘內簽發)
Issue of a Certified Copy of a Birth or Death Certificate (if search of records is not involved) 簽發出生或死亡證明書的核證副本(如無需翻查紀錄)	10	7 working days (Issued within 10 minutes if the birth or death records concerned have been converted into computer records) 七個工作天 (如有關的出生或死亡紀錄已轉換為電腦紀錄, 則所需的證明書可在十分鐘內簽發)

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Issue of a Certified Copy of a Birth or Death Certificate (if search of records is involved) 簽發出生或死亡證明書的核證副本(如需翻查紀錄)	10	10 working days (Issued within 10 minutes if the birth or death records concerned have been converted into computer records) 十個工作天 (如有關的出生或死亡紀錄已轉換為電腦紀錄，則所需的證明書可在十分鐘內簽發)
Search of Marriage Records and/or Issue of a Certified Copy of a Marriage Certificate 翻查結婚紀錄及 / 或簽發結婚證書的核證副本	10	7 working days 七個工作天
Application for Certificate of Absence of Marriage Record 申請無結婚紀錄證明書	10	7 working days 七個工作天

Remarks:

註：

- Working days denote Monday to Friday excluding general holidays.
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- 在某些繁忙時段或高峰期，又或倘若個案涉及複雜情況，則未必可以達標。
- Applicants will be advised, if necessary, of the time to wait before their applications are processed.
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Service Type 服務類別		
Registration of Persons 人事登記	Standard Processing Time at Counter (Min) 在櫃枱的標準處理時間 (分鐘)	Due Day for Issue 簽發證件的期限
Registration for a Hong Kong Identity Card 登記香港身份證	60	5 working days 五個工作天

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Service Type 服務類別		
Travel Documents 旅行證件	Standard Processing Time at Counter (Min) 在櫃枱的標準處理時間 (分鐘)	Due Day for Issue (Upon receipt of all necessary documents) 簽發證件的期限 (在收到全部所需文件後)
HKSAR Passport 香港特別行政區護照	30	a. First application for, or replacement of HKSAR passport : 5 working days a. 首次申請或換領香港特別行政區護照：五個工作天 b. Application for HKSAR passport for children under 11 not holding a Hong Kong permanent identity card : 10 working days b. 未滿 11 歲且並無持有香港永久性居民身份證的兒童申請香港特別行政區護照：十個工作天
HKSAR Document of Identity for Visa Purposes 香港特別行政區簽證身份書	30	5 working days 五個工作天
HKSAR Re-entry Permit 香港特別行政區回港證	30	To be issued on the same day 即日簽發
HKSAR Seaman's Identity Book 香港特別行政區海員身份證	30	To be issued on the same day 即日簽發

Remarks:

註：

- This standard does not apply to applications involving doubtful claims of Chinese nationality, uncertain claims of custodial rights over applicants under 18, and travel document applications due to loss, damage or amendment of personal particulars.
- 此標準並不適用於以下申請個案：申請人聲稱的中國國籍存疑，監管人聲稱對 18 歲以下申請人行使監管權而有關的聲稱並不明確，以及因遺失、損壞或更改個人資料而提出的旅行證件申請。
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Service Type 服務類別	
Visas and Permits 簽證及許可證	Target (Upon receipt of all necessary documents) 目標 (在收到全部所需文件後)
Entry Visas and Permits for Visit 來港旅遊入境簽證及許可證	100% of the applications will be finalised within 4 weeks 所有申請可在四個星期內處理完畢
Entry Visas and Permits for Employment 來港工作入境簽證及許可證	90% of the applications will be finalised within 4 weeks 百分之九十的申請可在四個星期內處理完畢
Entry Visas under the Working Holiday Scheme 工作假期入境簽證	100% of the applications will be finalised within 2 weeks 所有申請可在兩個星期內處理完畢
Other Entry Visas and Permits 其他入境簽證及許可證	90% of the applications will be finalised within 6 weeks 百分之九十的申請可在六個星期內處理完畢
Entry Permits for Mainland Fisherman Deckhands 內地漁工進入許可	95% of the applications will be finalised within 5 working days 百分之九十五的申請可在五個工作天內處理完畢
Pre-arrival Registration for Taiwan Residents 台灣居民預辦入境登記	100% of the applications will be finalised with results made known to the applicants on the day of application 所有申請可在申請當天處理完畢並把結果通知申請人
Visit Permits for Taiwan Residents for a Stay of 30 Days 台灣居民訪港 30 天的旅遊許可證	100% of the applications will be finalised within 2 working days 所有申請可在兩個工作天內處理完畢

Service Type 服務類別	
Visas and Permits 簽證及許可證	Target (Upon receipt of all necessary documents) 目標 (在收到全部所需文件後)
Multiple Entry Permits Issued to Chinese Residents of Taiwan Working, Studying or Residing in Hong Kong 發給在港工作、就讀或居留的台灣華籍居民的多次入境許可證	100% of the applications will be finalised within 5 working days 所有申請可在五個工作天內處理完畢
HKSAR Travel Pass 香港特別行政區旅遊通行證	100% of the applications will be finalised within 3 weeks 所有申請可在三個星期內處理完畢
HKSAR Certificate of Entitlement to the Right of Abode 香港特別行政區居留權證明書	95% of the applications will be finalised within 3 months (This standard does not apply to applications involving doubtful claims on parent/child relationship or doubtful information.) 百分之九十五的申請可在三個月內處理完畢 (此標準不適用於申請人與其聲稱父母的關係存疑或資料存疑的個案。)

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