



入境事務處

二零零八至二零零九年度年報

Immigration Department

Annual Report 2008-2009



我們的信念

正直誠信、公正無私

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

以禮待人、體恤市民

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

關顧共融、羣策羣力

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

觸覺敏銳、因時制宜

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

精益求精、樹立榜樣

我們要繼續悉力以赴，力求事事盡善，並致力成為世界上其他入境事務隊伍的榜樣。

Our Values

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.



我們的使命

我們要全力執行下列工作，為香港的安定繁榮作出貢獻：

- 執行有效的出入境管制
- 方便旅客訪港
- 拒絕讓不受歡迎人物入境
- 防止及偵查與出入境事宜有關的罪行
- 為居民簽發高度防偽的身份證及旅行證件
- 提供高效率的出生、死亡及婚姻登記服務

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

Our Mission

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

- exercising effective immigration control
- facilitating the visit of genuine travellers
- keeping out undesirables
- preventing and detecting immigration-related crimes
- issuing to residents highly secure identity cards and travel documents
- providing efficient civil registration services for births, deaths and marriages

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



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序言

Foreword

—— 零零八至二零零九年度再次是入境處充滿挑戰的一年。儘管在不同範疇面對種種嚴峻的挑戰，我們一直竭盡所能提升服務表現，致力成為世界上以能幹和效率稱冠的入境事務隊伍。

為了配合政府「優化人口，匯聚人才」這項施政綱領，我們將繼續採取寬鬆的措施，方便人才來港，並會不時檢討各項輸入人才計劃的申請程序。我們已在二零零八年五月推出「非本地畢業生留港／回港就業安排」，讓非本地畢業生在畢業後可以留港工作。我們亦放寬了入境政策，容許他們的配偶和18歲以下未婚受養子女申請在香港居留。這些新措施有助提升本港人口的質素和競爭力，讓香港作好準備，迎接知識型經濟體系帶來的挑戰。

為協助香港特區政府進一步推動及擴大香港與內地、台灣和澳門的經濟合作，我們致力配合推行多項新措施，為三地的訪港旅客帶來更多旅遊便利。這些措施對深圳居民尤其吸引，其中深圳戶籍居民由二零零九年四月一日起可申請一年內多次往返香港的「個人遊」簽注來港。而內地有關部門由二零零九年十二月十五日起落實為常住深圳的非廣東籍居民在深圳辦理赴香港「個人遊」簽注的措施，亦為本地旅遊業注入更多活力。

憑藉最新的資訊科技和高度防偽設計，香港特區電子護照在國際間屢獲殊榮。同時，我們致力精益求精，對爭取香港特區護照持有人免簽證待遇的游說工作從未懈怠。隨着俄羅斯及關島政府同意給予免簽證入境待遇，我們欣然宣布，現時已有140個國家及地區同意給予香港特區護照持有人免簽證入境或落地簽證待遇。為加強支援在海外旅遊的香港居民，我們會提升「1868」熱線電話系統的功能，並正開發一個電子網絡，讓香港旅客可以把行程安排及緊急聯絡方法通知我們。

面對全球的競爭，人流及貨流對於香港作為成功的金融服務和貿易中心至為重要。深圳灣和落馬洲支線管制站已證明能夠有效疏導來往香港與內地的人車流量。自二零零九年三月起在羅湖管制站推出的「快捷e-道」試驗計劃，也為香港居民提供更快捷的e-道過關服務。為應付快速增長的旅客流量，e-道服務亦已擴展至指定航空公司飛行常客會特選會員的訪港常客。此外，我們已於二零零九年十二月十日把e-道服務擴展至訪港的合資格澳門永久性居民，而他們須提交旅客入出境申報表的規定亦已撤銷。澳門方面亦實施類似的對等措施。第五屆東亞運動會在二零零九年十二月初在香港舉行，我們既要履行有效出入境管制的服務承諾，同時又繼續維持香港作為受歡迎的商業和旅遊中心，我們已採取適當措施利便參賽選手、嘉賓和旅客入境香港。

在廿一世紀數碼新世代，我們按照清晰明確的藍圖有策略地逐步推行資訊科技。本處推出的電子記錄(行政)系統讓我們以無紙方式更快捷地集中處理行政記錄。我們自二零零八年十二月起全面推行個案簡易處理系統和電子記錄計劃，大大縮短了申請簽證、許可證、旅遊通行證和國籍事宜，以及出生、死亡及婚姻登記的時間。由二零零九年九月二十一日起，合資格結婚人士亦可選擇經互聯網遞交婚姻登記所需資料。為進一步改善顧客服務，我們於二零零九年十一月三十日推出多項網上服務，包括網上查詢申請進度、11至17歲人士網上申請香港特區護照，以及網上預約領取香港特區護照／簽證身份書等。

多年來，入境處均與國際執法機關聯手遏止非法移民活動和瓦解有關的犯罪集團。《2009年入境(修訂)條例》在二零零九年十一月十四日生效，以阻嚇非法入境者及防止他們從事未經批准的僱傭工作，而本處亦同時採取了多項行動，嚴厲打擊非法勞工。我們會採取積極的策略，根據搜集到的情報，繼續致力打擊有關罪行。非法移民及其他不符合資格從事僱傭工作的人，不論是否取得「行街紙」，都會受到刑事制裁。我們會加強宣傳，提醒市民僱用非法勞工的後果，並鼓勵市民舉報這類罪行。網上舉報違反入境法例罪行是於二零零九年一月推出的新措施，為市民提供了另一舉報涉嫌違反入境法例罪行的渠道。過去一年，本處打擊假結婚的行動並未鬆懈。在二零零九年九月，我們成功瓦解一個偽證集團，該集團曾經安排內地和香港居民假結婚的個案達五百多宗。

我們相信人力資源能通過培訓、發展和提高福利等投資，達致改善服務質素及員工的工作效率和效益。本部門的信念已經更新，以反映我們採取以人為本的管理方式，致力培育關顧共融、羣策羣力的文化。本處藉重組業務流程、加強內部溝通、平衡工作與生活，以及優化人力資源發展架構，全力向強化部門持續發展的共同目標邁進。我們深信員工已做好充分準備應付未來的挑戰，包括在二零一零年初從懲教署接管青山灣入境事務中心的管理及運作，以及推行措施提高酷刑聲請的處理效率。

在此，我謹多謝本處全體同事團結一致、全心全意提供服務。我也衷心感謝他們竭誠盡責和勤奮工作，提供最優質的服務。我絕對有信心部門憑藉專業和熱誠的服務，定會一如以往，繼續悉力以赴，為香港作出貢獻。

入境事務處處長

白韞六
I.D.S.M.

2008-2009 marked another challenging year for the Immigration Department. While facing tough challenges on various fronts, the Department has been making every effort to enhance its business performance and endeavouring to be the foremost immigration service in the world in effectiveness and efficiency.

To complement the policy initiative of 'optimising the demographic structure of Hong Kong and attracting talent', we will continue our liberal measures to facilitate the entry of talents, and constantly review the application procedures of various admission schemes. The 'Immigration Arrangements for Non-local Graduates' introduced in May 2008 has allowed non-local graduates to stay and work in Hong Kong after graduation. The relaxation of entry policy also extended to their spouses and unmarried dependant children below 18 to apply for residence in Hong Kong. The moves help enhance the quality and competitiveness of the local population so as to prepare the city for meeting the challenges of a knowledge-based economy.

To help the HKSAR Government further promote and expand the economic co-operation among Hong Kong, Mainland, Taiwan and Macao, we strive to contribute to the implementation of new initiatives to boost travel convenience for Mainland, Taiwan and Macao visitors travelling to Hong Kong. The facilitation is particularly attractive to Shenzhen residents. Permanent residents of Shenzhen may apply for one-year multiple journeys Individual Visit Endorsement to visit Hong Kong with effect from April 1, 2009. Besides, Mainland authorities' new arrangement of allowing non-Guangdong residents ordinarily residing in Shenzhen to apply for Individual Visit Endorsement in Shenzhen to visit Hong Kong was implemented on December 15, 2009, adding stimulation to the local tourist industry.

Leveraging on the latest information technology and sophisticated security features, our electronic HKSAR passport has gained world-wide applause. Striving for excellence, we have never impeded our steps in visa-free lobbying for our HKSAR passport holders. With agreements from Russian and Guam governments to grant visa-free access, we are pleased to announce that the number of countries and territories granting visa-free access or visa-on-arrival to holders of HKSAR passports has reached 140. To enhance assistance to Hong Kong residents travelling abroad, we would upgrade the '1868' hotline system and explore e-network to allow Hong Kong travellers to inform us of their itineraries and emergency contact information.

Mobility of people and goods is vital to the success of Hong Kong as the centre of financial services and trade in the face of global competition. The Shenzhen Bay and Lok Ma Chau Spur Line control points have been proven effective in diverting both passenger and vehicular traffic between Hong Kong and the Mainland. The 'Express e-Channel' pilot scheme introduced since March 2009 at the Lo Wu Control Point provides a faster e-Channel service to Hong Kong residents. To meet the fast-growing volume of passenger traffic, e-Channel service has also been extended to frequent visitors who are selected members of Frequent Flyer Programmes of designated airlines. Paddling ahead, we have extended e-Channel service to eligible Macao permanent residents travelling to and from Hong Kong since December 10, 2009. The requirement for them to furnish arrival/ departure cards has also been waived. These measures are reciprocated by the Macao side. To deliver our pledge in maintaining effective immigration control while serving as a welcoming centre for business and tourists, we have implemented appropriate measures to facilitate the entry of participants, guests and visitors for the 5th East Asian Games held in Hong Kong in early December 2009.

In the digital era of the 21st century, we are implementing information technology strategically along a well-defined roadmap. Improved efficiency by way of managing the administrative records under a paperless and centralised environment has been achieved by our Electronic Records (Administrative) System. Fully implemented since December 2008, our Application and Investigation Easy System and Electronic Records Programme have significantly shortened the application processing time in areas relating to visas, permits, travel passes, nationality matters, and registration of births, deaths and marriages. With effect from September 21, 2009, eligible marrying parties can also choose to submit the information required for registration of marriage through the Internet. To further enhance customer service, we introduced on-line application status enquiry, on-line application for HKSAR Passport for persons aged 11 to 17 and e-booking for collection of HKSAR Passport/Document of Identity for Visa Purposes etc. on November 30, 2009.

For years, we have joined forces with international law enforcement agencies to deter illegal migration activities and smash syndicates of those trades. While the Immigration (Amendment) Ordinance 2009 came into operation on November 14, 2009 to deter those who intend to seek illegal entry into Hong Kong and take up unlawful employment, we have at the same time exerted enormous efforts in

conducting a considerable number of operations to combat against illegal employment, an effort which we will continue through intelligence-based and proactive strategies. Illegal immigrants, regardless of whether they have been granted recognizance, and other ineligible persons taking up employment without permission, are subject to criminal sanction. We will step up publicity, remind the public about consequences of hiring illegal workers, and encourage reports. The On-line Reporting of Immigration Offences newly launched in January 2009 has provided an additional avenue for reporting suspected immigration offences. Our effort in combating bogus marriages has been unflagging. In September 2009, we successfully smashed a forgery syndicate which had arranged more than 500 bogus marriages between residents of Mainland and Hong Kong.

We believe human capital could be invested through training and development as well as enhanced benefits, and it will lead to improvements in the quality of service and effectiveness and efficiency in staff performance. Our Departmental Values have been updated to reflect our endeavour to nourish a caring and cohesive culture by adopting a people-based management. Through business process reengineering, strengthening internal communication, achieving work-life balance and enhanced career planning infrastructure, we are moving towards the common goal of strengthening the sustainability of the Department. We are confident that our staff will be well prepared for the challenges ahead, including the forthcoming takeover of the management and operation of the Castle Peak Bay Immigration Centre from the Correctional Services Department in early 2010, and the initiative to enhance the efficiency of processing torture claims.

Thanks to the cohesiveness and wholehearted commitments of our staff. In thanking them, I must also pay tribute to their loyalty and diligence in providing services of the highest standard. I have absolute confidence that the Department will continue to excel and give impetus to Hong Kong's illumination through professionalism and enthusiasm.

Peh Yun-lu, Simon
I.D.S.M.
Director of Immigration



處長級人員 Directorate Officers



1 白韜六
Peh Yun-lu, Simon I.D.S.M.
入境事務處處長
Director of Immigration

2 陳國基
Chan Kwok-ki, Eric I.D.S.M.
入境事務處副處長
Deputy Director of Immigration

3 趙偉佳
Chiu Wai-kai, David I.D.S.M.
助理處長(個人證件)
Assistant Director (Personal Documentation)

4 陳詠梅
Chan Wing-mui, Helen I.D.S.M.
助理處長(資訊系統)
Assistant Director (Information Systems)

5 鍾林慧
Chung Lam Wai, Jennifer
助理處長(管理及支援)
Assistant Director (Management and Support)

6 周康道
Corrado Chow
助理處長(執法及酷刑聲請審理)
Assistant Director
(Enforcement and Torture Claim Assessment)

7 陳孟麟
Chan Man-lang
助理處長(簽證及政策)
Assistant Director (Visa and Policies)

8 關陳雪梅
Kwan Chan Suet-mui, Jacqueline
助理處長(管制)
Assistant Director (Control)

9 陳樑玉
Chan Leung-yuk I.M.S.M.
邊境管制科(鐵路)指揮官
Commander, Border (Rail) Division

10 梁國雄
Leung Kwok-hung
機場管制科指揮官
Commander, Airport Division

11 范美卿
Fan Mei-hing, Caroline
總系統經理(科技服務)
Chief Systems Manager (Technology Services)

12 方培城
Fong Pui-sing, Paul
主任秘書
Departmental Secretary





大事摘要

Event Highlights



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4

二零零八年四月

April 08

白韞六先生於二零零八年四月七日出任入境事務處處長。同日，前入境事務處處長黎棟國先生在服務入境事務處三十四年後開始退休前休假。

Mr Simon Peh Yun-lu took up the new appointment as the Director of Immigration on April 7, 2008 when the former Director of Immigration Mr Lai Tung-kwok proceeded on pre-retirement leave on the same day after serving the Immigration Department for more than 34 years. ①

二零零八年五月

May 08

為配合把香港發展為區域教育樞紐的政策，本處由二零零八年五月十九日起實施「非本地畢業生留港／回港就業安排」。

The 'Immigration Arrangements for Non-local Graduates' was launched on May 19, 2008 to complement the policy initiative of 'Developing Hong Kong as a Regional Education Hub'. ②

自二零零八年五月十九日起，在香港國際機場的e-道服務已擴展至成功登記的經常訪港旅客。

With effect from May 19, 2008, the e-Channel service at the Hong Kong International Airport has been extended to successfully enrolled frequent visitors to Hong Kong. ③

二零零八年六月

June 08

由二零零八年六月一日起，亞太經合組織商務旅遊證持有人不論是否獲得預先審批，均可在管制站特別通道過關。

From June 1, 2008, holders of the Asia-Pacific Economic Co-operation Business Travel Card are able to use the special service lanes at control points regardless of whether pre-clearance has been granted.

二零零八年七月

July 08

在二零零八年七月十八日，上訴法庭就當局在遣送前羈留酷刑聲請人的合法性裁定聲請人上訴得直。

On July 18, 2008, the Court of Appeal allowed an appeal on the lawfulness of detention of torture claimants pending removal.

二零零八年八月

August 08

由二零零八年八月二十五日起，合資格申請人可使用設置在本處總部及各分區辦事處的「常服務」自助服務站，遞交香港特區護照申請。

From August 25, 2008, eligible applicants can apply for a HKSAR passport via the 'Easy Send' self-service kiosks installed at the Headquarters and the Immigration branch offices. ④

二零零八年九月

September 08

2008 奧運及殘疾人奧運馬術比賽成功在香港舉辦。在比賽期間，本處為比賽參與者提供特定的通道和便捷的出入境檢查服務。

The 2008 Olympic and Paralympic Equestrian Events successfully took place in Hong Kong. During the event period, the Department provided designated channels and facilitation services on immigration clearance for event participants. ⑤

二零零八年十月

October 08

自二零零八年十月九日起，多米尼加共和國同意給予香港特區護照持有人免簽證入境旅遊待遇，每次可逗留不超過30天。

With effect from October 9, 2008, HKSAR passport holders may visit the Dominican Republic visa-free for a stay of up to 30 days.

二零零八年十一月

November 08

本處由二零零八年十一月三日起把24小時操作的電話及網上預約服務擴展至出生登記。

The Department has since November 3, 2008 extended its 24-hour telephone and Internet appointment booking service to births registration.



由二零零八年十一月二十五日起，香港特區護照持有人可免簽證前往巴西旅遊，最長可逗留90天。
With effect from November 25, 2008, HKSAR passport holders may visit Brazil visa-free for up to 90 days.

由二零零八年十一月三十日起，所有舊身份證不再有效。
With effect from November 30, 2008, all old identity cards ceased to be valid.

二零零八年十二月 December 08

由二零零八年十二月十五日起，在深圳暫住一年以上的非廣東籍居民，可參加香港迪士尼定點旅行團來港旅遊。

With effect from December 15, 2008, non-Guangdong residents living in Shenzhen for over one year may join group tours for visiting Hong Kong, with the Hong Kong Disneyland as designated itinerary.

本處與香港警方進行了一個代號為「冠軍行動」的聯合行動，打擊僱用非法勞工。行動中成功拘捕了22人，包括17名非法勞工及五名僱主。

The Department conducted a joint operation codenamed 'Operation Champion' with the Hong Kong Police Force to combat illegal employment. The operation led to the successful apprehension of 22 people, including 17 illegal workers and five employers.

二零零九年一月 January 09

自二零零九年一月二十二日起，波斯尼亞和黑塞哥維那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90天。

With effect from January 22, 2009, HKSAR passport holders may visit the Bosnia and Herzegovina visa-free for a stay up to 90 days.

網上舉報違反入境條例罪行(www.immd.gov.hk/cht/ml/eservices_b2.htm)於二零零九年一月三十日推出。

The Online Reporting of Immigration Offences service (www.immd.gov.hk/ehhtml/eservices_b2.htm) was implemented on January 30, 2009.

本處與法國國家警隊及荷蘭皇家憲兵同時在香港國際機場、巴黎戴高樂機場及阿姆斯特丹史基浦機場展開一個代號為「快拍」的聯合行動，行動中成功拘捕14名涉及證件詐騙及非法移民活動的人士。

The Department conducted a tripartite joint operation codenamed 'Snapshots' with the National Police of France and the Royal Marechaussee of the Netherlands at the Hong Kong International Airport, Paris Charles De Gaulle Airport and Amsterdam Schiphol Airport simultaneously. The operation led to the successful apprehension of 14 people in connection with document fraud and illegal migration activities. ⑥

二零零九年二月 February 09

自二零零九年二月十六日起，未滿11歲而並未持有香港永久性居民身份證的兒童的香港特區護照申請，處理時間由19個工作天縮短為14個工作天。

With effect from February 16, 2009, the processing time for the issue of passport for children under 11 not holding a Hong Kong permanent identity card has been shortened from 19 to 14 working days. ⑦

電子護照系統在二零零八年度香港資訊及通訊科技獎的不同類別中共囊括五個獎項。

The e-Passport System won five awards in different categories in the Hong Kong ICT Awards 2008.

二零零九年三月 March 09

由二零零九年三月三日起，本處於羅湖管制站推出快捷e-道試驗計劃。

With effect from March 3, 2009, the Department implemented the pilot scheme for the Express e-Channel at the Lo Wu Control Point. ⑧

前執法及訴訟部於二零零九年三月九日改組，並重新命名為執法及酷刑聲請審理部。

The former Enforcement and Litigation Branch was retitled as the Enforcement and Torture Claim Assessment Branch upon reorganisation on March 9, 2009.

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。該部由兩個科別組成，分別是部隊管理科和入境事務學院。部隊管理科負責入境事務隊成員的福利、行為及紀律事宜，執行部門的公共關係工作和管理審核，以及就市民的投訴進行檢討；入境事務學院則負責處理入境事務隊成員的招聘、培訓、發展及人手調配事宜。

The Management and Support Branch is responsible for the human resources management and development of the Immigration Service. It comprises two divisions, namely the Service Management Division and the Immigration Service Institute of Training and Development. The Service Management Division deals with matters relating to welfare, conduct and discipline of service staff, public relations, management audit, and review of complaints from the public. The Immigration Service Institute of Training and Development is responsible for the recruitment, training, development and deployment of service staff.

強化團隊

Strive



追求卓越
Strengthen the corps
for excellence



管理及支援部 Management and Support Branch

專業培訓 服務為民

本處深信員工是部門最寶貴的資產，也是部門持續發展及提供優質服務的重要基石。管理及支援部轄下的專業發展分科，致力策劃紀律人員的專業發展計劃，通過監督招聘活動、調配工作崗位、管理工作表現及審定培訓需要，促進員工的專業發展。為配合新措施所帶來的人手需求，本處在二零零八年公開招聘入境事務主任和入境事務助理員。在本年度，本處共聘請38名入境事務主任和147名入境事務助理員，另委任五名員佐級人員為入境事務主任。管理及支援部藉專業培訓、有效的人力資源調配和表現管理，全力支援部門各項工作，促進部門的持續發展。

關顧管理 以人為本

本處持續培訓員工，讓他們具備專業知識和技能及擴闊國際視野以應付日常的挑戰。本處同時亦切實推行以人為本的關顧管理，與前線員工建立雙向的溝通渠道，致力加強員工的歸屬感和提升團隊精神，讓部門與同事共同發展。本處的信念已作出修訂，滲入以人為本的管理文化。在二零零九年六月，本處成立了特別職務科，以協助推動落實部門持續發展計劃的各項建議。本處亦已設立聆心服務中心及聘請一位臨床心理學家，以支援有需要的員工及為他們提供即時輔導服務。中心亦為員工組織同輩支援網絡，並提供基本輔導技巧訓練，使他們能夠協助同事應付日常工作帶來的壓力。該臨床心理學家亦會籌劃及舉辦有關心理教育及促進心理健康的課程，藉以幫助同事在工作和日常生活中取得平衡。

建設美好和諧社會

本處致力建設成為一個展示關懷的機構，為社會作出貢獻。在二零零八至二零零九年度，入境事務學院參與由教育局推行的多元智能挑戰營及教師訓練營，分別為76名中二學生及46名中學教師舉辦住宿訓練營，藉此增加他們對紀律訓練的認識。由接近600名成員組成的入境事務處義工隊亦深入社會各階層，向有需要人士伸出援手，並積極參與社會各界舉辦的公益慈善活動。二零零八年，入境事務處義工隊更獲義工總領袖及社會福利署署長頒發義務工作嘉許金獎狀，以表揚義工隊在這方面的貢獻。

在環保工作方面，本處一直致力確保為市民提供的所有服務和部門內的所有運作均符合環保原則。本處會與機電工程署及環境保護署等有關部門緊密合作，繼續深化員工的環保意識，進一步提升在環保工作方面的表現。

2009年公務員優質服務獎勵計劃

本處在2009年公務員優質服務獎勵計劃中勇奪精進服務獎(大部門組別)亞軍及最佳服務承諾獎季軍。在部門合作獎方面，本處與另外兩支紀律部隊合作設立的「邊境聯合指揮中心」及與其他政府部門聯合舉辦的「科學為民」項目則分別獲得冠軍和優異獎。這些獎項表揚了部門及員工致力追求卓越顧客服務取得的佳績。

Nurturing Professionalism for Service Excellence

We believe staff is the most valuable asset of the Department and the cornerstone of sustainable development and excellent service. The Career Development Sub-division of the Management and Support Branch is committed to devising vigorous career development programmes through overseeing recruitment exercises, making strategic deployment, managing performance and identifying training needs for all the disciplined staff. To acquire manpower resources for implementation of new initiatives, the Department launched recruitment exercises in 2008 to recruit Immigration Officers and Immigration Assistants. Within the year, a total of 38 Immigration Officers and 147 Immigration Assistants were recruited and five Rank and File officers were appointed to the rank of Immigration Officer. Moreover, through professional training, gainful deployment of human resources and effective performance management, the Management and Support Branch continues to provide support to the Department at various fronts, with a view to enhancing the sustainability of the Immigration Service.

Promoting People-based Caring Management

Apart from equipping staff with professional skills and global perspectives to meet daily challenges, the Department has promoted people-based management so as to enhance the sense of belonging and esprit de corps of our staff. We have cultivated caring management into the workplace, thus building interactive platform for effective communication and long-term development of both the Department and the staff. The Departmental Values have also been revised to incorporate this people-based value. In June 2009, a Special Assignment Division was formed to assist in steering ahead matters relating to the sustainability of the Department. The Immigration Wellness Service Centre has been set up and a Clinical Psychologist has been employed to render advice and support to our staff and to provide immediate counselling service to the staff in need. The Centre established a Peers Support Network so that officers trained with basic counselling skills may offer timely assistance to our staff on how to manage pressure at workplaces. The Clinical Psychologist also

developed psychological wellness and health promotion programmes to help staff achieve work and life balance.

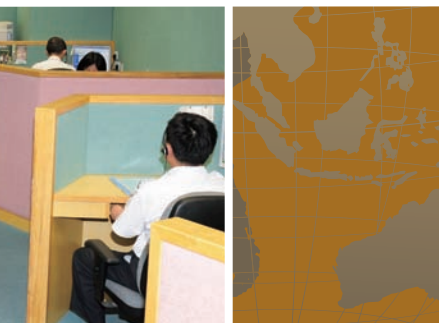
Commitment to the Community

We are committed to being a caring organisation and making contributions to the community. In 2008-2009, the Immigration Service Institute of Training and Development, in collaboration with the Education Bureau, took part in the Smart Teen Challenge Camp in which 76 Secondary Two students participated. In addition, 46 teachers joined the residential training camp to widen their understanding of discipline training. The Immigration Department Volunteer Work Team which comprises nearly 600 members has been reaching out to different sectors of the community to render assistance to people in need. The Team was commended for its contribution to volunteer service to the community in 2008 and awarded the Gold Award for Volunteer Service by the Volunteer-in-Chief and the Director of Social Welfare.

On environmental protection, the Department is committed to ensuring that all services delivered and our internal operations are conducted in a manner that conforms to environmental protection principles. We will continue to promote environmental awareness of our staff and put great efforts to enhance energy performance by working closely with departments concerned such as Electrical and Mechanical Services Department and Environmental Protection Department.

Civil Service Outstanding Service Award Scheme 2009

The Department has won the First Runner-up of the Service Enhancement Award (Large Department) and Second Runner-up of the Best Performance Pledges Award in the Civil Service Outstanding Service Award Scheme 2009. In collaboration with other government departments, the 'Boundary Joint Command Centre' and the 'Science in the Public Service' have also won the Champion and Merit Award of the Partnership Award respectively. These Awards were given in recognition of Department's outstanding achievements in providing quality services to the public.



- 1 入境事務學院為本處人員提供專業培訓。
Immigration Service Institute of Training and Development providing professional training to service members.
- 2 入境事務處使用服務人士委員會成員於會議後合照。
Members of the Immigration Department Users' Committee taking a group photo after a meeting.
- 3 查詢及聯絡組人員正在解答市民有關入境處服務的電話查詢。
Staff of the Information and Liaison Section answering telephone enquiries on services provided by the Department.
- 4 管理層人員正在進行有關部門可持續發展的會議。
Management staff having a meeting on enhancing sustainability of the Department.
- 5 本處人員參與由懲教署職員訓練院協辦的戰術訓練，為接管青山灣入境事務中心的管理及運作作好準備。
Immigration staff attending the tactical training co-organised by the Staff Training Institute of the Correctional Services Department to get prepared for taking over the management and operation of the Castle Peak Bay Immigration Centre.
- 6 本處參加於香港會議展覽中心舉行的「教育及職業博覽 2009」，以宣傳本處的招聘活動。
The Department participated in the 'Education & Careers Expo 2009' held at the Hong Kong Convention and Exhibition Centre to help promote recruitment activities of the Department.
- 7 本處於2009年公務員優質服務獎勵計劃中榮獲四個部門獎項。
The Department won four awards at departmental level in the Civil Service Outstanding Service Award Scheme 2009.

管制部 Control Branch

管制部轄下現設有四個科，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)科轄下設有三個邊境管制站，分別位於羅湖、紅磡和落馬洲支線。邊境管制(車輛)科轄下設有四個邊境管制站，分別位於落馬洲、文錦渡、沙頭角和深圳灣。港口管制科之下則設有港口管制組、港澳客輪碼頭管制組、中國客運碼頭管制組及屯門客運碼頭管制組。

The Control Branch comprises the Airport Division, the Border (Rail) Division, the Border (Vehicles) Division and the Harbour Division. These four divisions share responsibilities in maintaining immigration control by denying entry of undesirables 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. The Border (Rail) Division comprises three control points located at Lo Wu, Hung Hom and Lok Ma Chau Spur Line. The Border (Vehicles) Division comprises four control points located at Lok Ma Chau, Man Kam To, Sha Tau Kok and Shenzhen Bay. The Harbour Division comprises the Harbour Control Section, the Macau Terminal Section, the China Ferry Terminal Section and the Tuen Mun Ferry Terminal Section.



有效管制 快捷有禮
Effective control
Speedy and courteous service



香港2009東亞運動會

香港2009東亞運動會於二零零九年十二月在香港舉行。本處除了與2009東亞運動會(香港)有限公司及其他工作伙伴積極聯繫，為參與者提供便捷的出入境檢查服務外，亦須維持有效的入境管制。

將會興建的新管制站

兩個新的陸路跨境管制站預計約於二零一五年投入運作。港珠澳大橋管制站將為往來香港、珠海及澳門三地的旅客和車輛提供出入境服務。位於西九龍的廣深港高速鐵路管制站則為來往香港與珠江三角洲的鐵路乘客提供服務。新管制站將有助紓緩現時的跨境交通壓力及改善邊境管制站的整體處理能力，以維持高質素的跨境服務。

放寬深圳居民以「個人遊」計劃來港的安排

由二零零九年四月一日開始，合資格的深圳戶籍居民可以向深圳市公安局出入境管理處辦理一年有效並多次往返的「個人遊」簽注來港旅遊。持有往來港澳通行證和上述「個人遊」簽注的合資格深圳訪客，每次入境可獲准逗留不多於七天。由二零零九年十二月十五日開始，在深圳常住的非廣東籍居民可在深圳辦理赴香港「個人遊」的簽注。

澳門永久性居民e-道

為促進港澳兩地交流及簡化兩地居民的出入境手續，在港澳客輪碼頭及中國客運碼頭加設供澳門永久性居民使用的e-道，已於二零零九年十二月十日啟用。同時，合資格的香港居民亦可於澳門的出入境口岸使用e-道服務。

電腦化處理港口關務文件

港口管制組已於二零零九年八月十九日採用船員出入境及船隻預檢處理系統。新系統不但可以更有效率和有系統處理船員的出入境記錄，同時亦為遞交預辦入境檢查的人士提供了一個便捷的網上申請新渠道。

發展新郵輪碼頭設施

位於啟德的首個附設臨時設施的郵輪碼頭泊位預期將於二零一三年年中開始運作，而整個郵輪碼頭建設項目將於二零一四至二零一五年完成。港口管制科正積極與其他政府部門商討及規劃郵輪碼頭的出入境設施。

沙頭角管制站延長通關時間

沙頭角管制站已由二零零九年七月一日起延長晚上的通關時間兩小時，服務時間由早上七時至晚上十時。新安排對使用該管制站的旅客及貨運車輛帶來更大的方便。

Hong Kong 2009 East Asian Games

The Hong Kong 2009 East Asian Games was held in Hong Kong in December 2009. The Department, apart from co-ordinating actively with the 2009 East Asian Games (Hong Kong) Limited and other working parties in providing efficient immigration clearance for Games participants, also maintained an effective immigration control.

New Control Points to be Built

Two new boundary control points (BCP) will be built for operation by around 2015. The new BCP at Hong Kong-Zhuhai-Macao Bridge will provide cross-boundary clearance services to passengers and vehicles travelling to and from Hong Kong, Zhuhai and Macao by land transportation while the BCP of the Guangzhou-Shenzhen-Hong Kong Express Rail Link at West Kowloon will facilitate rail passengers travelling to and from the Pearl River Delta region. Both new control points will help ease the current traffic pressure and improve the overall handling capacity of the cross-boundary control points to maintain high quality service.

Relaxation of Individual Visit Scheme for Shenzhen Residents

With effect from April 1, 2009, eligible Shenzhen residents may apply to the Exit and Entry Administration Office of the Public Security Bureau of Shenzhen for one-year multiple journeys Individual Visit Endorsement to visit Hong Kong. Eligible Shenzhen residents who are holders of Exit-entry Permit for travelling to and from Hong Kong and Macao bearing the visit endorsement may be allowed to enter as visitors for a stay not more than seven days on each visit if other normal immigration requirements are met. With effect from December 15, 2009, non-Guangdong residents ordinarily residing in Shenzhen are allowed to apply for Individual Visit Endorsement in Shenzhen to visit Hong Kong.

e-Channels for Macao Permanent Residents

To enhance travel convenience for Macao permanent residents travelling to and from Hong Kong, additional e-Channels were installed at both the Macau Ferry Terminal and the China Ferry Terminal, and e-Channel service has been extended to Macao permanent residents since December 10, 2009. At the same time, eligible Hong Kong residents also enjoy e-Channel service at control points in Macao.

Computerisation of Port Formalities

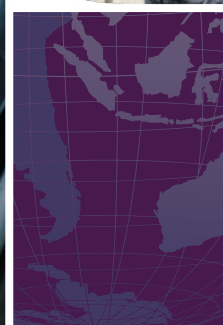
The Operating Sea Crew System (OSCS) was implemented by the Harbour Control Section on August 19, 2009. The new system provides a more effective and systematic way in handling crew movements and at the same time creates an additional convenient platform for users to submit pre-arrival clearance applications online through the Internet.

Development of the New Cruise Terminal Facilities

The first berth of the New Cruise Terminal at Kai Tak with temporary facilities is scheduled to commence operation in mid 2013 while the full fledged cruise terminal building will be completed in 2014 to 2015. Harbour Division has been actively working with other government departments for the planning and building of immigration facilities at the New Cruise Terminal.

Extension of Operating Hours at Sha Tau Kok Control Point

Starting from July 1, 2009, the daily operating hours of Sha Tau Kok Control Point are extended by two hours in the evening. The new operating hours are from 7:00 a.m. to 10:00 p.m. The new arrangement makes border crossing more convenient for passengers and freight operators.



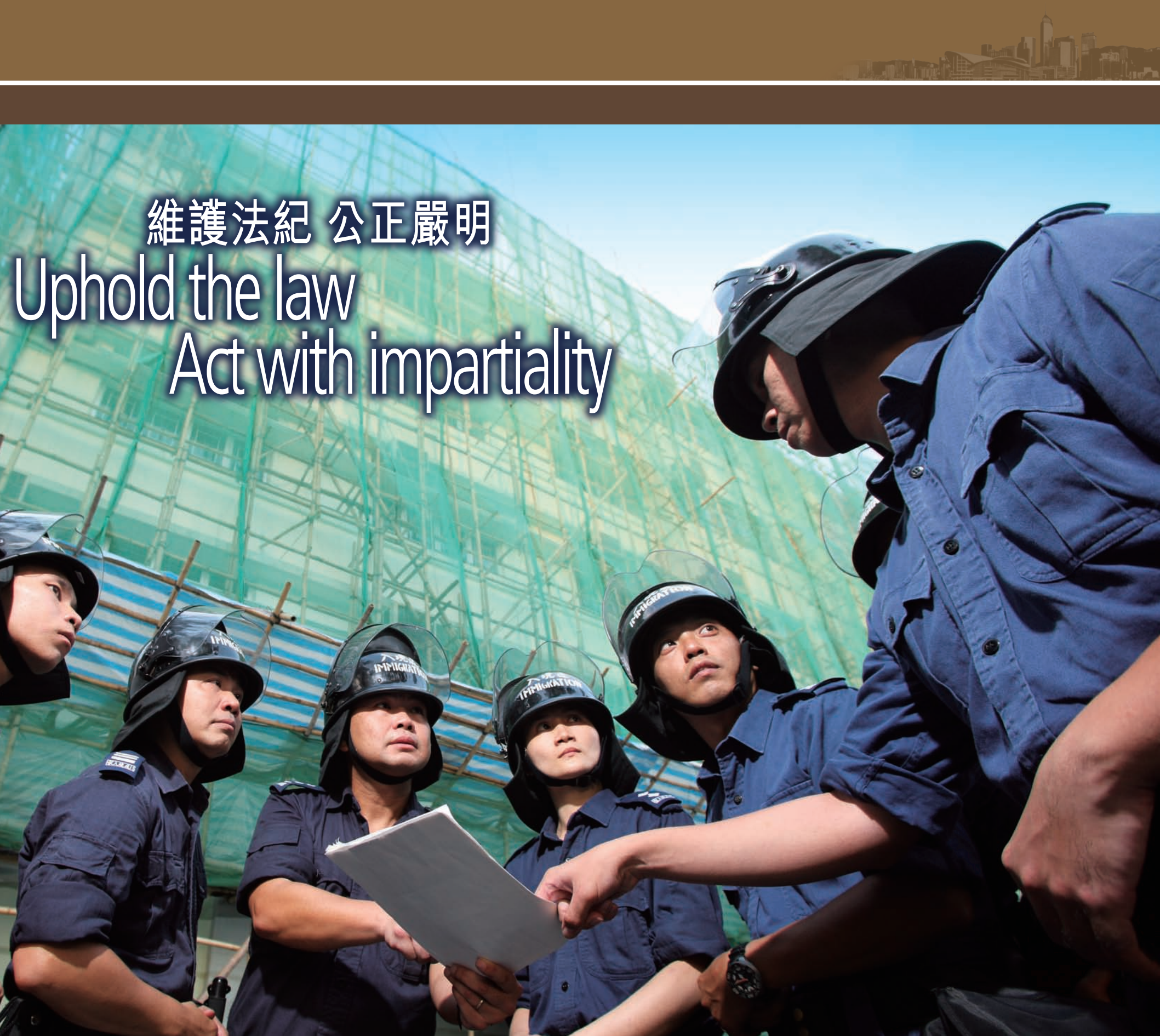
- 1 本處人員在入境船隻碇泊處執行例行入境檢查職務。
Immigration staff conducting routine clearance duties at Immigration Anchorage.
- 2 邊境聯合指揮中心的設立在於透過深港兩地合作，加強通關能力。
The Boundary Joint Command Centre is set up to enhance clearance efficiency through co-operation between Hong Kong and Shenzhen.
- 3 入境處致力為旅客提供快捷有禮的出入境服務。
The Department is committed to providing efficient and courteous clearance services to passengers.
- 4 香港國際機場的e-道服務已延伸至成功登記並為指定航空公司飛行常客計劃會員的經常訪港旅客。
The automated passenger clearance at the Hong Kong International Airport has been extended to successfully enrolled frequent visitors who are members of Frequent Flyer Programmes of designated airlines.
- 5 本處的e-道服務會在不久將來延伸至更多類別的訪港旅客。
e-Channel service will be extended to more categories of visitors in the near future.
- 6 管制站的入境處職員檢查過境車輛。
Immigration staff inspecting a cross-boundary vehicle at control point.
- 7 本處人員正在監察旅客人流情況，以期達致部門所訂下的服務承諾標準。
An immigration staff monitoring passenger traffic situation with a view to achieving the performance target set by the Department.

執法及酷刑聲請審理部 Enforcement and Torture Claim Assessment Branch

前 執法及訴訟部已於二零零九年三月九日改組，並重新命名為執法及酷刑聲請審理部。執法及酷刑聲請審理部轄下設有執法科和酷刑聲請審理科。執法科負責制定及執行有關調查、遞解及遣送離境方面的政策。酷刑聲請審理科負責審理酷刑聲請，以及處理與入境事務有關的檢控及與執法有關的訴訟個案。

The former Enforcement and Litigation Branch was retitled as the Enforcement and Torture Claim Assessment Branch upon reorganisation on March 9, 2009. The Enforcement and Torture Claim Assessment Branch comprises the Enforcement Division and the Torture Claim Assessment Division. The Enforcement Division is responsible for formulating and implementing policies in respect of investigation, deportation and removal. The Torture Claim Assessment Division is responsible for handling torture claim cases, immigration related prosecution and litigation cases relating to enforcement.





維護法紀 公正嚴明
Uphold the law
Act with impartiality

國際合作打擊跨國非法移民活動

跨國非法移民活動是全球關注的問題，只有透過國際間共同合作才能有效處理。本處致力從多個層面處理這個問題：持續進行調查、打擊及遏止販賣人口、非法移民活動和相關的跨國罪行等工作、與駐港外國領事館保持緊密合作、積極參與國際會議及與其他地區的執法機關交流專業知識、交換情報、資訊和進行聯合行動，以打擊違規活動。

本處在二零零八至二零零九年度參與的國際會議及研討會包括：在馬來西亞舉行的「峇里進程 — 偷運人口：威脅評估與風險分析工作坊」、在澳洲舉行的「第十四屆環太平洋出入境情報會議」和在日本舉行的「出入境管制研討會 2008」及「第十四期證件鑑證研討會」。各與會代表在會上就打擊非法移民活動作出深入討論和分享經驗，促進各地區之間的合作。

打擊偽造證件和偷運人口活動

本處與本地其他執法機關及內地和外國的相關部門一直緊密合作，打擊偽造證件和偷運人口活動。在二零零八年，本處在香港國際機場進行了五次大規模的打擊偽造證件行動，成功截獲多名與偽造旅行證件有關人士。於同年十二月，本處與香港警方進行了一個代號為「沙暴」的聯合行動，成功拘捕八名行使偽造旅行證件以圖偷渡到海外的人士。二零零九年一月，本處與法國國家警隊及荷蘭皇家憲兵進行了一個代號為「快拍」的聯合行動，成功拘捕 14 名涉及證件詐騙及非法移民活動的人士。

遏止僱用非法勞工或非法受僱的執法行動

年內，本處繼續採取果斷的執法行動，打擊僱用非法勞工或非法受僱的活動，包括持續進行掃蕩行動和調動反黑工突擊隊迅速處理舉報。為打擊僱用非法勞工的活動，本處進行了代號為「機靈」、「捷足」及「曙光」的行動。在二零零八至二零零九年度，共有 6 196 名非法勞工(包括 3 791 名涉及性工作的人士)被拘捕，326 名僱主被起訴。

揭發涉及假結婚的案件

本處對非本港居民藉與香港居民假結婚來港居留的問題一直非常關注。本處已於二零零六年十二月十八日成立專案小組，從不同途徑搜集情報，對可疑個案作出深入調查。在二零零八至二零零九年度，共有 241 人因涉及假結婚案件而被檢控。

International Co-operation in the Fight against Transnational Illegal Migration

The problem of transnational illegal migration is a global concern that can only be dealt with effectively through concerted international co-operation. Committed to tackling the problem on all fronts, the Department takes persistent efforts to detect, combat and prevent human trafficking, illegal migration activities and associated transnational crimes, maintains close co-operation with local consular missions, actively participates in international conferences and co-operates with the Mainland and overseas counterparts in areas of liaison, intelligence exchange and joint investigation.

In 2008-2009, the Department attended the 'Bali Process Workshop on People Smuggling: Threat Assessments and Risk Analysis' held in Malaysia, the '14th Pacific Rim Immigration Intelligence Conference' held in Australia, the 'Seminar on Immigration Control 2008' and the '14th Seminar on Document Examination' held in Japan. The conferences and seminars were successfully convened with gainful discussion and experience sharing about combating illegal migration activities.

Combating Forgery and Human Smuggling

The Department has all along maintained close liaison and co-operation with other local law-enforcement agencies as well as our Mainland and foreign counterparts in combating forgery and human smuggling activities. In 2008, the Department conducted five large scale interdiction exercises at the Hong Kong International Airport and apprehended a number of forged travel document users. In December

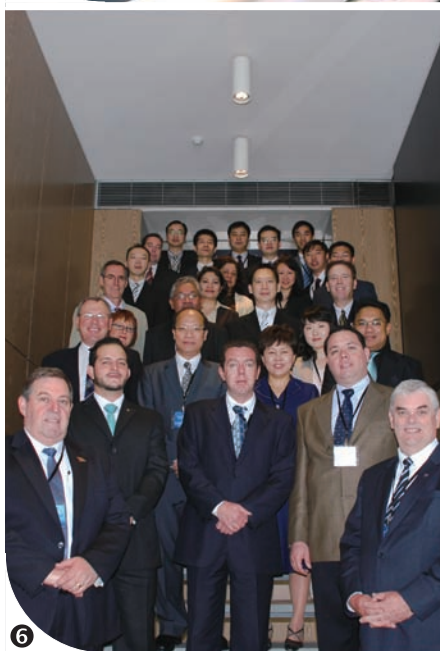
2008, a joint operation codenamed 'Sandstorm' was held by the Department and the Hong Kong Police. The operation led to the successful interception of eight forged travel document users who intended to sneak into overseas countries. In January 2009, a tripartite joint operation codenamed 'Snapshots' was conducted by the Department, the National Police of France and the Royal Marechaussee of the Netherlands. The operation led to the successful apprehension of 14 perpetrators in connection with document fraud and illegal migration activities.

Enforcement Actions against Illegal Employment

Throughout the year, the Department continued to take vigorous enforcement actions against illegal employment by conducting sweeping operations on an on-going basis and mobilising the Anti-illegal Workers Combat Squad to take speedy actions on information received. Operations under codenames 'Greenlane', 'Fastrack' and 'Twilight' were launched targeting on illegal employment activities. In 2008-2009, 6 196 illegal workers (including 3 791 sex workers) were arrested and 326 employers were prosecuted.

Bogus Marriages Uncovered

The Department has grave concern about non-Hong Kong residents obtaining stay in Hong Kong by entering into bogus marriages with Hong Kong residents. A special task force has been set up since December 18, 2006 to collate intelligence through various sources and to conduct investigation on suspected cases. In 2008-2009, a total of 241 persons were prosecuted for bogus marriage related offences.



- 1 本處將於2010年接管青山灣入境事務中心的管理及運作。
The Department will take over the management and operation of the Castle Peak Bay Immigration Centre in 2010.
- 2 入境處特遣隊於不同地點進行反非法勞工行動。
Immigration Task Force conducting anti-illegal workers operations at various places.
- 3 本處人員正利用先進的視像光譜對比儀檢測懷疑偽造或非法塗改旅行證件。
Immigration staff making use of an advanced video spectral comparator to examine suspected forged and unlawfully altered travel documents.
- 4 入境處調查員在採取執法行動前進行精密策劃。
Immigration investigators taking part in sophisticated planning prior to enforcement operation.
- 5 入境處調查員於香港國際機場登機閘口檢查一名離境人士的旅行證件。
Immigration investigators examining the travel document of a departing passenger at the boarding gate of the Hong Kong International Airport.
- 6 本處參與在澳洲舉行的第十四屆環太平洋出入境情報會議。
The Department attended the 14th Pacific Rim Immigration Intelligence Conference held in Australia.
- 7 執法及酷刑聲請審理部一名科別主管在新聞簡佈會上講述打擊假結婚集團的行動成果。
A division head of the Enforcement and Torture Claim Assessment Branch presenting at a press conference after a successful operation targeting at a syndicate arranging bogus marriages.

資訊系統部 Information Systems Branch

資訊系統部按功能劃分為三個科別，處理入境處資訊系統及有關事宜。資訊系統(發展)科負責制定及推行處內的資訊系統策略和開發新的電腦系統，以應付未來工作需求，並負責有關資料私隱、公開資料和記錄管理的事宜。資訊系統(運作)科負責管理目前運作的資訊系統，確保系統保安及更新各系統和有關程序。科技服務科則為處內電腦系統的應用及發展提供技術支援。

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





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旅客及車輛司機自助出入境檢查系統(e-道)

由二零零八年五月起，機場的e-道服務擴展至18歲或以上持有香港特區旅遊通行證、亞太經合組織商務旅遊證及香港國際機場訪港常客證的旅客。本處並於二零零九年三月在羅湖管制站推出「快捷e-道」試驗計劃，向現時使用e-道服務的18歲或以上香港居民提供更快捷的e-道服務。此外，本處亦於二零零九年九月和十二月把旅客e-道服務分別擴展至合資格的飛行常客會會員及澳門特別行政區永久性居民。

調配資訊及指揮系統

為加強管制站的運作效率，本處在二零零六年年中至二零零七年年初分階段推出調配資訊及指揮系統，提供管制站的閉路電視影像及出入境檢查數據和櫃檯人員調配資料，方便管理人員檢視旅客流量以作出相應的人手調配。

香港特區電子護照及相關系統

本處於二零零七年二月五日推出電子護照系統，以最新科技印製具有更多先進防偽特徵的電子護照。此外，在二零零七年年底及二零零八年年中分別推出網上申請護照及電子護照自助服務站，為18歲或以上合資格人士提供護照申請服務。

個案簡易處理系統及電子記錄計劃

個案簡易處理系統及電子記錄計劃已於二零零八年十二月推行。配合此計劃推行而成立的入境處圖像處理中心，負責把申請記錄數碼化，創造無紙工作環境，以提升個案處理的效率。此外，預約及遞交申請也可經電子服務系統處理。電子記錄計劃中處理行政記錄的電子系統已於二零零八年推出。該系統推出後，文件管理便可變為無紙化和電子化。

資訊匯庫

資訊匯庫系統旨在改善本處提供及分析各類數據的能力，以便管理層作出決策及資源的規劃。與智能身份證及旅客出入境有關數據分析的功能，已於二零零九年年初推出。

二零零八年度香港資訊及通訊科技獎

本處的電子護照系統在二零零八年度香港資訊及通訊科技獎中，於不同類別共囊括五個獎項，包括最佳創新及研究大獎；最佳創新及研究(公開)金獎；最佳生活時尚(工作生活及專業服務)金獎；最佳公共服務應用(最受歡迎)銀獎及最佳創新及研究(公開)優異證書。此外，本處的口岸管理系統及經常訪港旅客e-道亦分別獲頒最佳商業系統(應用)銀獎及最佳公共服務應用(電子轉化)優異證書。

Automated Passenger and Vehicle Clearance Systems (e-Channel)

In May 2008, the e-Channel service at the Airport was extended to frequent visitors aged 18 or above holding HKSAR Travel Pass, Asia-Pacific Economic Co-operation Business Travel Card and Hong Kong International Airport Frequent Visitor Card. The 'Express e-Channel' pilot scheme was introduced in March 2009 at the Lo Wu Control Point to provide faster e-Channel service to existing e-Channel users who are Hong Kong residents aged 18 or above. Furthermore, the e-Channel service was extended to eligible members of Frequent Flyer Programmes as well as permanent identity card holders of the Macao Special Administrative Region in September 2009 and December 2009 respectively.

Deployment Information and Command System (DICS)

To enhance the operational efficiency of control points, the Department implemented the DICS by stages from mid-2006 to early 2007. The DICS provides closed-circuit television images of control points as well as information on clearance statistics and counter assignment to facilitate the management to monitor the passenger traffic situation real time for flexible deployment of staff.

HKSAR Electronic Passport (e-Passport) and related System

The Department introduced the Electronic Passport System on February 5, 2007. With the latest technologies, more advanced security features are incorporated into the HKSAR e-Passports. To further enhance customer service, eligible applicants of HKSAR passports who are aged 18 or above can submit e-Passport applications through the Internet and self-service kiosks starting from end 2007 and mid 2008 respectively.

Application and Investigation Easy System (APPLIES) and Electronic Records Programme (ERP)

The implementation of APPLIES and ERP was completed in December 2008. To support the management of

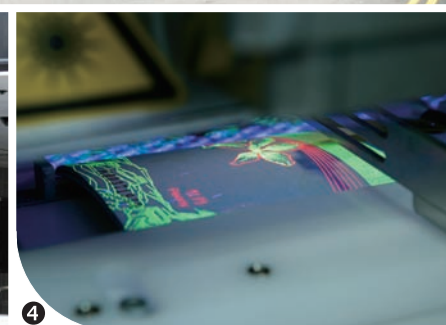
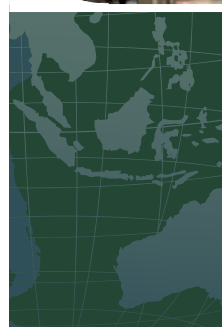
electronic records created under the APPLIES and ERP, the Immigration Imaging Centre was formed to digitise application records with a view to creating a paperless working environment and hence enhancing the case processing efficiency. Appointment booking and submission of application via the new Electronic Services System are also available. An electronic records system for administrative records was implemented in 2008. Since then, document management moves from a paper-intensive environment towards a paperless and electronic mode of operation.

Data Warehousing Information System (DWIS)

The DWIS aims at improving the provision of statistical analysis for management's decision-making and resources planning. Statistical analyses relating to smart identity cards and passenger traffic figures were available in early 2009.

Hong Kong Information and Communications Technology (ICT) Awards 2008

The e-Passport System won five awards in different categories in the Hong Kong Information and Communications Technology (ICT) Awards 2008, including the Best Innovation & Research Grand Award; the Best Innovation & Research (Open) Gold Award; the Best Lifestyle (Work Life and Professional Services) Gold Award; the Best Public Service Application (Most Favoured) Silver Award; and the Best Innovation & Research (Open) Certificate of Merit. In addition, the Control Point System and Frequent Visitor e-Channel also scored the Best Business (Application) Silver Award and the Best Public Service Application (Transformation) Certificate of Merit respectively in the Awards.



- 1 「快捷e-道」試驗計劃已於羅湖管制站推出，為香港居民提供更快捷的e-道服務。
The 'Express e-Channel' pilot scheme has been introduced at the Lo Wu Control Point to provide faster e-Channel service to Hong Kong residents.
- 2 入境處人員可透過調配資訊及指揮系統實時監察旅客流量，以便靈活調配人手。
Through the Deployment Information and Command System, immigration officers can have a real-time monitoring of the traffic situation and flexible deployment of staff.
- 3 設於管制站的車輛e-道能為跨境司機提供方便快捷的出入境檢查服務。
Vehicular e-Channels at control points provide speedy clearance service for cross-boundary drivers.
- 4 電子護照系統採用尖端科技印製高度防偽的香港特區護照。
The Electronic Passport System employs state-of-the-art technologies in its production of highly secure HKSAR passports.
- 5 本處的資訊系統策略和新電腦系統有助應付不斷增加的工作需求。
The Department's information systems strategy and new systems help meet the ever-increasing business needs.
- 6 e-道服務備受跨境學童歡迎。
e-Channel service is well received by cross-boundary primary school students.
- 7 香港國際機場提供的e-道服務已延伸至成功登記的經常訪港旅客。
e-Channel service at the Hong Kong International Airport has been extended to successfully enrolled frequent visitors to Hong Kong.

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。證件科負責處理香港特區護照和其他香港特區旅行證件的申請、有關《中國國籍法》在本港實施的事宜、與外國政府商定香港特區居民的免簽證入境安排、為在香港境外身陷困境的香港居民提供協助，以及處理出生、死亡和婚姻登記事宜。人事登記科則負責處理根據《基本法》提出擁有居留權的申請、為香港居民簽發身份證，以及管理人事登記紀錄。

The Personal Documentation Branch comprises the Documents Division and the Registration of Persons Division. The Documents Division deals with applications for HKSAR passports and other HKSAR travel documents, handles matters relating to the implementation of the Chinese Nationality Law in Hong Kong, negotiates visa-free travel arrangements for HKSAR residents, provides assistance to Hong Kong residents in distress outside Hong Kong, and processes registration of births, deaths and marriages. The Registration of Persons Division processes applications relating to claims to right of abode under the Basic Law, issues identity cards to Hong Kong residents, and maintains registration of persons records.



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簽發香港特區電子護照及電子簽證身份書

香港入境處獲中央人民政府依據《基本法》授權，向持有香港特區永久性居民身份證的中國公民簽發香港特區護照。截至二零零九年三月，本處共簽發了 5 149 088 本香港特區護照。為符合國際民用航空組織對加強旅行證件防偽功能所訂的標準，本處已於二零零七年二月五日開始簽發香港特區電子護照及電子簽證身份書。這些具有高度防偽設計的電子護照及電子簽證身份書內置非接觸式集成電路晶片，晶片內儲存持證人的數碼化容貌影像及個人資料。為進一步提升服務水平，自二零零七年十二月二十二日起，本處開始接受 18 歲或以上合資格申請人透過互聯網遞交香港特區護照的申請。自二零零八年八月二十五日起，18 歲或以上合資格申請人可使用設置於入境處總部及各分區辦事處的自助服務站遞交香港特區護照的申請。

婚姻監禮人計劃

婚姻監禮人計劃於二零零六年四月起實施。由於計劃打破過往舉行婚禮在時間及地點方面受到的限制，讓準新人在籌備婚禮時享有更多選擇，及作出更靈活和方便的安排，計劃因而深受市民歡迎和日趨流行。截至二零零九年三月，已有 1 439 名婚姻監禮人獲委任。此外，約 49 000 對準新人(佔申請總數的 32%)經婚姻監禮人向婚姻登記官遞交擬結婚通知書，並有約 48 000 對新人(佔結婚總數的 34%)經由婚姻監禮人為他們舉行婚禮。

預約辦理嬰兒出生登記

為進一步提升服務水平，本處由二零零八年十一月三日起把 24 小時操作的預約服務擴展至出生登記。初生嬰兒的父母可通過互聯網或電話預約系統，預約替嬰兒辦理出生登記的日期及時間。

給予香港特區護照持有人的免簽證入境待遇

在過去數年，本處積極游說其他國家或地區給予香港居民最大的旅遊方便。馬其頓共和國於二零零九年五月六日同意給予香港特區護照持有人免簽證入境旅遊待遇，每次可逗留不超過 90 天。俄羅斯聯邦政府於二零零九年七月一日給予香港特區護照持有人免簽證前往俄羅斯，最長可逗留 14 天。自二零零九年十一月二十八日起，香港特區護照持有人亦可免簽證入境關島，最長可逗留 45 天。現時，同意給予香港特區護照持有人免簽證或落地簽證待遇的國家或地區共有 140 個。

為在香港以外地區身陷困境的香港居民提供協助

本處的協助在外香港居民小組與保安局、外交部駐香港特派員公署、中國駐外國使領館、香港特別行政區政府駐北京辦事處(駐京辦)、駐粵經濟貿易辦事處(駐粵辦)及其他政府部門緊密合作，為身處香港境外而陷於困境的香港居民提供協助。於二零零八至二零零九年發生的嚴重事故，包括四川地震、泰國曼谷國際機場關閉、泰國反政府示威活動及於內蒙古和海豐發生的嚴重車禍等，本處均有派員前往當地，迅速為身陷困境的港人提供協助。在二零零八至二零零九年度，本處共接獲 2 099 宗港人的求助個案。

Issue of HKSAR Electronic Passport and Electronic Document of Identity for Visa Purposes (Doc/Is)

The Hong Kong Immigration Department is authorised by the Central People's Government under the Basic Law to issue HKSAR passports to Chinese citizens who hold HKSAR permanent identity cards. As at March 2009, the Department has issued a total of 5 149 088 HKSAR passports. In compliance with the standard set out by the International Civil Aviation Organisation on the enhanced security of travel documents, the Department started issuing HKSAR electronic passports as well as electronic Doc/Is on February 5, 2007. Each of these highly secure electronic passports and electronic Doc/Is is embedded with a contactless integrated circuit chip which contains digitised information of the holder's facial image and personal particulars. To enhance customer service, with effect from December 22, 2007, the Department has started accepting online submissions of HKSAR passport applications via the Internet from eligible applicants aged 18 or above. Since August 25, 2008, eligible applicants aged 18 or above can submit their HKSAR passport applications through self-service kiosk installed at Immigration Headquarters and Immigration branch offices.

Civil Celebrants of Marriages Scheme

The Civil Celebrants of Marriages Scheme was launched in April 2006. By lifting the restrictions on the time and place of marriage solemnisation, the scheme provides more choices, greater flexibility and convenience to marrying parties in the arrangement for weddings and is well received by the public with growing popularity. As at March 2009, a total of 1 439 civil celebrants of marriages were appointed. About 49 000 prospective couples (32 per cent of total applications) gave their notices of intended marriage through civil celebrants and about 48 000 couples (34 per cent of total marriage registrations) had their marriages solemnised by civil celebrants.

Appointment Booking for Birth Registration

To enhance customer service, the Department has since

November 3, 2008 extended its 24-hour appointment booking service to birth registration. Parents of newborn babies can book appointments for birth registration through Internet or by the Telephone Appointment Booking System.

Visa-free Access for HKSAR Passport Holders

Over the years, the Department spares no effort to lobby foreign countries/territories to grant maximum travel convenience to Hong Kong residents. Since May 6, 2009, the Republic of Macedonia granted visa-free access to HKSAR passport holders for a stay of up to 90 days. With effect from July 1, 2009, HKSAR passport holders may visit the Russian Federation visa-free for a stay up to 14 days. On November 28, 2009, the Guam also agreed to grant visa-free access to HKSAR passport holders for a stay of up to 45 days. Up to now, there are 140 countries/territories agreeing to grant visa-free access or visa-on-arrival to HKSAR passport holders.

Assistance Provided to Hong Kong Residents in Distress Outside Hong Kong

The Assistance to Hong Kong Residents Unit (AHU) of the Department works closely with the Security Bureau, the Office of the Commissioner of the Ministry of Foreign Affairs of the People's Republic of China in the HKSAR, Chinese diplomatic and consular missions in overseas countries, the Office of the Government of the HKSAR in Beijing (Beijing Office) and the Economic and Trade Office of the HKSAR in Guangdong (GDETO) as well as other government departments in providing assistance to Hong Kong residents in distress outside Hong Kong. In 2008-2009, immigration officers were sent to the scenes of major incidents to provide prompt assistance to the victimised Hong Kong residents. Major incidents include the massive earthquake in Sichuan, the closure of Bangkok's Suvarnabhumi International Airport, the Thai civil unrest incident and the fatal traffic accidents in Inner Mongolia and Haifeng. In 2008-2009, the Department received 2 099 requests for assistance from Hong Kong residents.

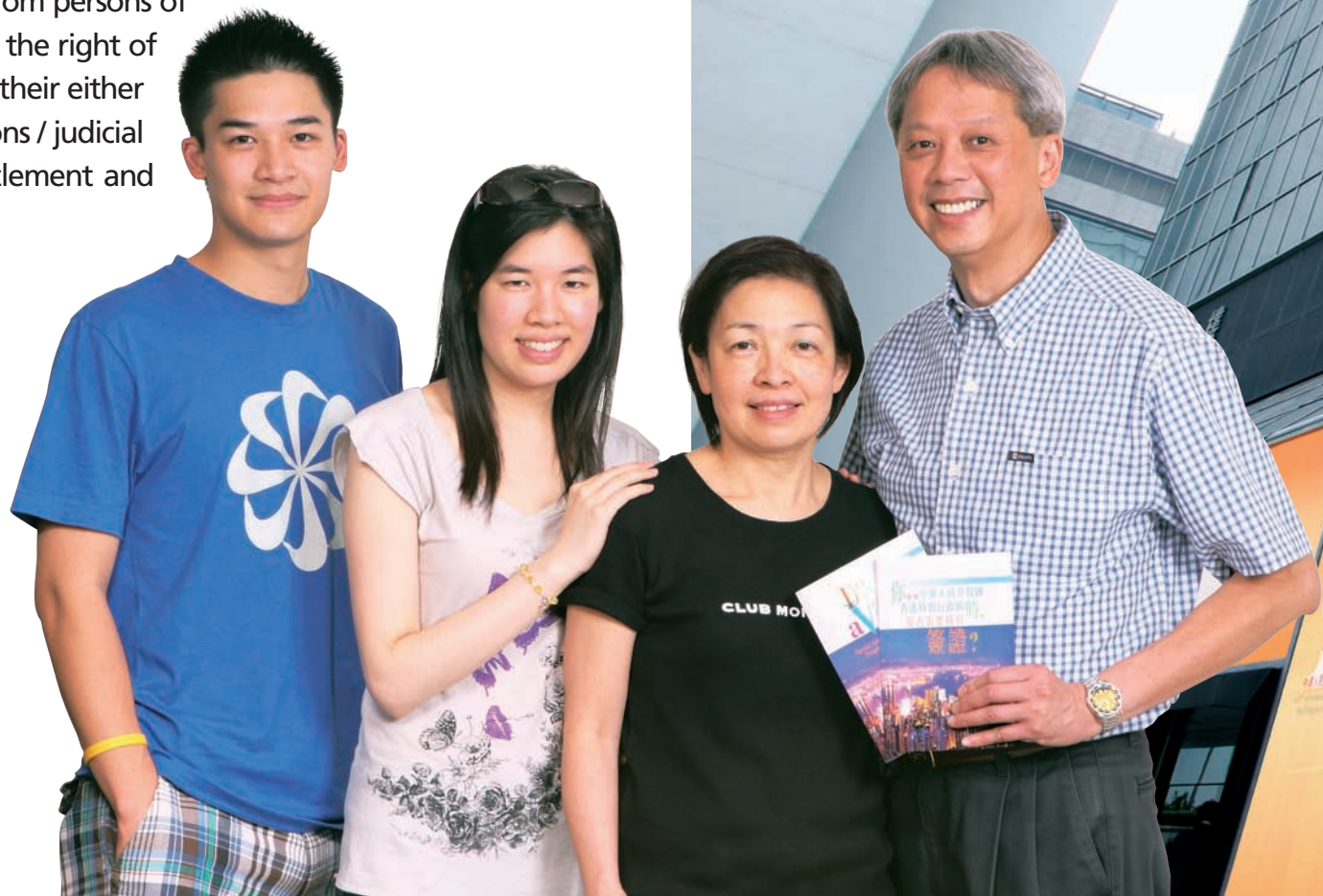


- 1 新生嬰兒的父母可經互聯網或電話預約系統，為嬰兒預約辦理出生登記。
Parents of newborn babies can book appointments for birth registration through Internet or the Telephone Appointment Booking System.
- 2 入境事務處處長白韋六先生與俄羅斯駐華特命全權大使拉佐夫大使交換互免簽證協定。
The Director of Immigration, Mr Simon Y L Peh exchanged the Agreement on Mutual Exemption of Visa Requirements with the Ambassador Extraordinary and Plenipotentiary of Russia to China, Ambassador Sergey Razov.
- 3 凡年屆11歲或以上的香港居民須登記領取身份證。
Hong Kong residents of or over the age of 11 are required to register for identity cards.
- 4 一對新人在婚姻登記處舉行婚禮。
A new couple solemnising their marriage at a marriage registry.
- 5 香港特區護照持有人可在約140個國家或地區享有免簽證入境待遇。
Holders of HKSAR passports can enjoy visa-free access to around 140 countries or territories.
- 6 一對父母為他們的新生嬰兒辦理出生登記。
Parents applying for birth registration of their newborn baby.
- 7 香港居民無論身處任何國家或地區，如需尋求緊急協助，可致電協助在外香港居民小組24小時熱線電話：(852) 1868。
Hong Kong residents requiring emergency assistance in any country or territory may call the Assistance to Hong Kong Residents Unit 24-hour Hotline at (852) 1868.

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。兩科的主要工作範圍包括制定及覆檢有關簽證事宜的政策和審批程序，並處理各項申請，例如來港旅遊、就業、投資、受訓、居留或就讀的入境申請，訪客和臨時居民的延期逗留申請，聲稱憑藉父親或母親的血統而擁有香港居留權的中國籍人士所提出的香港特區居留權證明書申請，以及處理有關居留權證明書及簽證管制事宜的上訴、呈請和司法覆核個案。

The Visa and Policies Branch comprises the Visa Control (Policies) Division and the Visa Control (Operations) Division. The major areas of work of the two divisions include formulating and reviewing policy and assessment procedures on visa matters, and processing various immigration applications, such as applications for entry into Hong Kong for visit, employment, investment, training, residence or study; applications for extension of stay from visitors and temporary residents, applications for Certificate of Entitlement to the Right of Abode in the HKSAR from persons of Chinese nationality who claim to have the right of abode in Hong Kong by descent from their either parent; and to handle appeals / petitions / judicial reviews relating to Certificate of Entitlement and visa control matters.





歡迎訪客 匯聚人才

Welcome visitors
Attract talents

優秀人才入境計劃

擴充人力資源對香港的可持續發展及在全球市場上的競爭力非常重要。優秀人才入境計劃於二零零六年六月二十八日實施，旨在吸引世界各地(包括內地)的卓越人才來港定居。這項計劃所訂的每年配額為1 000人。申請人會按一套根據年齡、言語技能、學術成就、專業資歷及工作經驗等客觀準則釐定的計分制來接受評核，並透過定期進行的甄選程序獲得分配名額。獲批准的申請人無須在來港定居前先獲得本地僱主聘用。截至二零零九年三月三十一日，共有1 058名申請人獲分配名額。

持續吸引資本和人才來港

資本投資者入境計劃於二零零三年十月開始實施，目的是讓那些把資金帶來香港投資但不會在港參與經營業務的人士來港居留。截至二零零九年三月三十一日，共有3 770名申請人獲正式批准來港居留及998名獲原則上批准，總計為香港帶來多達268億元的投資。輸入內地人才計劃於二零零三年七月實施，計劃至今已吸引內地多個界別的人才和專業人士來港工作。截至二零零九年三月三十一日，共有28 249名申請人經此計劃來港。

非本地畢業生留港／回港就業安排

本處於二零零八年五月推出「非本地畢業生留港／回港就業安排」，以進一步吸引非本地畢業生留港及回港工作。非本地畢業生是指來自香港以外，並在香港修讀經本地評審全日制課程而獲得學位或更高資歷的人士。成功申請人士如能符合一般入境規定，可獲准留港12個月而不受其他逗留條件限制。他們在獲准逗留期間可自由從事及轉換工作，無須事先取得本處的批准。截至二零零九年三月底，共3 124名非本地畢業生獲批准根據此安排在港工作。

方便訪客來港的新措施

本處不時檢討簽證管制的制度及審批程序，並在有需要時實施新措施，務求使遊客和商務訪客來港更感方便。為給予訪港的台灣居民更大便利，自二零零九年一月一日起，網上快證和多次入境許可證持有人以訪客身份進入香港的逗留期限由14天延長至30天。過往於30天內只可申請兩次網上快證的限制亦同時取消。此外，由二零零九年十二月十日起，持有效澳門永久性居民身份證的合資格澳門永久性居民，無須出示其他旅行證件或填寫入出境申報表，可免進入許可來港旅遊，最多逗留180天。另外，自二零零九年四月二十七日起，持有有效台胞證的台灣居民可無須同時持有有效的內地入出境簽注，只要符合一般的入境規定，便可以訪客身份來港並逗留不超過七天。

新版申請表格及簡化有關申請程序

本處繼二零零八年五月十九日推出新版的專業人士來港就業及來港受訓申請表格後，於同年十二月十五日推出其他新版表格，分別適用於來港旅遊／過境、就讀、投資(開辦／參與業務)、受養人來港居留及輸入勞工來港就業的申請。申請時所須遞交的證明文件亦相對減少。新版的中英對照申請表格簡單易用，連同一併推出的簡化措施，為申請人及保證人帶來更大方便。

Quality Migrant Admission Scheme

Expanding the pool of human capital is essential to Hong Kong's sustainable development and competitiveness in the globalised market. The Quality Migrant Admission Scheme, introduced on June 28, 2006, aims at attracting top-notch talent from around the world including the Mainland to settle in Hong Kong. The scheme has an annual quota of 1 000. Applicants are assessed under a point-based system basing on objective criteria such as age, language skill, academic attainment, professional qualification and working experience, and are selected through selection exercises conducted on a regular basis. Successful applicants are not required to secure an offer of local employment before taking up residence in Hong Kong. As at March 31, 2009, 1 058 applicants were allocated quota.

Sustained Efforts to Attract Capital and Talent

The Capital Investment Entrant Scheme, launched in October 2003, aims at facilitating the entry for residence of persons who make capital investments in Hong Kong but will not engage in the running of business here. As at March 31, 2009, formal approval was given to 3 770 applicants to reside in Hong Kong while approval-in-principle was also granted to 998 entrant applicants, bringing in a total investment of up to 26.8 billion. The Admission Scheme for Mainland Talents and Professionals, implemented since July 2003, has successfully attracted a wide variety of talented persons and professionals from the Mainland to work in Hong Kong. As at March 31, 2009, 28 249 applicants were admitted under the scheme.

Immigration Arrangements for Non-local Graduates

The 'Immigration Arrangements for Non-local Graduates' (IANG) was introduced in May 2008 to attract non-local graduates to stay / return and work in Hong Kong. Non-local graduates refer to persons from outside Hong Kong who have obtained a degree or higher qualification in a full-time and locally-accredited programme in Hong Kong. Successful applicants under the IANG who are able to meet the normal immigration requirements may be granted 12 months' stay on time limitation without other conditions of stay. They are free to take up and change

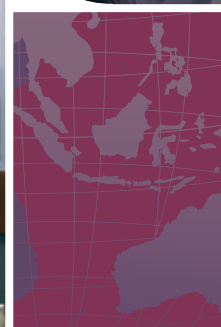
employment during their permitted stay without the need to seek prior approval from the Department. As at end March 2009, 3 124 non-local graduates were approved to work in Hong Kong under this arrangement.

Enhanced Travel Convenience for Visitors

The Department has been keeping the visa control system and processing procedures under constant review. New measures will be implemented as and when necessary to enhance the travel convenience of tourists and business people. To extend greater convenience for Taiwan residents to visit Hong Kong, the period of stay in Hong Kong for holders of iPermit or Multiple Entry Permits was extended from 14 days to 30 days on each landing starting from January 1, 2009. The restriction that only two iPermits could be applied for within 30 days was also lifted. Besides, with effect from December 10, 2009, eligible Macao permanent residents holding valid Macao smart permanent identity card may visit Hong Kong entry permit-free for not more than 180 days without the need to produce other travel documents or complete the arrival and departure cards. Furthermore, with effect from April 27, 2009, Taiwan residents holding a valid Mainland Travel Permit for Taiwan Residents may enter Hong Kong on visitor status and stay for up to seven days if normal immigration requirements are met, without the need to also possess a valid entry-exit endorsement for the Mainland.

New Application Forms and Streamlined Procedures for Related Applications

Following the introduction of the new application forms for employment as professionals and for training on May 19, 2008, other application forms for entry to Hong Kong for visit / transit, study, investment (to establish/join in business), residence as dependants and employment as imported workers were also introduced on December 15, 2008. Documents required to be submitted to support these applications have also been reduced. The new bilingual application forms, being simplified and user-friendly, together with the streamlined procedures implemented at the same time, provide greater convenience to both the applicants and the sponsors in making these applications.



- 1 本處人員正在以新推出的個案簡易處理系統處理簽證及許可證等申請。
Immigration staff using the newly implemented Application and Investigation Easy System to process applications for visas and permits, etc.
- 2 入境處會不時檢討簽證管制的制度，務求於維持有效出入境管制的同時，能使旅客和商務訪客來港更感方便。
The Department will keep the visa control system under constant review to enhance the travel convenience of tourists and business people while maintaining effective immigration control.
- 3 本處提供高效率的簽證服務。
The Department provides efficient visa services.
- 4 入境政策容許符合資格的人士以受養人身份來港依靠在港居住的近親。
The immigration policy allows eligible persons to join their close relatives residing in Hong Kong as dependants.
- 5 新版的中英對照申請表格簡單易用，為申請人及保證人帶來更大方便。
Simplified bilingual application forms provide greater convenience to both the applicants and the sponsors.
- 6 本處在中小企國際推廣博覽中宣傳各項方便商務旅客來港的措施及吸引資本和人才來港的計劃。
The Department participated in the World SME Expo to promote various schemes in facilitating the visits of frequent business travellers and attracting capital and talent.
- 7 簽證及政策部一名科別主管接受傳媒採訪有關本處簽證政策。
A division head of the Visa and Policies Branch in a press interview on the Department's visa policies.

部門組織圖 Organisation Chart of Immigration Department



08-09 獎項 Awards



二零零九年公務員優質服務獎勵計劃 Civil Service Outstanding Service Award Scheme 2009

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|--|--|---|---|---|
| 精進服務獎(大部門組別) 亞軍：入境事務處 Service Enhancement Award (Large Department) First Runner-up : Immigration Department | 最佳服務承諾獎 季軍：入境事務處 The Best Performance Pledges Award (Large Department) Second Runner-up : Immigration Department | 部門合作獎 冠軍：邊境聯合指揮中心 Partnership Award Champion : Boundary Joint Command Centre | 部門合作獎 優異獎：科學為民 Partnership Award Merit Award : Science in the Public Service | 最佳創新及研究(公開) 金獎：電子護照系統 Best Innovation & Research (Open) Gold Award : e-Passport System |
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二零零八至二零零九年度年報 Annual Report 2008-2009

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二零零八年四月一日至二零零九年三月三十一日。
This publication covers statistics for the period from April 1, 2008 to March 31, 2009.



兌換率

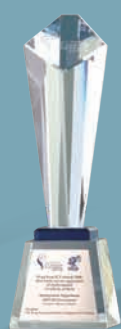
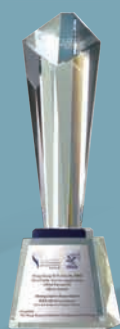
除另有說明外，本年報提及的「元」均指港元。自一九八三年十月十七日起，政府通過發行鈔票機制，把港元與美元掛鈎，以7.8港元兌1美元為固定匯率。

Exchange Rates

When dollars are quoted in this report, they are Hong Kong dollars, unless otherwise stated. Since October 17, 1983, the Hong Kong dollar has been linked to the US dollar, through an arrangement in the note-issue mechanism, at a fixed rate of HK\$7.8 = US\$1.

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

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二零零八年度香港資訊及通訊科技獎 Hong Kong Information and Communications Technology (ICT) Awards 2008

最佳創新及研究
大獎：電子護照系統
Best Innovation & Research
Grand Award :
e-Passport System

最佳生活時尚
(工作生活及專業服務)
金獎：電子護照系統
Best Lifestyle
(Work Life and
Professional Services)
Gold Award :
e-Passport System

最佳公共服務應用
(最受歡迎)
銀獎：電子護照系統
Best Public Service Application
(Most Favoured)
Silver Award :
e-Passport System

最佳公共服務應用
(電子轉化)
優異證書：經常訪港旅客 e-道
Best Public Service Application
(Transformation)
Certificate of Merit :
Frequent Visitor e-Channel

最佳商業系統
(應用)
銀獎：口岸管理系統
Best Business
(Application)
Silver Award :
Control Point System

最佳創新及研究
(公開)
優異證書：電子護照系統
Best Innovation & Research
(Open)
Certificate of Merit :
e-Passport System



入境事務處
Immigration Department

香港特別行政區政府

The Government of the Hong Kong Special Administrative Region

二零零八至二零零九年度年報
Annual Report 2008-2009

同心展關懷

2006-09

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