



入境事務處
Immigration Department

2009/10
年報 Annual Report

我們的理想 Our Vision

我們要成為世界上以能幹和效率稱冠的入境事務隊伍。

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



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

“ 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。

We have been endeavouring to be the foremost immigration service in the world in effectiveness and efficiency. ”

二零零九至二零一零年度，入境事務處在鞏固既有基礎的前提下向前邁進，全體人員繼續竭盡所能配合社會的需要和期望。為提高服務的利便程度和標準，新措施陸續推行。在履行香港的出入境管制工作上，我們發揮專業精神，迎接種種挑戰。我們將繼續憑藉團隊的幹勁，貫徹我們的理想，為香港的穩定繁榮作出貢獻。

為了保持旅遊熱點以及國際商貿物流樞紐的地位，香港一直奉行寬鬆的簽證政策，既能利便訪港旅客，亦可吸引專業人士、優秀人才和資金來港，提高香港的競爭力。我們除了實施各項人才入境計劃外，亦不時檢討相關的工作流程，藉此推行開放的入境措施，吸引更多人才來港，支持香港經濟發展，並鞏固香港作為國際都會的地位。

香港位處泛珠江三角洲地區的要衝，藉着施行簡化入境安排和擴充e-道服務，加強與內地、台灣和澳門的聯繫。台灣居民訪港現可享受更多旅遊便利，令港台聯繫更形密切。為不斷提供高效率的出入境檢查服務，e-道服務已擴展至往返香港和澳門兩地的永久性居民。隨着內地居民個人遊計劃得到擴充，並可申請多次往返香港的簽注，加上年內工作假期計劃範圍擴大，以及各管制站為經常訪港旅客提供e-道服務以疏導其流量，內地與海外旅客不斷增加，令本地旅遊及相關行業更為受惠。

我們除了推出多項方便旅客的措施以助促進香港繁榮外，在進行有效出入境管制和執法方面亦不遺餘力，以維持香港的安定和公共秩序。《2009年入境(修訂)條例》的制訂，見證了我們在打擊非法勞工、保障本地工人就業方面所付出的努力。除了這項阻嚇措施外，我們經常就打擊偷渡活動與內地和海外對口機關通力合作，互換情報，從而將違反入境法例的人士繩之於法。最值得一提的是，我們於二零一零年九月與廣東省和深圳當局聯手成功瓦解一個活躍的偽證集團，該集團專門安排持偽造香港身份證的內地居民來港當非法勞工。此外，我們與懲教署就青山灣入境事務中心的移交安排作出了悉心的規劃，終於在二零一零年四月十五日順利接管該中心的管理和運作。

我們一直致力為市民提供高效率的優質服務，為香港特區護照持有人爭取更多國家和地區的免簽證入境或落地簽證待遇，年內繼續取得進展，文萊、烏克蘭和格林納達為最近期的例子，令有關國家和地區的總數，截至二零一零年十一月達143個之多。由於全球化的步伐不斷加快，香港居民前往內地和海外國家更為簡便，亦更趨頻繁，本處於是相應加強為有需要的香港居民提供支援。為提供更有效的訊息及支援予在外的香港居民，本處的24小時熱線(852) 1868服務亦已提升，包括將線路增加一倍，為身在外地而陷於困境的香港居民提供緊急協助，不論何時何地，有需要的市民均可致電求助。在二零一零年十二月六日，我們更推出另一項新服務，名為「外遊提示登記服務」。合資格的香港市民在前往外地旅遊前，可透過此服務於互聯網以自願性質登記聯絡資料及行程後，便可收取香港特區政府發出的最新外遊警示及相關公開資料。

在這資訊科技時代，我們透過借助網上預約及申請的方式，提升對市民提供的服務。本處的網上服務範圍已經擴大，例如由二零一零年五月二十六日起，多個類別的本港居民均可在網上申請延期逗留。這些額外設施全日 24 小時提供，相信市民會認為方便快捷。為了善用資訊科技，我們已完成部門的資訊系統策略檢討，以便積極制訂新的策略，為日後新的資訊系統訂定綱領，從而提高公共服務的效率和質素。

提高服務水平固然是我們的要務，但以禮待人，體恤市民，亦是我們的工作重點。「最有禮貌入境管制人員選舉」在年內繼續舉辦，以表揚傑出前線人員為市民提供優良服務，並鼓勵管制站進一步發展優質服務文化。在二零一零年，本處共有四位同事獲得公務員事務局局長嘉許狀，為該計劃自二零零四年推行以來連續第六年有本處同事獲獎。此外，本處繼一九九九年及二零零八年後，在二零一零年第三度獲頒申訴專員嘉許獎公營機構獎大獎；同時另有同事獲頒公職人員獎，這是本處人員連續第 12 年取得此獎項。公營機構獎大獎和公職人員獎這兩項殊榮，顯示了部門認真處理投訴的積極態度。

上述種種改進和成績，實有賴全體同事齊心合力、辛勤不懈方可取得。我們着重持續發展，在部門方面是營造終身學習的環境，鼓勵同事追求卓越，精益求精；另一方面藉着實施環保管理、推動環保文化，回應社會的持續發展訴求。入境事務處於二零一一年踏入五十周年，我們的金禧標語，正好反映全體人員服務市民的心志：「與時並進五十載，入境精英創未來」。歡慶金禧之年，同事定當繼續發揚五十年來不斷求進的專業精神，竭盡忠誠，為市民服務，力求達至我們的理想，成為世界上以能幹和效率稱冠的入境事務隊伍。

入境事務處處長

白韞六

I.D.S.M.

2009-2010 represents a year of re-consolidation and forward-moving for the Immigration Department. We have continued to make all-out efforts to meet the needs and aspiration of our community. New initiatives were brought about to enhance level of convenience and standards, and challenges were met in exercising our professionalism in maintaining Hong Kong's immigration control regime. Leveraging on the commitment of our staff, we will continue to fulfil our mission in contributing to the prosperity and stability of Hong Kong.

Upholding its place as a popular tourist destination and an international hub for business, trade and logistics, Hong Kong has been maintaining a liberal visa regime to enhance travel convenience for visitors on the one hand, and attracting professionals, quality migrants and capital to increase our competitiveness on the other. Through the promotion of various talent admission schemes and constant review of the related business processes, we take forward an open immigration policy in attracting more talents to expedite the development of Hong Kong's economy and consolidate Hong Kong's status as a cosmopolitan city.

As a strategic gateway to the Pan-Pearl River Delta Region, Hong Kong has strengthened the bonds with the Mainland, Taiwan and Macao through the implementation of streamlined entry arrangements and extension of e-Channel services. Through greater travel convenience for Taiwan residents to visit Hong Kong, our connection with Taiwan was brought closer. Efficient immigration clearance service continued to be provided by extending e-Channel services to Hong Kong and Macao permanent residents travelling between the two places. With the additional boost of Mainland and overseas tourists, thanks to the extension of the individual visit scheme and multiple-journey exit endorsement for the Mainland residents, the extension of the Working Holiday Scheme and the delivery of e-Channel services to frequent visitors, the local tourism and related industries were further benefited.

While supporting Hong Kong's prosperity through various facilitation schemes, we spare no efforts in maintaining Hong Kong's stability and law and order through effective immigration control and enforcement. Our firm efforts in combating illegal employment and thereby safeguarding job opportunities for local workforce can be seen from the enactment of the Immigration (Amendment) Ordinance 2009. Apart from this deterrent measure, enforcement operations were also frequently taken out against immigration offenders, some supported by co-operation and intelligence exchange with the Mainland and overseas counterparts to combat clandestine migration activities. To highlight, we have joined hands with the Guangdong and Shenzhen Police in September 2010 in neutralizing an active forgery syndicate which arranged Mainland residents to come to Hong Kong for illegal employment with forged Hong Kong identity cards. Our proactive planning together with the Correctional Services Department has also been proved fruitful as the management and operation of the Castle Peak Bay Immigration Centre were reverted smoothly to the Immigration Department on April 15, 2010.

It has always been our commitment to provide quality and efficient services to members of the public. We strived to secure more visa-free access or visa-on-arrival treatment to HKSAR passport holders. Brunei Darussalam, Ukraine and Grenada have granted such treatment to HKSAR passport holders in 2010, making the total number of countries / territories to

143 as at the end of November 2010. Noting the greater ease and higher frequency for Hong Kong residents travelling to the Mainland and abroad along with the tide of globalisation, we have also in parallel reinforced our support and assistance to those needy Hong Kong residents. The Department's 24-hour hotline (852) 1868 enables local residents in distress outside Hong Kong to seek information and emergency assistance wherever and whenever they are in need and we have upgraded the hotline system by doubling its handling capacity. Moreover, on December 6, 2010, we launched another new initiative – the Registration of Outbound Travel Information (ROTI) – which provides an on-line registration service to facilitate all eligible Hong Kong residents to register information on their trips outside Hong Kong on voluntary basis so that they can receive updates on Outbound Travel Alert and related public information from the HKSAR Government.

In this era of information technology, we have improved our delivery of public service through the extension of online booking and application. We have widened the scope of e-Services, including the launch of e-submission service for application of extension of stay for a number of categories of local residents from May 26, 2010. We trust that the public will enjoy greater convenience with these round-the-clock add-on facilities. To this end, we have completed the review of the Department's Information Systems Strategy (ISS), vigorously paving way for the formulation of a new ISS to improve efficiency and to deliver higher quality services to the public through judicious use of advanced information technologies in the years to come.

While striving to enhance our service level, we place no less emphasis on courtesy and compassion. We continue to hold the "Most Courteous Immigration Control Officers" election campaign, aiming at commending individual frontline officers for delivering outstanding customer service and nurturing a culture of quality service at the control points. In 2010, four members of the Department were commended under the Secretary for the Civil Service's Commendation Award Scheme. It is the sixth consecutive year that our officers received the Awards since the introduction of the Scheme in 2004. The Department has again won The Ombudsman's Grand Award in 2010 – as in 1999 and 2008 – with our staff members winning the Officers of Public Organisations Awards for 12 consecutive years, both showcasing our positive culture in complaint management.

All the above enhancements and achievements were built upon the concerted efforts and diligence of all members of the Department. In furthering the sustainability of the Department, we continue to foster a life-long learning atmosphere to strive for excellence. In echoing the sustainability of the society, we continue to adopt and promote green management. The year of 2011 marks the 50th Anniversary of the Immigration Department. Our determination and loyalty in serving the public is succinctly captured in our thematic slogan "Devoted We Serve; Together We Excel". As we share the joys of the Golden Jubilee which belongs to each and every member of the Department, we shall continue to strive with professionalism, to serve the public in excellence with devotion and to forge ahead with our vision to be the foremost immigration service in the world in effectiveness and efficiency.

Peh Yun-lu, Simon

I.D.S.M.

Director of Immigration



處長級人員 Directorate Officers

- | | |
|---|--|
| 1 白韞六
Peh Yun-lu, Simon I.D.S.M.
入境事務處處長
Director of Immigration | 7 陳孟麟
Chan Man-lang
助理處長(簽證及政策)
Assistant Director (Visa and Policies) |
| 2 陳國基
Chan Kwok-ki, Eric I.D.S.M.
入境事務處副處長
Deputy Director of Immigration | 8 關陳雪梅
Kwan Chan Suet-mui, Jacqueline
助理處長(管制)
Assistant Director (Control) |
| 3 趙偉佳
Chiu Wai-kai, David I.D.S.M.
助理處長(個人證件)
Assistant Director (Personal Documentation) | 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 |
| 4 陳詠梅
Chan Wing-mui, Helen I.D.S.M.
助理處長(資訊系統)
Assistant Director (Information Systems) | 10 梁國雄
Leung Kwok-hung
機場管制科指揮官
Commander, Airport Division |
| 5 鍾林慧
Chung Lam Wai, Jennifer
助理處長(管理及支援)
Assistant Director (Management and Support) | 11 范美卿
Fan Mei-hing, Caroline
總系統經理(科技服務)
Chief Systems Manager (Technology Services) |
| 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) | 12 方培城
Fong Pui-sing, Paul
主任秘書
Departmental Secretary |

截至二零一零年十一月三十日
As at November 30, 2010





大事摘要 Event Highlights 2009

四月 April

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。

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.

二零零九年四月二十三日，入境事務處處長白韞六先生代表香港特區政府與俄羅斯駐華特命全權大使拉佐夫大使在北京簽訂互免簽證協定。

On April 23, 2009, the Director of Immigration, Mr Simon Y L Peh, on behalf of the Government of the Hong Kong Special Administrative Region, in Beijing signed the Agreement on Mutual Exemption of Visa Requirements with the Ambassador Extraordinary and Plenipotentiary of Russia to China, Ambassador Sergey Razov. **1**



五月 May

由二零零九年五月六日起，香港特區護照持有人可免簽證前往馬其頓共和國旅遊，最長可逗留90天。

With effect from May 6, 2009, HKSAR passport holders may visit the Republic of Macedonia visa-free for a stay up to 90 days.

六月 June

首次以本處為題的電視連續劇「ID 精英」，於二零零九年六月播映。

'The Threshold of a Persona', the first TV drama series with the work of the Immigration Department as the storyline, was launched in June 2009.

七月 July

由二零零九年七月一日起，香港特區護照持有人可免簽證前往俄羅斯旅遊，最長可逗留14天。

With effect from July 1, 2009, HKSAR passport holders may visit Russia visa-free for a stay up to 14 days.

工作假期計劃於二零零九年七月一日起適用於德國。

The Working Holiday Scheme was extended to nationals of Germany on July 1, 2009.

八月 August

港口管制組於二零零九年八月十九日引入「船員出入境及船隻預檢處理系統」，新系統可以更有效率和有系統地處理船員的出入境紀錄。

The Operating Sea Crew System was implemented in Harbour Control Section on August 19, 2009 to provide a more effective and systematic way in handling crew's movement records.

九月 September

由二零零九年九月二十一日起，本處為已預約遞交擬結婚通知書的人士，提供網上遞交婚姻登記所需資料的服務。

Since September 21, 2009, the Department has accepted online submission of information required for registration of marriage of marrying parties who have already made an appointment for giving the notice of intended marriage.

本處於二零零九年公務員優質服務獎勵計劃中榮獲四個部門獎項。

In the Civil Service Outstanding Service Award Scheme 2009, the Department won four awards at the departmental level. **2**



由二零零九年九月七日起，在香港國際機場的e-道服務已擴展至屬於指定航空公司飛行常客會特選會員並已登記的訪港常客。

With effect from September 7, 2009, the e-Channel service at the Hong Kong International Airport has been extended to successfully enrolled frequent visitors who are selected members of Frequent Flyer Programmes of designated airlines. **3**



入境事務學院 - 結業會操

Immigration Service
Institute of Training and
Development

Passing-out Parade

二零一零年一月二十二日

January 22, 2010





本處進行了一項大規模行動，成功瓦解一個活躍於內地和香港兩地的假結婚集團，共拘捕了32人，包括六名集團的主要成員。

The Department conducted a large-scale operation and smashed an active cross-boundary bogus marriage syndicate in Hong Kong. During the operation, a total of 32 people, including six core syndicate members were arrested.

十月 October

為籌備從懲教署接管青山灣入境事務中心，本處於二零零九年十月五日成立青山灣入境事務中心分科，處理接管該中心的事項和其後的管理及運作。

For the purpose of taking over the Castle Peak Bay Immigration Centre (CIC) from the Correctional Services Department, the CIC Sub-division was formed on October 5, 2009 to coordinate all preparation work relating to the taking over of and subsequently managing and operating the Centre. **4**

十一月 November

由二零零九年十一月二十八日起，香港特區護照持有人可免簽證前往關島旅遊，最長可逗留45天。

With effect from November 28, 2009, HKSAR passport holders may visit Guam visa-free for a stay up to 45 days.

本處進行了一項代號為「天網」的特別聯合行動，澳洲、加拿大、法國、以色列、荷蘭、英國及美國駐港領事館的代表人員亦有參與該項行動，擔當顧問或觀察人員的角色。行動中成功拘捕12名涉及證件詐騙及非法移民活動的人士。

A special joint operation codenamed 'Sky League' was conducted by the Department with the participation of local consulate representatives of Australia, Canada, France, Israel, the Netherlands, the United Kingdom and the United States of America as advisers or observers. The operation led to the successful apprehension of 12 people in connection with document fraud and illegal migration activities.

《2009年入境(修訂)條例》於二零零九年十一月十四日生效，禁止非法入境者及受遣送離境令或遞解離境令規限的人接受有薪或無薪的僱傭工作，或開辦或參與任何業務。

The Immigration (Amendment) Ordinance 2009 took effect on November 14, 2009. It prohibits illegal immigrants or people who are the subject of a removal order or a deportation order from taking up any employment, whether paid or unpaid, or from establishing or joining in any business.

二零零九年十一月二十四日，財政司司長曾俊華與澳門特別行政區行政法務司司長陳麗敏女士簽署一份有關持永久性居民身份證入出境及互免填報入出境申報表協議。

On November 24, 2009, the Financial Secretary, Mr John Tsang, and the Secretary for Administration and Justice of the Macao Special Administrative Region Government, Ms Florinda da Rosa Silva Chan, signed an Agreement on Entry and Exit with Permanent Resident Identity Card and Mutual Exemption From Filling in Arrival/Departure Cards.

本處的信念已作出修訂，以反映部門採取以人為本的管理方式，致力培養關顧共融、羣策羣力的文化。

The Departmental Values were revised to reflect the Department's endeavour to nourish a caring and cohesive culture by adopting people-based management. **5**

十二月 December

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亦可在深圳辦理赴港「個人遊」的簽注。

With effect from December 15, 2009, non-Guangdong residents ordinarily residing in Shenzhen are also allowed to apply for Individual Visit Endorsement in Shenzhen to visit Hong Kong.

香港2009東亞運動會舉行期間，本處為參與者提供便捷的出入境檢查服務。

During the event period of the Hong Kong 2009 East Asian Games, the Department provided efficient immigration clearance for Games participants.

大事摘要 Event Highlights 2010

一月 January

工作假期計劃於二零一零年一月一日起適用於日本。

The Working Holiday Scheme was extended to nationals of Japan on January 1, 2010.

二零一零年一月二十二日，保安局局長李少光先生出席入境事務學院學員結業會操，並檢閱結業學員。

The Secretary for Security, Mr Ambrose S K Lee, reviewed a passing-out parade of the Immigration Service on January 22, 2010.

二月 February

本處聯同警務處及勞工處展開多次大型打擊非法勞工聯合行動。

The Department mounted several large-scale anti-illegal worker operations with Hong Kong Police Force and Labour Department to combat illegal employment activities. **6**

三月 March

工作假期計劃於二零一零年三月一日起適用於加拿大。

The Working Holiday Scheme was extended to nationals of Canada on March 1, 2010.

二零一零年三月八日，本處委聘顧問為部門研究及制訂一套資訊系統策略。

On March 8, 2010, the Department commissioned consultants to study and formulate information systems strategy for the Department. **7**



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、專業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, career development and deployment of service staff.



管理及支援部 Management and Support Branch

強化團隊 追求卓越
Strengthen the corps
Strive for excellence





- 1** 入境事務處總部的升旗儀式。
Flag raising ceremony at the Immigration Headquarters.
- 2** 入境處使用服務人士委員會成員正在舉行會議。
Members of the Immigration Department Users' Committee having a meeting.
- 3** 入境事務學院為各職級人員舉辦一系列在職培訓課程。
The Immigration Service Institute of Training and Development conducted a variety of in-service training for service staff.
- 4** 入境事務處處長白韞六先生(左)及入境事務處副處長陳國基先生出席入境事務處二零零九年工作回顧簡報會。
The Director of Immigration, Mr Simon Y L Peh (left), and Deputy Director of Immigration, Mr K K Chan, attending Immigration Department Year-end briefing 2009.
- 5** 入境事務隊人員於二零零九年七月前赴中國井崗山幹部學院參加國情培訓班。
Immigration officers attending the National Study Programme at the China Executive Leadership Academy in Jinggangshan in July 2009.
- 6** 本處參加於香港會議展覽中心舉行的「教育及職業博覽2010」，以宣傳本處的招聘活動。
The Department participated in the 'Education & Careers Expo 2010' held at the Hong Kong Convention and Exhibition Centre to help promote recruitment activities of the Department.



建立專業和高效率團隊

本處深信員工是部門最寶貴的資產。要成為一支專業和高效率的團隊，關鍵在每名員工都能發揮所長及致力提供卓越的優質服務。管理及支援部轄下的入境事務學院為入境事務隊成員策劃切合所需的專業發展，透過監督招聘活動、崗位調配、工作表現管理及培訓計劃，促進員工的專業發展。為配合未來的人手需求，本處在本年度共聘請約 130 名入境事務主任。

本處致力推行「可持續發展」的概念。管理及支援部將繼續全力支持部門的策略性和有效的人力資源管理。

關顧管理 以人為本

本處相信人力資源的培育對部門的長遠及健康發展非常重要。能夠激勵員工悉力以赴，部門的服務便會不斷進步。為了讓員工具備所需的專業知識、技能及擁有廣闊的國際視野以應付日常工作的挑戰，本處將會持續投放資源在員工的培訓及發展上，亦會繼續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。為了切實推行以人為本的關顧管理，本處於二零零九年十一月將「關顧共融、羣策羣力」納入為部門信念之一，透過關懷員工的需要及專業發展，加強溝通，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。本處的聆心服務中心自二零零八年成立至今，為有需要的員工提供專業輔導服務。中心內的臨床心理學家不時透過舉辦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，並籌劃一系列壓力管理講座，協助同事應付日常工作帶來的壓力。

二零一零年申訴專員嘉許獎

二零一零年，本處在申訴專員嘉許獎計劃獲得「二零一零年申訴專員嘉許獎—公營機構獎大獎」。自申訴專員嘉許獎在一九九七年推出以來，今年已是入境事務處第七次獲得嘉許，當中更在一九九九年、二零零八年和二零一零年，三度獲得「申訴專員嘉許獎—公營機構獎大獎」。此外，本處亦有兩名員工獲得申訴專員嘉許獎(公職人員獎)，是自一九九九年增設該獎項以來，連續第十二年有入境事務處同事獲得這項殊榮。這兩個獎項印證了本處一向抱著專業和積極的態度處理投訴及致力為公眾提供優質服務所作出的努力。

二零一零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，旨在表揚有持續優秀工作表現的公務員。在二零一零年，本處共有四位同事獲得嘉許。這項嘉許，是本處自該計劃於二零零四年推出以來，連續第六年有入境事務處同事獲得殊榮。

Building a Professional and Highly Efficient Workforce

We have strong belief that staff is our most valuable asset and a professional and competence-based workforce is hinged on the excellent performance and service contributed by each staff member. The Immigration Service Institute of Training and Development of the Management and Support Branch strives to formulate strategic plans on the career development of the Immigration Service Grade staff through overseeing recruitment activities, making strategic staff posting, managing staff performance, and identifying training needs for all the service staff. To meet the future manpower requirements, the Department has recruited about 130 Immigration Officers in 2010.

The Department has been adopting the concept of 'Sustainability'. The Management and Support Branch will continue to provide full support to the Department's strategic and effective human resources management.

Promoting People-based Caring Management

Human resources development is essential to the Department's healthy and sustainable growth. By motivating staff to render the best performance, the Department is able to achieve continuous improvement. To equip our staff with professional knowledge, skills and global perspectives to meet the challenges in daily work, the Department will continue to invest in staff training and development, establish interactive communication channels and enhance the sense of belonging and esprit de corps amongst our staff. We have adopted people-based management in the workplace and included a new Value statement: 'Care and Cohesion' in our Departmental Values in November 2009. Through caring management, staff development and reinforcement of communication, we expect to cultivate a culture of trust and harmony as well as build a professional and united force. Set up in the Department since 2008, the Immigration Wellness Service Centre serves to render comprehensive support for the psychological health of our staff and provide professional counselling services to staff in need. In 2010, the Clinical Psychologist of the Centre arranged various health promotion programmes to promote among staff a healthy and balanced lifestyle. Besides, the Clinical Psychologist has also organised a series of stress management talks for frontline service staff to help them manage pressure arising from their work and life positively.

The Ombudsman's Awards 2010

The Department won the Grand Award of The Ombudsman's Awards 2010 for Public Organisations. It is the seventh time the Department being granted The Ombudsman Awards for Public Organisations since the introduction of the Award in 1997, among which the Department won three times in the Grand Award in the years of 1999, 2008 and 2010. Two members of the Department had also received The Ombudsman's Awards 2010 for Officers of Public Organisations, being the 12th consecutive year that our officers were selected as the recipients of the Awards since the creation of this category in 1999. These two awards were given in recognition of the Department's long-lasting tradition of holding a professional and proactive attitude towards handling complaints as well as our staff's concerted efforts in providing quality services to the public.

The Secretary for the Civil Service's (SCS) Commendation Award Scheme 2010

Administered by the Civil Service Bureau, the SCS's Commendation Award Scheme aims at commending civil servants in recognition of their consistently meritorious performance. In 2010, four members of the Department were commended under the Scheme. It is the sixth consecutive year that our officers were commended the Awards since the introduction of the Scheme in 2004.





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 Lo 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.



管制部 Control Branch

有效管制 快捷有禮

Effective control
Speedy and courteous service





- 1** 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.
- 2** 本處職員正在貨輪上使用精密的儀器協助搜查非法入境者。
Immigration staff using sophisticated equipment to assist in searching for illegal immigrants on board a container vessel.
- 3** 本處職員正在香港國際機場轉機區進行突擊檢查。
Immigration staff conducting spot checks at the transfer areas of the Hong Kong International Airport.
- 4** 深圳灣管制站的私家車檢查亭。
Kiosks for handling private cars at Shenzhen Bay Control Point.
- 5** 羅湖管制站的跨境學童通道。
Channels designated for cross-boundary students at Lo Wu Control Point.
- 6** 合資格及已登記的澳門居民可在指定的管制站使用 e-道服務。
Eligible Macao residents can use e-Channel service at designated control points after enrollment.



擴展 e- 道服務

為進一步提升出入境服務，入境處在管制站擴充了旅客自助出入境檢查設施。由二零零九年三月三日起，羅湖管制站推行「快捷 e- 道」試驗計劃，服務對象是現時可使用 e- 道服務並已成功登記的十八歲或以上香港居民。使用「快捷 e- 道」系統的旅客，可在八秒內完成出入境手續，比一般 e- 道所需時間縮短 30%。自二零零九年九月七日開始，經常訪港旅客 e- 道服務已擴展至持有已參與這項安排的航空公司所簽發的飛行常客會會員證的旅客。港澳客輪碼頭及中國客運碼頭自二零零九年十二月十日起加設供澳門永久性居民使用的 e- 道，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地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。

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順利舉行。本處與 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，並維持有效的出入境管制。

文錦渡管制站的服務

由於深圳文錦渡口岸旅檢區域於二零一零年二月二十二日起因開展改建工程而關閉，文錦渡管制站的出入境旅客檢查服務亦相應暫停，但管制站仍然維持對貨車及跨境學童的通關服務。因應市民的需要，來往上水及文錦渡口岸的過境巴士由二零一零年三月二十七日開始，在每天上午七時至九時和下午六時至八時提供有限度服務。

跨境學童出入境便利措施

為便利跨境學童出入境，羅湖管制站已增設六條特定學童 e- 道。文錦渡管制站由二零零八年三月開始推行試驗計劃，為跨境學童在校巴上辦理出入境手續。該試驗計劃亦在二零零九年八月擴展至沙頭角管制站。

發展新郵輪碼頭設施

啟德新郵輪碼頭的建造工程計劃已於二零一零年五月展開，而碼頭大樓的竣工日期將由原先計劃的二零一四年或二零一五年提前至二零一三年，目標是與首個泊位在二零一三年年中同步啟用。根據碼頭大樓的設計，出入境大堂每半小時可為多達 1 500 名旅客提供出入境服務。

將會興建的新管制站

兩個新的陸路跨境管制站預計分別約於二零一五及二零一六年投入運作。位於西九龍的廣深港高速鐵路管制站約於二零一五年啓用，為來往香港與珠江三角洲的鐵路乘客提供服務，而港珠澳大橋管制站則約於二零一六年投入服務，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。新管制站將有助舒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。

Extension of e-Channel service

To enhance facilitation to passengers travelling to and from Hong Kong, the Department has extended the use of self-service immigration clearance at control points. On March 3, 2009, the Department commenced the pilot scheme on Express e-Channel at the Lo Wu Control Point aimed at speeding up self-service immigration clearance. Hong Kong residents aged 18 or above who are existing e-Channel users and have successfully enrolled may use the Express e-Channel. Under the Express e-Channel, the users will complete the clearance within eight seconds, which is 30 per cent faster than the general e-Channel. With effect from September 7, 2009, the automated passenger clearance to frequent visitors was extended to embrace selected members of Frequent Flyer Programmes (FFP) of designated airlines. Since December 10, 2009, 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. 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.

Hong Kong 2009 East Asian Games

The Hong Kong 2009 East Asian Games was successfully held in Hong Kong in December 2009. The Department had coordinated actively with the 2009 East Asian Games (Hong Kong) Limited and other working parties in providing efficient immigration clearance for Games participants and maintained an efficient immigration control.

Services at Man Kam To Control Point

As the Shenzhen Wenjindu Port Passenger Clearance Area had been closed for reconstruction since February 22, 2010, the passenger clearance services at Man Kam To Control Point were suspended correspondingly though goods vehicles and the cross-boundary student clearance services remained available. To meet public needs during reconstruction, limited services of cross-boundary coach operating between Sheung Shui and Wenjindu Port Area daily from 7:00 a.m. to 9:00 a.m. and from 6:00 p.m. to 8:00 p.m. commenced on March 27, 2010.

Facilitation to Cross-boundary Students

To facilitate cross-boundary students, the number of designated e-Channels at Lo Wu Control Point was increased to six. A trial scheme to clear cross-boundary students on board cross-boundary coaches was introduced at Man Kam To Control Point in March 2008 and has been extended to Sha Tau Kok Control Point since August 2009.

Development of the New Cruise Terminal Facilities

Construction works of the New Cruise Terminal at Kai Tak commenced in May 2010. The completion time of the terminal building will be advanced from the originally planned 2014/2015 to 2013, with the target to synchronise with the opening of the first berth around mid-2013. The Immigration Clearance Hall inside the terminal building is designed to handle a maximum of 1 500 passengers in 30 minutes.

New Control Points to be built

Two new boundary control points (BCP) will be built for operation by 2015 and 2016 respectively. The new BCP of the Guangzhou-Shenzhen-Hong Kong Express Rail Link at West Kowloon will operate in around 2015 facilitating rail passengers travelling to and from the Pearl River Delta region while the new BCP at Hong Kong-Zhuhai-Macao Bridge will commence in 2016 to provide cross-boundary clearance services to passengers and vehicles travelling to and from Hong Kong, Zhuhai and Macao by land transportation. Both new control points will help to ease the current traffic pressure and improve the overall handling capacity of the cross-boundary control points to maintain high quality service.





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

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，處理與入境事務有關的檢控及與執法有關的訴訟個案，以及管理用作羈留年齡18歲或以上人士的青山灣入境事務中心。

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 as well as managing the Castle Peak Bay Immigration Centre for the detention of persons of 18 years old or over.



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

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



- 1 本處人員正用先進的視像光譜對比儀檢測懷疑偽造或非法塗改證件。
Immigration staff making use of an advanced video spectral comparator to examine suspected forged and unlawfully altered travel documents.
- 2 青山灣入境事務中心的行政管理和運作已於二零一零年四月交還本處接管。
The management and operation of the Castle Peak Bay Immigration Centre was reverted to the Department in April 2010.
- 3 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.
- 4 本處不時向商戶派發宣傳單張，呼籲他們切勿以身試法，聘用非法勞工。
The Department from time to time distributes leaflets to the store-keepers and appeals to them not to employ illegal workers.
- 5 本處及懲教署人員於青山灣入境事務中心交接儀式後合照。
Staff of the Immigration Department and Correctional Services Department taking a group photo after the takeover ceremony of the Castle Peak Bay Immigration Centre.
- 6 入境處特遣隊聯同警隊於新聞簡報會講述跨部門反非法勞工行動成果。
Immigration Task Force together with the Hong Kong Police Force presenting their achievement at a press conference after a joint departmental anti-illegal worker operation.





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。本處在二零零九至二零一零年度參與的國際會議及研討會包括：在印尼舉行的「峇里進程 — 偷渡、販賣人口及相關跨國犯罪問題」第三次部長級會議、在菲律賓舉行的「強迫童工生產／人口販運／兒童色情觀光業地區研討會」、在馬來西亞舉行的「第十五屆環太平洋出入境情報會議」、在泰國舉行的「打擊人口販賣課程」和在日本舉行的「出入境管制研討會 2009」。

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。於二零零九年四月，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 11 名涉嫌非法轉讓香港特區護照的香港居民。於同年六月，本處在香港國際機場進行了三次大規模的打擊偽證行動，成功截獲多名與偽造旅行證件有關的人士。於二零零九年中，本處偵破了一個利用偽造香港特區護照及轉換登機證手法，協助內地非法移民經香港偷渡前往外國的偷運人口集團，並拘捕了 11 名集團成員。在偵破該集團後，二零零九年下半年在港截獲的偽造香港特區護照及轉換登機證個案數目明顯下降。同年十一月，本處進行了一個代號為「天網」的特別聯合行動，澳洲、加拿大、法國、以色列、荷蘭、英國及美國的駐港領事館的代表人員亦有參與該項行動，分別擔當顧問或觀察人員的角色。行動中成功拘捕 12 名涉及證件詐騙及非法移民活動的人士。年內，本處亦與香港警方進行了兩次打擊販賣人口行動，行動代號分別為「清剿行動」及「指引行動」，成功瓦解不法份子販賣菲律賓籍及泰國籍女子到色情場所從事非法工作的活動。

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。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。在二零零九至二零一零年度，共有 5 729 名非法勞工（包括 3 746 名涉及性工作的人士）被拘捕，350 名僱主被起訴。此外，《2009 年入境（修訂）條例》於二零零九年十一月十四日生效，禁止非法入境者及受遣送離境令或遞解離境令規限的人接受有薪或無薪的僱傭工作、開辦或參與任何業務。自修訂條例生效後至二零一零年三月底，本處共進行了 3 243 次反非法勞工行動，拘捕了 1 270 名非法勞工和 231 名僱主。被捕的非法勞工當中，90 人因涉嫌違反該修訂條例而被捕。

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。就加強打擊假結婚罪行，本處於二零零九年九月進行了一項大規模行動，成功瓦解一個活躍於中港兩地的假結婚集團，共拘捕了 32 人，包括六名集團主要成員。此外，在二零零九至二零一零年度，共有 174 人因涉及假結婚案件而被檢控。

接管青山灣入境事務中心的行政管理及運作

青山灣入境事務中心是一所專為根據《入境條例》被羈留及等候遣返的違規人士（年齡 18 歲或以上）而設的羈留中心。懲教署於二零一零年四月交還該中心予本處管理。

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. The Department is committed to tackling the problem on all fronts. In 2009-2010, the Department attended the 'Bali Process – The 3rd Bali Regional Ministerial Conference on People Smuggling, Trafficking in Persons and Related Transnational Crime' held in Indonesia, the 'Regional Forced Child Labor/Human Trafficking/Child Sex Tourism Training Conference' held in the Philippines, the '15th Pacific Rim Immigration Intelligence Conference' held in Malaysia, the 'Trafficking in Persons Course' held in Thailand and the 'Seminar on Immigration Control 2009' held in Japan.

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 April 2009, a joint operation codenamed 'Sandstorm' was mounted by the Department and the Hong Kong Police. The operation led to the successful interception of 11 Hong Kong residents involved in the illegal transfer of HKSAR passports to others. In June 2009, the Department conducted three large-scale interdiction exercises at the Hong Kong International Airport and apprehended a number of forged travel document users. In mid 2009, the Department detected a syndicate smuggling Mainland illegal migrants to overseas countries via Hong Kong by using forged HKSAR passports and swapping boarding passes. As a result, 11 syndicate members were arrested. After the crackdown of the syndicate, there was a notable drop in the number of forged HKSAR passport and boarding pass swap cases intercepted in the second half of 2009. In November 2009, a special joint operation codenamed 'Sky League' was conducted by the Department with the participation of local consulate representatives of Australia, Canada, France, Israel, the Netherlands, the United Kingdom and the United States of America as advisers or observers. The operation led to the successful apprehension of 12 people in connection with document fraud and illegal migration activities. During the year, the Department also joined hand with the Hong Kong Police Force to conduct two operations codenamed 'Zonecleaner' and 'Indexviewer' against human trafficking activities. The operations successfully neutralised the gangsters in trafficking Filipino and Thai females to take up illegal work in vice establishments.

Enforcement Actions against Illegal Employment

Throughout the year, the Department continued to take vigorous enforcement actions against illegal employment. Operations under codenames 'Greenlane', 'Fastrack' and 'Twilight' were launched targeting on illegal employment activities. In 2009-2010, 5 729 illegal workers (including 3 746 sex workers) were arrested and 350 employers were prosecuted. Besides, the Immigration (Amendment) Ordinance 2009 came into effect on November 14, 2009. It prohibits illegal immigrants or people who are subject of a removal order or deportation order from taking up any employment, whether paid or unpaid, or from establishing or joining in any business. Since the enactment of the amended ordinance till March 31, 2010, the Department conducted 3 243 operations

against illegal employment with 1 270 illegal workers and 231 employers arrested. Among the illegal workers, 90 were arrested for breaching the amended ordinance.

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. In September 2009, the Department conducted a large-scale operation and smashed an active cross-boundary bogus marriage syndicate in Hong Kong. During the operation, a total of 32 people, including six core syndicate members were arrested. Besides, in 2009-2010, a total of 174 people were prosecuted for bogus marriage related offences.

Takeover of the Management and Operation of Castle Peak Bay Immigration Centre

The Castle Peak Bay Immigration Centre (CIC) is an immigration detention facility for detaining immigration offenders (18 years old or above) who are awaiting repatriation / removal / deportation in accordance with the Immigration Ordinance. The management and operation of the CIC was reverted from the Correctional Services Department to the Department in April 2010.





資訊系統部

Information Systems Branch

資訊系統部負責處理入境處資訊系統及有關事宜，其下設有四個科別。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。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。記錄及數據管理科負責管理一切有關部門記錄、保障個人資料和公開資料守則的事宜。科技服務科則為處內電腦系統的應用及發展提供技術支援。

The Information Systems Branch is tasked to take charge of the information systems and related matters of the Department. It comprises four functional divisions. The Information Systems (Development) Division is responsible for formulating and implementing the Department's information systems strategy and developing new systems to meet the future business needs. 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 Records and Data Management Division is responsible for all issues relating to management of departmental records, personal data protection and Code on Access to Information. The Technology Services Division provides technical support for the maintenance and development of computer systems in the Department.



資訊系統部 Information Systems Branch

銳意創新 提升效率
Spearhead innovation
Enhance efficiency



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- 1 本處參與在香港舉行的第三屆生物特徵識別倫理與政策國際會議。
The Department attended the Third International Conference on Ethics and Policy of Biometrics and International Data Sharing held in Hong Kong.
- 2 入境處積極研究採用各種高新科技，為市民提供有效率和高質素的服務。
The Department has been exploring the advanced technologies for delivering efficient and quality services to the public.
- 3 車輛司機自助出入境檢查系統讓跨境駕駛者獲得快捷方便的出入境服務。
The Automated Vehicle Clearance System enables speedy clearance for cross-boundary drivers.
- 4 助理處長陳詠梅博士接受傳媒採訪，談及有關便利港澳居民來往兩地的新出入境措施。
Assistant Director, Dr Helen W M Chan, in a press interview on the new travel convenience measures for Hong Kong and Macao residents.
- 5 本處人員正利用容貌辨認系統協助鑑別可疑旅客的身份。
An immigration officer using the Face Recognition System to help verify the identity of a doubtful passenger.
- 6 企業系統管理中心的電腦系統。
Computer systems at the Enterprise System Management Centre.



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旅客及車輛司機自助出入境檢查系統(e-道)

由二零零九年九月起，機場的經常訪港旅客e-道服務已進一步擴展至指定航空公司合資格的飛行常客會會員。為簡化港澳兩地居民的出入境手續，自二零零九年十二月十日起，兩地合資格及已登記的居民可在對方指定的管制站使用e-道服務。由於在羅湖管制站推出的「快捷e-道」試驗計劃反應理想，本處計劃在羅湖管制站裝設更多「快捷e-道」，並會將「快捷e-道」服務擴展至其他管制站。

電子護照系統

電子護照系統提供一站式的香港特區旅行證件申請及簽發服務，以最新的資訊科技印製具有更多先進防偽特徵的電子護照。自二零零七年年底起，18歲或以上合資格人士可透過互聯網遞交電子護照的申請。為進一步提升服務水平，網上遞交申請服務亦於二零零九年十一月三十日起，擴展至11歲至17歲合資格人士使用。

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。入境處已把所有申請記錄數碼化，在無紙工作環境中，個案處理變得更有效率。此外，預約及遞交申請也可經電子途徑進行。處內行政記錄的管理亦已全面電子化。

電子服務

電子服務自二零零七年十月三十日推出以來，一直頗受市民大眾歡迎。為進一步方便市民，本處於二零零九年九月二十一日推出網上遞交婚姻登記所需資料服務，以節省擬結婚人士於赴約當日在櫃檯辦理遞交通知書手續的時間。本處亦於二零零九年十一月三十日將預約申請香港特區旅行證件及延長逗留期限的服務擴展至入境處總部，申請人更可預約領取香港特區護照及簽證身份書，以縮短在辦事處的輪候時間。此外，已遞交香港簽證／入境許可證及核實永久性居民身份證資格申請的人士，亦可經互聯網或24小時電話查詢系統查詢有關申請的進展。

資訊匯庫

資訊匯庫系統的最後階段已於二零零九年六月十二日起推行。此系統可改善本處提供及分析各類數據的能力，以便管理層參考並作出決策及資源的規劃。

資訊系統策略檢討

二零一零年三月八日，本處委聘顧問為部門檢討及制訂一套資訊系統策略，找出部門長遠的資訊科技發展的空間，並協助部門制定未來十年的資訊系統策略。

二零零九年度香港資訊及通訊科技獎

本處的個案簡易處理系統獲頒二零零九年度香港資訊及通訊科技獎的最佳公共服務應用（電子轉化）優異證書。

Automated Passenger and Vehicle Clearance Systems (e-Channel)

In September 2009, the e-Channel service for frequent visitors at the Airport was further extended to eligible members of Frequent Flyer Programmes of designated airlines. To enhance the travel convenience between Hong Kong and Macao, from December 10, 2009 onwards, eligible residents of the two places can use each others' e-Channel service at designated control points after enrollment. In view of the favourable feedback of the 'Express e-Channel' pilot scheme introduced at Lo Wu Control Point, the Department plans to install more 'Express e-Channels' at Lo Wu Control Point and will extend 'Express e-Channel' service to other control points.

Electronic Passport (e-Passport) System

The Electronic Passport System provides one-stop application and issuance service for HKSAR travel documents. By adopting the latest information technology, more advanced security features are incorporated into HKSAR e-Passport. Since end 2007, eligible applicants of HKSAR e-Passport aged 18 or above can submit passport applications through the Internet. To further enhance customer service, the online application service was further extended to eligible applicants aged 11 to 17 on November 30, 2009.

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

The implementation of APPLIES and ERP was completed in December 2008. With digitisation of all immigration application records, case processing became more effective in the paperless working environment. Appointment booking and submission of application via electronic means were also available. Management of the Department's administrative records had also been moved to an electronic mode.

Electronic Services

Since its implementation on October 30, 2007, the electronic services have been well received by the public. To further facilitate the public, the Department introduced the online service for submission of information required for registration of marriage on September 21, 2009. The service would speed up the counter processing time when marrying parties turn up to give notice on the appointment day. The Department also extended the appointment booking service for applications for HKSAR travel documents and extension of stay to the Immigration Headquarters on November 30, 2009. Applicants can also make appointments for collection of HKSAR Passports and Document of Identity for Visa Purposes to shorten their waiting time at the offices. Moreover, applicants who have submitted applications for visas/entry permits and verification of eligibility for Permanent Identity Card may enquire about the application status through the Internet or the 24-hour Telephone Enquiry System.

Data Warehousing Information System (DWIS)

The last phase of DWIS was rolled out on June 12, 2009. The implementation of the DWIS helps improving the provision of various statistical analyses as well as facilitating the management on decision making and resources planning.

Information Systems Strategy Review

On March 8, 2010, the Department commissioned consultants to conduct a review of information systems strategy for the Department with a view to identifying the long-term development potential with regard to the business and operational strategies, and to formulate the information systems strategy for the coming ten years.

Hong Kong Information and Communications Technology (ICT) Awards 2009

The Application and Investigation Easy System (APPLIES) won the Certificate of Merit in the Best Public Service Application (Transformation) of the Hong Kong Information and Communications Technology (ICT) Awards 2009.



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》提出擁有居留權的聲請、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.



個人證件部 Personal Documentation Branch

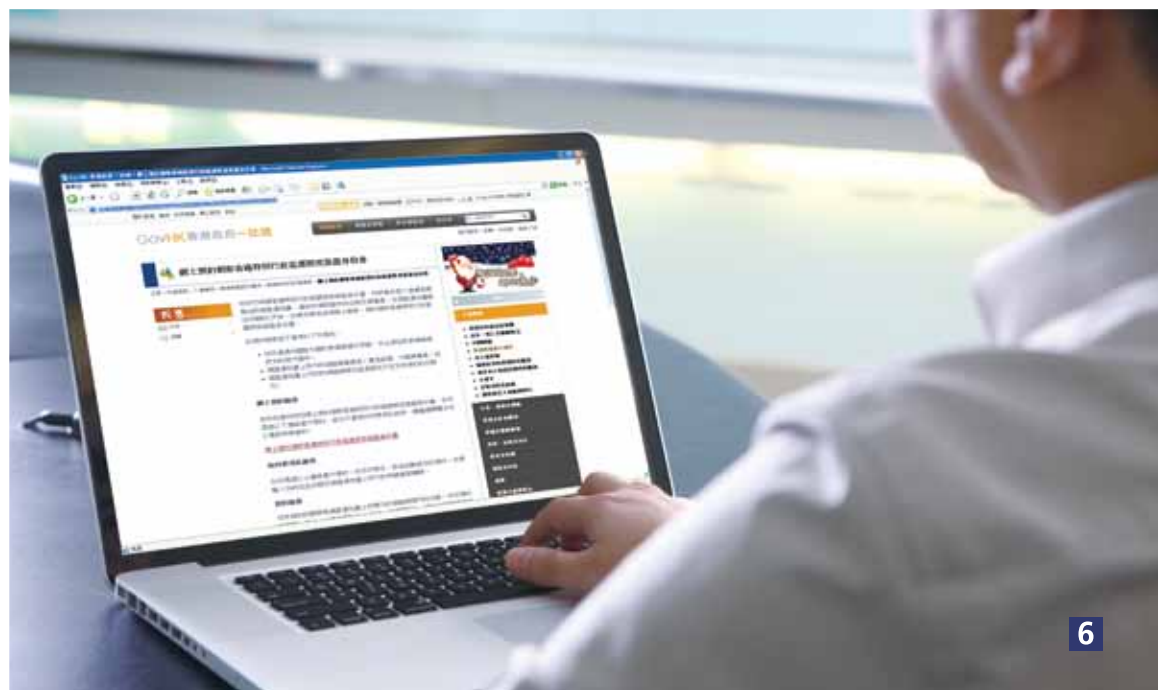
以客為本 服務市民
Focus on customers
Serve the community



- 1** 一對新人在婚姻登記處舉行婚禮。
A new couple solemnising their marriage at a marriage registry.
- 2** 保安局局長李少光先生代表特區政府與烏克蘭外交部部長格里先科先生簽訂互免簽證協定。
The Secretary for Security, Mr Ambrose S K Lee, on behalf of the HKSAR, signed the Agreement on Mutual Abolition of Visa Requirements with the Minister for Foreign Affairs of Ukraine, Mr Kostyantyn Gryshchenko.
- 3** 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.
- 4** 凡年滿11歲或以上的香港居民，均須登記領取身份證。
Hong Kong residents of or over the age of 11 are required to register for identity cards.
- 5** 本處協助在外香港居民小組的24小時熱線「1868」，讓身處境外的香港居民無論何時何地，都可以向入境處尋求緊急協助。
The Department's '1868' 24-hour hotline service provided by the Assistance to Hong Kong Residents Unit enables local residents outside Hong Kong to seek emergency assistance wherever and whenever they are in need.
- 6** 為進一步提升服務水平，本處已將24小時預約服務擴展至包括領取旅行證件。
To enhance customer service, the Department has extended its 24-hour appointment booking service to collection of travel documents.



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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。截至二零一零年三月，本處共簽發了 5 625 261 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。而透過互聯網遞交香港特區護照申請的服務，亦已在二零零九年十一月三十日擴展至 11 至 17 歲的合資格申請人。

預約申請及領取旅行證件

自二零零九年十一月三十日起，申請人可以預約在入境處總部及各分區辦事處領取其特區護照或簽證身份書。有意在入境處總部申請特區護照的市民，亦可於同日起使用有關預約服務。此外，本處在總部及四間分區辦事處設置自助取籌機，以便申請人在領取旅行證件時自行拿取籌號。

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，以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。截至二零一零年三月，已有 1 565 名婚姻監禮人獲委任。此外，約 71 000 對準新人（佔申請總數的 35%）經婚姻監禮人向婚姻登記官遞交擬結婚通知書，並有約 72 000 對新人（佔結婚總數的 37%）經由婚姻監禮人為他們舉行婚禮。

網上遞交婚姻登記所需資料

為進一步提升服務水平，本處由二零零九年九月二十一日起，為已預約遞交擬結婚通知書的人士，提供網上遞交婚姻登記所需資料的服務。

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。緬甸於二零一零年六月十一日起給予香港特區護照持有人落地簽證旅遊待遇，每次可逗留不超過 28 天。文萊亦確定香港特區護照持有人可免簽證前往文萊旅遊，最長可逗留 14 天。格林納達於二零一零年九月二十日起，給予香港特區護照持有人免簽證入境旅遊待遇，最長可逗留 90 天。自二零一零年十一月三日起，香港特區護照持有人亦可免簽證前往烏克蘭旅遊，最長可逗留 14 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 143 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。於二零零九至二零一零年泰國發生反政府示威期間，本處亦派員前往當地，迅速為身陷困境的港人提供協助。在二零零九至二零一零年度，本處共接獲 1 481 宗港人的求助個案。

Issue of HKSAR Electronic Passports and Electronic Documents of Identity for Visa Purposes (Doc/Is)

The Hong Kong Immigration Department is authorized 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 2010, the Department has issued a total of 5 625 261 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 the Headquarters and Immigration Branch Offices. From November 30, 2009, online submission of application for HKSAR passport through the Internet has been extended to eligible applicants aged 11 to 17.

Appointment Booking for Application and Collection of Travel Documents

Starting from November 30, 2009, applicants may make an appointment booking to collect their HKSAR passports or Documents of Identity for Visa Purposes at the Headquarters and Immigration Branch Offices. The appointment booking service has on the same day extended to applications for HKSAR passport at the Headquarters. Besides, self-service tag kiosks are available at the Headquarters and four Immigration Branch Offices to facilitate applicants in the collection of travel documents.

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 2010, a total of 1 565 civil celebrants of marriages were appointed. About 71 000 prospective couples (35 per cent of total applications) gave their notices of intended marriage through civil celebrants and about 72 000 couples (37 per cent of total marriage registrations) had their marriages solemnised by civil celebrants.

Online Submission of Information Required for Registration of Marriage

To enhance customer service, the Department has since September 21, 2009 accepted online submission of information required for registration of marriage of marrying parties who have already made an appointment for giving the notice of intended marriage.

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. On June 11, 2010, the Union of Myanmar confirmed that visa-on-arrival would be granted to HKSAR passport holders for a stay of up to 28 days. Brunei Darussalam also confirmed to grant visa-free access to HKSAR passport holders for a stay of up to 14 days. Since September 20, 2010, Grenada granted visa-free access to HKSAR passport holders for a stay of up to 90 days. With effect from November 3, 2010, HKSAR passport holders may visit Ukraine visa-free for a stay of up to 14 days. Up to now, there are 143 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 2009-2010, Immigration officers were sent to Thailand to provide prompt assistance to Hong Kong residents in distress during the then Thai civil unrest. In 2009-2010, the Department received 1 481 requests for assistance from Hong Kong residents.





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.

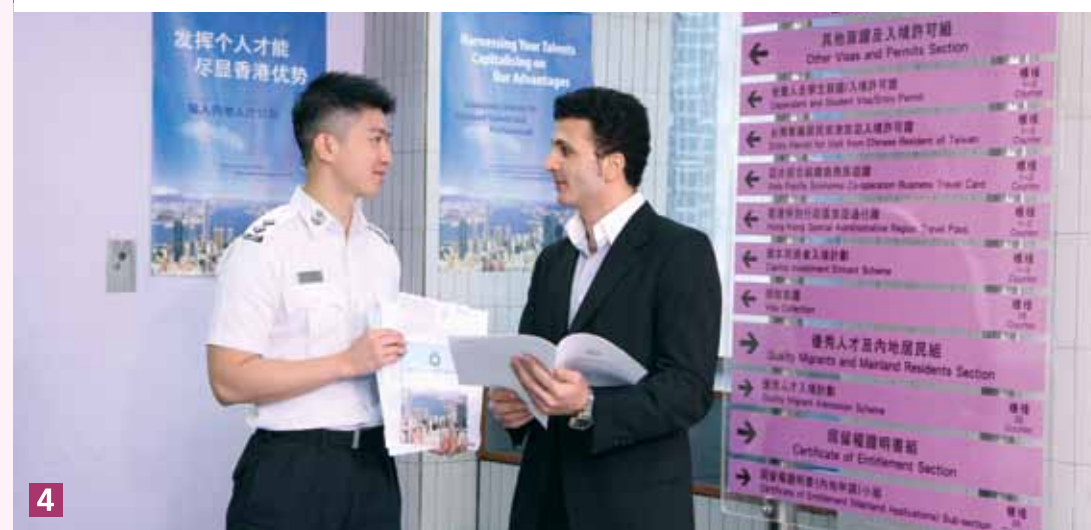


簽證及政策部 Visa and Policies Branch

歡迎訪客 匯聚人才
Welcome visitors
Attract talents



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- 1 助理處長(簽證及政策)陳孟麟先生在新聞簡報會向傳媒闡述外籍家庭傭工申請延期逗留的新安排。
Assistant Director (Visa and Policies), Mr M L Chan, elaborating the new arrangements for applications from foreign domestic helpers for extension of stay in a press conference.
- 2 除可親身遞交申請外，外籍家庭傭工亦可透過郵遞、投遞方式或經網上遞交由同一僱主擔任保證人的延期逗留申請。
In addition to in-person submission, applications from foreign domestic helpers for extension of stay sponsored by the same employer can also be made by post, drop-in, or online.
- 3 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，以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.
- 4 本處制定各項入境計劃和安排，以方便商務旅客及吸引資本和人才來港。
The Department formulated various immigration schemes / arrangements to enhance the travel convenience of business people and attract capital and talent.
- 5 入境處不時檢討簽證管制及申請程序，以配合本港不斷轉變的需要。
The Department keeps the visa control system and application procedures under constant review to meet the changing needs of Hong Kong.
- 6 本處人員正在以「個案簡易處理系統」處理簽證及許可證等申請。
Immigration staff using the Application and Investigation Easy System to process applications for visas and permits, etc.



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。截至二零一零年三月三十一日，共有1 572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。截至二零一零年三月三十一日，共有6 689名申請人獲正式批准來港居留及1 134名獲原則上批准，總計為香港帶來多達473億元的投資。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。截至二零一零年三月三十一日，共有34 967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。截至二零一零年三月三十一日，共6 522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。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七天。此外，由二零零九年十二月十日起，持有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，便可來港旅遊，最長逗留180天。

申請延長逗留期限的預約服務

本處由二零零九年十一月三十日起把申請延長逗留期限的預約服務範圍擴展至入境處總部。合資格的非永久性居民可透過互聯網或24小時電話預約服務熱線預約。此外，已遞交簽證／入境許可證的申請人士，亦可透過互聯網或24小時電話查詢系統查詢其申請狀況。

網上遞交延長逗留期限申請

本處由二零一零年五月二十六日起推出網上申請延長逗留期限服務。合資格的非永久性居民可透過互聯網遞交延長逗留期限申請。

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, 2010, 1 572 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, 2010, formal approval was given to 6 689 applicants to reside in Hong Kong while approval-in-principle was also granted to 1 134 entrant applicants, bringing in a total investment of up to 47.3 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, 2010, 34 967 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 March 31, 2010, 6 522 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. Furthermore, with effect from April 27, 2009, Taiwan residents holding a valid Mainland Travel Permit for Taiwan Residents

may visit Hong Kong and stay for seven days without the need to possess a valid entry-exit endorsement for the Mainland, if normal immigration requirements are met. Besides, with effect from December 10, 2009, eligible Macao permanent residents holding valid Macao smart permanent identity cards may visit Hong Kong for not more than 180 days without the need to produce other travel documents or complete the arrival and departure cards.

Appointment Booking Service for Extension of Stay Application

The Department has since November 30, 2009 extended its appointment booking service for extension of stay application at the Immigration Headquarters. Eligible non-permanent residents may book appointments through the Internet or the 24-hour Appointment Booking Hotline. Moreover, applicants who have submitted applications for visas/entry permits may enquire about the application status through the Internet or the 24-hour Telephone Enquiry System.

Online Submission of Application for Extension of Stay

The Department has launched e-submission service for extension of stay application since May 26, 2010. Eligible non-permanent Hong Kong residents may submit their applications for extension of stay online through the Internet.





環保管理 Green Management

本處全力支持環保和香港持續發展，並致力確保部門為市民提供的所有服務和內部運作，均按照相關環保法例、工作守則和《清新空氣約章》的規定，符合環保原則和常規。本處亦致力向員工推廣環保文化，務求各人在日常生活中實踐環保。

The Department is in full support of environmental protection and sustainable development of Hong Kong, and committed to ensuring that all the services delivered to the public and our internal operations are conducted in line with environmental protection principles and practices according to the requirements under the relevant green legislation, codes of practices as well as the Clean Air Charter as appropriate. The Department also strives to promote a green culture among our staff so that they can adopt green practices in their daily lives.



環境管理

本處已委任一名首長級人員擔任環保經理，負責監察和制定部門各項環保政策和措施。各科主管亦擔當積極的角色，負責探討和推動新的環保措施，並監察各項環保措施有效推行。本處亦已在各分科委任超過 100 名能源管理員，負責定期檢查辦事處的節約能源情況，並提醒同事需要遵守環保措施。

節約能源

本處在二零零九至二零一零年度推行了多項節省能源的設施改裝工程：

- 入境處總部和文錦渡管制站的現有「出口」指示牌更換為二極管出口顯示標誌。
- 在羅湖管制站的空氣處理機組裝設新鮮空氣供應率自動控制器。
- 在落馬洲支線管制站的辦公地方、走廊和升降機大堂減少照明燈的數量。
- 入境處辦事處的 T8 光管更換為較具能源效益的 T5 光管。
- 入境處總部、管制站和入境處分處的照明光度調節至機電工程署建議的光度。

減少用紙

為了減少用紙，本處採取了多項有效的措施，當中包括：

- 為市民提供多項電子服務，例如網上申請、網上舉報違反入境法例罪行和以電子方式遞交多項申請或通知書等。
- 經由電子方式發送內部的通告和公告。
- 紙張底面兩面均會使用，並盡量善用使用過的紙張的空白頁面。

電子採購計劃

本處是三個參與推行電子採購試點計劃的部門之一。第一階段的電子採購系統已於二零零九年十二月推出。使用該系統可簡化採購程序，減少依賴以紙張處理採購工作的傳統方式，從而減少用紙和貯存空間。



深圳灣管制站的太陽能集熱器。
The solar thermal collectors at the Shenzhen Bay Control Point.

廢物循環再用及資源回收

入境事務大樓自二零零八年起參與環境保護署推行的「工商業廢物源頭分類計劃」。在二零零九至二零一零年度收集的廢紙、鋁罐和膠瓶數量，較二零零八至二零零九年度分別增加 4%、53% 和 16%。

支持《清新空氣約章》

為了支持《清新空氣約章》，本處採取了下列可減少車輛和船隻對環境造成不良影響的措施：

- 更換車輛時，選購環保車輛。
- 鼓勵員工共用部門車輛，並在可行情況下盡量把行程合併。
- 確保部門車輛獲妥善保養，並提醒司機須在停車等候期間關掉引擎。
- 定期檢查車輛和船隻，以減少產生環境污染物和造成環境滋擾。

提高員工的環保意識

本處於二零一零年三月舉辦青山發電廠「電力世界」環保參觀活動，參加者從中獲悉多個節省能源的要訣。入境處義工隊於二零一零年四月舉辦「收集舊衣物活動」，共收集了 1 560 公斤舊衣物和 130 公斤各式配件，全部捐贈救世軍。此外，透過出席環保座談會和參與由其他機構舉辦的推廣活動，員工的環保意識得以提高。

未來路向

本處會持續在內部推行切實可行的措施，在各項活動中採用環保管理準則，以及在部門落實適當的環保措施。本處並會研究採用新科技的可行性，以進一步提高能源效益。



二零一零年三月舉行的青山發電廠「電力世界」環保參觀活動。
A visit to the 'ElectriCity' in Castle Peak Power Station was held in March 2010.

Environmental Management

Our Green Manager was appointed at the directorate level. He was responsible for overseeing and formulating environmental protection policies and measures in the Department. Division Heads also played an active role in exploring and promoting environmental protection initiatives and monitoring the effective implementation of various green measures. At sub-divisional level, more than 100 Energy Wardens were appointed. They conducted periodical checks on office premises and reminded colleagues of the need to comply with the green measures.

Energy Conservation

In 2009-2010, the following energy saving retrofit projects were implemented:

- The replacement of conventional 'EXIT' signs with LED-type signs at the Immigration Headquarters and Man Kam To Control Point.
- The installation of automatic control of fresh air supply rate for the air handling units in Lo Wu Control Point.
- The de-lamping in office areas, corridors and lift lobbies in Lok Ma Chau Spur Line Control Point.
- The replacement of T8 fluorescent tubes with more energy-efficient T5 fluorescent tubes in various Immigration premises.
- The adjustment of illumination level at the Immigration Headquarters, control points and the Immigration Branch Offices to the standard as recommended by the Electrical and Mechanical Services Department.

Minimisation of Paper Consumption

To reduce paper consumption, the Department adopted various measures including the following which were proved to be effective:

- Provide members of the public with a number of e-Services such as online application, reporting of immigration offences and e-submission of various applications or notifications.
- Distribute the internal circulars and notices through electronic means.
- Use both sides of paper and greater use of the blank side of used paper.

E-Procurement Programme

The Department was one of the three government departments participating in a pilot programme for e-Procurement. Phase One of the system was launched in December 2009. The programme was able to streamline the procurement processes, which would be less dependable on traditional paper-based mode. Thus, paper consumption and storage space could be reduced.

Recycling of Waste and Recovery of Resources

The Immigration Tower had participated in the 'Programme on Source Separation of Commercial and Industrial Waste' initiated by the Environmental Protection Department since 2008. The quantity of waste paper, aluminum cans and plastic bottles collected in 2009-2010 had increased 4 per cent, 53 per cent and 16 per cent respectively when compared to 2008-2009.

Support on Clean Air Charter

In support of the Clean Air Charter, the following measures which would reduce the adverse impact of vehicles and vessels to the environment had been taken:

- Purchase environmentally friendly type vehicles for replacement.
- Encourage staff members to share the pool car and combine their trips as far as practicable.
- Ensure proper maintenance of our departmental vehicles and remind our drivers of the need to switch off vehicle engines while waiting.
- Check the vehicles and vessels regularly in order to minimise the production of pollutants and nuisance.

Promotion of Staff Awareness

In March 2010, an environmental visit to the 'ElectriCity' in Castle Peak Power Station was arranged. Participants learnt a number of energy saving tips. Besides, our Immigration Department Volunteer Work Team organised the 'Used Clothes Collection Campaign' in April 2010. A total of 1 560 kg of used clothes and 130 kg of miscellaneous accessories were collected and donated to the Salvation Army. Also, through participation in various environmental protection seminars and publicity activities organised by other organisations, the environmental consciousness of staff had been enhanced.

The Way Forward

The Department shall continue to upkeep practical housekeeping measures, adopt green management principles in all activities and implement green initiatives in the Department as appropriate. The Department shall explore the feasibility of using new technologies to further enhance the effectiveness of energy performance.

部門組織圖

Organisation Chart of Immigration Department



二零零九至二零一零年度年報 Annual Report 2009-2010

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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.

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入境事務處 Immigration Department

香港特別行政區政府
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同心展關懷

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