



# 入境事務處 Immigration Department

二零一一年年報  
Annual Report 2011

Management and Support Branch 管理及支援部  
Information Systems Branch 資訊系統部  
Personal Documentation Branch 個人證件部

Control Branch 管制部

Visa and Policies Branch 簽證及政策部  
Enforcement and Torture Claim Assessment Branch 執法及酷刑聲請審理部  
Control Branch 管制部

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Control Branch  
管制部

Management and Support Branch  
管理及支援部



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香港特別行政區政府  
The Government of the Hong Kong Special Administrative Region

二零一一年年報  
Annual Report 2011



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Control Branch 管制部





## 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.

# 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.



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# 序言 Foreword



“二零一一年是入境事務處成立五十周年的里程碑，我們歡慶金禧之餘，亦同時面對充滿挑戰的一年。部門全體人員繼續堅守崗位，一心一意服務市民，致力成為世界上以能幹和效率稱冠的入境事務隊伍。”

The Immigration Department celebrated its 50th Anniversary in 2011. While we shared the joy of the golden jubilee, we faced another challenging year. We continued to serve the public with commitment and dedication, striving to be the foremost immigration service in the world with effectiveness and efficiency. ”

入境事務處處長  
Director of Immigration

**陳國基**  
**Chan Kwok-ki, Eric**  
I.D.S.M.

香港既是匯聚金融、貿易和物流的國際都會，亦是熱門的旅遊城市，訪港旅客人數持續上升。隨著國家「十二五」規劃所帶來的機遇，陸路訪客的增幅尤為顯著。入境處致力為旅客提供更多出入境便利，不斷擴展e-道自助過關服務供更多旅客使用，並會配合內地當局正籌備推出的電子往來港澳通行證計劃，將e-道服務擴展至持電子往來港澳通行證的合資格旅客。我們又從硬件配套著手，進一步提升管制站的通關效率。落馬洲及文錦渡管制站已展開設施改善工程，增加e-道數目。為進一步便利跨境學童往返內地及香港特區，繼沙頭角及文錦渡後，落馬洲管制站亦於二零一二年九月開始實施學童「免下車過關檢查」服務。同時，我們亦在落馬洲支線、深圳灣、落馬洲、沙頭角及文錦渡推出「跨境學童簡易過關程序」，加快過關手續。

為鞏固香港作為國際樞紐的地位，我們會保持敏銳的觸覺，緊貼時代的步伐，不時檢討入境政策及手續，以吸引更多優秀及專業人士和投資者來港，增強香港的競爭力。我們也講求靈活進取，二零一一年年初就日本大地震受災

Being a metropolis of finance, trade and logistics as well as a famous tourist spot, Hong Kong has seen the number of visitors rising over the years. With the opportunities brought by the National 12th Five-Year Plan, the increase was most substantial at land boundary control points. In order to maintain efficient immigration clearance, the e-Channel service has been extended. We also plan to provide e-Channel service to eligible holders of electronic Exit-Entry Permit for Travelling to and from Hong Kong and Macao (EEP) upon the introduction of this electronic EEP by the Mainland authorities. To further enhance the efficiency of clearance services at control points, clearance facilities were under continuous upgrade. Improvement works at the passenger terminals of the Lok Ma Chau and Man Kam To Control Points have commenced to increase the number of e-Channels. Following the implementation of 'on-board clearance scheme' for cross-boundary students at Sha Tau Kok and Man Kam To Control Points, the scheme was extended to Lok Ma Chau Control Point in September 2012. At the same time, we also enhanced the efficiency of clearance services by implementing 'cross-boundary students simplified clearance procedures' at Lok Ma Chau Spur Line, Shenzhen Bay, Lok Ma Chau, Sha Tau Kok and Man Kam To Control Points.

To consolidate Hong Kong's status as an international hub, we stay alert to the fast-paced global development and keep the visa control system and processing procedures under constant review, with an aim to attracting more professionals and investors to come to Hong Kong thus enhancing our competitive edge. We are also flexible in delivering our services. Earlier in 2011, we implemented streamlined procedures to expedite the processing of visas for Japanese expatriates after



專才的簽證審批作出特別安排，簡化和加快處理這類簽證申請的程序，成功為香港羅致人才。

香港連接中國大陸，鄰近澳門和台灣，擁有加強兩岸四地交流的優越地理條件。因此，我們推出多項措施，進一步簡化台灣居民來港的入境安排。由二零一一年九月起，持有有效《台灣居民來往大陸通行證》(俗稱「台胞證」)人士，不論是否有內地入出境簽注，來港的逗留期限由7天延長至30天。此外，合資格的台灣居民亦可由二零一二年九月起在網上免費預先辦理入境登記，憑自行列印的登記通知書及持有返回台灣有效旅行證件來港。

「精益求精」、「因時制宜」是入境處的信念。我們致力為市民提供優質服務，當中包括繼續為香港特區護照持有人爭取免簽證入境待遇。截至二零一二年十一月一日，已有147個國家或地區同意給予香港特區護照持有人免簽證或落地簽證待遇。我們亦加強協助在外香港居民小組的服務，設立後備支援隊伍，以便一旦發生緊急事故時，可迅速加派人手接聽求助電話。當有港人在外地遇上重大事故

或身陷困境，入境處人員都會在最短時間內趕赴當地，確保在緊急情況下能為遇事港人提供即時協助。

此外，我們嚴厲執法打擊非法勞工，並與國際及本地執法機關共同致力打擊跨國偷渡及行使偽證的罪行；同時，我們亦於二零一一年進行了一個代號為「閃刺」的大型拘捕行動，成功瓦解一個安排跨境假結婚的犯罪集團。同年八月，我們搗破一個以偽造入息及住址證明替外籍家庭傭工申請工作簽證的犯罪集團。我們亦致力打擊非本地孕婦來港產子涉及的罪行，包括逾期逗留、向入境處人員作出虛假聲明以取得入境資格。為確保酷刑聲請審核能達至高度公平的標準，同時有助遏止濫用程序的情況，政府已就經改進的酷刑聲請審核機制進行立法。《2011年入境(修訂)條例草案》已於二零一二年七月十三日經立法會三讀通過，使有關程序有明確的法定條文作為依據。

現今資訊科技發展一日千里，我們一直與時並進，匯合創意，善用尖端科技，為市民提供高效的服務。我們已根據二零一零年年底完成的第三代資訊系統策略檢討的建議，

從二零一一年年初起，分階段就建議的各個資訊系統策略項目進行可行性研究。首個項目的可行性研究已經完成，並獲得立法會財務委員會批准撥款，用作建立新的資訊科技基礎設施，以配合部門的業務增長及持續發展，並支援日後其他資訊系統策略項目的推行。

為推動部門的持續發展，我們積極推廣終身學習文化和關顧管理，同時秉持「以禮待人、體恤市民」的信念。我們繼續舉辦「最有禮貌入境管制人員選舉」，以表揚傑出前線人員。二零一一年我們亦屢獲殊榮，在「公務員優質服務獎勵計劃」中囊括三個獎項，亦有五位同事獲得「公務員事務局局長嘉許狀」，兩位同事獲頒「申訴專員嘉許獎(公職人員獎)」，這一切都顯示了部門真誠實幹、處事認真的態度。

隨著全球政治及經濟環境的轉變，以及公眾對政府服務的要求不斷提高，入境處未來的工作將會更為繁重。作為一支市民信賴的紀律隊伍，透過全體人員共同努力，發揮專業團隊精神，必定能夠克服各項嚴峻的挑戰，繼續為市民大眾提供最優質的服務，為香港的繁榮穩定作出貢獻。

the earthquake in Japan. Such arrangement has successfully facilitated quality professionals to come to Hong Kong.

Geographically linked to the Mainland and with close proximity to Macao and Taiwan, Hong Kong possesses favourable conditions for facilitating exchanges among the regions. We, therefore, implemented various measures to further streamline the immigration arrangements for Taiwan residents. With effect from September 2011, the period of stay in Hong Kong for Taiwan residents holding a valid Mainland Travel Permit for Taiwan Residents, commonly known as 'Tai Bao Zheng', has been extended from 7 days to 30 days. Furthermore, from September 2012, eligible Taiwan residents may make pre-arrival registration through the Internet free of charge, after which they may visit Hong Kong with a self-printed registration notification slip and a valid travel document for re-entry to Taiwan.

The Department believes in improvement and awareness. We are committed to providing quality and efficient services to members of the public, including continuous efforts in actively lobbying for visa-free treatment for HKSAR passport holders. As at November 1, 2012, a total of 147 countries/territories have agreed to grant visa-free access or visa-on-arrival to HKSAR passport holders. We have also strengthened the service of Assistance to Hong Kong Residents Unit by setting up an emergency reinforcement team so that more staff can be expeditiously deployed to answer emergency calls for assistance from outside Hong Kong. Our staff will be sent to the scene promptly to render assistance to our residents whenever necessary.

Furthermore, we spare no effort in combating illegal employment and working with international and local law enforcement agencies to combat global illegal migration and document fraud. Besides, we conducted a large-scale operation codenamed 'Flashspear' in 2011 and smashed a syndicate arranging cross-boundary bogus marriages. We also successfully cracked down on a syndicate using false residential and financial documents to apply for employment visas for foreign domestic helpers in August 2011. We endeavoured to combat immigration-related offences committed by non-local pregnant women giving birth in Hong Kong, including overstaying and making false representation to immigration officer upon arrival clearance. In order to underpin the enhanced screening mechanism for torture claims in the proposed legislation so as to maintain high standards of fairness and to help reduce procedural abuse, the Administration introduced the Immigration (Amendment) Bill 2011. The bill was passed by the Legislative Council on July 13, 2012, bringing in a clear legal basis for the enhanced screening mechanism for torture claims.

With the rapid advancement in information technology, the Department always keeps abreast of the times by incorporating innovative ideas and making use of top-notch technology to provide efficient services to the public. Based on the recommendation of the third Information Systems Strategy (ISS) Review in late 2010, the Department has embarked on feasibility studies on ISS projects in phases since early 2011. The feasibility study for the first ISS project had been completed and funding approval was given by the Finance Committee of the Legislative Council. The project aimed at building new

information technology infrastructure for the purposes of sustaining the growth and development of the Department as well as supporting the implementation of other ISS projects in the future.

In furthering the sustainability of the Department, we actively promote a life-long learning culture and caring management in addition to upholding our values of courtesy and compassion to the public. We continue to hold the 'Most Courteous Immigration Control Officers' election campaign, aiming at commending individual frontline officers for delivering outstanding customer service. Moreover, our staff members were commended in various awards in 2011. We won three awards in the Civil Service Outstanding Service Award; five of our staff received the Secretary for the Civil Service's Commendation Award; and two of our staff were awarded the Ombudsman's Awards for Officers of Public Organisation. All these awards showcase our sincerity and dedication in providing quality service.

In an era of changing political and economic environment globally and rising public expectations of government services, the Department will be facing tougher challenges on various fronts. As a trusted disciplined force, we will strive to overcome whatever challenges lying ahead through the concerted efforts and professionalism of all our staff. We will continue to provide top quality services to the public and contribute to the prosperity and stability of Hong Kong.

# 處長級人員 Directorate Officers

- 1 陳國基  
Chan Kwok-ki, Eric I.D.S.M.  
入境事務處處長  
Director of Immigration
- 2 鍾林慧  
Chung Lam Wai, Jennifer  
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 周康道  
Corrado Chow I.D.S.M.  
助理處長（資訊系統）  
Assistant Director  
(Information Systems)
- 5 陳孟麟  
Chan Man-lang  
助理處長（簽證及政策）  
Assistant Director  
(Visa and Policies)
- 6 梁偉光  
Leung Wai-kwong I.M.S.M.  
助理處長（管理及支援）  
Assistant Director  
(Management and Support)
- 7 曾國衛  
Tsang Kwok-wai, Erick  
助理處長（管制）  
Assistant Director  
(Control)
- 8 馮伯豪  
Fung Pak-ho, William  
助理處長（執法及酷刑聲請審理）  
Assistant Director  
(Enforcement and  
Torture Claim Assessment)
- 9 徐德盛  
Chui Tak-shing I.D.S.M.  
機場管制科指揮官  
Commander, Airport Division
- 10 黃然生  
Wong Yin-sang  
邊境管制（鐵路）科指揮官  
Commander, Border (Rail) Division
- 11 范美卿  
Fan Mei-hing, Caroline  
總系統經理（科技服務）  
Chief Systems Manager  
(Technology Services)
- 12 梁銳忠  
Leung Yui-chung, Antony  
主任秘書  
Departmental Secretary

截至二零一二年十一月一日  
As at November 1, 2012









# 二零一一年大事摘要

## Event Highlights 2011

### 一月

羅湖管制站於二零一一年一月增設十條「快捷e-道」，供已登記的香港居民使用。<sup>①</sup>

二零一一年一月，本處與香港警方進行了一項代號為「沙暴」的聯合行動，打擊偽造證件和偷運人口活動，成功拘捕九名涉案人士，當中一名前機場地勤職員被判入獄。

埃及政局動盪並爆發大規模反政府示威。本處積極協助滯留埃及的200多名港人安全返港。



工作假期計劃於二零一一年一月一日起適用於韓國。

### 二月

文錦渡管制站客運大樓的改善工程於二零一一年二月開始動工，並預計在二零一二年完成。屆時，e-道的數目將會由原來的9條增至18條。

### 三月

陳國基先生於二零一一年三月二十八日出任入境事務處處長。<sup>②</sup>



日本於二零一一年三月十一日發生大地震，部分沿岸城市受到海嘯侵襲，並引發核洩漏危機。由於鐵路及運輸幹線暫停運作，加上通訊網絡亦不穩定，身在當地的港人被迫滯留，亦難以與本港家人取得聯絡。本處多次派遣外勤人員到當地，向受影響的港人提供協助。同時，本處處理了2 000多宗有關的求助個案。

就此事件，本處亦於二零一一年三月十七日起實施特別措施，加快處理金融企業就其在本工作的海外僱員來港的工作簽證申請。處理審批時間大大縮短至兩個工作天內完成。有關措施實施後，業界的反應良好。

### 四月

本處的「香港居民及澳門居民e-道服務」於二零一一年四月十五日獲頒香港資訊及通訊科技獎的最佳協同合作(服務)銀獎。<sup>③</sup>



### 五月

二零一一年五月，本處聯同警方有組織罪案及三合會調查科展開一項代號為「圈套」的行動，成功拘捕了一名收買護照集團成員及五名涉嫌非法轉讓香港特區護照的香港居民，當中三人被判入獄。

### 六月

二零一一年六月七日，一名內地女訪客因非法從事陪月員工作，干犯一項違反逗留條件的控罪而被判入獄。

### 七月

政府已於二零一一年七月八日向立法會提交《2011年入境(修訂)條例草案》，建議就經改進的酷刑聲請審核機制制訂法例，以確保審核能達至高度公平的標準以及遏止濫用程序的情況。



### January

10 more Express e-Channels for enrolled Hong Kong residents were installed at Lo Wu Control Point in January 2011. <sup>①</sup>

In January 2011, a joint operation codenamed 'Sandstorm' was conducted by the Department and the Hong Kong Police Force to combat forgery and human smuggling activities. The operation led to the successful apprehension of nine persons, including a former airport ground staff who was sentenced to imprisonment.

The Department provided assistance to evacuate some 200 Hong Kong residents who had been stranded in Egypt due to the large scale civil unrest and anti-government demonstrations.

The Working Holiday Scheme was extended to the Republic of Korea on January 1, 2011.

### February

Improvement works at the passenger terminal of Man Kam To Control Point commenced in February 2011 and are scheduled for completion in 2012. Upon completion of the works, the number of e-Channels will be doubled from the current 9 to 18.

### March

Mr Eric Chan Kwok-ki took up the new appointment as the Director of Immigration on March 28, 2011. <sup>②</sup>

Following the tragic earthquake on March 11, 2011, a huge tsunami was unleashed along the coastal area of Japan, causing the subsequent radiation leakage crisis. Some Hong Kong residents were stranded or lost contacts with their family members in Hong Kong due to the suspension of railway and subway transport system and instability of the communication network. The Department sent dispatch teams to Japan to provide assistance to the affected Hong

Kong residents. At the same time, a total of over 2 000 requests for assistance were handled.

In response to this incident, the Department also offered a dedicated channel to financial institutions since March 17, 2011 for speedy processing of work permit applications for their expatriate staff relocating from Japan to Hong Kong. Processing time for such applications was shortened to within two working days. The arrangements were well received by the industry.

### April

On April 15, 2011, the Hong Kong Residents and Macao Residents e-Channel Services won the Best Collaboration (Service) Silver Award of the Hong Kong Information and Communications Technology Awards 2011. <sup>③</sup>

### May

In May 2011, a joint operation codenamed 'Sting' was mounted by the Department and

the Organised Crime and Triad Bureau of the Hong Kong Police Force. The operation led to the successful apprehension of one passport broker and five suspected passport sellers, three of whom were sentenced to imprisonment.

### June

On June 7, 2011, a Mainland woman working illegally in Hong Kong as a post-natal care worker pleaded guilty to one count of breaching condition of stay and was jailed.

### July

To maintain high standards of fairness and to help reduce procedural abuse, the Administration introduced the Immigration (Amendment) Bill 2011 to the Legislative Council on July 8, 2011 to underpin the enhanced screening mechanism for torture claim assessment in the proposed legislation.

## 八月

為慶祝入境事務處成立五十周年，本處在二零一一年八月四日舉行金禧紀念時間囊放置儀式以及五十周年金禧紀念酒會。<sup>4 5</sup>

二零一一年八月，本處聯同香港警方及勞工處於新界北展開一項代號為「Powerplayer」的聯合行動，打擊非法勞工，共拘捕了38名涉嫌觸犯入境條例的人士，其中包括36名非法勞工及2名本地僱主。被捕的36名非法勞工當中，17人持有擔保書。

同月，本處搗破一間外傭中介公司，涉嫌以偽造收入及住址證明替外籍家庭傭工申請工作簽證。行動中共拘捕兩名主腦人物，包括一名持香港永久性居民身份證的公司持牌人，以及一名持外籍家庭傭工



## August

A time capsule laying ceremony and a cocktail reception were held on August 4, 2011 to celebrate the 50th anniversary of the Department. <sup>4 5</sup>

In August 2011, a joint enforcement operation codenamed 'Powerplayer' was mounted by the Department, the Hong Kong Police Force and the Labour Department in the New Territories North to combat illegal employment activities. It resulted in the arrest of 38 people who were suspected immigration offenders, including 36 illegal workers and 2 local employers. Among the 36 arrested illegal workers, 17 were holders of recognizance forms.

In August 2011, the Department conducted an operation against a foreign domestic helper employment agency and cracked down on a syndicate which used forged documents to apply for entry visas for foreign domestic helpers. During the operation, a Hong Kong permanent resident who was the licensee of

簽證的公司主要職員。

## 九月

為進一步便利台灣居民來港經商旅遊，由二零一一年九月一日起，持有有效台灣居民來往大陸通行證人士在港的逗留期限，已由7天延長至30天。

## 十月

以本處成立五十周年為背景的電視特備節目《半世紀的人和事》，於二零一一年十月播出。

## 十一月

二零一一年十一月二十五日，當時的行政長官曾蔭權先生出席入境事務學院學員結業會操暨金禧大會操，並檢閱結業學員。<sup>6</sup>



the agency and a foreign domestic helper, who was the key staff member of the agency were apprehended.

## September

To further enhance the travel convenience of Taiwan residents, with effect from September 1, 2011, the period of stay in Hong Kong for Taiwan residents holding a valid Mainland Travel Permit for Taiwan Residents has been extended from 7 days to 30 days.

## October

'Beyond Gatekeeping', a TV programme featuring the Department's 50th anniversary, was broadcast in October 2011.

## November

The then Chief Executive, Mr Donald Tsang, reviewed the Passing-Out Parade cum Golden Jubilee Grand Parade of the Immigration Service on November 25, 2011. <sup>6</sup>

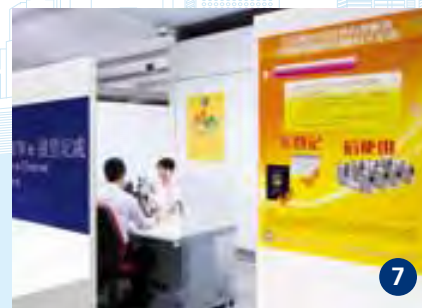
二零一一年十一月，四名香港居民因安排多宗內地居民與香港居民假結婚個案，被控串謀欺詐及被判入獄。

由二零一一年十一月起，香港特區護照持有人可免簽證前往塞爾維亞，最多逗留14天。

落馬洲管制站客運大樓於二零一一年十一月進行改善工程，計劃包括加設e-道，由現時的20條增加至33條，並改善客運大樓內入境處、海關及衛生署設施。在施工期間，落馬洲管制站會維持開放。

## 十二月

為進一步提升出入境服務，入境處已在管制站擴充旅客自助出入境檢查設施，供已登記的內地旅客使用。合資格的內地旅客



In November 2011, four Hong Kong residents who had arranged for Hong Kong residents to enter into bogus marriages with Mainland residents were convicted of conspiracy to defraud and sentenced to imprisonment.

With effect from November 2011, HKSAR passport holders may visit Serbia visa-free for a stay up to 14 days.

The improvement works at Lok Ma Chau Passenger Clearance Building commenced in November 2011. Upon completion of the works, the number of e-Channels will be increased from the current 20 to 33, while the facilities of the Immigration Department, Customs and Excise Department and Department of Health will also be enhanced. Lok Ma Chau Control Point remains open during the construction period.

## December

To further enhance facilitation to passengers travelling to and from Hong Kong, the

可於二零一一年十二月五日起，在落馬洲支線、羅湖、深圳灣、中國客運碼頭、港澳客輪碼頭及機場管制站進行登記。<sup>7</sup>

二零一一年十二月，本處採取代號為「閃刺」的拘捕行動，成功瓦解一個安排跨境假結婚的犯罪集團，並拘捕17男2女，全部為香港居民，當中2人為該集團骨幹成員。<sup>8</sup>

自二零一一年十二月十二日起，已登記「外遊提示登記服務」的市民除可透過「我的政府一站通」接收最新外遊警示及相關公開資料外，亦可同時透過已提供的電郵地址接收有關資訊。



Department extended the use of self-service immigration clearance at control points to enrolled Mainland visitors. Starting from December 5, 2011, eligible Mainland visitors may enrol at six control points including Lok Ma Chau Spur Line, Lo Wu, Shenzhen Bay, China Ferry Terminal, Macau Ferry Terminal and the Airport. <sup>7</sup>

In December 2011, the Department smashed a syndicate arranging cross-boundary bogus marriages in an operation codenamed 'Flashspear'. During the operation, 17 males and 2 females were arrested. All of them were Hong Kong residents including 2 syndicate masterminds. <sup>8</sup>

With effect from December 12, 2011, the registrants can, in addition to using their My Messages box at MyGovHK, receive the Outbound Travel Alerts and related public information via their registered Internet email address.



# 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.



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







## 管理及支援部

### Management and Support Branch



#### Building a Professional and Highly Efficient Workforce

We strongly believe that staff is our most valuable asset and a professional and competence-based workforce hinges on the excellent performance and service contributed by each staff member. The Immigration Service Institute of Training and Development (ISITD) 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. In 2011, a total of 166 Immigration Assistants were appointed. They had already joined the workforce after induction training. The Department will continue to recruit new blood for sustainable development.

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

#### 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，並透過監督招聘活動、崗位調配、工作表現管理及培訓計劃而實施。本處在二零一一年共聘任166名入境事務助理員，獲聘的人員在接受入職訓練後，已投入工作行列。本處將繼續進行招聘，透過招攬新血以確保部門的持續發展。

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

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。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

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. 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. The Clinical Psychologist of the Centre has arranged various health promotion programmes to promote among staff a healthy and balanced lifestyle, and organised a series of stress management talks for frontline service staff to help them manage pressure arising from work and life positively. In recognition of its contributions in practising social responsibility, the Department had also been awarded the Caring Organisation Logo by the Hong Kong Council of Social Service for the 6th consecutive year since 2006.

On the other hand, ISITD has arranged appropriate training and development programmes for staff at all levels, such as the Team Building Programme for Frontline Staff, Mid-Career Development Programme, Change Management Workshops and various Mainland/overseas exchange programmes to enhance their professional knowledge, skills and global

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。本處更在二零零六年起，連續六年獲香港社會服務聯會頒發「同心展關懷」標誌，肯定了部門對社會的承擔。

另一方面，入境事務學院亦透過適當的培訓和發展計劃，包括前線人員團隊建立訓練課程、事業發展訓練計劃、改革管理工作坊和不同形式的內地／海外交流計劃等，以提升不同職級同事的工作知識、技能及國際視野。上述課程更針對性地加強壓力管理和團隊合作的內容，在提升整體工作效率之餘，亦有助員工取得適當的工作與生活平衡。

#### 五十周年慶祝活動

為紀念入境處成立五十周年，部門於二零一一年八月四日在入境事務學院舉行了金禧紀念時間囊放置儀式。其他慶祝活動還有金禧大會操、金禧酒會暨紀念牌匾揭幕儀式，以及職員宿舍命名及平頂儀式等。此外，本處亦與香港電台合作拍攝一齣名為《半世紀的人和事》的電視特輯，介紹本處過去五十年來的轉變、面對的挑戰和為香港的安定繁榮作出的貢獻。

perspectives. The programmes also highlighted the areas of stress management and team-building so as to facilitate the participants to develop a healthy work-life balance.

#### Commemorative Activities for the 50th Anniversary

To commemorate the 50th anniversary of the Department, a time capsule laying ceremony was held at ISITD on August 4, 2011. Other anniversary activities included the Golden Jubilee Grand Parade, a cocktail reception and the unveiling of a commemorative plaque, and the naming and topping-out ceremony of the departmental staff quarters. In addition, the Department and Radio Television Hong Kong co-produced a TV programme, 'Beyond Gatekeeping', to show the changes of the Department, the challenges it faced and its contributions to the security and prosperity of Hong Kong over the past 50 years.

#### The Civil Service Outstanding Service Award Scheme 2011

In the Civil Service Outstanding Service Award Scheme 2011, the Department won Meritorious Award of the Departmental Service Enhancement Award (Large Department), Gold Prize of the Team Award (Crisis/Incident Support Service) and Gold Prize of the Team Award (Regulatory/Enforcement Service). These



## 二零一一年公務員優質服務獎勵計劃

本處在二零一一年公務員優質服務獎勵計劃中榮獲「精進服務獎(大部門組別)」優異獎、「隊伍獎(危機／突發事件支援服務)」金獎及「隊伍獎(監管／執行服務)」金獎。這些獎項表揚了部門及員工致力追求卓越顧客服務而取得的佳績。

## 二零一一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。二零一一年，本處共有五位同事獲得殊榮。自計劃於二零零四年推出以來，本處每年均有同事獲得嘉許。

## 二零一一年申訴專員嘉許獎

二零一一年，本處有兩位同事獲頒「申訴專員嘉許獎(公職人員獎)」，自一九九九年增設此獎項以來，已是連續第十三年有本處同事獲得這項殊榮。此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。

awards were given in recognition of the Department's outstanding achievements in making continuous enhancement in the delivery of public services.

## The Secretary for the Civil Service (SCS)'s Commendation Award Scheme 2011

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 2011, five members of the Department were commended under the Scheme. Since the introduction of the Scheme in 2004, staff members of the Department had been awarded every year.

## The Ombudsman's Awards 2011

In 2011, two members of our Department were awarded The Ombudsman's Awards 2011 for Officers of Public Organisations. It had been the 13th consecutive year that our officers were granted the Awards since the introduction of this category in 1999. These 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.



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- 1 入境事務處處長陳國基先生、副處長鍾林慧女士及各助理處長出席二零一一年工作回顧簡報會。  
The Director of Immigration Mr K K Chan, Deputy Director of Immigration Mrs W Chung and all Assistant Directors attending Immigration Department Year-end briefing 2011.
- 2 入境事務學院為本處人員提供多元化的訓練。  
Immigration Service Institute of Training and Development provides a wide range of training to members of the Immigration Service.
- 3 本處參加於香港會議展覽中心舉行的「教育及職業博覽2011」，以宣傳本處的招聘活動。  
The Department participated in the 'Education & Careers Expo 2011' held at the Hong Kong Convention and Exhibition Centre to promote its recruitment activities.
- 4 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.
- 5 本處在二零一一年公務員優質服務獎勵計劃中囊括三個獎項。  
The Department won three awards in the Civil Service Outstanding Service Award Scheme 2011.



# 管制部 Control Branch

管制部轄下設有四個科，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)科轄下設有三個邊境管制站，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.



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







## 管制部 Control Branch



### Extension of e-Channel service to eligible Mainland visitors

To enhance facilitation to passengers travelling to and from Hong Kong, the Department extended the use of self-service immigration clearance at control points to eligible Mainland visitors. Enrolment for e-Channel service is accepted from eligible Mainland visitors who (a) are aged 18 or above; (b) are the holders of a valid Exit-Entry Permit for Travelling to and from Hong Kong and Macao with one-year multiple exit endorsement; (c) have visited Hong Kong three times or more within the 12 months immediately preceding the date of enrolment; and (d) have no adverse record in Hong Kong.

Those who have successfully enrolled with the Department can use e-Channels for immigration clearance at the Lo Wu and Lok Ma Chau Spur Line Control Points with effect from January 3, 2012. The e-Channel service for Mainland visitors had gradually been extended to Shenzhen Bay, China Ferry Terminal, Macau Ferry Terminal and Airport Control Points in the first quarter of 2012.

### 擴展 e-道服務至合資格的內地旅客

為進一步提升出入境服務，入境處已在管制站擴充旅客自助出入境檢查設施，以供合資格的內地旅客使用。訪港內地旅客可登記使用 e-道服務的資格準則為：(a) 18 歲或以上；(b) 持有有效的往來港澳通行證，並附有一年多次赴港簽注；(c) 於登記日之前的 12 個月內曾訪港三次或以上；以及 (d) 在香港沒有不良紀錄。

已向本處登記使用 e-道服務的訪港內地旅客可於二零一二年一月三日起在羅湖及落馬洲支線管制站使用 e-道過關。有關 e-道服務已於二零一二年首季陸續推廣至深圳灣、中國客運碼頭、港澳客輪碼頭及香港國際機場等管制站。

### 文錦渡管制站服務

文錦渡管制站客運大樓的改善工程已於二零一一年

### Services at Man Kam To Control Point

The improvement works at the passenger terminal of Man Kam To Control Point commenced in February 2011 and is scheduled for completion in 2012. Upon completion of the works, the number of e-Channels will be doubled from the current 9 to 18.

### Improvement works at Lok Ma Chau Control Point

The improvement works at Lok Ma Chau Passenger Clearance Building commenced in November 2011 and the whole project is targeted for completion in 2013. Upon completion of the works, the number of e-Channels will be increased from the current 20 to 33, while the facilities of the Immigration Department, Customs and Excise Department and Department of Health will also be enhanced. The first phase of this project (southbound) is expected to be completed in 2012. The second phase (northbound) will

二月開始動工，並預計在二零一二年完成。屆時，e-道的數目將會由原來的 9 條增至 18 條。

### 落馬洲管制站客運大樓改善工程

落馬洲管制站客運大樓於二零一一年十一月進行改善工程，計劃包括加設 e-道，由現時的 20 條增加至 33 條，並改善客運大樓內入境處、海關及衛生署的設施，整項工程預計於二零一三年完成。工程的第一階段（南行）預計於二零一二年內竣工，第二階段（北行）工程會隨即展開。在施工期間，落馬洲管制站會維持開放。

### 發展新郵輪碼頭設施

啟德新郵輪碼頭大樓預計於二零一三年竣工，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。

follow thereafter. Lok Ma Chau Control Point remains open during the construction period.

### Development of the New Cruise Terminal Facilities

Construction works of the New Cruise Terminal at Kai Tak is expected to be completed in 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

Three new boundary control points (BCPs) will be built for operation by 2015, 2016 and 2018 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



## 將會興建的新管制站

三個新的陸路跨境管制站預計會分別於二零一五年、二零一六年及二零一八年投入運作。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。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。此外，預計於二零一八年落成的蓮塘／香園圍管制站，為在東面進出的旅客與車輛而設。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。

region. The new BCP at Hong Kong-Zhuhai-Macao Bridge will commence operation in 2016 to provide cross-boundary clearance services to passengers and vehicles travelling to and from Hong Kong, Zhuhai and Macao by land transportation. Another BCP at Liantang / Heung Yuen Wai is targeted for commissioning in 2018, serving both passengers and vehicles in the east. The 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.



- 1 船隻搜查小組成員正準備登上貨輪執行職務。  
Members of Ship Searching Unit ready to board a container vessel to perform searching duties.
- 2 管制站的入境處職員正在檢查過境車輛。  
Immigration staff inspecting a cross-boundary vehicle at control point.
- 3 合資格的內地旅客可自二零一一年十二月五日起登記使用e-道。  
e-Channel enrolment service has been provided to eligible Mainland visitors with effect from December 5, 2011.
- 4 本處職員積極監察旅客人流情況，以期達致部門所訂下的服務承諾標準。  
Our officers closely monitor passenger traffic with a view to achieving the performance target set by the Department.
- 5 入境處致力為旅客提供快捷有禮的出入境檢查服務。  
The Department is committed to providing efficient and courteous clearance services to passengers.



# 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 above.



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







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



### 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. In 2011, the Department attended the 'Bali Process – Senior Officials' Meeting and the 4th 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 Thailand and the '17th Pacific Rim Immigration Intelligence Conference' held in Samoa.

### 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 2011, joint operations codenamed 'Sandstorm' and 'Sting' were conducted by the

### 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。本處在二零一一年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」高級官員會議及第四次部長級會議、在泰國舉行的「強迫童工生產／人口販運／兒童色情觀光業地區研討會」，以及在薩摩亞舉行的「第十七屆環太平洋出入境情報會議」。

### 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。二零一一年，本處與香港警方進行代號為「沙暴」及「圈套」的聯合行動，拘捕多名涉案人士，當中一名前機場地勤職員、一名收買護照集團成員及兩名非法轉讓香港特區護照的香港居民分別被判入獄。同年六月，本處在香港國際機場進行大規模的打擊偽證行動，成功拘捕四名偽證使用者，並截獲有問題的護照及簽證。此外，兩名香港居民因涉嫌參與非法轉讓香港特區護照而被拘捕。同年九月，本處再次在香港國際機場進行了代號為「天網」的大型行動，多國駐港總領事館的代

Department and the Hong Kong Police Force, leading to the successful interception of a number of persons, including a former airport ground staff, a passport broker and two passport sellers who were sentenced to imprisonment. In June, the Department conducted a large-scale interdiction exercise. As a result, four users of forged documents were apprehended, and questionable passports and visa were seized. In addition, two Hong Kong residents were arrested for suspected involvement in the illegal transfer of HKSAR Passports. In September 2011, the Department continued to conduct a special joint operation codenamed 'Sky League' at the Hong Kong International Airport with the participation of various local consulate representatives and Macao police officers as advisers or observers. The operation led to the successful apprehension of four people in connection with document fraud and illegal migration activities.

During the year, the Department joined hands with the Hong Kong Police Force and the Guangdong Provincial Public Security Department to conduct an operation codenamed 'Keycoder', successfully neutralising a cross-boundary syndicate smuggling females from the Mainland into Hong Kong to engage in vice activities.

表人員及澳門司法警察亦有參與，擔當顧問或觀察人員的角色。行動中成功拘捕四名涉及證件詐騙及非法移民活動的人士。

年內，本處聯同香港警方及廣東省公安廳進行一項代號為「解密」的聯合行動，成功瓦解一個安排內地女子偷渡來港從事賣淫活動的跨境犯罪集團。

### 遏止僱用非法勞工 或非法受僱的執法行動

年內，本處繼續致力打擊僱用非法勞工或非法受僱的活動，並進行了代號為「機靈」、「捷足」及「曙光」的行動，共有 5 621 名非法勞工（包括 3 939 名涉及性工作的人士）被拘捕，355 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二零一一年年底，本處共進行了 23 727 次反非法勞工行動，拘捕了 8 562 名非法勞工（包括 364 名涉嫌違反該修訂條例的人士）和 1 162 名僱主。

### Enforcement Actions against Illegal Employment

Throughout the year, the Department continued to take vigorous enforcement actions against illegal employment. Operations codenamed 'Greenlane', 'Fastrack' and 'Twilight' were launched. A total of 5 621 illegal workers (including 3 939 sex workers) were arrested and 355 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 any employment, whether paid or unpaid, or from establishing or joining in any business. Since the enactment of the amended ordinance till end of 2011, the Department conducted 23 727 operations against illegal employment with 8 562 illegal workers (including 364 illegal workers arrested for breaching the amended ordinance) and 1 162 employers arrested.

### 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 December 2011, the



## 揭發涉及假結婚的案件

本處十分關注非本港居民藉與香港居民假結婚來港居留的問題。為加強打擊假結婚罪行，本處在二零一一年十二月進行了代號為「閃刺」的大規模行動，成功瓦解一個安排跨境假結婚的犯罪集團。行動中，入境處共拘捕 19 名涉案人士，當中 2 人為該集團骨幹成員。此外，在二零一一年，共有 280 人因涉及假結婚案件而被檢控。

## 為經改進的酷刑聲請審核機制制訂法例

在二零零九年十二月二十四日，政府就酷刑聲請的行政審核機制引進改進措施，包括向聲請人提供公費法律支援、為負責就聲請作出決定的人員加強培訓，並訂定新的呈請程序，由具備法律專業背景的人士擔任審裁員。為確保審核能達至高度公平的標準以及遏止濫用程序的情況，政府已於二零一一年七月八日向立法會提交《2011 年入境(修訂)條例草案》，建議就經改進的審核機制制訂法例。

Department conducted a large-scale operation codenamed 'Flashspear' and smashed a syndicate arranging cross-boundary bogus marriages. During the operation, a total of 19 people, including 2 core syndicate members were arrested. Besides, a total of 280 people were prosecuted for bogus marriage-related offences in 2011.

## Introducing Legislation on the Enhanced Screening Mechanism for Torture Claims

On December 24, 2009, the Administration introduced the enhanced administrative screening mechanism for torture claims. These enhancements include the provision of publicly-funded legal assistance to claimants, better training for decision makers, and a new petition procedure involving adjudicators with legal background. In order to maintain high standards of fairness and to help reduce procedural abuse, the Administration introduced the Immigration (Amendment) Bill 2011 to the Legislative Council on July 8, 2011 to underpin the enhanced screening mechanism in the proposed legislation.



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1 入境處調查員在行動前進行精密的部署。  
Immigration investigators taking part in sophisticated planning prior to enforcement operation.



2

2 本處參與在薩摩亞舉行的第十七屆環太平洋出入境情報會議。  
The Department attended the 17th Pacific Rim Immigration Intelligence Conference held in Samoa.



4

3 入境處人員在香港國際機場登機閘口突擊檢查旅客的旅行證件。  
Immigration officers performing surprise passport checks at a boarding gate at the Hong Kong International Airport.

4 入境處特遣隊聯同香港警方於不同地點進行反非法勞工行動。  
Immigration Task Force and the Hong Kong Police Force conducting joint anti-illegal worker operations at various locations.

5 入境處定期進行防暴訓練，以應付青山灣入境事務中心的運作需要。  
Anti-riot training is provided to Immigration staff regularly to meet the operational need of the Castle Peak Bay Immigration Centre.



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# 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相關事宜，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資訊系統，以應付未來工作需求。資訊系統(運作)科負責管理目前運作的資訊系統，確保系統保安及更新各系統和有關程序。紀錄及數據管理科負責管理一切有關部門紀錄、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 divisions. The Information Systems(Development) Division is responsible for formulating and implementing the Department's information systems strategy and developing new information systems to meet 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 information 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 information systems in the Department.



銳意創新 提升效率  
Spearhead innovation  
Enhance efficiency







## 資訊系統部 Information Systems Branch



### Automated Passenger and Vehicle Clearance Systems (e-Channel)

In view of the favourable feedback on the Express e-Channel pilot scheme, 10 more Express e-Channels came into operation at Lo Wu Control Point in January 2011. 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 enrolment. Since July 2011, Macao resident e-Channel service has been extended to Tuen Mun Ferry Terminal. Since December 5, 2011, enrolment for e-Channel service has been extended to eligible Mainland frequent visitors. After successful enrolment, the Mainland frequent visitors may use e-Channels at various control points starting from January 2012.

### 旅客及車輛司機自助 出入境檢查系統 (e-道)

由於「快捷 e-道」試驗計劃反應良好，本處於二零一一年一月在羅湖管制站加裝了十條「快捷 e-道」。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。自二零一一年七月起，該服務已擴展至屯門客運碼頭。本處亦於二零一一年十二月五日起為合資格的經常訪港內地旅客提供 e-道登記服務，而成功登記的經常訪港內地旅客可於二零一二年一月開始，在多個管制站使用 e-道過關。

### 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。為進一步提升服務水平，本

### 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. In order to provide better service to the public, a pilot programme has been launched since December 29, 2011 for eligible applicants aged 11 to 17 to submit their passport applications through self-service kiosks at the Immigration Headquarters.

### Implementation of the Third Information Systems Strategy

On March 8, 2010, the Department commissioned consultants to conduct the Third Information Systems Strategy (ISS-3) Review for the Department to identify the long term development potential with regard to the

處自二零一一年十二月二十九日起推行試驗計劃，讓 11 至 17 歲合資格的申請人可經設於本處總部的自助服務站遞交護照申請。

### 推行第三代資訊系統策略

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，根據業務及運作需要，探索部門長遠的資訊科技發展空間。該檢討在二零一零年九月完成，為部門訂立了一套完善的計劃，在未來十年推行各項資訊科技項目。本處已就建議中的各個資訊系統項目分階段進行可行性研究。首個有關「新資訊科技基建設施」的可行性研究已經完成，並於二零一一年十二月獲立法會財務委員會批准撥款 8.62 億元以推行該項目。「新資訊科技基建設施」預計於二零一四年年中實施，將會為第三代資訊系統策略所有其他項目奠下發展基礎。另外，新一代出入境管制系統的可行性研究亦於二零一一年八月展開，該系統旨在應付不斷增加的出入境管制

business and operational needs. A structured package of information technology initiatives was mapped out for the next decade on completion of the Review in September 2010. The Department had begun feasibility studies on the recommended information systems by phases. The first feasibility study on the New Information Technology Infrastructure (ITI) project had been completed. In December 2011, the Finance Committee of the Legislative Council approved a commitment of \$862 million for implementation of the project. The new ITI will provide a foundation for all other initiatives under ISS-3 to ride on and is targeted to implement by mid 2014. The feasibility study of the next generation Immigration Control System (ICONS) also commenced in August 2011. ICONS aims to cater for the growth in workload and support the new business needs including commissioning of new control points, etc. Apart from focusing effective and efficient immigration control operations by leveraging on the latest



工作及新的業務需求，包括新管制站的啟用，而可行性研究除針對如何善用最新的生物科技特徵以實施更快捷有效的出入境管制外，亦會探討日後進一步擴展e-道服務的路向。該研究預計在二零一二年年中完成。

## 二零一一年度香港資訊及通訊科技獎

本處的「香港居民及澳門居民e-道服務」獲頒二零一一年度香港資訊及通訊科技獎的最佳協同合作(服務)銀獎。



二零一一年度香港資訊及通訊科技獎  
最佳協同合作(服務)銀獎  
Hong Kong ICT Awards 2011  
Best Collaboration (Service) Silver Award

biometric technologies, the study will also explore the way forward for further extending e-Channel services. The feasibility study is scheduled to complete in mid 2012.

## Hong Kong Information and Communications Technology (ICT) Awards 2011

The Hong Kong Residents and Macao Residents e-Channel Services won the Best Collaboration (Service) Silver Award of the Hong Kong Information and Communications Technology (ICT) Awards 2011.



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- 1 本處現時在落馬洲支線、深圳灣、落馬洲、沙頭角及文錦渡推出的「跨境學童簡易過關程序」，進一步加快學童過關手續。  
The 'cross-boundary students simplified clearance procedures' have been implemented at Lok Ma Chau Spur Line, Shenzhen Bay, Lok Ma Chau, Sha Tau Kok and Man Kam To Control Points, thus further enhancing efficiency of cross-boundary student clearance services.
- 2 車輛司機自助出入境檢查系統為跨境駕駛者提供快捷方便的出入境服務。  
The Automated Vehicle Clearance System enables speedy clearance for cross-boundary drivers.
- 3 企業系統管理中心的電腦系統。  
Computer systems at the Enterprise System Management Centre.
- 4 e-道服務備受市民及旅客歡迎。  
e-Channel service is well received by the public and visitors.
- 5 「澳門永久性居民身份證」持有人在入境時會獲發入境標籤，以取代入境蓋章。  
Landing slips will be issued to holders of Macao Smart Permanent Identity Card upon arrival clearance to replace immigration stamp.



# 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，以及出生、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，管理人事登記紀錄，與外國政府商定香港特區居民的免簽證入境安排，以及為在香港境外身陷困境的香港居民提供協助。

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 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, maintains registration of persons records, negotiates visa-free travel arrangements for HKSAR residents, and provides assistance to Hong Kong residents in distress outside Hong Kong.



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







## 個人證件部

## Personal Documentation Branch



### Issue of HKSAR Electronic Passports and Electronic Documents 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 the end of 2011, the Department has issued a total of 6 610 493 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

### 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。截至二零一一年年底，本處共簽發了 6 610 493 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 歲或以上合資格的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。此外，由二零一一年十二月二十九日開始，在香港出生而年齡介乎 11 至 17 歲的合

submit their HKSAR passport applications through self-service kiosks installed at the Immigration Headquarters and Immigration Branch Offices. From November 30, 2009, online submission of applications for HKSAR passport through the Internet has been extended to eligible applicants aged 11 to 17. With effect from December 29, 2011, eligible applicants born in Hong Kong and aged 11 to 17 can also submit their HKSAR passport applications through self-service kiosks at the Immigration Headquarters.

### 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 Immigration Headquarters and Immigration Branch Offices. The appointment booking service has on the same day been extended to applications for passport at the Immigration Headquarters. Besides, self-service tag kiosks are available at the Immigration Headquarters and Immigration Branch Offices to facilitate applicants in the collection of travel documents.

資格申請人，亦可使用設置於入境處總部的自助服務站遞交特區護照申請。

### 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護照或簽證身份書。有意在入境處總部申請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。截至二零一一年年底，婚姻監禮人總數共有 1 676 人。此外，約 119 000 對準新人（佔申請總數的 38%）經婚姻監禮人向婚姻登記官遞交擬結婚通知書，並有約 118 000 對新人（佔結婚總數的 40%）經由婚姻監禮人為他們舉行婚禮。

### 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, providing more choices, greater flexibility and convenience to marrying parties in arranging weddings, is well received by the public with its popularity ever growing. As at the end of 2011, there was a total of 1 676 civil celebrants of marriages. About 119 000 prospective couples (38 per cent of total applications) gave their notices of intended marriage through civil celebrants and about 118 000 couples (40 per cent of total marriage registrations) had their marriages solemnised by civil celebrants.

### Visa-free Access for HKSAR Passport Holders

The Department continued its efforts in actively lobbying for visa-free treatment for HKSAR passport holders. In November 2011, the Republic of Serbia agreed to grant visa-free access to holders of HKSAR passport. As at November 1, 2012, a total of 147 countries/territories have



## 給予香港特區護照持有人的免簽證入境待遇

本處繼續積極游說更多國家給予香港特區護照持有人免簽證入境待遇。二零一一年十一月，塞爾維亞共和國同意給予香港特區護照持有人免簽證入境待遇。截至二零一二年十一月一日，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和地區共 147 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）、駐台灣香港經濟貿易文化辦事處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。二零一一年，入境處共接獲 193 368 宗查詢及 4 045 宗求助個案。

agreed 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) and Hong Kong Economic, Trade and Cultural Office in Taiwan as well as other government departments in providing assistance to Hong Kong residents in distress outside Hong Kong. In 2011, the Department received 193 368 enquiries and 4 045 requests for assistance from Hong Kong residents.



1 當有港人在外地遇上重大事故或身陷困境，入境處人員都會在最短時間內趕赴當地，提供即時協助。  
Our staff will be sent to the scene promptly to render assistance to our residents in distress outside Hong Kong whenever necessary.

2 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.

3 香港特區護照持有人可在逾 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 over 140 countries or territories.

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 除了可在婚姻登記處和特許公眾禮拜場所舉行婚禮外，本處亦推出婚姻監禮人計劃，方便市民安排婚禮。  
In addition to the marriage registration services provided by marriage registries and licensed places of public worship, the Department launched the Civil Celebrants of Marriages Scheme to give greater flexibility to marrying couples in arranging weddings.





# 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







## 簽證及政策部 Visa and Policies Branch



### 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 December 31, 2011, 2 094 applicants were allocated quota.

### 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、語言技能、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獲得本地僱主聘用。截至二零一一年十二月三十一日，共有2 094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。截至二零一一年十二月三十一日，共有13 111名申請人獲正式批准來港居

### 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 December 31, 2011, formal approval was given to 13 111 applicants to reside in Hong Kong while approval-in-principle was also granted to 2 306 entrant applicants, bringing in a total investment of up to \$94.9 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 December 31, 2011, 49 021 applicants were admitted under the scheme.

留及2 306名獲原則上批准，總計為香港帶來多達949億元的投資。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。截至二零一一年十二月三十一日，共有49 021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。截至二零一一年十二月三十一日，共15 359名非本地畢業生獲批准根據此安排在港工作。

### 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 December 31, 2011, 15 359 non-local graduates were approved to work in Hong Kong under this arrangement.



## 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。為進一步便利台灣居民訪港，由二零一一年九月一日起，持有有效台灣居民來往大陸通行證的台灣居民，其留港期限已由7天延長至30天。此外，持有塞爾維亞生物特徵護照的塞爾維亞國民，以及持有阿爾巴尼亞生物特徵護照的阿爾巴尼亞國民，分別由二零一一年十一月十四日及二零一二年一月一日起，可享有免簽證入境香港並逗留14天的待遇。

## 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 further enhance the convenience of Taiwan residents to visit Hong Kong, with effect from September 1, 2011, the period of stay in Hong Kong for Taiwan residents holding a valid Mainland Travel Permit for Taiwan Residents was extended from 7 days to 30 days. Besides, with effect from November 14, 2011 and January 1, 2012 respectively, Serbian nationals and Albanian nationals holding biometric passports enjoy visa-free access to Hong Kong for a stay up to 14 days.



- 1 本處提供高效率的簽證服務。  
The Department provides efficient visa services.



- 2 本處在「中小企國際推廣博覽」中積極宣傳各項入境計劃和安排。  
The Department participated in the World SME Expo to promote various admission schemes.

- 3 本處的優秀人才入境計劃旨在吸引內地和海外的卓越人才來港定居。  
The Quality Migrant Admission Scheme aims at attracting top-notch talents from the Mainland and overseas to settle in Hong Kong.



- 4 本處不時檢討簽證政策，令遊客和商務訪客來港更感方便。  
The Department keeps the visa policy under constant review to enhance the travel convenience of tourists and business people.

- 5 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.





# 環保管理 Green Management

本處致力確保部門為市民提供的所有服務和內部運作，均按照環保法例、工作守則和《清新空氣約章》的規定，符合環保原則和常規。

The Department is committed to ensuring that all the services delivered to the public and our internal operations are conducted in compliance with environmental protection principles and practices according to the requirements under the environmental legislation, codes of practices and the Clean Air Charter as appropriate.



節約能源 善用資源  
Energy conservation  
Better use of resources







## 環保管理

### Green Management



#### 節約能源

本處已在各分科委任能源管理員，確保有效推行內部各項節能措施。就此而言，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，例如啟動電腦的休眠或待機模式，以及在夏季期間把室溫調節為建議的攝氏 25.5 度。

為了進一步減少能源消耗，我們根據機電工程署為本處進行能源審核後所提出的建議，實施了若干節省能源的措施，例如減少入境處各辦公室的光管數目和更換具能源效益的 T5 光管，以減低室內亮度及用電量。由於本處的運作活動有所增加，二零一一年耗電量與二零一零年比較，輕微增加了 0.5%。

#### 減少用紙

為了節約用紙，本處積極採用資訊科技作為對外及對內的溝通途徑。我們已在日常工作中廣泛使用電郵、互聯網、內聯網及其他電子方式溝通，亦為市民提供多項電子服務，例如網上申請及網上舉報違反入境條例罪行

等，以助減低用紙量。此外，部門的電子採購系統已全面推行，該系統不但可簡化採購程序，更可減少依賴以紙張處理採購工作的傳統方式。在員工同心協力下，二零一一年用紙量與二零一零年相比，減少了 2%。

#### 廢物循環再用及資源回收

為提高員工和市民對廢物回收的意識，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」。透過廢物回收，我們相信可以讓員工和市民都日益明白到將固體廢物循環再用是達致環保生活的重要方法。

#### 支持《清新空氣約章》

為支持《清新空氣約章》，本處致力減少部門車隊和船隊的能源消耗量和空氣污染物排放量。例如，我們會為部門車輛和船隻進行定期檢查，以盡量減少因廢氣排放而產生環境污染和造成環境滋擾。此外，我們亦鼓勵員工共用部門車輛，並在可行情況下盡量把行程合併，以便能最有效地使用車輛和減少行車里數。

#### Energy Conservation

Energy Wardens were appointed in each sub-division so as to ensure that the housekeeping energy conservation measures had been taken effectively. They were responsible for conducting periodical checks on office premises and reminding colleagues of the need to conform with the green measures such as activating hibernation or standby mode for computers and adjusting indoor temperature to the recommended 25.5 °C level during summer months.

In order to further reduce power consumption, a series of energy saving measures had been put forward in view of the recommendations of energy audits conducted by the Electrical and Mechanical Services Department. For example, de-lamping exercise was implemented to lower the illumination level and energy-efficient T5 florescent tubes were installed in various Immigration premises. Due to an increase in operational activities, energy consumption in 2011 slightly increased by 0.5 per cent when compared to 2010.

#### Minimisation of Paper Consumption

For the sake of economising the use of paper, the Department had made the best use of information technology for external and internal communication as far as possible. E-mail, internet, intranet portal and other electronic means were widely adopted in our daily operations. A number of e-Services such as online application and online reporting of immigration offences were provided for members of the public which helped save the use of paper. Moreover, the e-Procurement System which was less dependent on traditional paper-based mode had been fully launched to streamline the procurement procedures. With the concerted efforts of staff members, the paper consumption in 2011 decreased by 2 per cent when compared to 2010.

#### Recycling of Waste and Recovery of Resources

In view of the need to raise the awareness of staff and public on the importance of recycling of waste, the Immigration

Tower had participated in the 'Programme on Source Separation of Commercial and Industrial Waste' initiated by the Environmental Protection Department since 2008. Through reuse and recycling of solid waste, we believed that both staff and the public would become increasingly aware of the importance of these actions to lead a greener life.

#### Support on Clean Air Charter

In support of Clean Air Charter, great efforts had been put into reducing energy consumption and emissions of our vehicles and vessel fleet. For instance, the departmental vehicles and vessels were checked regularly so as to minimise the production of pollutants and nuisance caused by exhaust emissions. In addition, staff members were encouraged to share the pool car and combine their trips as far as practicable in order to fully utilise the vehicles and reduce mileage.

#### Promotion of Staff Awareness

To raise staff members' awareness of green management, the Department successfully completed a 'Green Smart Office



## 提高員工的環保意識

為提高員工的環保管理意識，本處舉辦了「綠『惜』工作間環保比賽」，鼓勵員工提出有效可行的措施以節省資源。比賽為期七個月，其間共舉行了45項活動，包括「無駕駛日」、「鼓勵使用樓梯」、「綠化辦公室」和「環保參觀活動」。本處是在項比賽中收集了員工對節省資源的寶貴意見和建議。

## 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。

Competition' aiming at encouraging staff to suggest effective and practical measures to reduce the use of resources. A total of 45 activities or events had been held during a 7-month period which included 'No Driving Days', 'Encouraging the Use of Stairs', 'Greening of Office' and 'Green Visits'. Useful insights on resources conservation had been collected through the competition.

## The Way Forward

The Department shall continue to apply practical housekeeping measures, adopt green management principles in all activities and implement green initiatives in the Department as appropriate.



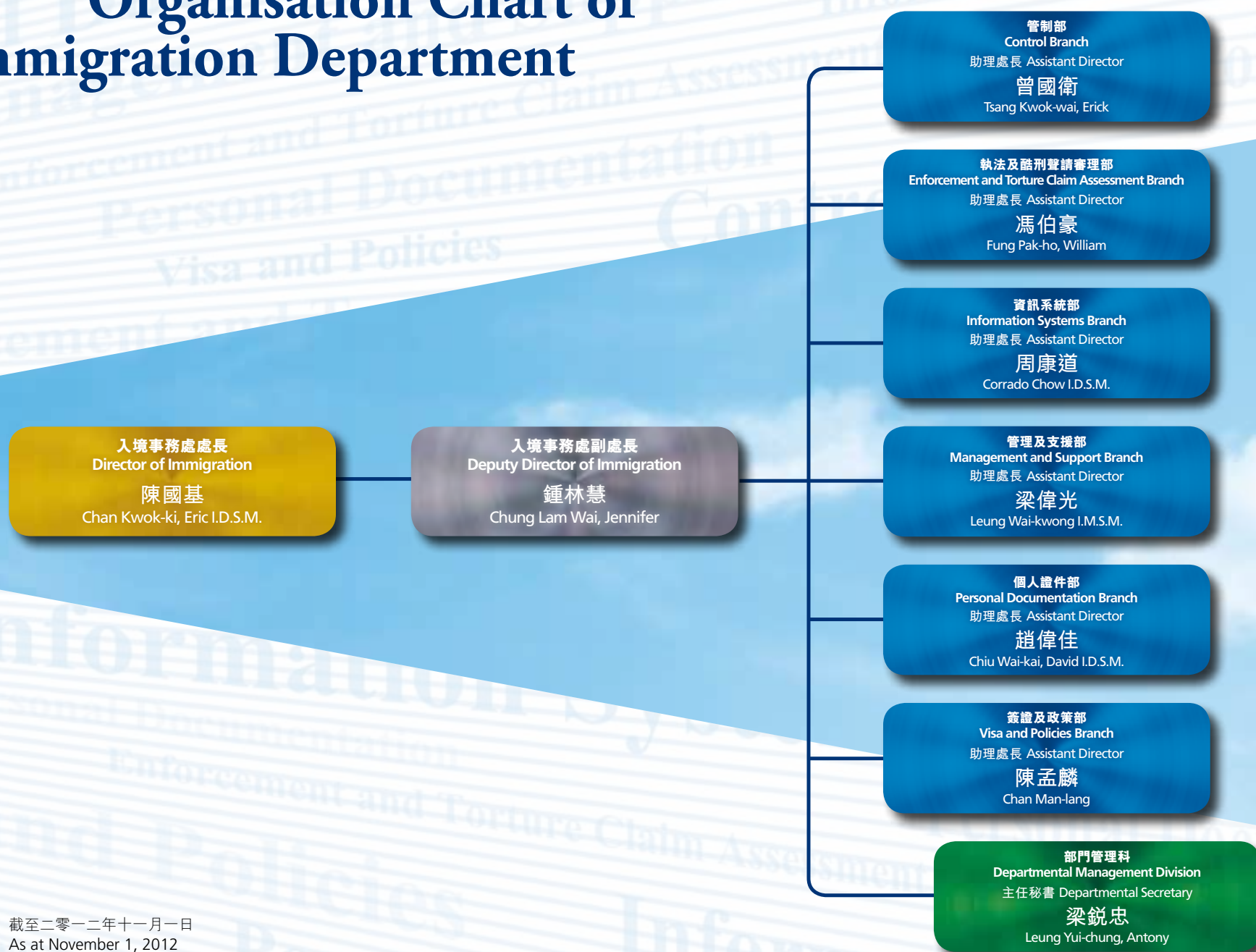
- 1 青山灣入境事務中心的天台上裝設光伏板系統，用以收集太陽能。  
Photovoltaic panels have been installed on the rooftop of Castle Peak Bay Immigration Centre to collect solar energy.
- 2 本處員工積極參與環境保護署推行的「工商業廢物源頭分類計劃」。  
Our staff actively participate in the 'Programme on Source Separation of Commercial and Industrial Waste' initiated by the Environmental Protection Department.
- 3 深圳灣管制站的環保角張貼了溫馨提示及環保資訊，加強部門同事的環保知識。  
Environmental protection tips and reminders are posted at the Green Corner of Shenzhen Bay Control Point to enhance the green knowledge of the staff.
- 4 部門內聯網的「環保小天地」網站提供各種環保資訊，並向同事推廣環保措施。  
The Green Land intranet website provides environmental protection information and promotes green practices among staff.
- 5 深圳灣管制站的天台裝設了太陽能集熱器，將太陽能轉化成熱能。  
The solar thermal collectors on the rooftop of Shenzhen Bay Control Point transform solar energy into heat energy.





# 部門組織圖

## Organisation Chart of Immigration Department



截至二零一二年十一月一日  
As at November 1, 2012





## 二零一一年年報

入境事務處部隊支援組製作

設計：設計堂有限公司

印刷：政府物流服務署印務科

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本年報內統計數字的涵蓋期間為  
二零一一年一月一日至二零一一年十二月三十一日。

### 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。

本年報所提供的資料只供參考之用，如有遺漏、謬誤，  
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### 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,  
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