



# 入境事務處

## Immigration Department

二零一四年年報

Annual Report 2014





## 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。

# 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 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.

# ***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



“入境處在二零一四年繼續為市民提供優質的服務，在執法方面亦取得有效的成果，為香港繁榮穩定作出貢獻。

In 2014, the Immigration Department continued to serve the public with excellence and exercise effective enforcement actions, which contributed to the prosperity and stability of Hong Kong.”



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

二零一四年，出入境人次持續增長，總數超過2.9億，當中訪港旅客入境人次更高達6 080萬。本處會繼續按需要彈性調配人手，多管齊下以應付管制站持續增加的工作量，包括進行改善工程、靈活管理人流、研發新資訊系統、擴展e-道服務、優化過關程序，以及加強宣傳等，致力提升通關能力。

在便利旅客訪港的同時，本處亦致力使香港特區護照持有人在在外遊時更加方便。我們不斷游說更多國家和地區給予香港特區護照持有人免簽證入境或落地簽證待遇。截至二零一五年三月三十一日，經游說成功的國家和地區多達151個。本處於二零一三年十二月與大韓民國推行互相使用自助出入境檢查服務安排後，再於二零一四年九月及十一月分別與新加坡及德國推行此項安排，現正與澳洲有關當局商討推行同類安排。我們相信此項安排能為香港居民及這些地方的居民帶來更多的旅遊便利，加強彼此在商業、社會及文化方面的交流。

為進一步提升服務水平，本處由二零一四年一月二日起縮短了在櫃檯處理登記領取香港身份證的標準處理時間。而西九龍辦事處及九龍出生登記處於同年一月十三日遷往尖沙咀金巴利街後，處理旅行證件申請的能力增加近六成。新辦事處除增加更多服務櫃檯外，亦設有獨立育嬰間及無障礙設施，供有需要人士使用。同年四月二十二日，本處的人事登記處-觀塘辦事處亦遷往觀塘偉業街宏利金融中心，內設有小型圖片展覽廊，以圖文介紹過往人事登記處的服務概況，以及不同年代所簽發的香港身份證，讓市民進一步了解人事登記服務的發展歷程。此外，本處的協助在外香港居民小組與外交部駐港特派員公署、我國駐外使領館、香港特區政府駐外辦事處及其他政府部門不斷保持緊密合作，在二零一四年多次為身處境外而遇有困難的香港居民提供切實可行的協助。

執法方面，本處在二零一四年繼續致力打擊與出入境事宜有關的罪行，包括非法勞工、非法水貨活動、內地孕婦透過違法行為來港產子、假結婚等。本處亦一直與國際、內地及本地執法機關共同致力打擊跨國偷渡及行使偽造證件的罪行，並在二零一五年一月與內地執法機關進行了一項代號為「火網」的聯合行動，成功瓦解一個專門安排越南籍人士偷渡來港的犯罪集團。

統一審核機制已於二零一四年三月三日起實施，其程序是按酷刑聲請法定審核程序所訂立，合乎法律所要求的高度公平標準，同時能避免經濟移民濫用程序，以達致延長非法留港的目的。

本處已於二零一五年第二季推出行政長官在《施政報告》中宣布的一系列吸引外來人才的措施，以補充本地勞動力，促進香港經濟發展。當中包括推行試驗計劃，吸引已移居海外的中國籍香港永久性居民的第二代回港發展，以及優化現有計劃，吸引專才、人才和企業家來港及留港發展。我們會積極向外宣傳各項計劃，加強與特區政府駐海外經濟貿易辦事處及駐內地辦事處的合作，以吸引更多擁有優秀學歷及國際工作經驗的傑出人才來港，提升人口的質素和競爭力。

本處不斷採用尖端科技以提升工作效率及提供支援配套去迎接新的挑戰。為配合內地當局於二零一四年五月推出電子往來港澳通行證，本處已提升了e-道的電腦系統，合資格的電子往來港澳通行證持有人只須在首次持該證訪港時於傳統櫃檯成功辦理入境手續，往後便可使用e-道服務。我們亦致力推行第三代資訊系統策略，當中「新一代智能身份證系統」及「新一代電子護照系統」的可行性研究已於二零一四年十月完成。而「新出入境管制系統」亦正進行系統設計及開發工作，並預計於二零一六年年初至二零一七年年初分階段推出。



「關顧共融、羣策羣力」為本處的信念之一。我們致力加強管方與前線同事的雙向溝通，並鼓勵前線員工了解情緒健康以及工作與生活平衡的重要。我們亦為同事提供適切的培訓和發展計劃，確保他們具備所需技能，面對挑戰。去年，本處獲僱員再培訓局嘉許為「人才企業」，以表揚入境處過去在人才培訓和發展上的卓越成就。而本處人員為公眾提供優質服務所作的努力也獲得社會認同，在機場管理局舉辦的二零一四年香港國際機場優質顧客服務計劃中，本處獲頒「最佳旅客服務躍進大獎」。此外，我們有五名同事獲頒「公務員事務局局長嘉許狀」，以表揚他們持續的優秀工作表現，亦有兩名同事獲頒「申訴專員嘉許獎（公職人員獎）」。

入境處能維持優質的服務及顯著的執法成效，實有賴一支士氣高昂、上下一心的專業團隊一直努力不懈。本處同人秉承「以人為本、精益求精」的服務理念，以誠懇的態度服務市民，決心向「成為世界上以能幹和效率稱冠的入境事務隊伍」這個理想繼續邁進。

The number of passengers passing through our control points continued to increase in 2014, reaching over 290 million. Among these passengers, a total of 60.8 million visitor arrivals were recorded. We will continue to flexibly deploy our manpower in accordance with the actual situation, as well as to implement various measures to cope with the ever-increasing workload at control points. These measures to enhance control points' capacity include improvement works, flexible passenger flow management, developing new information systems, extension of e-Channel service, enhancing the workflow for immigration clearance and stepping up publicity efforts.

We are dedicated to providing more facilitation to passengers on their visits to Hong Kong. At the same time, we spare no effort in striving for more travel convenience for HKSAR passport holders. We continue to lobby for visa-free access or visa-on-arrival arrangement for HKSAR passport holders. As at 31 March 2015, the number of countries and territories that we had successfully lobbied reached 151. Following the implementation of mutual use of automated immigration clearance services with the Republic of Korea in December 2013, similar arrangements were also implemented with the Republic of Singapore and the Federal Republic of Germany in September and November 2014 respectively. The Department is now discussing similar arrangements with the Australian authorities. We believe that such arrangements will allow greater travel convenience for people in Hong Kong and our partner economies, which in turn will enhance economic, social and cultural ties.

In order to further enhance our service standard, starting from 2 January 2014, the standard processing time at counter for registration for Hong Kong identity card was

shortened. After the relocation of the West Kowloon Office and Kowloon Births Registry to Kimberley Street, Tsim Sha Tsui, the handling capacity of the office for processing travel document applications increased by almost 60%. In addition to having more service counters, the new offices are equipped with baby-care rooms and barrier-free facilities for those in need. The Registration of Persons - Kwun Tong Office was relocated to Manulife Financial Centre, Wai Yip Street, Kwun Tong on 22 April of the same year. To provide a better understanding of the development of registration of persons services to members of the public, a picture arcade was set up in the new office depicting the scope of services provided by the Registration of Persons Offices over the years as well as various generations of Hong Kong identity cards issued. Besides, the Assistance to Hong Kong Residents Unit of the Department continued to work closely with the Office of the Commissioner of the Ministry of Foreign Affairs of the People's Republic of China in the HKSAR, the Chinese diplomatic and consular missions overseas, HKSAR offices outside Hong Kong and other government departments for providing practical assistance to Hong Kong residents in distress outside Hong Kong in 2014.

In terms of law enforcement, the Department made concerted efforts to combat immigration-related offences involving illegal employment, parallel trading activities, Mainland pregnant women coming to Hong Kong for confinement by illegal means, bogus marriages, etc. The Department has for years worked with overseas, Mainland and local law enforcement agencies to combat global illegal migration and document fraud. In January 2015, a joint operation codenamed 'Firenet' was conducted by the Department and the Mainland law enforcement agencies where an active cross-boundary human smuggling syndicate specialising in arranging Vietnamese nationals to seek illegal entry into Hong Kong was neutralised.

The unified screening mechanism (USM) commenced operation on 3 March 2014. The procedures of the USM follow those for the statutory torture claim screening mechanism to ensure that they meet the high standards of fairness required by the Court, and at the same time to reduce the chance of the system being abused by economic migrants who want to protract their illegal presence in Hong Kong.

In the second quarter of 2015, the Department implemented the series of measures announced by the Chief Executive in the Policy Address to attract talent from outside Hong Kong to complement local workforce and facilitate the economic development of Hong Kong. The measures included implementing a pilot scheme to attract the second generation of Chinese Hong Kong permanent residents who have emigrated overseas to return to Hong Kong. In addition, the existing admission schemes were enhanced to attract professionals, talent and entrepreneurs to come and stay in Hong Kong. We will step up the promotion of the various schemes and work closely

with the overseas Economic and Trade Offices and the Mainland Offices of the HKSAR Government to attract more talent with excellent academic qualifications and international work experience. The admission of these people to Hong Kong will in turn improve the quality of our population and competitiveness.

The Department has all along been utilising top-notch technology to enhance the working efficiency and provide the necessary support for us to face new challenges. To tie in with the introduction of the card-type electronic Exit-Entry Permit for Travelling to and from Hong Kong and Macao (e-EEP) by the Mainland authorities in May 2014, the Department has enhanced the e-Channel system for the use of eligible e-EEP holders. These e-EEP holders may use the e-Channel service after successful completion of arrival clearance at traditional counters upon their first visit to the HKSAR with the e-EEP. We also continue to take forward the third Information Systems Strategy Review recommendations. Among others, the feasibility studies for the implementation of the Next Generation Smart Identity Card System and the Next Generation Electronic Passport System were both completed in October 2014. Besides, the system design and development of the New Immigration Control System are in progress and the phased implementation of the new system is scheduled between early 2016 and early 2017.

'Care and Cohesion' is one of the values of the Department. We spare no effort in enhancing the mutual communication between the management and frontline staff. We also promote the importance of emotional wellness and work-life balance among our staff. Appropriate training programmes and development plans are arranged for staff at all levels to ensure that they are equipped with the necessary skills to meet challenges. Last year, the Department was awarded the status of Manpower Developer by the Employee Retraining Board in recognition of our outstanding achievements in manpower training and development. The efforts made by our staff to provide excellent service were also recognised by the public. In the 2014 Hong Kong International Airport Customer Service Excellence Programme organised by the Airport Authority Hong Kong, the Department was awarded the Best Customer Service Enhancement Award. In addition, five members of the Department were commended in the Secretary for the Civil Service's Commendation Award in recognition of their consistently outstanding performance. Another two members received The Ombudsman's Awards 2014 for Officers of Public Organisations.

With the concerted efforts, professionalism and commitment of our staff, the Department has delivered quality services and effective enforcement over the years. All of us are determined to strive for excellence and committed to the delivery of people-oriented services. We will continue to forge ahead with our vision to be the foremost immigration service in the world in effectiveness and efficiency.



# 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 曾國衛  
Tsang Kwok-wai, Erick  
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 梁偉光  
Leung Wai-kwong I.D.S.M., I.M.S.M.  
助理處長(管理及支援)  
Assistant Director  
(Management and Support)
- 5 黃然生  
Wong Yin-sang  
助理處長(管制)  
Assistant Director  
(Control)
- 6 馮伯豪  
Fung Pak-ho, William  
助理處長(執法及遣送審理)  
Assistant Director  
(Enforcement and  
Removal Assessment)
- 7 羅振南  
Law Chun-nam  
助理處長(簽證及政策)  
Assistant Director  
(Visa and Policies)
- 8 駱偉民  
Lok Wai-man, Raymond  
助理處長(資訊系統)  
Assistant Director  
(Information Systems)
- 9 楊子忻  
Yeung Chi-yan, Raymond  
邊境管制(鐵路)科指揮官  
Commander, Border (Rail)  
Division
- 10 陳天賜  
Chan Tin-chee  
機場管制科指揮官  
Commander, Airport Division
- 11 范美卿  
Fan Mei-hing, Caroline  
總系統經理(科技服務)  
Chief Systems Manager  
(Technology Services)
- 12 梁銳忠  
Leung Yui-chung, Antony  
主任秘書  
Departmental Secretary



截至二零一五年三月三十一日  
As at 31 March 2015









# 大事摘要

## Event Highlights

### 一月 January

工作假期計劃已於二零一四年一月一日起擴展至適用於英國。參與計劃的人士可在本港逗留最多12個月，並在留港度假期間，從事短期工作。

The Working Holiday Scheme was extended to the United Kingdom on 1 January 2014. Participants in the scheme are allowed to stay up to 12 months in Hong Kong for holiday and to take up short-term employment during their stay.

由二零一四年一月二日開始，在櫃檯處理登記領取香港身份證的標準處理時間由75分鐘縮短為60分鐘（適用於95%的申請）。

Starting from 2 January 2014, the standard processing time at counter for registration for Hong Kong identity card is shortened from 75 minutes to 60 minutes (applicable to 95% of the applications).

為提供更完善的服務環境及設施，原本位於油麻地的西九龍辦事處及九龍出生登記處於二零一四年一月十三日遷往九龍尖沙咀金巴利街二十八號。新辦事處除增設更多服務櫃檯外，亦新設有獨立育嬰間及無障礙設施，以方便有需要人士使用。

To provide better service environment and facilities to the community, the West Kowloon Office and Kowloon Births Registry situated at Yau Ma Tei were relocated to 28 Kimberley Street, Tsim Sha Tsui, Kowloon on 13 January 2014. Apart from having more service counters, the new offices are equipped with baby-care rooms and barrier-free facilities for those in need.

本處分別於二零一四年一月十七日、三月二十八日及九月十九日舉行結業會操，共有165位入境事務主任及246位入境事務助理員結業，成為本處年青的新力軍。

Passing-out parades were held on 17 January, 28 March and 19 September 2014 respectively. A total of 165 Immigration Officers and 246 Immigration Assistants graduated and became the young force of the Department. ①



由二零一四年一月二十三日起，香港特區護照持有人可免簽證前往摩爾多瓦共和國旅遊，在首次入境起計的6個月內最長可逗留90日；及可免簽證前往馬拉維共和國旅遊，逗留期限將於旅客抵達當地時由當地有關機關作出決定。

With effect from 23 January 2014, HKSAR passport holders do not need a visa for visiting the Republic of Moldova for a stay of up to 90 days within 6 months from the date of first entry and visiting the Republic of Malawi with the duration of stay to be determined by the competent authorities on arrival.

二零一四年一月二十九日，供視障人士使用的語音輔助e-道擴展至落馬洲支線管制站入境大堂。

On 29 January 2014, e-Channel with voice navigation function for visually impaired persons was extended to the arrival hall of Lok Ma Chau Spur Line Control Point.

三名內地孕婦因逾期逗留而在港分娩而各被控一項違反逗留條件罪名，被判監禁12個月。

Three Mainland pregnant women who had overstayed and given birth in Hong Kong were each convicted of one count of breach of condition of stay, and were sentenced to 12 months' imprisonment.

### 二月 February

本處於二零一四年二月二十七日在入境事務處長官會所舉行了領事官員酒會，加強彼此的聯繫。

The Department held a Consular Cocktail Reception at the Immigration Officers Mess on 27 February 2014 to strengthen relations with consular officials.

### 三月 March

為符合終審法院就相關司法覆核所作的判決，統一審核機制於二零一四年三月三日起實施，以合乎法律所要求的高度公平標準的程序，處理在香港提出的免遣返聲請。

Pursuant to the Court of Final Appeal's ruling in relevant judicial review cases, the unified screening mechanism (USM) commenced its operation on 3 March 2014 to determine claims for non-refoulement made in Hong Kong.

為配合促使香港發展成為區域教育樞紐的政策措施，由二零一四年三月十七日起，非本地學生可申請來港交流，修讀全日制經本地評審的本地副學位課程及非本地學士學位或以上程度課程，並在符合特定條件下參與實習工作。非本地學生會按其修讀課程一般修業期的長短獲准在港逗留，並以六年為上限。

To tie in with the policy initiatives to support Hong Kong's development as a regional education hub, with effect from 17 March 2014, non-local students may apply to enter Hong Kong for exchange in full-time locally-accredited local programmes at sub-degree level and non-local programmes at undergraduate or above level, and take up internship subject to specific conditions. Non-local students may also be granted, upon entry, a length of stay in line with the normal duration of their study programmes, subject to a maximum period of six years.

由二零一四年三月十七日起，阿爾巴尼亞國民可申請來港就讀及根據非本地畢業生留港／回港就業安排申請來港。

With effect from 17 March 2014, nationals of Albania may apply for entry into Hong Kong for study and admission under the Immigration Arrangements for Non-local Graduates.

由二零一四年三月二十五日起，香港特區護照持有人在抵達湯加王國的國際機場時，可免費獲簽發逗留期一個月的旅遊簽證。

With effect from 25 March 2014, HKSAR passport holders will be granted a one-month visitor visa, free of charge, upon arrival at the international airport in the Kingdom of Tonga.

### 四月 April

二零一四年四月十六日，供視障人士使用的語音輔助e-道擴展至港澳客輪碼頭管制站的出入境大堂。

On 16 April 2014, e-Channel with voice navigation function for visually impaired persons was extended to the arrival and the departure halls of Macau Ferry Terminal.

人事登記處－觀塘辦事處於二零一四年四月二十二日從觀塘海濱道九倉電訊廣場遷往觀塘偉業街宏利金融中心。

The Registration of Persons – Kwun Tong Office was relocated from the Wharf T & T Square, Hoi Bun Road, Kwun Tong to the Manulife Financial Centre, Wai Yip Street, Kwun Tong on 22 April 2014. ②



本處於二零一四年四月二十三日獲僱員再培訓局嘉許為「人才企業」。

The Department was awarded as Manpower Developers on 23 April 2014 by the Employees Retraining Board.

「入境處流動應用程式」於「二零一四年度香港資訊及通訊科技獎」中獲得「最佳流動應用程式（流動資訊）」優異證書。

The Hong Kong Immigration Department Mobile Application won the Certificate of Merit of the Best Mobile Apps (Mobile Information) in the Hong Kong Information and Communications Technology Awards 2014.

本處於全港各區展開一連串代號為「曙光」、「風沙」及「冠軍」的反非法勞工行動。行動中，共拘捕了58名非法勞工及10名涉嫌聘用非法勞工的人士。

The Department mounted a series of territory-wide enforcement operations codenamed 'Twilight', 'Windsand' and 'Champion' to combat illegal employment activities, leading to the apprehension of 58 illegal workers and 10 employers on suspicion of employing illegal workers.

### 五月 May

為配合內地當局推行電子往來港澳通行證（電子通行證），由二零一四年五月二十日起，合資格的電子通行證持有人只須在首次訪港時於傳統櫃檯成功辦理入境及登記手續，往後便可使用e-道服務。

To tie in with the implementation of electronic Exit-Entry Permit for travelling to and from Hong Kong and Macao (e-EEP) by the Mainland authorities, starting from 20 May 2014, eligible e-EEP holders may use e-Channel service after successfully completing arrival clearance and enrolment at traditional counters. ③





針對內地旅客濫用現行持中華人民共和國護照人士的過境安排，本處於羅湖管制站、落馬洲支線管制站、深圳灣管制站及機場管制站採取代號為「破影」的行動。行動中，共拘捕34名涉案內地旅客，並檢獲19張無效機票。當中13人被控向入境事務處職員作虛假申述，並分別被判監禁兩星期至八個月。

To combat Mainland visitors who had abused the existing transit arrangement for holders of People's Republic of China passports, the Department conducted an operation codenamed 'Breakshadow' at Lo Wu Control Point, Lo Ma Chau Spur Line Control Point, Shenzhen Bay Control Point and Airport Control Point. During the operation, 34 Mainland visitors were arrested and 19 invalid onward flight tickets were seized. Among the arrestees, 13 of them were convicted of making false representation to an immigration officer, and were sentenced to imprisonment ranging from two weeks to eight months. 4



## 六月 June

七名內地居民企圖使用偽造香港特區護照偷渡前往南美非法工作，四名香港居民則轉讓其登機證以協助他們。該等人士均被控串謀以欺騙手段取得服務，而當中一名香港居民更因同時牽涉一宗假結婚的案件，被加控一項串謀詐騙罪。七名內地居民被判入獄18至20個月，而同案的四名香港居民則被判入獄35至43個月。

Seven Mainland residents attempted to illegally enter South America on forged HKSAR passports for illegal employment and four Hong Kong residents had acted as boarding pass facilitators for these Mainland residents. They were all charged with conspiracy to obtain services by deception. One of the Hong Kong residents, who was also involved in a bogus marriage case, was additionally charged with conspiracy to defraud. The seven Mainland residents were sentenced to imprisonment ranging from 18 to 20 months while the four Hong Kong residents were sentenced to imprisonment ranging from 35 to 43 months.

## 七月 July

一名內地孕婦承認在入境時向入境處職員就其懷孕情況作虛假申述，訛稱她當時並沒有懷孕。她因向入境處職員作虛假申述的罪名，被判監禁20個月。

A Mainland pregnant woman pleaded guilty to the offence of making false representation on her pregnancy status to an immigration officer upon her arrival in Hong Kong by falsely claiming that she was not pregnant. She was convicted of the offence of making false representation to an immigration officer, and was sentenced to 20 months' imprisonment.

在機場管理局舉辦的二零一四年香港國際機場優質顧客服務計劃中，本處的機場管制科獲頒「最佳旅客服務躍進大獎」，而機場管制站一位前線同事亦同時獲頒「個人卓越獎」。

In the 2014 Hong Kong International Airport Customer Service Excellence Programme organised by the Airport Authority Hong Kong, the Airport Division was awarded Best Customer Service Enhancement Award and one frontline staff of the Airport Control Point was also awarded Individual Excellence Award.

## 八月 August

一名香港居民承認經中介人安排下與一名內地孕婦假結婚，從而協助該名內地孕婦取得「預約分娩服務確認書」在港分娩。他被控一項向入境處職員作出虛假申述罪名，被判監禁12個月。

A Hong Kong resident confessed that he, under the arrangement of a middleman, had contracted a bogus marriage with a Mainland pregnant woman in order to enable her to obtain a Confirmation Certificate on Delivery Booking for delivery in Hong Kong. He was charged with making false representation to an immigration officer, and was sentenced to 12 months' imprisonment.

## 九月 September

由二零一四年九月三日起，香港特區護照持有人可在抵達圭亞那共和國時，辦理逗留期為一個月的旅遊簽證。

With effect from 3 September 2014, HKSAR passport holders may apply for visitor visas upon arrival at the Republic of Guyana for stays up to one month.

由二零一四年九月二十二日起，香港特區護照持有人可以登記使用新加坡的自助出入境檢查服務，而新加坡護照持有人亦可登記使用香港的e-道服務。

With effect from 22 September 2014, HKSAR passport holders are able to enrol for the automated immigration clearance service in the Republic of Singapore whilst holders of the Republic of Singapore passport are also able to enrol for the e-Channel service in Hong Kong.

隨著啟德郵輪碼頭第二個泊位於二零一四年九月正式啟用，本處在九月二十九日已同時處理停泊在碼頭的「藍寶石公主號」和「海洋航行者號」共逾5 400名旅客。

Following the commencement of the second berth of Kai Tak Cruise Terminal in September 2014, the Department handled the concurrent berthing of 'Sapphire Princess' and 'Voyager of the Seas' with a total of over 5,400 passengers on 29 September 2014.

## 十月 October

為打擊非法勞工在街頭設立攤檔收購智能電話作轉售圖利的情况，本處展開一連串代號為「冠軍」的執法行動。自二零一四年十月至十一月，入境處聯同香港警方已多次於中環、銅鑼灣、尖沙咀、旺角及九龍塘多處地點進行同類行動，共拘捕13名涉嫌違反逗留條件的內地旅客及2名涉嫌聘用非法勞工的本地僱主。

To combat illegal workers who set up street stalls to assist in the purchase and resale of smart phones in Hong Kong for profit making, the Department conducted a series of enforcement operations codenamed 'Champion'. From October to November 2014, joint operations with the Hong Kong Police Force were conducted in various locations in Central, Causeway Bay, Tsim Sha Tsui, Mong Kok and Kowloon Tong, leading to the apprehension of 13 Mainland visitors suspected of breaching their conditions of stay and 2 local employers suspected of employing illegal workers.

## 十一月 November

由二零一四年十一月一日起，香港特區電子護照持有人可以登記使用德國的自助出入境檢查服務，而德國護照持有人可登記使用香港的e-道服務。

With effect from 1 November 2014, holders of the HKSAR electronic passport are able to enrol for the automated immigration clearance service in the Federal Republic of Germany whilst holders of the Federal Republic of Germany passport are also able to enrol for the e-Channel service in Hong Kong.

## 十二月 December

本處成功瓦解一個安排年青人進行跨境假結婚的犯罪集團，拘捕了61名涉案人士，包括1名主腦及3名骨幹成員，並檢獲大量香港和內地結婚證書及出生證明書或其複印本，以及手提電話等證物。

The Department smashed a syndicate arranging cross-boundary bogus marriages for young people. During the operation, a total of 61 suspects including the syndicate's mastermind and 3 core members were arrested and a number of Hong Kong and Mainland marriage certificates as well as birth certificates or their copies, mobile phones etc. were seized.

本處聯同香港警方在新界北區展開一項代號為「風沙」的反非法勞工聯合行動。行動中，共拘捕56名涉嫌非法從事水貨活動而違反逗留條件的內地旅客。

The Department and the Hong Kong Police Force mounted a series of anti-illegal employment joint operations codenamed 'Windsand' in New Territories North District. During the operations, a total of 56 Mainland visitors were arrested for breaching their conditions of stay by being involved in suspected parallel goods trading. 5





# 管理及支援部

*Management and Support Branch*







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

**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、調配及專業發展事宜。

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, deployment and career development of service staff.



## 管理及支援部 Management and Support Branch



本處人員在「教育及職業博覽2014」宣傳招聘活動。  
Our staff promoted our recruitment activities at the 'Education & Careers Expo 2014'.

### 建立能幹和高效率團隊

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，關鍵在於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透過招聘活動的籌劃、崗位的調配、工作表現的管理及培訓計劃的安排，致力為入境事務隊成員策劃切合所需的專業發展。本處亦在各大專院校、專業教育學院及持續進修院校舉辦就業講座，積極吸納合適的人才。在二零一四年，本處共聘任38名入境事務主任及136名入境事務助理員，獲聘的人員在接受入職訓練後，已陸續投入工作行列。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。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。

### 專業培訓 服務為民

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。本處將會持續投放資源，為不同職級的同事提供適切的培訓和發展計劃，如前線人員團隊建立訓練課程、中期事業發展訓練計劃、有關逮捕及羈留、案件調查及檢控、羈留的權力及統一審核機制的主題講座、傳媒工作坊、顧客服務工作坊和不同形式的內地／海外交流計劃等，確保員工具備所需技能，面對現在及未來的挑戰。而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。

本處於二零一四年獲僱員再培訓局嘉許為「人才企業」，以表揚入境處過去在人才培訓和發展上的卓越成就。這是本處首次參與計劃並獲得此項殊榮。



入職訓練旨在培訓新聘人員有關執行職務時所需的知識和技能。  
Induction training aims to equip new recruits with the necessary skills and knowledge that are required in performing their duties.

### 關顧管理 以人為本

本處非常重視推行關顧管理，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。部門自二零一三年開始，舉辦了一連串「探訪工作間」活動，提供



入境事務處處長陳國基先生主持使用服務人士委員會會議。  
Immigration Department Users' Committee meeting chaired by the Director of Immigration Mr Eric K K Chan.

一個有效的平台，給同事分享工作間的經驗。部門亦舉辦了「情緒健康正能量工作坊」，讓前線員工了解情緒健康和增強正能量的方法。本處的聆心服務中心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身心健康的課程，藉以幫助同事應付日常工作帶來的壓力及培養健康和平衡的生活模式。

本處致力成為一個展現關懷的機構，部門義工隊自二零零二年成立以來，歷年均獲義工總領袖及社會福利署署長頒發義務工作嘉許金獎狀。自二零零六年起，本處連續獲得香港社會服務聯會頒發「同心展關懷」標誌，並自二零一二年開始獲頒發「5年 Plus 同心展關懷」標誌，顯示部門對關懷社區、員工及環境的承擔。我們更在二零一三／一四年度被列入「無障礙友善企業／機構名單」內，以表揚部門積極支持和建立無障礙環境及文化。

### 追求卓越服務

二零一四年，本處共有五位同事獲得「公務員事務局局長嘉許狀」，以表揚他們持續的優秀工作表現。自該嘉許計劃於二零零四年推出以來，本處已連續第11年有同事獲得嘉許。同年，部門亦有兩名同事獲得「申訴專員嘉許獎（公職人員獎）」，是連續有本處同事獲得這個獎項的第16年。本處定當繼續發揚精益求精的專業精神，為市民提供優質的服務。



## Building a Highly Competent and Efficient Workforce

We strongly believe that staff is our most valuable asset and a professional and effective workforce hinges 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 organising recruitment activities, making strategic staff posting arrangements, managing staff performance, and identifying training needs for all the service staff. We also organised career talks at tertiary institutions, professional education institutes and schools of continuing studies with a view to attracting persons with high calibre to join our Department. In 2014, a total of 38 Immigration Officers and 136 Immigration Assistants were appointed. They have joined the workforce by phases after induction training. The Department will continue to recruit new blood for sustainable development. The Management and Support Branch will continue to provide full support to the Department's strategic and effective human resources management.



本處職員正學習如何正確使用防禦裝備。  
Our staff learning the proper use of self-defence equipment.

## Nurturing Professionalism for Service Excellence

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. The Department will continue to invest in staff training and development, arrange appropriate programmes for staff at all levels, such as the Team Building Programme for Frontline Staff, Mid-Career Development Programme, Seminars on Arrest and Detention, Investigation and Prosecution Issues, Detention Power and Introduction to the Unified Screening Mechanism, Media Training Workshop, Customer Service Training and various Mainland / overseas exchange programmes to ensure that staff are equipped with the necessary skills to meet current and future challenges. The programmes also highlight the areas of stress management and teambuilding so as to facilitate the participants to develop a healthy work-life balance.



The Department was awarded the status of Manpower Developer by the Employee Retraining Board in 2014 in recognition of our outstanding achievements in manpower training and development. This was the first time that our Department participated in the scheme and was awarded with this honour.

## Promoting People-based Caring Management

The Department places much importance on promoting caring management. We aim to cultivate a culture of trust and harmony as well as build a professional and united force through caring management, staff development and reinforcement of communication. The Department ran a series of Workplace Visits since 2013 to establish an effective platform for our colleagues to share workplace experience on various topics. To better understand emotional wellness and resilience building, Workshop on Building Resilience - Enhancing Emotional Wellness was also organised for frontline staff. 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 psychological wellness and related health promotion programmes to help staff manage pressure arising from their work and foster a healthy and balanced lifestyle.

We are committed to being a caring organisation. Our Volunteer Work Team has received the Gold Award for Volunteer Service from the Volunteer-in-Chief and the Director of Social Welfare since 2002. Besides, the

Department has been awarded the Caring Organisation Logo by the Hong Kong Council of Social Service since 2006 and further awarded the 5 Years Plus Caring Organisation Logo since 2012 in recognition of our commitment in caring for the community, employees and environment. Also, the Department was included in the List of Barrier-free Companies / Organisations in 2013/14 for our proactive support in barrier-free environment and culture.

## Collaborating for Service Excellence

In 2014, five members of the Department were commended in the Secretary for the Civil Service's Commendation Award in recognition of their consistently outstanding performance. Since the introduction of this award scheme in 2004, it was the 11th consecutive year that our officers were commended. Another two colleagues received The Ombudsman's Awards 2014 for Officers of Public Organisations, making 2014 the 16th consecutive year that our officers were awarded. We shall continue to provide quality services with excellence and professionalism.



入境事務處處長陳國基先生與副處長及各助理處長一同出席二零一四年工作回顧簡報會，並向市民介紹「入境處安心外遊週」。

The Director of Immigration Mr Eric K K Chan attended the Immigration Department year-end briefing 2014 together with the Deputy Director of Immigration and all Assistant Directors. He also introduced the 'Immigration Department Outbound Travel Safety Week' at the briefing.

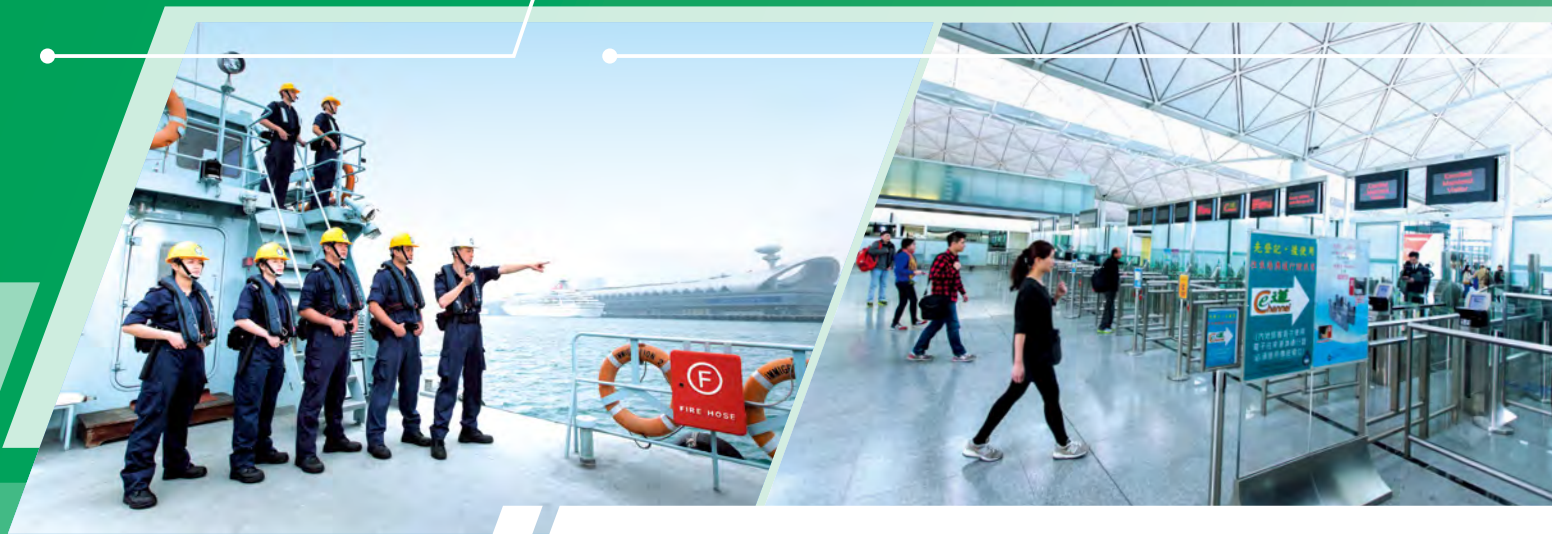


# 管制部

*Control Branch*







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

管制部轄下設有四個科別，分別為機場管制科、邊境管制（鐵路）科、邊境管制（車輛）科和港口管制科。這四個科別共同分擔出入境管制的職責，包括拒絕讓不受歡迎人物入境和防止通緝犯離境，以及為遊客和商務訪客提供方便的出入境服務。機場管制科位於香港國際機場。邊境管制（鐵路）科轄下設有三個邊境管制站，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、屯門客運碼頭管制組及啓德郵輪碼頭管制組。

The Control Branch comprises the Airport Division, the Border (Rail) Division, the Border (Vehicles) Division and the Harbour Division. These four divisions share responsibilities in maintaining immigration control by denying entry of undesirables and preventing wanted criminals from departure, and facilitating the mobility of tourists and business visitors. The Airport Division is located at the Hong Kong International Airport. The Border (Rail) Division comprises three control points located at Lo Wu, Hung Hom and Lok Ma Chau Spur Line. The Border (Vehicles) Division comprises four control points located at Lok Ma Chau, Man Kam To, Sha Tau Kok and Shenzhen Bay. The Harbour Division comprises the Harbour Control Section, the Macau Terminal Section, the China Ferry Terminal Section, the Tuen Mun Ferry Terminal Section and the Kai Tak Cruise Terminal Section.



## 管制部 Control Branch

### 香港國際機場優質顧客服務大獎 2014

在機場管理局舉辦的二零一四年香港國際機場優質顧客服務計劃中，本處的機場管制科獲頒「最佳旅客服務躍進大獎」，而機場管制站一位前線同事亦同時獲頒「個人卓越獎」。



機場管制科在二零一四年香港國際機場優質顧客服務計劃中獲頒「最佳旅客服務躍進大獎」。  
The Airport Division was awarded the Best Customer Service Enhancement Award in the 2014 Hong Kong International Airport Customer Service Excellence Programme.

### 增設語音輔助功能 e- 道

自本處在二零一三年九月於落馬洲支線管制站離境大堂推出首條具備語音輔助功能的 e- 道後，落馬洲支線管制站入境大堂和港澳客輪碼頭管制站的出境及入境大堂分別於二零一四年一月及四月增設了此項服務，以進一步便利視障人士。本處已計劃於二零一五年年初將有關服務擴展至深圳灣管制站出境及入境大堂。

### 與其他國家／地區互相使用 自助出入境檢查服務

繼與大韓民國於二零一三年十二月推行互相使用自助出入境檢查服務的新安排後，本處亦與新加坡及德國分別於二零一四年九月及十一月推行相關安排。在新安排下的合資格訪港旅客可於機場或港澳客輪碼頭管制站登記使用香港的 e- 道服務。

### 擴展 e- 道服務

為配合內地當局在二零一四年五月起推行電子往來港澳通行證(電子通行證)，合資格的電子通行證持有人只須在首次訪港時於傳統櫃檯成功辦理入境及登記手續後，往後便可使用 e- 道服務。

### 便利跨境學童過關的措施

為配合日益增加的跨境學童出入境服務需求，本處已在落馬洲支線、深圳灣、落馬洲、文錦渡、沙頭角及羅湖管制站實施「跨境學童簡易過關程序」，以縮短跨境學童辦理出入境手續的時間。而落馬洲、文錦渡及沙頭角管制站亦已提供學童「免下車過關檢查」服務，讓更多跨境學童能更快捷及安全地過關。此外，羅湖管制站設有六條「跨境學童 e- 道」，而落馬洲支線管制站亦將於二零一五年年初加設六條「跨境學童 e- 道」。

### 入境處流動應用程式

本處於二零一三年十二月五日推出「入境處流動應用程式」，讓市民及訪港旅客可隨時隨地閱覽有關各陸路邊境管制站的估計旅客輪候過關狀況，方便用戶選擇在人流較少的管制站或非繁忙時段過關，減省輪候時間。



船隻搜查小組正突擊檢查一艘在香港水域的船隻。  
Ship Searching Unit conducting spot check on a vessel in Hong Kong waters.

### 提升落馬洲管制站的設施

落馬洲管制站客運大樓第一階段入境(南行)工程已於二零一三年四月完成。新附翼共設有 17 條 e- 道，並已投入服務。第二階段出境(北行)工程預計可於二零一五年年初竣工。屆時，e- 道數目將會由原來的 20 條大增至 33 條，連同傳統櫃檯，出入境通道數目將會增至 83 條。此外，增建的兩個私家車車輛檢查亭預計於二零一五年年中完成。屆時，私家車車輛檢查亭數目將會由原來的 14 個增加至 16 個。

### 啓德郵輪碼頭第二個泊位啟用

隨着啓德郵輪碼頭管制站於二零一三年九月三十日正式啟用，碼頭的第二個泊位亦於二零一四年九月正式投入服務。啓德郵輪碼頭管制站在九月二十九日處理了同時停泊在碼頭的「藍寶石公主號」和「海洋航行者號」上共逾 5 400 名旅客。



啓德郵輪碼頭的第二個泊位已於二零一四年九月投入服務。  
The second berth of the Kai Tak Cruise Terminal commenced operation in September 2014.

### 將會投入運作的新管制站

三個新的陸路跨境管制站，包括位於西九龍總站的廣深港高速鐵路管制站、港珠澳大橋管制站及蓮塘／香園圍管制站，預計會在未來數年陸續投入運作。新管制站將進一步提升邊境管制站的整體處理能力。本處會積極配合有關發展，繼續為旅客提供高效率的出入境服務。



## The 2014 Hong Kong International Airport Customer Service Excellence Programme Award

In the 2014 Hong Kong International Airport Customer Service Excellence Programme organised by the Airport Authority Hong Kong, the Airport Division was awarded the Best Customer Service Enhancement Award and one frontline staff of the Airport Control Point was also awarded Individual Excellence Award.

## Launching of e-Channel with Voice Navigation Function

After the successful launch of the first e-Channel with voice navigation function at the departure hall of Lok Ma Chau Spur Line Control Point in September 2013, the same facility was extended to the arrival hall of Lok Ma Chau Spur Line Control Point as well as the arrival and departure halls of Macau Ferry Terminal Control Point in January and April 2014 respectively to further facilitate visually impaired persons. The Department has planned to extend the service to the arrival and departure halls of Shenzhen Bay Control Point in early 2015.

## Use of Automated Immigration Clearance Service on a Mutual Basis with Other Countries / Territories

Following the mutual use of automated immigration clearance service arrangement with the Republic of Korea in December 2013, similar arrangements with the Republic of Singapore and the Federal Republic of Germany were implemented in September and November 2014 respectively. Eligible visitors under the new agreements may enrol for e-Channel service at the Airport or Macau Ferry Terminal Control Point.



本處正積極與其他國家/地區商討推行互相使用自助出入境檢查服務，預期陸續會有更多國家/地區成為我們這方面的合作伙伴。  
The Department is actively discussing with other countries / territories on the mutual use of automated immigration clearance service and it is expected that more countries / territories will become our partners.

## Extension of e-Channel Service

To tie in with the implementation of electronic Exit-Entry Permit for travelling to and from Hong Kong and Macao (e-EEP) by the Mainland authorities in May 2014, eligible e-EEP holders may use e-Channel service after successfully completing arrival clearance and enrolment at traditional counters.

## Measures to Facilitate Clearance for Cross-boundary Students

To cope with the increasing demand and to provide speedier immigration service for cross-boundary students (CBS), the simplified clearance procedure for CBS has been implemented at Lok Ma Chau Spur Line, Shenzhen Bay, Lok Ma Chau, Man Kam To, Sha Tau Kok and Lo Wu Control Points. In addition, on-board clearance service is available at Lok Ma Chau, Man Kam To and Sha Tau Kok Control Points to provide more CBS with speedy and safe clearance. Furthermore, six designated e-Channels for CBS are operating at Lo Wu Control Point and another six will be put into operation at Lok Ma Chau Spur Line Control Point in early 2015.



本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 immigration clearance services to passengers.

## Immigration Mobile Application

On 5 December 2013, the Department launched the Hong Kong Immigration Mobile Application for Hong Kong residents and visitors to obtain information on the estimated passenger waiting time at all land boundary control points. It aims to serve as a reference for the users to choose a less congested control point or period of time to travel in order to shorten their waiting time.



本處職員對一輛過境旅遊巴士進行例行搜查。  
Our staff conducting routine inspection on a cross-boundary coach.

## Enhancement of Facilities of Lok Ma Chau Control Point

The first stage of improvement works at the Lok Ma Chau Control Point passenger terminal concerning the arrival facilities (southbound) was completed in April 2013. A new arrival annexure with 17 e-Channels was put into operation. The second stage of improvement works for departure facilities (northbound) is expected to be completed by early 2015. By then, the number of e-Channels will be increased from 20 to 33. The number of traditional counters and e-Channels will be increased to 83 in total. In addition, the construction of two additional kiosks for private cars is scheduled to be completed in mid-2015. By then, the number of kiosks for private cars will be increased from 14 to 16.

## Commissioning of the Second Berth of the Kai Tak Cruise Terminal

Following the commissioning of the Kai Tak Cruise Terminal (KTCT) Control Point on 30 September 2013, the second berth of the Terminal also came into operation in September 2014. On 29 September 2014, the KTCT Control Point handled the concurrent berthing of 'Sapphire Princess' and 'Voyager of the Seas' involving a total of over 5,400 passengers.

## New Control Points to be Commissioned

Three new boundary control points (BCPs) located at the West Kowloon Terminus of the Guangzhou-Shenzhen-Hong Kong Express Rail Link, the Hong Kong-Zhuhai-Macao Bridge and Liantang / Heung Yuen Wai will be commissioned in the coming years. The new BCPs will further enhance the overall handling capacity for cross-boundary passengers. The Department will actively support the development and continue to provide efficient immigration services to the travelling public.



# 執法及遣送審理部

*Enforcement and Removal Assessment Branch*







## 維護法紀 公正嚴明

### Uphold the law Act with impartiality

**執** 法及遣送審理部轄下設有執法科和遣送審理及訴訟科。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。遣送審理及訴訟科負責審理免遣返聲請，檢控違反入境法例人士，處理遣送、遞解離境及免遣返聲請有關的訴訟個案，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。

**T**he Enforcement and Removal Assessment Branch comprises the Enforcement Division and the Removal Assessment and Litigation Division. The Enforcement Division is responsible for formulating and implementing policies in respect of investigation, deportation and removal. The Removal Assessment and Litigation Division is responsible for handling non-refoulement claims, matters relating to prosecution of immigration offenders and litigation cases relating to removal, deportation and non-refoulement claim matters. It is also responsible for the management of the Castle Peak Bay Immigration Centre for the detention of persons of 18 years old or above.



## 執法及遣送審理部 Enforcement and Removal Assessment Branch



本處與海外執法機關保持緊密聯繫，積極進行出入境情報交流，以打擊跨境非法移民活動。

The Department maintains close liaison and is actively involved in the exchange of immigration intelligence with overseas law enforcement agencies in combating transnational illegal migration activities.

### 國際合作打擊跨國非法移民、 偽造證件和偷運人口活動

本處一直透過國際間的合作，共同打擊跨國非法移民活動這個全球關注的問題。二零一四年，本處參與多個國際及地區性會議及研討會，包括在法國舉行的「證件偽假及保安部工作坊」、在波蘭舉行的「第二十二屆國際邊境警察會議」以及在內地舉行的「第九屆海峽兩岸暨香港、澳門警學研討會—跨境毒品犯罪治理與警務合作」。

此外，本處亦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。二零一四年，本處繼續與香港警方採取了代號為「沙暴」的聯合行動。同年十二月，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表人員亦有參與，擔當顧問或觀察人員的角色，以有效打擊偽造證件和偷運人口活動。

### 遏止僱用非法勞工 或非法受僱的執法行動

年內，本處繼續致力打擊僱用非法勞工或非法受僱的活動。直至二零一四年年底，本處進行了13 462次

反非法勞工行動，包括代號為「曙光」、「冠軍」、「驚愕」、「彩虹」及「銳破」等行動，共有6 100名非法勞工（包括4 133名涉及性工作的人士）和817名僱主被拘捕。

為進一步打擊有關水貨活動的違法行為，自二零一二年九月起，本處進行了一連串代號為「風沙」的反非法勞工行動。截至二零一四年年底，本處一共採取了155次行動，拘捕了1 735名涉嫌從事水貨活動而違反逗留條件的內地訪客及14名涉嫌聘用非法勞工的本地僱主。當中，200名內地訪客被定罪及判監禁四星期至三個月不等。



入境處特遣隊於不同地點進行執法行動，打擊非法水貨活動。  
Immigration Task Force takes enforcement actions at various locations to crack down on illicit parallel trading activities.

### 打擊內地孕婦透過違法行為來港產子

本處積極打擊內地孕婦透過違法行為來港產子。在二零一四年，本處共檢控了69名逾期逗留在港產子的內地孕婦及19名透過非法行為來港產子的內地孕婦，她們全部被定罪，刑期高達22個月2星期。

### 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。在二零一四年，共有122人因涉及假結婚案件而被檢控。



本處不時向商戶派發「切勿聘用非法勞工」的宣傳單張，提高市民意識，讓他們明白僱用非法勞工的嚴重後果。  
The Department distributes 'Don't Employ Illegal Workers' leaflets to store-keepers from time to time to raise public awareness of the serious consequences of unlawful employment.

本處於二零一四年七月開始，採取一連串拘捕行動，成功瓦解一個安排年青人進行跨境假結婚的犯罪集團，拘捕了61名涉案人士，包括1名主腦及3名骨幹成員，並檢獲大量香港和內地結婚證書及出生證明書或其複印本，以及手提電話等證物。

### 統一審核機制

統一審核機制已於二零一四年三月三日起實施。在統一審核機制下，入境處將一次過審核任何沒有權利進入及停留於香港的人，根據包括《入境條例》（香港法例第115章）第VIIC部所訂明的酷刑風險，《香港人權法案條例》（香港法例第383章）第8條下的第3條所指的酷刑或殘忍、不人道或侮辱之處遇或懲罰，以及／或參照一九五一年《關於難民地位的公約》（《難民公約》）第33條的免遣返原則所指的迫害等風險，針對另一國家而提出的免遣返聲請。該機制是按照合乎法律所要求的高度公平標準的程序訂立，並同時避免經濟移民濫用程序以達致延長非法留港的目的。

實施統一審核機制並不影響特區政府就《難民公約》及其一九六七年議定書從未適用於香港的一貫立場，及我們不給予任何人庇護或核實任何人的難民身分的堅定政策。聯合國難民事務高級專員署將繼續按其授權為難民提供保護。為此，入境處會將迫害風險獲確立的免遣返聲請人轉介至聯合國難民事務高級專員署，讓該署考慮確認該聲請人為難民，以及為獲確認為難民的人安排移居至第三國家。



## International Co-operation in the Fight against Transnational Illegal Migration, Forgery and Human Smuggling

The Department has all along fought against the global issue of transnational illegal migration through international cooperation. In 2014, the Department participated in a number of international and regional conferences and seminars, including the 'Counterfeit and Security Documents Branch Workshop' held in France, the '22nd International Border Police Conference' held in Poland and the '9th Symposium on Police Studies of the Straits cum Hong Kong and Macao on the Combat and Policing Co-operation against Cross-boundary Drug Crimes' held in the Mainland.

In addition, 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 2014, the Department continued to mount joint operations codenamed 'Sandstorm' with the Hong Kong Police Force. In December 2014, the Department conducted a special joint operation codenamed 'Sky League' again at the Hong Kong International Airport with the participation of various local consulate representatives as advisers or observers in a bid to combat forgery and human smuggling effectively.



本處為金融機構人員舉辦講座，講解香港智能身份證的防偽特徵及辨別偽證的技巧。  
Talks on security features of Hong Kong smart identity cards and detection points of forged cards are delivered to personnel of financial institutions.

## Enforcement Actions against Illegal Employment

Throughout the year, the Department continued to take vigorous enforcement actions against illegal employment. As at the end of 2014, the Department conducted 13,462



派駐青山灣入境事務中心的人員正參與由懲教署舉辦的戰術訓練複修課程。  
Staff of the Castle Peak Bay Immigration Centre undergoing refresher training organised by the Correctional Services Department.

operations against illegal employment including operations codenamed 'Twilight', 'Champion', 'Flabbergast', 'Rainbow' and 'Puncture'. A total of 6,100 illegal workers (including 4,133 sex workers) and 817 employers were arrested.

To combat offences relating to parallel trading activities, the Department has stepped up enforcement actions by mounting a series of anti-illegal worker operations codenamed 'Windsand' since September 2012. As at the end of 2014, a total of 155 operations were conducted with the apprehension of 1,735 Mainland visitors for breaching their conditions of stay by being involved in suspected parallel goods trading, and 14 local employers on suspicion of employing illegal workers. Among them, 200 Mainland visitors were convicted and sentenced to imprisonment ranging from four weeks to three months.

## Combating Mainland Pregnant Women Coming to Hong Kong for Confinement by Illegal Means

The Department is committed to combating Mainland pregnant women giving birth in Hong Kong through illicit means. In 2014, the Department prosecuted 69 Mainland pregnant women who had overstayed to give birth in Hong Kong and 19 Mainland pregnant women who gave birth in Hong Kong through illicit means. They were all convicted and sentenced up to 22 months and 2 weeks' imprisonment.

## 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 2014, a total of 122 people were prosecuted for bogus marriage-related offences.

The Department smashed a syndicate arranging cross-boundary bogus marriages for young people during the operations conducted since July 2014. A total of 61 suspects, including the syndicate's mastermind and 3 core members were arrested and a number of Hong Kong and Mainland marriage certificates as well as birth certificates or their copies, mobile phones etc. were seized.

## Unified Screening Mechanism

The unified screening mechanism (USM) commenced its operation on 3 March 2014. Under the USM, the Department assesses claims for non-refoulement in respect of another country lodged by persons not having the right to enter and remain in Hong Kong on all applicable grounds including risk of torture, as defined under Part VIIC of the Immigration Ordinance (Cap. 115, Laws of Hong Kong); risk of torture or cruel, inhuman or degrading treatment or punishment under Article 3 of section 8 of the Hong Kong Bill of Rights Ordinance (Cap. 383, Laws of Hong Kong) and / or risk of persecution with reference to the non-refoulement principle under Article 33 of the 1951 Convention Relating to the Status of Refugees (Refugee Convention) in one go in a manner that meets high standards of fairness as required by law, and at the same time prevents abuse by economic migrants who aim to protract their unlawful stay in Hong Kong.

The commencement of the USM does not affect the Government's position that the Refugee Convention and its 1967 Protocol have never been applied to Hong Kong and our firm policy of not determining the refugee status of or granting asylum to anyone. The United Nations High Commissioner for Refugees (UNHCR) will continue to provide international protection to refugees in accordance with its mandate. In this connection, persons whose non-refoulement claims are substantiated under the USM on grounds of persecution risk will be referred to the UNHCR for recognition as refugees under its mandate and, if so recognised, arrangement of resettlement of them to a third country.



遣送審理組人員正會同聲請人的法律代表及傳譯員與聲請人進行審核會面。  
Immigration staff of the Removal Assessment Section conducting an assessment interview with a non-refoulement claimant in the presence of the claimant's legal representative and an interpreter.



# 資訊系統部

*Information Systems Branch*







## 銳意創新 提升效率 Spearhead innovation Enhance efficiency

**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.



## 資訊系統部 Information Systems Branch

### 旅客自助出入境檢查系統(e-道)

現時，已成功登記的經常訪港旅客包括外籍人士、台灣居民和澳門永久性居民身份證持有人，以及持本式往來港澳通行證的經常訪港內地旅客，均可在羅湖、落馬洲支線、深圳灣、文錦渡、落馬洲、中國客運碼頭、港澳客輪碼頭、機場及啓德郵輪碼頭管制站使用e-道過關。此外，為配合內地當局於二零一四年五月二十日推行卡式電子往來港澳通行證，本處已提升了資訊系統，讓持卡式電子往來港澳通行證的合資格內地訪客亦可在上述管制站享用e-道服務。

### 語音輔助功能的e-道

繼本處在二零一三年九月於落馬洲支線管制站出境大堂推出全球首條具語音提示功能的e-道供視障人士使用後，該服務分階段由二零一四年一月起擴展至落馬洲支線管制站入境大堂和港澳客輪碼頭管制站的出境及入境大堂。語音提示功能是在e-道加設一套發聲系統，提示視障人士使用e-道的每一個步驟。視障人士只需在e-道入口按下啟動按鈕，新增設的語音系統便會在他們辦理自助出入境手續的每一個步驟包括當閘門開關時，提供適當的語音提示，引導他們完成出入境手續。



企業系統管理中心指揮控制室24小時運作，以監控主要的資訊系統。  
The command control room of the Enterprise System Management Centre operates 24 hours a day to monitor the major information systems.

### 互相使用自助出入境檢查服務

為配合與不同國家／地區推行互相使用自助出入境檢查服務，e-道的登記系統亦已相應提升，包括於二零一三年十二月與大韓民國推行此項安排時，在現行的網上電子服務平台增設預先登記服務，而系統亦能根據不同參與國家／地區的登記資格處理該國家／地區的護照持有人之登記。本處亦分別於二零一四年九月及十一月與新加坡及德國推行此項安排。

### 流動應用程式

本處已於二零一三年十二月五日推出「入境處流動應用程式」，為本處首次採用流動平台向公眾提供資訊。該流動應用程式透過政府的中央網絡平台發放資訊，並支援現今普遍應用的流動操作平台。入境處流動應用程式除了提供各陸路邊境管制站的估計旅客輪候過關狀況外，還提供本處的其他資訊。自應用程式推出後，本處不斷提升服務，例如於程式內增加「最新消息」功能，讓公眾可隨時隨地閱覽本處最新的資訊。



位於本處總部的電腦紀錄儲存設備。  
Computer record storage device at the Immigration Headquarters.

### 推行第三代資訊系統策略

在推行第三代資訊系統策略上，「新資訊科技基礎設施」的系統設計已在二零一四年年中完成，而兩所數據中心亦分別在二零一四年六月及十月開始運作。關於「新出入境管制系統」的資訊系統項目亦於二零一四年十一月完成招標，現正進行系統設計及開發工作，系統將於二零一六年年初起分階段推出。推行新系統的目的是確保部門能提供無間斷和優質的出入境檢查服務，以應付持續增長的旅客流量，以及支援部門推出的新措施。開發新系統將包括提升現有香港居民e-道為多功能e-道，並新增超過150條多功能e-道，使e-道服務可因應旅客流量靈活調配。

「新一代智能身份證系統」及「新一代電子護照系統」的可行性研究已於二零一四年十月完成，現正計劃向立法會財務委員會申請撥款以推行該兩個項目。有關「簽證自動化系統、協助在外港人、生死及婚姻、居留權決策支援系統及執法個案處理系統」的可行性研究，已於二零一四年十二月展開，預計在二零一五年年底完成。

### 二零一四年度香港資訊及通訊科技獎

於二零一四年四月七日，「入境處流動應用程式」於「二零一四年度香港資訊及通訊科技獎」中獲得「最佳流動應用程式（流動資訊）」優異證書。



「二零一四年度香港資訊及通訊科技獎」頒獎典禮。  
Award presentation ceremony of the Hong Kong Information and Communications Technology Awards 2014.



## Automated Passenger Clearance Systems (e-Channel)

At present, enrolled frequent visitors including foreigners, Taiwan residents and Macao permanent identity card holders as well as Mainland frequent visitors holding booklet-type Exit-Entry Permit for travelling to and from Hong Kong and Macao (EEP) may use e-Channels at Lo Wu, Lok Ma Chau Spur Line, Shenzhen Bay, Man Kam To, Lok Ma Chau, China Ferry Terminal, Macau Ferry Terminal, Airport and Kai Tak Cruise Terminal Control Points. Moreover, to tie in with the introduction of the card-type electronic EEP by the Mainland authorities on 20 May 2014, the Department has enhanced the information system that eligible Mainland visitors holding card-type electronic EEP may also enjoy the e-Channel service at these control points.



由二零一四年五月二十日起，持卡式電子往來港澳通行證的合資格內地旅客可使用e-道過關。  
Eligible Mainland visitors holding card-type electronic EEP can enjoy the e-Channel service starting from 20 May 2014.

## e-Channel with Voice Navigation Function

Following the launch in the departure hall of Lok Ma Chau Spur Line Control Point in September 2013 of the first e-Channel with voice navigation function in the world for the visually impaired persons, such service was extended to the arrival hall of Lok Ma Chau Spur Line Control Point and the arrival and the departure halls of Macau Ferry Terminal by stages starting from January 2014. With the integration of audio equipment in the e-Channel, the voice navigation function will guide the visually impaired persons to complete each clearance step. To use the service, the visually impaired persons should first press the activation button at the entrance of the e-Channel to initiate the voice navigation function. Voice instructions will then guide them in each step including when the gates open or close so as to help them complete the clearance process.



具語音輔助功能的e-道提供適當的語音提示，引導視障人士完成出入境手續。  
e-Channel with voice navigation function provides voice instructions to guide the visually impaired persons to complete the clearance process.

## Mutual Use of Automated Immigration Clearance Service

To facilitate the implementation of the use of automated immigration clearance services on a mutual basis with different countries / territories, the enrolment system of the e-Channel has been enhanced to include a new online pre-enrolment service running on the existing electronic service platform when implementing the arrangement with the Republic of Korea in December 2013. The new service also allows eligible passport holders of different participating countries / territories to enrol for the e-Channel service in Hong Kong under different enrolment criteria. Similar arrangements were also implemented with the Republic of Singapore and the Federal Republic of Germany in September and November 2014 respectively.

## Mobile Application

On 5 December 2013, the Department launched the Hong Kong Immigration Mobile Application, which was our first mobile application to provide the latest information to the public. It provides the information through the Central Internet Services of the Government and supports the commonly used mobile operating platforms. Apart from the information on the estimated passenger waiting time at all land boundary control points, the mobile application also provides other immigration service information. Since its introduction, the Department has continued to enhance the Application, such as the inclusion of 'What's new', so that the public can access the latest information anywhere at any time.

## Implementation of the Third Information Systems Strategy

To take forward the third Information Systems Strategy Review (ISS-3) recommendations, the system design of the New

Information Technology Infrastructure was completed in mid-2014 and the two Data Centres commenced operation in June and October 2014 respectively. The tendering exercise for the New Immigration Control System (ICONS) was completed in November 2014 and related system design and development are underway. System rollout will start from early 2016 by phases. The implementation of ICONS aims to maintain uninterrupted and quality clearance services to cope with continuous growth of passenger traffic and to support the Department in introducing new immigration initiatives. It will include the upgrade of existing Hong Kong resident e-Channels to multi-purpose e-Channels and the introduction of over 150 new multi-purpose e-Channels to enable flexible deployment according to passenger traffic pattern.

The feasibility studies of the Next Generation Smart Identity Card System and Next Generation Electronic Passport System were both completed in October 2014. Funding approval from the Finance Committee of the Legislative Council for the two projects will be sought. The feasibility study of the implementation of systems related to Visa Automation; Assistance to HK Residents, Births, Deaths & Marriage; Right of Abode Decision Support; and Enforcement Case Processing commenced in December 2014. It is scheduled to complete in late 2015.



本處人員利用先進電腦系統實時監察旅客流量。  
Our staff making use of advanced computer system to monitor the traffic situation in real time.

## The Hong Kong Information and Communications Technology Awards 2014

On 7 April 2014, the Hong Kong Immigration Department Mobile Application was awarded Certificate of Merit of the Best Mobile Apps (Mobile Information) in the Hong Kong Information and Communications Technology Awards 2014.



# 個人證件部

*Personal Documentation Branch*







## 以客為本 服務市民

### Focus on customers Serve the community

**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切實可行的協助。

**T**he 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 practical assistance to Hong Kong residents in distress outside Hong Kong.



## 個人證件部 Personal Documentation Branch

### 為在香港境外身陷困境的 香港居民提供協助

二零一四年，香港境外發生了數宗涉及港人的重大事故，包括馬來西亞航空客機由吉隆坡前往北京時失去聯絡（三月）、越南多個地區發生針對中國公民的大型示威和暴力襲擊（五月）、泰國全國實施戒嚴（五月）、馬來西亞航空客機於烏克蘭墜毀（七月）及香港旅遊團於西班牙遇上車禍（十月）。本處的協助在外香港居民小組與外交部駐香港特派員公署、我國駐外使領館和其他政府部門保持緊密聯繫，為受影響港人及其家屬提供切實可行的協助。二零一四年，小組共處理 206 625 宗查詢和 2 068 宗求助個案。

為使身在海外的中國公民在遇到困難時可以獲得及時、專業的指導和幫助，外交部於二零一四年九月設立外交部全球領事保護與服務應急呼叫中心，並開通了 24 小時領事保護熱線「12308」。領事保護與服務應急呼叫中心會根據實際情況及需要，轉介香港居民的求助個案予協助在外香港居民小組處理及跟進。



本處的協助在外香港居民小組為在香港境外遇上重大事故或身陷困境的港人提供切實可行的協助。  
The Assistance to Hong Kong Residents Unit provides practical assistance to Hong Kong residents who are affected by major incidents or are in distress outside Hong Kong.

### 爭取香港特區護照持有人 免簽證入境待遇的游說工作

為香港特區護照持有人爭取更大的旅遊方便，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或落地簽證待遇。二零一四年，摩爾多瓦共和國同意給予香港特區護照持有人免簽證入境待遇，在首次入境起計的六個月內最長可逗留九十日。香港特區護照持有人亦可免簽證前往馬拉維共和國旅遊，逗留期限將於旅客抵達當地時由當地有關機關作出決定。此外，香港特區護照持有人在抵達湯加王國的國際機場時，可免費獲簽發逗留期一個月的旅遊簽證。香港特區護照持有人可在抵達圭亞那共和國時，辦理逗留期為一個月的旅遊簽證。截至二零一四年十二月三十一日，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已達 151 個。

### 提升服務水平

為進一步提升服務水平，本處由二零一四年一月二日開始，在櫃檯處理登記領取香港身份證的標準處理時間由 75 分鐘縮短為 60 分鐘（適用於 95% 的申請）。



人事登記辦事處為市民辦理登記領取身份證手續。  
Registration of Persons offices provide registration for identity card service to Hong Kong residents.

### 西九龍辦事處及九龍出生登記處 遷往尖沙咀金巴利街

本處西九龍辦事處及九龍出生登記處已於二零一四年一月十三日從油麻地停車場大廈遷往九龍尖沙咀金巴利街。新辦事處座落於尖沙咀商業區，交通方便，所佔的總面積亦由原來的 1 047 平方米增至 1 464 平方米，設有 45 個服務櫃檯，較位於油麻地的辦事處及登記處多 6 個。新辦事處除增加更多服務櫃檯外，亦新設有獨立育嬰間及無障礙設施，以方便有需要人士使用。此外，鑑於服務需求日益增加，辦事處除增加每日辦理旅行證件的申請配額外，亦將自助服務站由兩台增至四台，並將其開放時間提前至早上八時，方便市民透過電子服務辦理特區護照的申請。為進一步提升服務質素，九龍出生登記處提供一站式的服務，為新生嬰兒同時辦理出生登記及回港證申請。有關安排不單為公眾人士提供更便捷的服務，亦可紓緩西九龍辦事處服務的需求，從而更有效運用資源和提升服務效率。



西九龍辦事處設有四台自助服務站，方便市民透過電子服務辦理特區護照的申請。  
Four self-service kiosks are installed at the West Kowloon Office to facilitate e-submission of passport applications by the public.

### 人事登記處—觀塘辦事處遷往 觀塘偉業街宏利金融中心

本處人事登記處—觀塘辦事處於二零一四年四月二十二日從觀塘海濱道九倉電訊廣場遷往觀塘偉業街宏利金融中心。為了讓市民進一步了解人事登記服務的發展歷程，新辦事處內設有一個小型圖片展覽廊，以圖文介紹過往人事登記處的服務概況及不同年代所簽發的香港身份證。





本處利用先進科技印製具有高度防偽特徵的電子護照。  
The Department utilises the state-of-the-art technologies to produce electronic passports with advanced security features.

## Assistance Provided to Hong Kong Residents in Distress Outside Hong Kong

In 2014, several major incidents involving Hong Kong residents occurred outside Hong Kong, namely the disappearance of a Beijing-bound flight of the Malaysia Airlines (March); large-scale demonstrations and attacks against Chinese citizens in various parts of Vietnam (May); the imposition of martial law in Thailand (May); the crash of a Malaysia Airlines flight in Ukraine (July); and a traffic accident in Spain involving a Hong Kong tour group (October). The Assistance to Hong Kong Residents Unit (AHU) worked closely with the Office of the Commissioner of the Ministry of Foreign Affairs in Hong Kong, the relevant Chinese diplomatic and consular missions overseas and other government departments to provide all practical assistance to the affected Hong Kong residents and their family members. In 2014, the AHU handled 206,625 enquiries and 2,068 requests for assistance from Hong Kong residents.

To provide timely and professional guidance and assistance to Chinese citizens in distress overseas, the Ministry of Foreign Affairs (MFA) set up the Global Emergency Call Center for Consular Protection and Services and launched the 24-hour hotline 12308 in September 2014. The MFA emergency call center will, according to the actual situation and needs, refer assistance requests from Hong Kong residents to the AHU for follow-up.

## Visa-free Lobbying for HKSAR Passport Holders

To provide greater travel convenience, the Department continues its efforts in actively lobbying for visa-free treatment or visa-on-arrival for HKSAR passport holders. In 2014, the Republic of Moldova agreed that HKSAR passport holders can visit there visa-free for a stay of up to 90 days within six months from the date of first entry. Also, HKSAR passport holders do not need a visa for visiting the Republic of Malawi, and the duration of stay would be determined by the competent authorities on arrival. Besides, HKSAR passport holders will be granted a one-month visitor visa, free of charge, upon arrival at the international airport in the Kingdom of Tonga. HKSAR passport holders may apply for visitor visas upon arrival at the Republic of Guyana for stays up to one month. As at 31 December 2014, 151 countries and territories have granted visa-free access or visa-on-arrival to HKSAR passport holders.

## Service Enhancement

To further enhance service standard, starting from 2 January 2014, the standard processing time at counter for registration for Hong Kong identity card is shortened from 75 minutes to 60 minutes (applicable to 95% of the applications).



位於本處總部及分區辦事處的自助取籌機方便申請人在領取旅行證件時自行拿取籌號。

Self-service tag kiosks located at the Immigration Headquarters and Immigration Branch Offices facilitate applicants in the collection of travel documents.

## Relocation of West Kowloon Office and Kowloon Births Registry to Kimberley Street, Tsim Sha Tsui

The West Kowloon Office and Kowloon Births Registry were relocated from Yau Ma Tei Carpark Building to Kimberley Street, Tsim Sha Tsui, Kowloon on 13 January 2014. The new offices are conveniently located in the commercial area of Tsim Sha Tsui, which are easily accessible by members of the

public. The total floor area has increased from 1,047 square metres to 1,464 square metres. There are 45 service counters, 6 more than the original office and registry in Yau Ma Tei. Apart from having more service counters, the new offices are equipped with baby-care rooms and barrier-free facilities for those in need. In view of the high service demand from the public, the West Kowloon Office has raised the daily quota for travel document applications and increased the number of self-service kiosks for passport application from two to four, with their operating hours advanced to 8 a.m. so as to facilitate e-submission of applications by the public. To further improve our services, the relocated Kowloon Births Registry offers one-stop-shop services for applicants, enabling them to submit applications for Re-entry Permit right after completing birth registration of their new-born babies. Such arrangement not only facilitates the public in their Re-entry Permit applications but also helps alleviate the persistently high service demand at the West Kowloon Office, thus achieving better utilisation of resources and enhanced service efficiency.

## Relocation of Registration of Persons – Kwun Tong Office to Manulife Financial Centre, Wai Yip Street, Kwun Tong

The Registration of Persons – Kwun Tong Office was relocated from the Wharf T & T Square, Hoi Bun Road, Kwun Tong to the Manulife Financial Centre, Wai Yip Street, Kwun Tong on 22 April 2014. To provide a better understanding of the development of registration of persons services to members of the public, a picture arcade was set up in the new office depicting the scope of services provided by the Registration of Persons Offices over the years as well as various generations of Hong Kong identity cards issued.



人事登記處—觀塘辦事處內的小型圖片展覽廊展出過往人事登記處的服務概況及不同年代所簽發的香港身份證。

The picture arcade in the Registration of Persons – Kwun Tong Office depicts the scope of services provided by the Registration of Persons Offices over the years as well as various generations of Hong Kong identity cards.



# 簽證及政策部

*Visa and Policies Branch*







## 歡迎訪客 匯聚人才 Welcome visitors Attract talents

**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。

**T**he 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



本處提供有效率、便捷及有禮的簽證服務。  
The Department provides efficient, convenient and courteous visa services.

### 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先獲得本地僱主聘用。截至二零一四年十二月三十一日，共有3 097名申請人獲分配名額。

### 持續吸引人才和資本來港

本港一向對來港就業或投資(即來港開辦或參與業務)的專才實施開放的政策。一般就業政策容許具備香港所需要而又缺乏的特別技能、知識或經驗，或能夠對本港經濟作出重大貢獻的海外人士來港。在二零一四年，共有31 676名海外專才和投資者根據一般就業政

策獲准來港。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。截至二零一四年十二月三十一日，共有74 456名申請人經此計劃來港。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。截至二零一四年十二月三十一日，共有25 504名申請人獲正式批准來港居留及2 493名獲原則上批准，總計為香港帶來多達2,161億元的投資。

註：資本投資者入境計劃已於二零一五年一月十五日起暫停。

### 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。非本地畢業生是指在香港修讀全日制經本地評審本地課程而獲得學士學位或更高資歷的非本地學生。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。截至二零一四年十二月三十一日，共41 194名非本地畢業生獲批准根據此安排在港工作。



「非本地畢業生留港／回港就業安排」加強香港對非本地學生的吸引力。  
The Immigration Arrangements for Non-local Graduates enhances Hong Kong's attractiveness to non-local students.



本處的優秀人才入境計劃旨在網羅更多優秀人才來港定居。  
The Quality Migrant Admission Scheme aims at casting a wider net for quality migrants to settle in Hong Kong.

### 優才、專業人士及企業家 入境計劃優化措施

為更積極吸引外來的人才和專才，本處將實施以下的優化措施：

- 推行一項試驗計劃，吸引已移居海外的中國籍香港永久性居民的第二代回港發展；
- 為擴大香港的人才庫，放寬一般就業政策、輸入內地人才計劃及優秀人才入境計劃下的逗留安排，鼓勵人才及企業家來港及留港發展；
- 調整優秀人才入境計劃下的綜合計分制，以吸納更多擁有優秀教育背景或國際工作經驗的人才來港發展；以及
- 在一般就業政策下，清晰列明投資類別申請人的相關考慮因素，以吸引更多海外企業家來港發展業務，為本港經濟作出貢獻。



## 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 (QMAS), introduced on 28 June 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 31 December 2014, 3,097 applicants were allocated quota.



「個案簡易處理系統」讓本處人員更有效率地處理簽證和許可證等申請。  
The Application and Investigation Easy System allows immigration staff to process applications for visas and permits, etc. more efficiently.

## Sustained Efforts to Attract Talent and Capital

Hong Kong maintains an open policy towards professionals entering the city for employment or investment (to establish or join in business). The General Employment Policy (GEP) allows entries of those with special skills, knowledge or experience of value to and not readily available in Hong Kong, or who can contribute substantially to the economy. In 2014, 31,676 foreign professionals and investors were admitted under this policy. The Admission Scheme for Mainland Talents and Professionals (ASMTF), 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 31 December 2014, 74,456 applicants were admitted under the scheme. The Capital Investment Entrant Scheme (CIES), 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 31 December 2014, formal approval was given to 25,504 applicants to reside in Hong Kong while approval-in-principle was also granted to 2,493 entrant applicants, bringing in a total investment of up to \$216.1 billion.

Remark: CIES has been suspended since 15 January 2015.

## 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 non-local students who have obtained a degree at undergraduate level or higher qualification in a full-time and locally-accredited local programme in Hong Kong. Successful applicants under the IANG who are able to meet the normal immigration requirements may be granted 12 months' stay 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 31 December 2014, 41,194 non-local graduates were approved to work in Hong Kong under this arrangement.



本處積極優化各項入境政策，以吸引更多外來優才、專業人士及企業家。  
The Department takes a proactive approach in enhancing our immigration policies, in order to attract more talent, professionals and entrepreneurs from outside Hong Kong.



本處在「中小企國際推廣博覽」中推廣不同的簽證計劃，以吸引內地和海外的人才來港。  
The Department participated in the World SME Expo to promote various visa schemes in order to attract talent from the Mainland and overseas to Hong Kong.

## Enhancement Measures on Admission Schemes for Talent, Professionals and Entrepreneurs

To take a more proactive approach to attracting talent, professionals and entrepreneurs from outside Hong Kong, the Department will implement the following enhancement measures:

- Implement a pilot scheme to attract the second generation of Chinese Hong Kong permanent residents who have emigrated overseas to return to Hong Kong;
- Expand Hong Kong's pool of talent by encouraging talent, professionals and entrepreneurs to come and stay in Hong Kong by relaxing the stay arrangements under GEP, ASMTF, and QMAS;
- Adjust the General Points Test under QMAS to attract a larger pool of talent with excellent educational background or international work experience to come to Hong Kong; and
- List out clearly the factors for consideration when processing applications to enter Hong Kong for investment under GEP in order to attract more entrepreneurs from overseas to run their business in Hong Kong to contribute to our economy.



# 環保管理

*Green Management*







## 節約能源 善用資源

### Energy conservation Better use of resources

我們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。

We are committed to ensuring that all the services delivered to the public and our internal operations are conducted in an environmentally responsible manner. In particular, we strictly comply with the environmental protection principles and practices according to the requirements under the environmental legislation, codes of practices and the Clean Air Charter as appropriate.



## 環保管理 Green Management



辦公室內貼有提示標誌，提醒員工離開辦公室前關燈。  
Labels are posted in offices reminding staff to switch off the lights before leaving.

### 節約能源

在二零一四年，由於本處的運作活動有所增加，二零一四年的耗電量與二零一三年比較，輕微增加了1.5%。

本處在各分科委任能源管理員，負責確保各項節能措施均已在辦事處有效執行，以盡量抵銷因部門運作活動有所增加而不能避免的額外能源消耗。能源管理員定期檢查各辦事處，並提醒同事對持續遵守環保措施的重要性，例如把辦公室器材在無須使用時關掉，以及將辦公室及公共空間等地方的照明設備調校至合適的亮度。

### 減少用紙

隨著本處的運作活動有所增加，二零一四年的用紙量較二零一三年增加了5.5%。為了節約用紙，本處積極採用資訊科技作對外及對內的溝通。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。本處除了提供網頁上的電子資訊共用平台和流動應用程式讓市民可快捷和無紙地查閱資訊外，亦為市民提供多項電子服務，例如網上申請及外遊提示登記服務等以助減低用紙量。此外，部門全面使用電子處理假期申請系統及電子採購系統，減少採用依賴以紙張處理工作的傳統方式。本處將繼續監察用紙量，並會採取節約措施盡量減少用紙。

### 廢物循環再用及資源回收

為提高員工和市民認識廢物回收對環境的裨益，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」。



入境事務大樓地下大堂設有分類回收箱，鼓勵員工實行廢物源頭分類。  
Recycling bins are provided at the ground floor lobby of the Immigration Tower to promote source separation of waste by staff.



本處在環境保護署舉辦的室內空氣質素檢定計劃中獲得良好級別。  
The Department attained Good Class in the Indoor Air Quality Certificate Scheme organised by the Environmental Protection Department.

### 支持《清新空氣約章》

為支持以改善香港空氣質素為目標的《清新空氣約章》，我們盡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，我們亦會於使用部門車輛時先計劃路線，盡量減少行車路程及時間。

### 提高員工的環保意識

為提倡員工的環保文化，本處會繼續經電郵和內聯網向員工發放有關環保的最新消息和有用資料。本處亦鼓勵員工參與由不同機構安排的推廣活動，例如香港公益金舉辦的「公益綠識日」、世界自然基金會舉辦的「地球一小時」等活動。本處於不同的辦事處亦設有環保告示板發布環保訊息和有關環保事宜的最新消息。

### 未來路向

本處會持續鞏固和擴展現行的環保措施，在各項活動中採用環保管理準則，以及在部門推行新的環保措施及目標，務求善用能源及資源。



## Energy Conservation

In 2014, while there was a substantial increase in operational activities in the Department, the power consumption slightly increased by 1.5 per cent when compared to 2013.

Energy Wardens are appointed at sub-divisional level and they are responsible for ensuring that the green housekeeping measures have been taken effectively to offset the unavoidable increase in energy consumption arising from the increasing departmental activities. Energy Wardens have conducted regular inspections in office premises and reminded staff about the importance of persistent conformance to the ongoing housekeeping measures such as switching off office equipment that is not in use and adjusting illumination to the recommended level in the office and public area, etc.

## Minimisation of Paper Consumption

With the growth of operational activities of the Department, the paper consumption increased by 5.5 per cent when compared to 2013. To conserve the use of paper, the Department has made extensive use of information technology for external and internal communication as far as practicable. E-mail, internet, intranet portal and other electronic means are widely adopted in our daily operations. In addition to the electronic platform in the departmental website and mobile application provided for members of the public to access information in a quick and paperless way, a number of e-Services such as online application and registration of outbound travel information are also provided for members of the public which help reduce the use of paper. In addition, the Electronic Leave Application and Processing System and e-Procurement System which are less dependent on traditional paper-based mode have been implemented. The Department would continue to closely monitor the paper consumption and adopt conservation measures to minimise the use of paper.



本處鼓勵員工參與由不同機構舉辦的環保推廣活動，藉以提升環保意識。

The Department encourages staff to participate in environmental protection campaigns arranged by different organisations in order to raise their environmental awareness.

## Recycling of Waste and Recovery of Resources

In order to raise the awareness of our staff and members of the public on the benefits of recycling of waste to the environment, the Immigration Tower has participated in the 'Programme on Source Separation of Commercial and Industrial Waste' initiated by the Environmental Protection Department since 2008.

## Support on Clean Air Charter

In support of the Clean Air Charter which aims at improving the air quality of Hong Kong, great effort has been put into minimising energy consumption and emissions of our vehicles and vessel fleet as far as practicable. For instance, departmental vehicles and vessels are checked regularly to minimise the production of pollutants and nuisance caused by exhaust emissions. Furthermore, routes will be planned ahead when using departmental vehicles to minimise the journey distance and travelling time.

## Promotion of Staff Awareness

To advocate a green culture among staff members, the Department has all along disseminated the latest news and useful information to staff through e-mails and intranet portal. Staff members were also encouraged to participate in various environmental protection campaigns arranged by other organisations, such as the 'Community Chest Green Day' organised by the Community Chest, the 'Earth Hour' organised by the World Wide Fund for Nature, etc. Green corners had also been set up at various offices of the Department to promulgate green tips and latest news related to green matters.

## The Way Forward

The Department would continue to reinforce and broaden the existing housekeeping measures, adopt green management principles in all activities and take the lead to implement new green initiatives and targets in the Department as appropriate with a view to further enhancing energy and resources efficiency.



# 部門組織圖

## Organisation Chart of Immigration Department

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

入境事務處副處長  
Deputy Director of Immigration  
曾國衛  
Tsang Kwok-wai, Erick

管制部  
Control Branch  
助理處長  
Assistant Director  
黃然生  
Wong Yin-sang

執法及遣送審理部  
Enforcement and Removal  
Assessment Branch  
助理處長  
Assistant Director  
馮伯豪  
Fung Pak-ho, William

資訊系統部  
Information Systems  
Branch  
助理處長  
Assistant Director  
駱偉民  
Lok Wai-man, Raymond

管理及支援部  
Management and Support  
Branch  
助理處長  
Assistant Director  
梁偉光  
Leung Wai-kwong  
I.D.S.M., I.M.S.M.

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

簽證及政策部  
Visa and Policies  
Branch  
助理處長  
Assistant Director  
羅振南  
Law Chun-nam

部門管理科  
Departmental  
Management Division  
主任秘書  
Departmental Secretary  
梁銳忠  
Leung Yui-chung, Antony

截至二零一五年三月三十一日  
As at 31 March 2015



## 二零一四年年報

入境事務處部隊支援組製作

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

### 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。



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### Exchange Rates

When dollars are quoted in this report, they are Hong Kong dollars, unless otherwise stated. Since 17 October 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.







## 入境事務處 Immigration Department

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

二零一四年年報  
Annual Report 2014

