入境事務處
Immigration Department

二零一六年年報
Annual Report 2016

我们的理想

我们要成为世界上以能干和效率称冠的入境事务队伍。

Our Vision

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

我们的使命

我们要全力执行下列工作，为香港的安定繁荣作出贡献：

- 执行有效的出入境管制
- 方便旅客访港
- 拒绝让不受欢迎人物入境
- 防止及侦查与出入境事宜有关的罪行
- 为居民签发高度防伪的身份证及旅行证件
- 提供高效率的出生、死亡及婚姻登记服务

我们要按一视同仁的原则，为市民提供优质服务，并以尊重、体恤和关怀的态度对待每一位市民，不会因其残疾、性别、婚姻状况、怀孕、家庭岗位、种族、国籍及宗教而有差异。

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.

我们的信念

正直诚信、公正无私

我们要以公正无私和诚实的态度，忠诚地执行本处的各项政策和工作，并时刻维持本处高度正直诚信的标准。

以礼待人、体恤市民

我们要尊重每位市民，对每位市民诚恳有礼和体恤关怀。我们要设身处地去了解不同的观点和看法，并且弹性地实施各项政策，以切合特别的需求。

关顾共融、群策群力

我们要以人为本，关怀员工的需要及发展，加强沟通，培养和谐信任的部门文化，建立一支士气高昂和上下一心的专业团队，协力服务市民。

触觉敏锐、因时制宜

我们要对不断转变的社会、经济及政治环境，保持敏锐的触觉；并要与时并进及重新厘定处理事务的策略和工作程序，以应付新的挑战。

精益求精、树立榜样

我们要继续悉力以赴，力求事事尽善，并致力成为世界上其他入境事务队伍的榜样。

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

守在香港最前线，尽心竭力卫家国

入境事务处处长 Director of Immigration
曾国卫 TSANG Kwok-wai, Erick
I.D.S.M.

二零一六年适逢入境事务处（入境处）成立55周年，本处由最初只有二百多人发展成为如今七千多人的精英队伍。我很荣幸在部门迈进这个新里程之际接任入境处处长一职，带领全体员工守在香港最前线，一方面在出入境事宜上严谨执法，另一方面亦尽心为市民和访客提供最优质的服务。回顾过去一年的工作，我衷心感谢同事的辛勤付出，紧守岗位，让我们能继续成为市民大众信赖的纪律部队。

香港是国际大都会，旅客进出频繁。在二零一六年，各管制站的总出入境人次接近三亿。为应付庞大的旅客量，我们善用科技，多年来推出了不同措施以提升通关能力。去年，我们分阶段推出「出入境管制系统」，除新增超过150条多功能e-道外，更把现有的e-道提升为多功能e-道，使全港合共近600条e-道可灵活调配供香港居民及访客使用。我们亦于二零一七年推出旅客自助离境服务，让持有有效电子旅行证件的合资格访客无须预先登记便可使用e-道办理自助离境手续。同时，港珠澳大桥、广深港高速铁路及莲塘／香园围三个新陆路边境管制站亦将相继落成使用，届时整体通关能力可进一步提升。

除了便利往来外，入境处亦为香港把关，并为国家把守南大门，致力维护香港和国家的安全。二零一六年，我们面对的重大挑战之一是处理近年激增的免遣返声请个案。为做好源头打击，我们去年派员出访越南、巴基斯坦及孟加拉，向有关当局介绍实施「统一审核机制」的目的，并商讨彼此合作的事宜。有关措施已初见成效，本处于二零一六年截获的非华裔非法入境者人数较去年大幅下降四成，而提出免遣返声请的人数亦减少近四分之一。其余一半尚待审核的免遣返声请人主要是逾期逗留人士，当中超过三成是利用免签证访港待遇来港的印度旅客。因此，本处自二零一七年一月起实施「印度国民预办入境登记」措施，以确保给予真正的印度访客旅游便利，同时防止属高风险类别的可疑访客前来香港。长远而言，我们会继续从入境前管制、审核流程、羁留和执法及遣返四个范畴着手，全面检讨处理免遣返声请的策略。我们亦全力打击免遣返声请人在港非法工作，并加强针对雇主的执法行动，从而减低免遣返声请人来港的诱因。

我们不仅要做好把关工作，还须不断提升服务质素，以满足市民的期望，其中我们为香港特区护照持有人争取免签证待遇的游说工作从未松懈。截至二零一七年三月三十一日，已有158个国家和地区同意给予香港特区护照持有人免签证入境或落地签证待遇。此外，继与韩国、新加坡和德国推行互相使用自助出入境检查服务的安排后，本处于二零一六年亦与澳洲推行该项安排。为使特区护照持有人外游时更加便利，我们会继续与其他国家或地区磋商，争取互相使用自助出入境检查服务。

入境处一向以人为本，用心服务市民。继续为在外地遇事的港人提供切实可行的协助，也是入境处一项非常重要的任务。本处的「协助在外居民小组」自成立以来，一直努力提升服务质素，为在外地遇事的港人提供及时和适切的协助。二零一六年，我们于驻上海经济贸易办事处增设入境事务组，并由同年十一月七日开始，在所有驻内地办事处的入境事务组提供特区护照换领服务。我们亦于二零一七年在驻武汉经济贸易办事处开设另一入境事务组，为在内地遇事的港人提供更全面的支援服务。

为了配合二零一七年《施政报告》内提及促进香港与「一带一路」沿线国家合作交流的发展策略，我们采取友善而务实的出入境政策，考虑放宽对相关国家国民在就业、求学、旅游等方面的签证要求。就此，我们放宽了柬埔寨国民来港工作、投资和读书的签证要求。另外，特区政府亦已与白俄罗斯就互免签证安排达成共识，使两地访客旅游更加便利。

人力是香港最宝贵的资源，为应付人口老化和劳动力下降带来的问题，我们积极配合特区政府的人口政策，推出各项具吸引力的输入人才计划。二零一六年，我们派员出访美国、英国、荷兰及法国，推广和详述各项入境计划，包括近年推出的「输入中国籍香港永久性居民第二代计划」，藉此吸引和挽留高质素的外来专才在港发展，以增强香港的竞争力。

展望来年，我们会致力实践新的资讯科技策略，除现正开发的「新一代智能身份证系统」外，我们计划自二零一八年起为全港市民更换新身份证。同时，「新一代电子护照系统」项目亦正进行招标。该系统旨在取代日渐老化的原有系统，以便更有效支援签发新香港特区旅行证件的工作。这个项目预计将于二零一九年推行。

入境处所有同事多年来一直恪尽职守、尽心竭力服务社会，我对此深感自豪。今年正值香港回归祖国20周年，我定必继续与本处全体人员携手并肩，发挥专业团队精神，竭诚为香港以至祖国的繁荣发展作出贡献。

Guard at the forefront of Hong Kong, Serve our country with dedication

The year 2016 marks the 55th anniversary of the Immigration Department. With a staff of only around two hundred when it was established, the Department has evolved to become an elite team with over 7,000 staff members. I am honored to become the Director of Immigration at the time when the Department is entering a new course of development, and to lead all staff members to keep guard at the forefront of Hong Kong by strictly enforcing immigration laws and providing quality services to the public and visitors. Reviewing the work of last year, I would like to extend my sincere gratitude to my colleagues for their hard work and dedication. Thanks to them, the Immigration Department continues to be a disciplined force that enjoys the trust of the public.

As a cosmopolitan city, Hong Kong has a large volume of incoming and outgoing visitors. In 2016, a total of nearly 300 million passengers passed through our control points. In the face of such huge passenger traffic, the Department, with the utilisation of technology, implemented different measures over the years to enhance the overall passenger handling capacity of control points. Last year, the Immigration Control System came into operation in phases. With the installation of more than 150 new multi-purpose e-Channels and the upgrade of the existing e-Channels to multi-purpose e-Channels, there are nearly 600 multi-purpose e-Channels in Hong Kong, which can be flexibly deployed for use by Hong Kong residents and visitors. Also, we introduced Self-Service Departure for Visitors in 2017 to allow eligible visitors holding valid electronic travel documents to perform self-service departure clearance through e-Channels without enrolment. Moreover, with the commissioning of the three new land boundary control points at the Hong Kong-Zhuhai-Macao Bridge, Guangzhou-Shenzhen-Hong Kong Express Rail Link, and Liantang/Heung Yuen Wai in succession, the overall handling capacity of control points can be further enhanced.

Apart from facilitating travelling, the Department also strives to safeguard the security of both Hong Kong and our country by guarding at the forefront of Hong Kong and the southern gateway to our country. In the past year, one of our major challenges is handling the surge in number of non-refoulement claims in recent years. To tackle the problem at source, we sent delegates to Vietnam, Pakistan and Bangladesh last year to brief the relevant authorities about the purposes of the implementation of the Unified Screening Mechanism and discuss matters on mutual cooperation. These measures have started to deliver results. The number of non-ethnic Chinese illegal immigrants intercepted by the Department dropped significantly by 40% while the number of people who lodged non-refoulement claims decreased by nearly 25% in 2016 as compared with last year. The remaining half of the claimants were mainly overstayers, among them over 30 per cent were Indian nationals enjoying visa-free concession. Thus, since January 2017, the Department has implemented Pre-arrival Registration for Indian Nationals to facilitate bona fide Indian visitors while preventing doubtful visitors with high immigration risk from coming to Hong Kong. In the long term, we will continue conducting the comprehensive review on the strategy of handling non-refoulement claims from four dimensions, including pre-arrival control, screening procedures, detention, and enforcement and removal. We also spare no efforts to deter non-refoulement claimants from taking up employment in Hong Kong and have strengthened enforcement actions against the employers concerned in order to reduce the incentives for non-refoulement claimants to come to Hong Kong.

It is our duties to safeguard Hong Kong and to enhance our services to meet public expectation. The Department has been making untiring efforts to lobby for visa-free access for HKSAR passport holders. As at 31 March 2017, 158 countries and territories have already granted visa-free or visa-on-arrival access to HKSAR passport holders. In addition, following the arrangement for mutual use of automated immigration clearance service with Korea, Singapore and Germany, the same arrangement with Australia was made in 2016. To provide greater travel convenience for HKSAR passport holders, we will continue to negotiate with other countries or territories for mutual use of automated immigration clearance service.

The Department has all along been providing people-oriented services for Hong Kong residents with dedication. It is our vital task to continue to provide practical assistance to Hong Kong residents in distress outside Hong Kong. Since its establishment, the Assistance to Hong Kong Residents Unit of the Department has strived to enhance its services in order to provide timely and appropriate assistance to Hong Kong residents in distress outside Hong Kong. In 2016, an Immigration Division was set up under the Economic and Trade Office (ETO) in Shanghai. Moreover, with effect from 7 November 2016, all of the Immigration Divisions in the Mainland have provided HKSAR passport replacement service. The Department also set up an Immigration Division under the ETO in Wuhan in 2017, with a view to providing more comprehensive support to Hong Kong residents in distress in the Mainland.

To tie in with the development strategy of fostering co-operation and exchanges between Hong Kong and countries along the Belt and Road as mentioned in the 2017 Policy Address, we have adopted a friendly and practical immigration policy and will consider relaxing the visa requirements for employment, study and visits for nationals of those countries. In this connection, we have relaxed the visa requirements for Cambodian nationals to enter Hong Kong for employment, investment and study. The HKSAR Government has also reached a consensus with Belarus on mutual visa exemption so as to provide greater travel convenience for the visitors of the two places.

Human capital is Hong Kong's most treasured asset. To tackle the problems posed by an ageing population and a shrinking labour force, the Department, in line with the HKSAR Government's population policy, has implemented various admission schemes. In 2016, we sent delegates to the United States, the United Kingdom, the Netherlands and France to promote and introduce various admission schemes, including the Admission Scheme for the Second Generation of Chinese Hong Kong Permanent Residents launched in recent years. The aim is to attract and retain high-quality talent and professionals from outside Hong Kong, thus enhancing Hong Kong's competitiveness.

Looking ahead, we will commit ourselves to implementing the new information systems strategy. Apart from the Next Generation Smart Identity Card System under development, we plan to launch the territory-wide identity card replacement exercise starting from 2018. Meanwhile, the tendering exercise of the Next Generation Electronic Passport System is underway. It aims to replace the existing ageing computer system to enhance its operational efficiency and effectiveness in supporting the issue of new HKSAR travel documents. This project is expected to be implemented in 2019.

I am deeply proud that all our colleagues have performed their duties diligently and served the community with dedication over the years. This year marks the 20th anniversary of Hong Kong's return to the Motherland. I will definitely continue to work hand in hand with our staff and strive to contribute to the prosperous development of Hong Kong and our Motherland through our professional teamwork.

处长级人员
Directorate Officers

1 曾国卫
Tsang Kwok-wai, Erick
I.D.S.M.
入境事务处处长
Director of Immigration

2 罗振南
Law Chun-nam
入境事务处副处长
Deputy Director of Immigration

3 冯伯豪
Fung Pak-ho, William
助理处长（执法）
Assistant Director (Enforcement)

4 骆伟民
Lok Wai-man, Raymond
助理处长（资讯系统）
Assistant Director (Information Systems)

5 陈天赐
Chan Tin-chee
助理处长（身份证）
Assistant Director (Identity Card)

6 马志明
Ma Chi-ming
助理处长（签证及政策）
Assistant Director (Visa and Policies)

7 冯毅华
Fung Ngai-wa
助理处长（遣送审理及诉讼）
Assistant Director (Removal Assessment and Litigation)

8 何家荣
Ho Ka-wing, Gavin
助理处长（管理及支援）
Assistant Director (Management and Support)

9 区嘉宏
Au Ka-wang
助理处长（个人证件）
Assistant Director (Personal Documentation)

10 戴志源
Tai Chi-yuen
助理处长（管制）
Assistant Director (Control)

11 赵伟富
Chiu Wai-fu, Bob
机场管制科指挥官
Commander, Airport Division

12 黄庆华
Wong Hing-wa
边境管制（铁路）科指挥官
Commander, Border (Rail) Division

13 范美卿
Fan Mei-hing, Caroline
总系统经理（科技服务）
Chief Systems Manager (Technology Services)

14 梁锐忠
Leung Yui-chung, Antony
主任秘书
Departmental Secretary

截至二零一六年十二月三十一日
As at 31 December 2016

大事摘要 Event Highlights

一月 January

香港及澳门居民就遗失入境证件办理离境手续的优化安排于二零一六年一月十一日实施。实施优化安排后，两地居民办理报失旅行证件及相关出境手续已进一步简化，处理时间亦已缩短。

The enhanced arrangement for processing loss of entry identification documents for returning Hong Kong and Macao residents was implemented on 11 January 2016. After the implementation, the procedures to report loss of travel documents and to present for subsequent departure have been further streamlined and the processing time has also been shortened.

自二零一六年一月二十七日起，香港特区护照持有人可免签证前往圣巴泰勒米岛和圣马丁岛（法国海外领地）旅游，在任何180天的期间内最长可逗留90天。

With effect from 27 January 2016, HKSAR passport holders do not need a visa for visiting Saint-Barthelemy and Saint-Martin (French Overseas Territories) for a stay of up to 90 days over a period of 180 days.

屯门客运码头于二零一六年一月二十八日起恢复往来香港与澳门或内地的跨境客运渡轮服务。为配合有关安排，屯门客运码头管制站自同日起恢复为旅客办理出入境检查服务。

The Tuen Mun Ferry Terminal resumed service on 28 January 2016 to provide cross-boundary passenger ferry services between Hong Kong and Macao or the Mainland. To tie in with the arrangement, the Tuen Mun Ferry Terminal Control Point resumed operation on the same day to handle immigration clearance for passengers.

二月 February

二零一六年二月及五月，分别有两名及一名内地孕妇承认与香港居民假结婚，从而取得「预约分娩服务确认书」在港分娩。个案中共有七名涉案人士被捕，他们均被控串谋欺诈罪名，其中六人更被加控串谋以欺骗手段取得服务的罪名，分别被判监禁10至14个月。

In February and May 2016, two Mainland pregnant women and one Mainland pregnant woman respectively admitted to have contracted bogus marriages with Hong Kong residents in order to obtain Confirmation Certificates on Delivery Booking for delivery in Hong Kong. A total of seven suspects were arrested. They were all charged with conspiracy to defraud, and six of them were further charged with conspiracy to obtain services by deception. They were sentenced to imprisonment ranging from 10 to 14 months.

三月 March

本处于二零一六年三月十五日在入境事务处长官会所举行领事官员酒会，加强彼此的联系。

The Department held a Consular Cocktail Reception at the Immigration Officers Mess on 15 March 2016 to strengthen relations with consular officials.

本处的机场管制科在英国专业航空运输研究机构Skytrax的年度旅客意见调查中，连续两年荣获「Skytrax全球最佳机场出入境服务」大奖。

The Airport Division was voted the winner of the Skytrax Award for Best Airport Immigration Service for the second consecutive year in the World Airport Survey commissioned by Skytrax, a United Kingdom-based specialist research agent of the air transport industry.

本处、香港警方和广东省公安边防总队展开一项代号为「峻岭」的联合行动，瓦解了一个专门安排非华裔人士偷渡来港的跨境犯罪集团，在粤港两地共拘捕了114名涉案人士，包括24名集团骨干成员。

A joint operation codenamed 'High Crest' was conducted by the Department, the Hong Kong Police Force and the Border Control Department of Guangdong, neutralising a cross-boundary human smuggling syndicate which specialised in arranging for non-ethnic Chinese nationals to seek illegal entry into Hong Kong. During the operation, a total of 114 suspects, including 24 core syndicate members, were arrested in Guangdong Province and Hong Kong.

四月 April

由二零一六年四月六日开始，香港特区护照持有人在抵达科摩罗时，可获签发逗留期45天的旅游签证。另外，香港特区护照持有人在抵达毛里塔尼亚的努瓦克肖特国际机场或努瓦迪布陆路边境站时，可获签发旅游签证，逗留期限将于旅客抵达当地时由当地有关机关决定。

With effect from 6 April 2016, HKSAR passport holders will be granted a 45-day visit visa upon arrival in Comoros. In addition, HKSAR passport holders will be granted a visit visa upon arrival at Nouakchott International Airport or the land border crossing checkpoint in Nouadhibou in Mauritania. The duration of stay will be determined by the competent authorities upon arrival.

自二零一六年四月十一日起，本处于入境事务大楼增设访港旅客e-道登记处，以进一步方便合资格旅客在留港期间登记使用e-道服务。

The Department has set up an in-town e-Channel Enrolment Office at the Immigration Tower since 11 April 2016 to provide further convenience for eligible visitors to enrol for e-Channel service during their stay in Hong Kong.

五月 May

由本处及警务处人员组成的代表团于二零一六年五月十七日出访越南。是次访问旨在向越南当局反映香港在打击非法劳工及人口贩运方面的严格执法及法例条文，以及介绍实施统一审核机制的相关情况。此外，代表团亦就执法方面的情报搜集和联络事宜与越南当局商讨合作。

A delegation comprising officers from the Department and the Hong Kong Police Force departed on 17 May 2016 for a duty visit to Vietnam. The visit aimed to reflect to the Vietnamese authorities Hong Kong's stringent enforcement and legislative provisions against illegal employment and human trafficking, and introduce the implementation of the Unified Screening Mechanism. The delegation also explored co-operation with the Vietnamese authorities in intelligence gathering and liaison on enforcement.

《2016年入境（未获授权进境者）（修订）令》（《修订令》）于二零一六年五月二十日生效。《修订令》修订了《入境条例》（香港法例第115章）下有关「未获授权进境者」的定义，除保留越南外，亦加入巴基斯坦、孟加拉、印度、尼泊尔、斯里兰卡、索马里、阿富汗及尼日利亚八个非华裔非法入境者的主要来源国家，使绝大部分非华裔非法入境者成为「未获授权进境者」，藉以加重偷运人蛇的刑罚，大幅提高阻吓作用。

The Immigration (Unauthorised Entrants) (Amendment) Order 2016 (the Amendment Order) came into effect on 20 May 2016. To achieve a stronger deterrent effect, the Amendment Order expanded the definition of 'unauthorised entrants' under the Immigration Ordinance (Cap. 115, Laws of Hong Kong) to cover the vast majority of non-ethnic Chinese illegal immigrants (NECIIs) by including the eight major source countries of NECIIs in addition to Vietnam, i.e. Pakistan, Bangladesh, India, Nepal, Sri Lanka, Somalia, Afghanistan and Nigeria, so as to increase the penalties against smuggling of illegal immigrants from these countries.

六月 June

在机场管理局举办的二零一六年香港国际机场优质顾客服务计划中，本处的机场管制科获颁「最佳顾客服务跃进大奖」，而机场管制站有29位前线同事亦同时获颁「企业团队卓越奖」嘉许状。

In the 2016 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 29 frontline staff members of the Airport Control Point were also awarded a Certificate of Appreciation in the Corporate Excellence Award.

自二零一六年六月二十日起，香港特区电子护照持有人可无须预先登记，免费使用澳洲的自助出入境检查服务，而澳洲护照持有人亦可免费登记使用香港的e-道服务。

With effect from 20 June 2016, HKSAR electronic passport holders can use the automated immigration clearance service in Australia free of charge without pre-enrolment, while Australian passport holders can enrol for the e-Channel service in Hong Kong free of charge.

本处于二零一六年六月二十日成立身份证部和遣送审理及诉讼部。身份证部负责开发「新一代智能身份证系统」和推行全港市民换领身份证计划。遣送审理及诉讼部负责审理免遣返声请和处理与免遣返声请及执法有关的上诉／呈请及诉讼个案，并就全面检讨处理免遣返声请的策略提供支援。

The Identity Card Branch (ID Branch) and the Removal Assessment and Litigation Branch (RAL Branch) were established on 20 June 2016. The ID Branch is responsible for developing the Next Generation Smart Identity Card System and launching the territory-wide identity card replacement exercise. The RAL Branch is responsible for screening non-refoulement claims as well as handling appeal/petition and litigation cases relating to non-refoulement claims and enforcement. It also provides support for the comprehensive review of the strategy of handling non-refoulement claims.

本处、香港警方和广东省公安边防总队展开一项代号为「绝策」的联合行动，瓦解了一个专门安排越南籍人蛇偷渡来港的跨境犯罪集团，中港两地共拘捕了51名涉案人士，包括17名集团骨干成员。

A joint operation codenamed 'Greatplan' was mounted by the Department, the Hong Kong Police Force and the Border Control Department of Guangdong and a cross-boundary human smuggling syndicate specialised in arranging for Vietnamese nationals to seek illegal entry into Hong Kong was neutralised, leading to the apprehension of a total of 51 suspects, including 17 core syndicate members, in the Mainland and Hong Kong.

七月 July

二零一六年七月十三日至三十日，本处与外交部驻香港特别行政区特派员公署在入境事务大楼举行「涉港领事保护图片展」，藉以加深市民对涉港领事保护及「协助在外香港居民小组」工作的了解，从而提升市民出外旅游时的安全意识。

From 13 to 30 July 2016, the Department and the Office of the Commissioner of the Ministry of Foreign Affairs of the People's Republic of China in the HKSAR co-organised a photo exhibition on consular protection involving Hong Kong at the Immigration Tower. The exhibition aimed to enhance public understanding of consular protection involving Hong Kong and the work of the Assistance to Hong Kong Residents Unit, so as to promote public awareness of outbound travel safety.

为庆祝部门成立55周年，本处于二零一六年七月三十一日在入境事务学院举行开放日，并于二零一六年八至九月期间在入境事务大楼举行「入境处历史及发展图片展」。

To celebrate the Department's 55th anniversary, an open day was held at the Immigration Service Institute of Training and Development on 31 July 2016. Moreover, a photo exhibition on the Department's history and development was held at the Immigration Tower between August and September 2016.

八月 August

自二零一六年八月二十二日起，香港与韩国简化「互相使用自助出入境检查服务」的登记程序。香港特区电子护照持有人无须预先登记，便可于韩国直接登记使用有关服务，而韩国护照持有人亦无须预先登记，便可于香港直接登记使用香港的e-道服务。

Since 22 August 2016, Hong Kong and Korea have streamlined the enrolment procedures for the mutual use of automated clearance services. HKSAR electronic passport holders are able to enrol for the service directly in Korea without pre-enrolment. Reciprocally, Korean passport holders are also able to enrol for the e-Channel service directly in Hong Kong without pre-enrolment.

为进一步方便市民，自二零一六年八月二十六日起，市民可透过互联网递交无结婚纪录证明书的申请。

To provide further convenience for the public, with effect from 26 August 2016, members of the public may submit applications for Certificate of Absence of Marriage Record through the Internet.

本处、香港警方和广东省公安边防总队展开两项代号分别为「银盾」及「满弓」的联合行动，瓦解了两个活跃于中港两地专门偷运越南籍及南亚裔人蛇来港的犯罪集团，行动中共拘捕了99名涉案人士，包括46名集团骨干成员。

Two joint operations codenamed 'Silvershield' and 'Powerbow' were mounted by the Department, the Hong Kong Police Force and the Border Control Department of Guangdong. Two cross-boundary human smuggling syndicates active in the Mainland and Hong Kong and specialised in arranging for Vietnamese and South Asian nationals to seek illegal entry into Hong Kong were neutralised. During the operations, a total of 99 suspects, including 46 core syndicate members, were arrested.

由本处人员组成的代表团于二零一六年八月二十八日出访巴基斯坦及孟加拉两国。是次访问旨在向有关当局介绍香港在打击非法劳工及人口贩运方面的严格法例条文和实施统一审核机制的目的。此外，代表团亦就执法方面的情报搜集和联络事宜与上述两国有关部门商讨合作。

A delegation comprising officers of the Department departed on 28 August 2016 for a duty visit to Pakistan and Bangladesh. The visits aimed to introduce to the relevant authorities Hong Kong's stringent legislative provisions against illegal employment and human trafficking, and the objectives of the Unified Screening Mechanism. The delegation also explored co-operation with the relevant authorities of Pakistan and Bangladesh in intelligence gathering and liaison on enforcement.

九月 September

本处于二零一六年九月在全港各区展开一连串代号为「冠军」、「曙光」及「风沙」的反非法劳工行动。本处亦于同年三月、四月及十一月进行类似的反非法劳工行动。行动中共拘捕了334名涉案人士，包括250名非法劳工及57名涉嫌聘用非法劳工的本地雇主。

The Department mounted a series of territory-wide enforcement operations codenamed 'Champion', 'Twilight' and 'Windsand' to combat illegal employment activities in September 2016. The Department also conducted similar enforcement operations in March, April and November 2016. During the operations, a total of 334 suspects, including 250 illegal workers and 57 local employers on suspicion of employing illegal workers, were apprehended.

十月 October

香港特区政府驻上海经济贸易办事处入境事务组于二零一六年十月二十五日投入运作。其主要职能是为身处上海市以及浙江、江苏、安徽和山东省的遇事港人提供协助。

The Immigration Division of the Hong Kong Economic and Trade Office in Shanghai of the HKSAR Government came into operation on 25 October 2016. Its main function is to provide assistance to Hong Kong residents in distress in the municipality of Shanghai as well as Zhejiang, Jiangsu, Anhui and Shandong Provinces.

自二零一六年十月二十八日起，香港特区护照持有人在抵达马达加斯加时，可获签发逗留期不超过90天的旅游签证。

With effect from 28 October 2016, HKSAR passport holders will be granted a visit visa upon arrival in Madagascar for a stay not exceeding 90 days.

十一月 November

为提供进一步便利，自二零一六年十一月七日起，身在内地的香港居民可透过驻北京办事处、驻上海经济贸易办事处、驻成都经济贸易办事处及驻粤经济贸易办事处的入境事务组递交换领香港特区护照的申请，并在有关办事处领取新护照。

To provide further convenience, Hong Kong residents in the Mainland may submit their HKSAR passport replacement applications and subsequently collect their new passports through the Immigration Divisions of the Beijing Office and the three Hong Kong Economic and Trade Offices in Shanghai, Chengdu and Guangdong with effect from 7 November 2016.

十二月 December

本处于二零一六年十二月九日举行结业会操。连同同年四月一日的结业会操，二零一六年共有78位入境事务主任及205位入境事务助理员结业，成为本处的年轻生力军。

A passing-out parade was held on 9 December 2016. Together with the trainees of the passing-out parade held on 1 April 2016, a total of 78 Immigration Officers and 205 Immigration Assistants completed induction training and became the young force of the Department in 2016.

自二零一六年十二月十二日起，本处与澳门进一步扩展互相使用自助出入境检查服务至持有《香港特别行政区签证身份书》的香港非永久性居民及持有《澳门居民往来香港特别行政区旅游证》的澳门非永久性居民。两地合资格的人士于登记后，可使用对方的自助出入境检查服务办理出入境手续。

Since 12 December 2016, the mutual use of automated immigration clearance service with the Macao SAR has been extended to Hong Kong non-permanent residents holding a 'HKSAR Document of Identity for Visa Purposes' and Macao non-permanent residents holding a 'Visit Permit for Residents of Macao to HKSAR'. Eligible persons of the two places may use the automated immigration clearance service of the other party after enrolment.

本处于二零一六年十二月宣布自二零一七年一月二十三日起实施「印度国民预办入境登记」措施，印度国民若非获豁免类别人士，必须预先于网上申请并办妥预办入境登记，才可免签证来港旅游。

The Department announced in December 2016 that the Pre-arrival Registration (PAR) for Indian Nationals would be implemented with effect from 23 January 2017. Indian nationals must apply for and successfully complete PAR online before they can visit Hong Kong visa-free unless they belong to one of the exempted categories.

管理及支援部
Management and Support Branch

管理及支援部负责部门的人力资源管理和发展。该部由两个科别组成，分别是部队管理科和入境事务学院。部队管理科负责入境事务队成员的福利、行为及纪律事宜，执行部门的公共关系工作和管理审核，以及就市民的投诉进行检讨；入境事务学院则负责处理入境事务队成员的招聘、培训、调配及专业发展事宜。

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.

强化团队 追求卓越
STRENGTHEN THE CORPS
STRIVE FOR EXCELLENCE

管理及支援部
Management and Support Branch

建立能干和高效率的团队

本处深信员工是部门最宝贵的资产。要成为一支专业和高效率的团队，关键在于每名员工都能发挥所长及致力提供卓越的优质服务。管理及支援部辖下的入境事务学院透过招聘活动的筹划、岗位的调配、工作表现的管理及培训计划的安排，致力为入境事务队成员策划切合所需的专业发展。本处亦在各大专院校、专业教育学院及持续进修院校举办就业讲座，积极吸纳合适的人才。在二零一六年，本处共聘任210名入境事务主任及259名入境事务助理员，获聘的人员在接受入职训练后，已陆续投入工作行列。本处将继续进行招聘，透过招揽新血确保部门持续发展。管理及支援部将继续全力支持部门具策略性和有效的人力资源管理。

本处人员在「教育及职业博览2016」宣传招聘活动，并向市民介绍入境处的工作。
Our staff promoted our recruitment activities and introduced the duties of the Department to the public at the 'Education & Careers Expo 2016'.

专业培训　服务为民

人力资源的培育对部门的长远及健康发展非常重要，能够激励员工悉力以赴，部门的服务便会不断进步。本处将会持续投放资源，为不同职级的同事提供适切的培训和发展计划，例如前线人员团队建立训练课程、创新领袖工作坊、中期事业发展训练计划、顾客服务工作坊和不同形式的内地及海外交流计划等，确保员工具备所需技能，面对现在及未来的挑战。部分课程更针对性地加强压力管理和团队合作的内容，在提升整体工作效率之余，亦有助员工在工作与生活之间取得适当的平衡。

入境事务学院设有自助出入境检查训练中心，让学员在一个模拟实际工作情况的环境下接受训练。
Automated Immigration Clearance Training Centre is set up at the Immigration Service Institute of Training and Development to provide job-related training in a mock environment.

关顾管理　以人为本

本处非常重视推行关顾管理，透过关怀员工的需要及专业发展，以及加强沟通，培养和谐互信的部门文化，建立一支士气高昂、上下一心的专业团队。部门自二零一三年起举办「探访工作间」活动，提供一个有效的平台，让同事分享工作间的经验。自二零一五年一月起，部门也为前线人员推出「快乐工作间」一天课程，藉此提升同事对情绪和正向思维的了解，发挥同事的创意和培养积极乐观的人生观。此外，本处的聆心服务中心为有需要的员工提供专业辅导服务，中心内的临床心理学家不时举办促进身心健康的课程，藉以帮助同事应付日常工作带来的压力，以及培养健康和平衡的生活模式。

本处致力成为一个展现关怀的机构，部门义工队自二零零二年成立以来，每年均获义工总领袖及社会福利署署长颁发义务工作嘉许金奖状。自二零零六年起，本处连续多年获得香港社会服务联会颁发「同心展关怀」标志，更自二零一五至一六年度起获颁发「10年Plus同心展关怀」标志，表扬部门对关怀社区、员工及环境的承担。

追求卓越服务

二零一六年，本处有两名同事获得「申诉专员嘉许奖（公职人员奖）」，这是本处同事连续18年获得这个奖项。此外，本处共有六位同事获得「公务员事务局局长嘉许状」，以表扬他们持续的优秀工作表现。自该嘉许计划于二零零四年推出以来，本处已连续第13年有同事获得嘉许。本处定当继续发扬精益求精的专业精神，为市民提供优质的服务。

入境事务处处长曾国卫先生主持二零一六年工作回顾简报会，并向市民介绍即将推出的「旅客自助离境服务」。
The Director of Immigration Mr Erick K W Tsang chaired the press conference on the year-end review of 2016 and introduced to the public the upcoming 'Self-Service Departure for Visitors'.

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, 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 2016, a total of 210 Immigration Officers and 259 Immigration Assistants were appointed. They have joined the workforce in 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.

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, Innovative Leadership Workshop for Middle Managers, Mid-Career Development Programme, Customer Service Training and various Mainland and overseas exchange programmes to ensure that staff are equipped with the necessary skills to meet current and future challenges. Some programmes also highlight the areas of stress management and teambuilding so as to facilitate the participants to develop a healthy work-life balance.

战术训练课程能提升前线人员对控制反抗及安全押解的意识。
Tactical training enhances the awareness of frontline staff about resistance control and escort safety.

本处学员在模拟视像录影会面室学习使用录影系统进行会面。
Immigration trainees receive training on the use of the video recording system to conduct an interview in the mock video recording interview room.

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 has run a series of Workplace Visits since 2013 to establish an effective platform for our colleagues to share workplace experience on various topics. In January 2015, the Department introduced a one-day Delighting Your Work Programme for frontline staff to enhance their awareness of emotion and positive thinking, and develop their creativity and a positive and optimistic outlook on life. In addition, 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 arranges various psychological wellness and related health promotion programmes from time to time to help staff manage pressure arising from their daily 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. Moreover, the Department has been awarded the Caring Organisation Logo by the Hong Kong Council of Social Service since 2006 and further awarded the 10 Years Plus Caring Organisation Logo since 2015-16 in recognition of our commitment in caring for the community, employees and environment.

Collaborating for Service Excellence

In 2016, two colleagues received The Ombudsman's Awards 2016 for Officers of Public Organisations, making it the 18th consecutive year that our officers were awarded. In addition, six 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 13th consecutive year that our officers were commended. We will continue to provide quality services with excellence and professionalism.

入境事务处处长曾国卫先生主持使用服务人士委员会会议。
Immigration Department Users' Committee meeting chaired by the Director of Immigration Mr Erick K W Tsang.

签证及政策部
Visa and Policies Branch

签证及政策部由签证管制(政策)科和签证管制(执行)科组成。两科的主要工作范围包括制定及复检有关签证事宜的政策和审批程序，并处理各项申请，例如来港旅游、就业、投资、受训、居留或就读的入境申请，访客和临时居民的延期逗留申请，声称凭借父亲或母亲的血统而拥有香港居留权的中国籍人士所提出的香港特区居留权证明书申请，以及处理有关居留权证明书及签证管制事宜的上诉、呈请和司法复核个案。

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 to the Right of Abode and visa control matters.

欢迎访客　汇聚人才
WELCOME VISITORS
ATTRACT TALENT
8
9
優秀人才及內地居民組
Quality Migrants and Mainland Residents Section
10
優秀人才及內地居民組
Quality Migrants and Mainland Residents Section

签证及政策部
Visa and Policies Branch

优才、专业人士及企业家入境计划优化措施

香港欢迎世界各地的优才、专业人士及企业家来港工作及定居，他们可根据不同的入境计划来港。自二零一五年五月四日起，本处实施一系列优化措施，包括放宽根据一般就业政策、输入内地人才计划及优秀人才入境计划来港人士的逗留安排、优化优秀人才入境计划的计分制度、列明在一般就业政策下投资类别的考虑因素、考虑批准有意开办或参与已获政府支援计划支持的初创业务者的申请，以及推行「输入中国籍香港永久性居民第二代计划」，以提升香港在吸引和挽留外来人才及专业人士的能力。

本处奉行开放的入境政策，便利全球各地的优才及专才来港发展。
The Department administers an open immigration regime to facilitate the entry of talent and professionals from around the world.

优秀人才入境计划

扩充人力资源对香港的可持续发展及在全球市场上的竞争力非常重要。优秀人才入境计划旨在吸引世界各地（包括内地）的卓越人才来港定居。这项计划所订的每年配额为1 000人。申请人会按一套根据年龄、语文能力、学术成就、专业资历及工作经验等客观准则厘定的计分制来接受评核，并透过定期进行的甄选程序获得分配名额。截至二零一六年十二月三十一日，共有3 578名申请人获分配名额。

持续吸引专才和企业家来港

本港一向对来港就业的专才和来港投资的企业家实施开放的政策。一般就业政策容许具备香港所需要而又缺乏的特别技能、知识或经验，或能够对本港经济作出重大贡献的海外人士来港。在二零一六年，共有35 997名海外专才和投资者根据一般就业政策获准来港。输入内地人才计划实施至今已吸引内地多个界别的人才和专业人士来港工作。于二零一六年，共有10 404名申请人根据此计划来港。资本投资者入境计划于二零零三年十月开始实施，目的是让那些把资金带来香港投资但不会在港参与经营业务的人士来港居留。该计划经检讨后已于二零一五年一月十五日起暂停。

非本地毕业生留港／回港就业安排

「非本地毕业生留港／回港就业安排」旨在进一步吸引非本地毕业生在香港修读全日制经本地评审本地课程而获得学士学位或更高资历后留港／回港工作。截至二零一六年十二月三十一日，共有60 752名非本地毕业生获批准根据此安排在港工作。

「非本地毕业生留港／回港就业安排」可进一步吸引非本地毕业生留港或回港工作。
The Immigration Arrangements for Non-local Graduates can further attract non-local graduates to stay or return and work in Hong Kong.

输入中国籍香港永久性居民第二代计划

「输入中国籍香港永久性居民第二代计划」于二零一五年五月四日推出，旨在吸引已移居海外的中国籍香港永久性居民的第二代回港发展，鼓励他们回流。此计划不设配额，而申请人亦无须在来港前已获得聘用。成功申请人士可获准在港逗留12个月而不受其他逗留条件限制。截至二零一六年十二月三十一日，本处共批准了235宗申请。

本处积极优化各项入境政策，以配合社会不断转变的需要。
The Department takes a proactive approach in refining our immigration policies in order to meet the ever-changing needs of the community.

印度国民预办入境登记

由二零一七年一月二十三日开始，除获豁免类别人士外，印度国民须预先于网上申请和办妥预办入境登记，方可免签证来港逗留不超过14天。措施旨在确保给予真正的印度访客旅游便利，同时维持有效的入境管制。

办妥预办入境登记的印度国民须自行列印「印度国民预办入境登记通知书」，用以办理入境检查手续。
Indian nationals who have successfully completed online pre-arrival registration are required to print on their own a Notification Slip for Pre-arrival Registration for Indian Nationals for the purpose of immigration clearance upon arrival.

Enhancement Measures on Admission Schemes for Talent, Professionals and Entrepreneurs

Hong Kong welcomes talent, professionals and entrepreneurs from all over the world to work and stay in Hong Kong. They may enter Hong Kong under various admission schemes. To take a more proactive approach to recruit and retain talent and professionals from outside Hong Kong, the Department has implemented, with effect from 4 May 2015, a series of enhancement measures to refine the existing admission schemes, including relaxing the stay arrangements for entrants under the General Employment Policy (GEP), the Admission Scheme for Mainland Talents and Professionals (ASMTP) and the Quality Migrant Admission Scheme (QMAS); refining the QMAS scoring scheme; specifying the consideration factors under GEP investment stream; considering favourably applications from applicants who wish to establish or join in start-up business supported by government-backed programmes; and implementing the Admission Scheme for the Second Generation of Chinese Hong Kong Permanent Residents (ASSG).

Quality Migrant Admission Scheme

Expanding the pool of human capital is essential to Hong Kong's sustainable development and competitiveness in the globalised market. QMAS 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 points-based system setting out objective criteria such as age, language proficiency, academic attainment, professional qualification and working experience, and further assessed through selection exercises conducted on a regular basis. As at 31 December 2016, 3,578 applicants were allocated quota.

Sustained Efforts to Attract Professionals and Entrepreneurs

Hong Kong maintains an open policy towards professionals and entrepreneurs entering the city for employment or investment. 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 2016, 35,997 foreign professionals and investors were admitted under this policy. ASMTP has successfully attracted a wide variety of talented persons and professionals from the Mainland to work in Hong Kong. In 2016, 10,404 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. After review, CIES has been suspended since 15 January 2015.

本处参与「中小企国际推广博览」，推广各项签证计划。
The Department participates in the World SME Expo to promote various visa schemes.

Immigration Arrangements for Non-local Graduates

The Immigration Arrangements for Non-local Graduates (IANG) aims at attracting non-local graduates to stay/return and work in Hong Kong after obtaining a degree at undergraduate level or higher qualification in a full-time and locally-accredited local programme in Hong Kong. As at 31 December 2016, 60,752 non-local graduates were approved to work in Hong Kong under this arrangement.

Admission Scheme for the Second Generation of Chinese Hong Kong Permanent Residents

ASSG was introduced on 4 May 2015 to attract the second generation of Chinese Hong Kong permanent residents who have emigrated overseas to return to Hong Kong. There is no quota under this scheme and applicants are not required to have secured an offer of employment before entry. Successful applicants may be granted a stay of 12 months without other conditions of stay. Up to 31 December 2016, 235 applications under ASSG were approved by the Department.

本处人员走访各国宣传「输入中国籍香港永久性居民第二代计划」及其他输入人才计划。
Our staff visited various countries to promote the Admission Scheme for the Second Generation of Chinese Hong Kong Permanent Residents and other talent admission schemes.

Pre-arrival Registration for Indian Nationals

With effect from 23 January 2017, Indian nationals must apply for and successfully complete online pre-arrival registration before they can visit Hong Kong visa-free for a stay of up to 14 days, unless they belong to one of the exempted categories. The measure is implemented with a view to ensuring a proper balance between providing facilitation to genuine visitors from India and maintaining effective immigration control.

管制部
Control Branch

管制部辖下设有四个科别，分别为机场管制科、边境管制(铁路)科、边境管制(车辆)科和港口管制科。这四个科别共同分担出入境管制的职责，包括拒绝让不受欢迎人物入境和防止通缉犯离境，以及为游客和商务访客提供方便的出入境服务。机场管制科位于香港国际机场。边境管制(铁路)科辖下设有三个边境管制站，分别位于罗湖、红磡和落马洲支线。边境管制(车辆)科辖下设有四个边境管制站，分别位于落马洲、文锦渡、沙头角和深圳湾。港口管制科辖下则设有港口管制组、港澳客轮码头管制组、中国客运码头管制组、屯门客运码头管制组及启德邮轮码头管制组。

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.

訪港旅客
Visitors
訪港旅客
Visitors
香港永久性居民
Hong Kong
manent Resident
有效管制 快捷有礼
EFFECTIVE CONTROL
SPEEDY AND
COURTEOUS SERVICE

管制部
Control Branch

「Skytrax 全球最佳机场出入境服务」大奖

本处的机场管制科在英国专业航空运输研究机构Skytrax 的年度旅客意见调查中，连续两年荣获「Skytrax全球最佳机场出入境服务」大奖。这个奖项证明机场管制科同事过去在提升服务水平所付出的努力，得到世界各地旅客的认同。

香港国际机场优质顾客服务大奖2016

在机场管理局举办的二零一六年香港国际机场优质顾客服务计划中，本处的机场管制科获颁「最佳顾客服务跃进大奖」，而机场管制站有29位前线同事亦同时获颁「企业团队卓越奖」嘉许状。

屯门客运码头管制站恢复运作

屯门客运码头自二零一六年一月起恢复提供往来香港与澳门或内地的跨境客运渡轮服务。为配合有关安排，屯门客运码头管制站亦同时恢复运作。

屯门客运码头管制站自二零一六年一月起恢复为旅客办理出入境检查服务。
The Tuen Mun Ferry Terminal Control Point has resumed its immigration clearance service since January 2016.

香港及澳门居民就遗失入境证件办理离境手续的优化安排

进一步简化香港及澳门两地居民就遗失证件办理离境手续的优化安排已于二零一六年一月实施。在新安排下，在澳门遗失入境证件的香港居民可直接前往澳门外港码头或氹仔客运码头，经核实身份后便可随即办理离境手续。同样地，在香港遗失入境证件的澳门居民可直接前往港澳客轮码头、中国客运码头或屯门客运码头办理报失及离境手续。

入境事务大楼增设访港旅客e-道登记处

为进一步方便合资格的访港旅客在管制站以外的办事处登记使用e-道服务，本处于入境事务大楼增设的访港旅客e-道登记处已于二零一六年四月投入服务。

本处在入境事务大楼增设的访港旅客e-道登记处自二零一六年四月起投入服务。
An in-town e-Channel Enrolment Office set up at Immigration Tower has come into operation since April 2016.

与其他国家／地区互相使用自助出入境检查服务

继与韩国、新加坡及德国推行互相使用自助出入境检查服务安排后，本处亦与澳洲于二零一六年六月推行相关安排。在相关安排下，合资格访港旅客可于入境事务大楼、机场或港澳客轮码头管制站登记使用e-道服务。

香港及澳门非永久性居民来往两地的出入境便利措施

为使持有香港特区签证身份书的香港非永久性居民及持有澳门居民往来香港特区旅游证的澳门非永久性居民出入境更加便利，自二零一六年十二月起，两地的合资格非永久性居民可登记使用对方的自助过关通道办理出入境手续。

将会投入运作的新管制站

分别位于广深港高速铁路西九龙总站、港珠澳大桥香港口岸及莲塘／香园围的三个新跨境管制站将会陆续投入运作。新管制站将进一步提升边境管制站的整体处理能力。本处会积极配合有关发展，继续为旅客提供高效率的出入境服务。

本处致力提供优质有礼的出入境检查服务。
The Department is committed to providing high quality and courteous immigration clearance service.

Skytrax Award for Best Airport Immigration Service

The Airport Division was voted the winner of the Skytrax Award for Best Airport Immigration Service for the second consecutive year in the World Airport Survey commissioned by Skytrax, a United Kingdom-based specialist research agent of the air transport industry. The award showed that the effort of airport staff in enhancing the immigration service was recognised by passengers from around the world.

The 2016 Hong Kong International Airport Customer Service Excellence Programme Award

In the 2016 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 29 frontline staff members of the Airport Control Point were also awarded a Certificate of Appreciation in the Corporate Excellence Award.

Resumption of operation of the Tuen Mun Ferry Terminal Control Point

Tuen Mun Ferry Terminal has resumed its cross-boundary passenger ferry services between Hong Kong and Macao or the Mainland since January 2016. To tie in with this arrangement, the Tuen Mun Ferry Terminal Control Point has resumed operation concurrently.

Enhanced arrangement for processing loss of entry identification documents for returning Hong Kong and Macao residents

The enhanced arrangement to further streamline the procedures for processing loss of entry identification documents for returning Hong Kong and Macao residents was implemented in January 2016. Under the new arrangement, Hong Kong residents who have lost their identification documents used to enter Macao may proceed directly to Macao's Outer Harbour Ferry Terminal or the Taipa Ferry Terminal for departure clearance after identity verification. Reciprocally, Macao residents who have lost their identification documents used to enter Hong Kong may proceed directly to the Macau Ferry Terminal, China Ferry Terminal or Tuen Mun Ferry Terminal for reporting loss and departure clearance.

New e-Channel Enrolment Office at Immigration Tower

To further facilitate eligible visitors' enrolment for e-Channel service outside control points, an in-town e-Channel Enrolment Office set up at the Immigration Tower has come into operation with effect from April 2016.

本处不断扩展e-道服务的覆盖面，为更多旅客提供便捷的出入境检查服务。
The Department keeps extending the coverage of e-Channel service to provide efficient immigration clearance service to more visitors.

Mutual Use of Automated Immigration Clearance Service with Other Countries/Territories

Following the arrangement for mutual use of automated immigration clearance service with Korea, Singapore and Germany, similar arrangement with Australia was made in June 2016. Under the arrangement, eligible visitors may enrol for e-Channel service at the Immigration Tower, the Airport or Macau Ferry Terminal Control Point.

Immigration facilitation measures for non-permanent residents of Hong Kong and Macao travelling between the two places

To provide greater immigration convenience for Hong Kong non-permanent residents holding an Hong Kong Special Administrative Region (HKSAR) Document of Identity for Visa Purposes and for Macao non-permanent residents holding a Visit Permit for Residents of Macao to HKSAR, with effect from December 2016, eligible non-permanent residents of the two places may enrol to use the automated immigration clearance service of the other party for immigration clearance.

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 Hong Kong Port and Liantang/Heung Yuen Wai will soon be commissioned. 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.

位于深圳湾管制站的车辆检查亭为跨境车辆提供一站式出入境检查及清关服务。
The vehicular clearance kiosks at the Shenzhen Bay Control Point provide one-stop immigration and customs clearance services for cross-boundary vehicles.

个人证件部
Personal Documentation Branch

个人证件部辖下设有证件科和人事登记科。证件科负责处理香港特区护照和其他香港特区旅行证件的申请、有关在本港实施《中华人民共和国国籍法》的事宜，以及出生、死亡和婚姻登记事宜。人事登记科则负责处理根据《基本法》提出拥有居留权的声请、为香港居民签发身份证、管理人事登记纪录、与外国政府商定香港特区居民的免签证入境安排，以及为在香港境外身陷困境的香港居民提供切实可行的协助。

The Personal Documentation Branch comprises the Documents Division and the Registration of Persons Division. The Documents Division deals with applications for Hong Kong Special Administrative Region (HKSAR) passports and other HKSAR travel documents, handles matters relating to the implementation of the Nationality Law of the People's Republic of China 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.

以客为本 服务市民
FOCUS ON CUSTOMERS SERVE THE COMMUNITY

个人证件部
Personal Documentation Branch

为在香港境外身陷困境的香港居民提供协助

二零一六年，香港境外发生了数宗涉及港人的重大事故，包括港人滞留土耳其事件（七月）、港人在德国遇袭事件（七月）、日本北海道车祸（八月）、香港旅行团在广东省揭阳市遇上车祸（八月）、泰国苏梅岛车祸（九月）及澳洲布里斯本车祸（十月）。本处的协助在外香港居民小组与外交部驻香港特派员公署（公署）、中国驻外使领馆、外国驻港领事馆、香港特区政府驻内地办事处和其他政府部门保持紧密联系，为受影响港人及其家属提供切实可行的协助。二零一六年，小组共处理了159 515宗查询和2 808宗求助个案。

本处印制「外游小锦囊」提醒市民外游时须注意的事项。
The Department publishes Outbound Travel Tips to provide Hong Kong residents with tips when travelling abroad.

为使身在海外的中国公民在遇到困难时及时获得专业的指导和帮助，外交部的应急呼叫中心会根据实际情况及需要，转介香港居民的求助个案予协助在外香港居民小组处理和跟进。

二零一六年，本处加强宣传活动以提升市民外游时的安全意识。本处与公署于五月协作举行「海外安全与领事保护工作」专题研讨会，并于七月及九月分别举办图片展和接受传媒访问，藉以介绍中国领事保护及协助在外香港居民小组的工作。此外，本处于十二月与公署和香港旅游业议会协作举行研讨会，推广「外游提示登记服务」。

驻上海经济贸易办事处（驻沪办）入境事务组投入运作

香港特区政府驻沪办入境事务组于二零一六年十月二十五日投入运作，为身处上海市以及浙江、江苏、安徽和山东省的遇事港人提供协助。

为香港特区护照持有人争取免签证入境待遇的游说工作

本处继续积极游说更多国家给予香港特区护照持有人免签证入境或落地签证待遇，为香港特区护照持有人争取更大的旅游便利。二零一六年，圣巴泰勒米岛及圣马丁岛（法国海外领地）同意给予香港特区护照持有人免签证入境待遇，在任何180天的期间内最长可逗留90天。此外，香港特区护照持有人在抵达科摩罗时，可获签发逗留期45天的旅游签证。同时，香港特区护照持有人在抵达毛里塔尼亚的努瓦克肖特国际机场或努瓦迪布陆路边境站时，可获签发旅游签证，逗留期限将于旅客抵达当地时由当地有关机关决定。此外，香港特区护照持有人在抵达马达加斯加时，可获签发逗留期不超过90天的旅游签证。截至二零一六年年底，同意给予香港特区护照持有人免签证或落地签证待遇的国家和地区已达157个。

本处利用先进科技印制具有高度防伪特征的电子护照。
The Department utilises state-of-the-art technologies to produce electronic passports with advanced security features.

便利的香港特区护照申请服务

自二零一六年十一月七日起，身在内地的申请人可透过香港特区政府驻北京办事处、驻上海经济贸易办事处、驻成都经济贸易办事处及驻粤经济贸易办事处的入境事务组递交换领香港特区护照的申请，并在该驻内地办事处领取新护照。

婚姻监礼人计划

婚姻监礼人计划打破过往举行婚礼在时间及地点方面受到的限制，让市民有更多选择，以作出更灵活和方便的安排，计划自二零零六年推出以来深受市民欢迎和日趋流行。截至二零一六年年底，约有256 500对准新人（占申请总数的43%）经婚姻监礼人向婚姻登记官递交拟结婚通知书，并有约255 900对新人（占婚姻登记总数的45%）经由婚姻监礼人为他们主持婚礼。

网上递交无结婚纪录证明书申请

为进一步方便市民，自二零一六年八月二十六日起，市民可透过互联网递交无结婚纪录证明书的申请。

现时全港共有四间出生登记处，为市民提供出生登记服务。
There are four birth registries in Hong Kong providing birth registration services for the public.

Assistance Provided to Hong Kong Residents in Distress Outside Hong Kong

In 2016, several major incidents involving Hong Kong residents occurred outside Hong Kong, including Hong Kong residents being stranded in Turkey (July), Hong Kong residents being attacked in Germany (July), the traffic accident in Hokkaido, Japan (August), the traffic accident in Jieyang in Guangdong involving a Hong Kong tour group (August), the traffic accident in Koh Samui, Thailand (September) and the traffic accident in Brisbane, Australia (October). The Assistance to Hong Kong Residents Unit (AHU) worked closely with the Office of the Commissioner of the Ministry of Foreign Affairs (OCMFA) in Hong Kong, Chinese diplomatic and consular missions overseas, consulates in Hong Kong, Offices of the HKSAR Government in the Mainland and other government departments to provide all practical assistance to the affected Hong Kong residents and their family members. In 2016, the AHU handled 159,515 enquiries and 2,808 requests for assistance from Hong Kong residents.

本处的协助在外香港居民小组为身处香港境外而陷于困境的香港居民提供切实可行的协助。
The Assistance to Hong Kong Residents Unit provides practical assistance to Hong Kong residents in distress outside Hong Kong.

To provide timely and professional guidance and assistance to Chinese citizens in distress overseas, the Ministry of Foreign Affairs emergency call centre will, according to the actual situation and needs, refer assistance requests from Hong Kong residents to the AHU for follow-up.

The Department stepped up publicity to enhance public awareness of outbound travel safety in 2016, including a seminar on 'Overseas Safety and Consular Protection' jointly organised with the OCMFA in May, an exhibition and a press interview on consular protection and the work of AHU organised with the OCMFA in July and September respectively, and a seminar jointly organised with the OCMFA and the Travel Industry Council of Hong Kong in December to promote the use of Registration of Outbound Travel Information service.

Commencement of Operation of the Immigration Division of the Hong Kong Economic and Trade Office in Shanghai (SHETO)

The Immigration Division of the SHETO of the HKSAR Government commenced operation on 25 October 2016 to provide assistance for Hong Kong residents in distress in the municipality of Shanghai as well as in Zhejiang, Jiangsu, Anhui and Shandong Provinces.

Visa-free Lobbying for HKSAR Passport Holders

To provide greater travel convenience, the Department continues its efforts in actively lobbying for visa-free access or visa-on-arrival for HKSAR passport holders. In 2016, Saint-Barthelemy and Saint-Martin (French Overseas Territories) agreed that HKSAR passport holders can visit the territories visa-free for a stay of up to 90 days over a period of 180 days. Besides, HKSAR passport holders will be granted a 45-day visit visa upon arrival in Comoros. HKSAR passport holders will also be granted a visit visa upon arrival at Nouakchott International Airport or the land border crossing checkpoint in Nouadhibou in Mauritania, and the duration of stay will be determined by the competent authorities upon arrival. In addition, HKSAR passport holders will be granted a visit visa upon arrival in Madagascar for a stay not exceeding 90 days. As at the end of 2016, a total of 157 countries and territories have granted visa-free access or visa-on-arrival to HKSAR passport holders.

Convenient Service for Submitting HKSAR Passport Applications

With effect from 7 November 2016, applicants who are in the Mainland may submit their HKSAR passport replacement applications and subsequently collect their new passports through the Immigration Divisions of the Beijing Office and the three Hong Kong Economic and Trade Offices in Shanghai, Chengdu and Guangdong of the HKSAR Government.

Civil Celebrants of Marriages Scheme

The Civil Celebrants of Marriages Scheme lifts the restrictions on the time and place of marriage solemnisation. The scheme provides more choices, greater flexibility and convenience to the public in arranging weddings. It has been well received by the public with its popularity ever growing since it was launched in 2006. As at the end of 2016, about 256,500 prospective couples (43% of total applications) gave their notices of intended marriage through civil celebrants and about 255,900 couples (45% of total marriage registrations) had their marriages solemnised by civil celebrants.

拟结婚人士可透过聘用婚姻监礼人举行婚礼。
Marring parties may solemnise their marriage by engaging a Civil Celebrant of Marriages.

Online Application for Certificate of Absence of Marriage Record

To provide further convenience for the public, with effect from 26 August 2016, members of the public may submit applications for Certificate of Absence of Marriage Record through the Internet.

执法部
Enforcement Branch

执法部辖下的执法科负责制定和执行有关调查、递解及遣送离境方面的政策，检控违反入境法例者，以及管理用作羁留年龄18岁或以上人士的青山湾入境事务中心。

The Enforcement Division, under the Enforcement Branch, is responsible for formulating and implementing policies in respect of investigation, deportation and removal. It is also responsible for prosecution of immigration offenders and management of the Castle Peak Bay Immigration Centre for detention of persons of 18 years old or above.

维护法纪　公正严明
UPHOLD THE LAW
ACT WITH IMPARTIALITY

国际合作打击跨国非法移民、伪造证件和偷运人口活动

本处一直透过国际间的合作，共同打击跨国非法移民活动这个全球关注的问题。二零一六年，本处参与多个国际及地区会议及研讨会，包括在香港举行的「第十一届海峡两岸暨香港、澳门警学研讨会—跨境犯罪的预防与警务合作」、在印尼举行的「第六届峇里进程—偷渡、贩卖人口及相关跨国犯罪问题部长级会议」，以及在瑞士举行的「第四届国际刑警组织的全球贩卖人口会议」。

本处与内地及海外执法机关保持紧密联系，以加强跨境非法移民活动的情报交流。
The Department maintains close liaison with Mainland and overseas law enforcement agencies to strengthen intelligence exchange on transnational illegal migration activities.

此外，本处亦一直与本地其他执法机关及内地和外国的相关部门紧密合作。二零一六年十二月，本处再次在香港国际机场进行了代号为「天网」的大型行动，多国驻港总领事馆的代表人员亦有参与，担当顾问或观察人员的角色，以有效打击伪造证件和偷运人口活动。

近年，被截获的非华裔非法入境者人数大幅上升。本处非常关注这个情况，并与香港警方及内地有关当局保持紧密联系和交流情报，协力打击这类非法偷渡活动。本处分别于二零一六年三月、六月及八月联同警方及广东省公安边防总队合共展开四次反非法入境行动，包括代号为「峻岭」、「绝策」、「银盾」及「满弓」的行动。行动中，当局瓦解了四个专门安排非华裔人士偷渡来港的跨境犯罪集团，合共拘捕了264名涉案人士，包括87名集团骨干成员。

遏止雇用非法劳工或非法受雇的执法行动

年内，本处继续致力打击雇用非法劳工或非法受雇的活动。在二零一六年，本处进行了16 233次反非法劳工行动，包括代号为「曙光」、「冠军」、「惊愕」、「彩虹」及「锐破」等行动，共有6 070名非法劳工（包括4 160名涉及性工作的人）和708名雇主被拘捕。

为进一步打击有关水货活动的违法行为，本处自二零一二年九月起进行了一连串代号为「风沙」的反非法劳工行动。截至二零一六年年底，本处共采取了408次行动，拘捕了3 152名因涉嫌从事水货活动而违反逗留条件的内地访客及18名涉嫌聘用非法劳工的本地雇主。当中，222名内地访客被定罪和被判监禁四星期至三个月不等。

本处调查员巡查非法劳工较多的黑点，以遏止非法劳工在港工作，保障本地工人的就业机会。
To combat illegal employment and protect the local labour market, immigration investigators conduct patrol duties at black spots of illegal workers.

本处人员在年宵市场派发宣传单张，提醒市民雇用非法劳工的严重后果。
Leaflets are distributed at a Lunar New Year Fair to raise public awareness of the serious consequences of unlawful employment.

打击内地孕妇透过违法行为来港产子

本处致力打击内地孕妇透过违法行为来港产子。在二零一六年，本处共检控了22名逾期逗留在港产子的内地孕妇及12名透过非法行为来港产子的内地孕妇，她们全部被定罪，刑期高达18个月。

揭发涉及假结婚的案件

本处十分关注非本港居民藉与香港居民假结婚来港居留的问题。在二零一六年，共有98人因涉及假结婚案件而被定罪及判监4至18个月不等。

本处为金融机构人员举办讲座，讲解香港智能身份证的防伪特征及辨别伪证的技巧。
Talks on security features of Hong Kong smart identity cards and detection points of forged cards are delivered to personnel of financial institutions.

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 co-operation. In 2016, the Department participated in a number of international and regional conferences and seminars, including the '11th Symposium on Police Studies of the Straits cum Hong Kong and Macao on the Prevention and Policing Co-operation against Cross-boundary Crimes' held in Hong Kong, the '6th Ministerial Conference of the Bali Process on People Smuggling, Trafficking in Persons and Related Transnational Crime' held in Indonesia and the '4th INTERPOL Global Trafficking in Human Beings Conference' held in Switzerland.

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 December 2016, 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.

In recent years, the number of non-ethnic Chinese (NEC) illegal immigrants intercepted has increased significantly. The Department is very concerned about the situation and has therefore maintained close liaison and intelligence exchange with the Hong Kong Police Force and the Mainland authorities for joint efforts in combating these illicit activities. In March, June and August 2016, four joint operations, codenamed 'High Crest', 'Greatplan', 'Silvershield' and 'Powerbow' respectively, were mounted against NEC illegal immigrants by the Department, the Hong Kong Police Force and the Border Control Department of Guangdong. During the operations, four cross-boundary human smuggling syndicates which specialised in arranging for NECs to seek illegal entry into Hong Kong were neutralised, leading to the apprehension of 264 suspects, including 87 core syndicate members.

Enforcement Actions against Illegal Employment

Throughout the year, the Department continued to take vigorous enforcement actions against illegal employment. In 2016, the Department conducted 16,233 operations against illegal employment, including operations codenamed 'Twilight', 'Champion', 'Flabbergast', 'Rainbow' and 'Puncture'. A total of 6,070 illegal workers (including 4,160 sex workers) and 708 employers were arrested.

本处在不同地点采取严厉的执法行动，打击非法水货活动。
The Department takes rigorous enforcement actions against illicit parallel trading activities at different locations.

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 2016, a total of 408 operations were conducted with the apprehension of 3,152 Mainland visitors for breaching their conditions of stay by suspected involvement in parallel goods trading, and 18 local employers suspected of employing illegal workers. Among them, 222 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 2016, the Department prosecuted 22 Mainland pregnant women who overstayed to give birth in Hong Kong and 12 Mainland pregnant women who gave birth in Hong Kong through illicit means. They were all convicted and sentenced up to 18 months' 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 2016, a total of 98 people were convicted of offences relating to bogus marriages and were sentenced to jail terms ranging from 4 to 18 months.

派驻青山湾入境事务中心的管理人员定期进行防暴演练，以提升处理突发事件的能力。
Management staff deployed to the Castle Peak Bay Immigration Centre undergoes routine anti-riot training, so as to enhance the ability to handle unforeseen incidents.

遣送审理及诉讼部
Removal Assessment and Litigation Branch

遣送审理及诉讼部辖下的遣送审理及诉讼科负责审理任何没有权利进入及停留于香港的人士根据所有适用的理由，针对另一国家而提出的免遣返声请。该科亦就全面检讨处理免遣返声请的策略提供支援，并负责处理与免遣返声请及执法有关的上诉／呈请及诉讼个案。

The Removal Assessment and Litigation Division, under the Removal Assessment and Litigation Branch, is responsible for screening claims for non-refoulement protection on all applicable grounds against another country lodged by persons not having the right to enter and remain in Hong Kong. The Division also provides support for the comprehensive review of the strategy of handling non-refoulement claims, and handles appeal/petition and litigation cases relating to non-refoulement claims and enforcement.

高度公平　高效审理

HIGH STANDARDS OF FAIRNESS EXPEDITIOUS PROCESS OF SCREENING

遣送审理及诉讼部
Removal Assessment and Litigation Branch

统一审核机制

为维护有效的出入境管制及基于公众利益，非法入境、逾期逗留或抵港时遭本处拒绝入境的人士均为无合法身份逗留于香港的人，应根据《入境条例》尽快被遣离香港。

根据多宗法院裁决，将被遣返至另一国家的人士，如声称被遣返至该国后会面对酷刑、《香港人权法案》下的绝对及不容减免的权利受到损害、或迫害等风险，本处须在合乎「高度公平标准」的审核程序下最终决定其声请不获确立前，暂缓遣返声请人到有关国家。

政府于二零一四年三月实施统一审核机制，根据所有适用的理由审核免遣返声请。《入境条例》第VIIC部于二零一二年七月经立法会详细讨论后获得通过，并于二零一二年十二月开始实施。统一审核机制乃按照该条例所订的法定程序而实行。

统一审核机制为声请人提供合理机会确立其声请，包括于免遣返声请表格填写有关其声请的详情及出席审核会面。审理完成后，本处会书面通知声请人有关的决定及理据。声请人如不服本处的决定，可向法定的独立酷刑声请上诉委员会（上诉委员会）提出上诉。

声请人在审核程序中可获得所需的援助，包括公费法律支援服务；由合资格人士提供的传译／翻译服务；及就宣称与声请相关但存有争议的身体或精神状况进行医疗检验。

二零一四年三月统一审核机制开始实施时，尚待审核的免遣返声请个案共有6 699宗。截至二零一六年年底，本处接获另外13 525宗声请，并已就6 383宗声请作出决定，当中包括48宗声请获确立（其中五宗被拒个案于上诉后获上诉委员会确立），而撤回的声请则有3 860宗；尚待审核的声请共有9 981宗，当中约八成声请人来自印度、巴基斯坦、越南、孟加拉及印尼。

本处个案主任在传译员的协助下，与由代表律师陪同的免遣返声请人进行审核会面。
Our case officer, with the assistance of an interpreter, conducting an assessment interview with a non-refoulement claimant in the presence of his legal representative.

全面检讨

政府于二零一六年就处理免遣返声请的策略展开全面检讨，分别从入境前管制、审核程序、羁留，以及遣送及执法四个范畴着手。

入境前管制

除加强执法打击犯罪集团外，政府于二零一六年五月实施《2016年入境（未获授权进境者）（修订）令》，修订《入境条例》下有关「未获授权进境者」的定义，加入非华裔非法入境者的主要来源国家，使绝大部分非华裔非法入境者成为「未获授权进境者」，藉以加重偷运人蛇的刑罚，大幅提高阻吓作用。

自二零一七年一月二十三日起，印度国民若非获豁免类别人士，必须预先于网上申请和办妥预办入境登记，才可免签证来港旅游。本处会视乎情况，检讨个别国家的免签证安排。

审核程序

本处一直致力在现行的法律框架下推出各项行政措施，藉以简化程序和提升效率，务求加快审理声请个案，例如自二零一六年四月起推行提早审核会面安排。政府亦正研究修订《入境条例》，以订明统一审核机制的法定程序、收紧审核时限和禁止拖延。

羁留

《入境条例》赋予本处权力羁留正在等候审核免遣返声请及／或遣送程序的非法入境者及其他有关人士。政府在全面检讨中，会从法律、资源、公众安全等角度，研究不同措施，为羁留设施的管理提供更有效的支援。

遣送及执法

本处一直与有关国家的领事馆及机关保持紧密联系，尽快将免遣返声请不获确立的人遣送离境。本处亦不断加强采取执法行动，打击非法劳工及其雇主。

与其他地区机关保持紧密合作

本处致力与免遣返声请人的主要来源国家加强联系，日后会继续出访有关国家，与当局沟通会面，反映该国偷渡者偷渡来港并在港提出免遣返声请的情况，同时亦会与当地执法机构加强联系和交换情报。

本处代表团出访声请人的主要来源国家，向有关当局反映香港在打击非法劳工及人口贩运方面的严格执法及法例条文，介绍实施统一审核机制的相关情况，并就执法方面的情报搜集和联络事宜商讨合作。
A delegation of the Department conducted a duty visit to major source countries of claimants to reflect the stringent enforcement and legislative provisions against illegal employment and human trafficking in Hong Kong, introduce the implementation of the Unified Screening Mechanism, and explore co-operation with the relevant authorities in intelligence gathering and liaison on enforcement.

Unified Screening Mechanism

To maintain effective immigration control and for public interest, persons not having legal status to remain in Hong Kong, including illegal immigrants, overstayers or persons refused entry by the Department upon arrival at Hong Kong, should be removed from Hong Kong in accordance with the Immigration Ordinance as soon as practicable.

Pursuant to a number of court rulings, if a person to be removed to another country claims that he would face risks of torture, violation of his absolute and non-derogable rights under the Hong Kong Bill of Rights, or persecution if he is removed to that country, then the Department must withhold the claimant's removal to that country until his claim is finally determined as unsubstantiated through procedures that meet 'high standards of fairness'.

The government commenced operating the Unified Screening Mechanism (USM) in March 2014 to determine non-refoulement claims on all applicable grounds. Procedures under the USM follow the statutory procedures under Part VIIC of the Immigration Ordinance, which were passed into law by the Legislative Council in July 2012 following its detailed scrutiny and came into operation in December 2012.

Under USM, claimants are provided with reasonable opportunities to establish their claims including through stating relevant details on a non-refoulement claim form and attending a screening interview, after which the Department will inform the claimants of its decision and reasons in writing. Claimants aggrieved by the Department's decision have a right to lodge an appeal, which would be considered by the statutory and independent Torture Claims Appeal Board (Appeal Board).

Throughout the screening process, claimants are also provided with all necessary assistance, including publicly-funded legal assistance, interpretation/translation services provided by qualified persons, and medical examination if the alleged physical or mental condition of a claimant is in dispute and is relevant to the claim.

At the commencement of the USM in March 2014, there were a total of 6,699 non-refoulement claims pending screening. As at the end of 2016, a further 13,525 claims were received while 6,383 claims were determined, including 48 substantiated claims (in which five claims were substantiated by the Appeal Board on appeal), and 3,860 claims were withdrawn, bringing the total number of claims pending screening to 9,981. Among those pending claimants, around 80 per cent originated from India, Pakistan, Vietnam, Bangladesh and Indonesia.

Comprehensive Review

The government commenced a comprehensive review of the strategy of handling non-refoulement claims in 2016 to address fragilities in four areas, namely pre-arrival control, screening procedures, detention, and removal and enforcement.

Pre-arrival Control

Apart from stepping up enforcement against criminal syndicates, to achieve a stronger deterrent effect, the government put into effect the Immigration (Unauthorised Entrants) (Amendment) Order 2016 in May 2016 to expand the definition of 'unauthorised entrants' under the Immigration Ordinance to cover the vast majority of non-ethnic Chinese illegal immigrants (NECIIs) by including major source countries of NECIIs, so as to increase the penalties against smuggling of illegal immigrants from these countries.

With effect from 23 January 2017, Indian nationals, except those belonging to the exempted categories, must apply for and successfully complete pre-arrival registration online before they can visit Hong Kong visa-free. The Department will review the visa-free arrangements for individual countries as appropriate.

Screening Procedures

The Department has always strived to expedite screening by introducing various administrative measures within the existing legal framework with a view to streamlining the procedures and enhancing efficiency. Such measures include the arrangement of advanced scheduling of screening interviews implemented since April 2016. The government is also studying amendments to the Immigration Ordinance in order to provide statutory underpinning to the USM procedures; to tighten the procedural timeframes and to prohibit delaying tactics.

Detention

The Immigration Ordinance empowers the Department to detain illegal immigrants and other relevant persons pending the determination of non-refoulement claims and/or during the removal process. During the comprehensive review, the government will consider ways to better support the management of detention facilities taking into account legal, resources and public security implications.

Removal and Enforcement

The Department has been in close liaison with the local consulates and authorities of the countries concerned, endeavouring to remove all unsubstantiated non-refoulement claimants from Hong Kong as soon as possible. The Department has also stepped up enforcement against illegal employment and the employers.

Close Collaboration with Authorities in Other Jurisdictions

The Department is committed to strengthening contacts with major source countries of non-refoulement claimants and will continue to send delegates there with a view to raising our concern over human smuggling and elaborating on the situation regarding non-refoulement claims in Hong Kong. Liaison and exchange of intelligence with the law enforcement agencies in those countries will also be enhanced.

本处设有资料库储存来源国家的地区资讯、专题报告、主要事件的资料，以协助审核声请。
The Department has established a database on information of major localities of source countries, as well as topical issues and details of major events of those countries for screening purposes.

资讯系统部
Information Systems Branch

资讯系统部负责处理入境处资讯系统及相关事宜，其下设有四个科别。资讯系统(发展)科负责制定及推行处内的资讯系统策略和开发新的资讯系统，以应付未来工作需求。资讯系统(运作)科负责管理目前运作的资讯系统，确保系统保安及更新各系统和有关程序。纪录及数据管理科负责一切有关资料私隐、公开资料和处内纪录管理的事宜。科技服务科则为处内电脑系统的应用及发展提供技术支援。

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 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 data privacy, access to information and management of departmental records. The Technology Services Division provides technical support for the maintenance and development of information systems in the Department.

锐意创新 提升效率
SPEARHEAD INNOVATION
ENHANCE EFFICIENCY

资讯系统部
Information Systems Branch

自助出入境检查服务(e-道)

现时，已办妥登记的经常访港旅客(包括外籍人士、台湾居民、澳门永久性居民身份证持有人、澳门居民往来香港特别行政区旅游证持有人和持本式往来港澳通行证的内地访客)、持卡式电子往来港澳通行证的合资格内地访客和已办妥登记的领事团身份证持有人，均可在机场、罗湖、落马洲支线、红磡、深圳湾、文锦渡、落马洲、沙头角、中国客运码头、港澳客轮码头、屯门客运码头及启德邮轮码头管制站使用e-道服务。

截至二零一六年年底，各管制站共设有595条多功能e-道，可因应旅客流量灵活调配。
As at the end of 2016, a total of 595 multi-purpose e-Channels were installed at all control points, which enable the flexible deployment of e-Channel service according to passenger traffic.

与其他国家／地区推行互相使用自助出入境检查服务

本处分别于二零一三年十二月、二零一四年九月、二零一四年十一月及二零一六年六月与韩国、新加坡、德国及澳洲推行互相使用自助出入境检查服务的安排。为推行这项安排，e-道的登记系统亦已相应提升，系统可根据不同参与国家／地区的登记资格为合资格的护照持有人办理登记使用香港e-道服务的手续。自二零一六年八月二十二日起，香港与韩国简化登记程序，使香港居民和韩国旅客旅游更加便利。特区电子护照和韩国护照持有人无须经互联网预先登记便可分别于韩国及香港直接登记使用有关服务。

自二零一六年六月起，香港与澳洲推行互相使用自助出入境检查服务，以加强两地在贸易、商业及旅游方面的联系。
The arrangement for mutual use of automated immigration clearance service with Australia was implemented since June 2016 to enhance trade, business and tourism links between the two places.

流动应用程式

本处于二零一三年十二月五日推出「入境处流动应用程式」，为本处首次采用流动平台向公众提供资讯。该流动应用程式透过政府的中央网络平台发放资讯，并支援现今普遍应用的流动操作平台。入境处流动应用程式除了提供各陆路边境管制站的估计旅客轮候过关状况外，还提供本处的其他资讯。自应用程式推出后，本处不断优化其现有服务，增加功能及资讯，例如加入「外游小锦囊」，提示市民外游时须注意的事项，以及新增连接本处YouTube频道的功能，方便公众随时随地阅览入境处的服务及活动资讯。

推行第三代资讯系统策略

为配合第三代资讯系统的推行，「新资讯科技基建设施」项目下的两所新数据中心及一个新基建平台已分别在二零一四年及二零一五年投入运作。

「出入境管制系统」项目已由二零一六年一月开始利用新基建平台及两所数据中心分阶段投入运作。系统不但提升和整合四个管制站系统，以应付新的业务需要，更把现有437条e-道提升为多功能e-道，并增设158条多功能e-道，从而提升管制站的整体处理能力。此外，系统将会于二零一七年推出新功能，包括设立免登记自助离境e-道，让持有电子旅行证件的合资格访港旅客使用。

本处自二零一六年一月起分阶段推行出入境管制系统，取代和整合旧有系统，以应付新的业务需要。
To meet new business needs, the Department has launched the Immigration Control System in phases since January 2016 to replace and consolidate the old systems.

「新一代电子护照系统」项目现正进行招标工作，预计自二零一九年年初起分阶段推行。新系统主要用以取代日渐老化的现有系统和更有效地支援签发新香港特区旅行证件的工作。另外，「签证自动化系统」、「协助在外港人、生死及婚姻、居留权决策支援系统」及「执法个案处理系统」的可行性研究已于二零一六年三月完成，现正进行相关拨款申请的准备工作。

全日运作的企业系统管理中心指挥控制室，负责监控主要的资讯系统。
The command control room of the Enterprise System Management Centre operates round-the-clock to monitor major information systems.

Automated Immigration Clearance Service (e-Channel)

At present, enrolled frequent visitors (including foreigners, Taiwan residents, Macao permanent identity card holders, holders of a Visit Permit for Residents of Macao to the Hong Kong Special Administrative Region (HKSAR) and Mainland visitors holding a booklet-type Exit-Entry Permit for travelling to and from Hong Kong and Macao (EEP)), eligible Mainland visitors holding a card-type electronic EEP and enrolled Consular Corps Identity Card holders may use e-Channels at the Airport, Lo Wu, Lok Ma Chau Spur Line, Hung Hom, Shenzhen Bay, Man Kam To, Lok Ma Chau, Sha Tau Kok, China Ferry Terminal, Macau Ferry Terminal, Tuen Mun Ferry Terminal and Kai Tak Cruise Terminal Control Points.

Mutual Use of Automated Immigration Clearance Service with Other Countries/Territories

The arrangements for mutual use of automated immigration clearance service were implemented with Korea, Singapore, Germany and Australia in December 2013, September 2014, November 2014 and June 2016 respectively. To facilitate the implementation of these arrangements, the enrolment system of e-Channels has been enhanced to allow the processing of enrolment of eligible passport holders of the participating countries/territories for e-Channel service in Hong Kong based on different enrolment criteria. In order to provide greater travel convenience to Hong Kong residents and Korean visitors, Hong Kong and Korea have streamlined the enrolment procedures since 22 August 2016. HKSAR electronic passport holders and Korean passport holders are able to enrol for the service directly in Korea and Hong Kong respectively without the need for pre-enrolment on the Internet.

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 Outbound Travel Tips to provide Hong Kong residents with tips when travelling abroad and the link to the Department's official YouTube Channel to facilitate public access to information on the services and activities of the Department anytime and anywhere.

Implementation of the Third Information Systems Strategy (ISS-3)

To support the implementation of the ISS-3 information systems, two new data centres and a new infrastructure platform under the New IT Infrastructure project have commenced operation since 2014 and 2015 respectively.

By leveraging the new infrastructure platform and the two data centres, the Immigration Control System (ICONS) has commenced operation in phases since January 2016. ICONS has not only upgraded and consolidated the four control point systems to meet new business needs but has also upgraded 437 existing e-Channels to multi-purpose e-Channels and introduced 158 new multi-purpose e-Channels to enhance the overall handling capacity of control points. In addition, new functions of ICONS will be implemented in 2017, including the introduction of enrolment-free self-service departure e-Channels for eligible visitors holding electronic travel documents.

管制站人员利用先进的资讯系统，能更有效掌握旅客流量并灵活地作出相应的人手调配。
By utilising advanced information systems, staff at control points can monitor the passenger traffic more efficiently and make flexible staff deployment accordingly.

For the Next Generation Electronic Passport System, the tendering exercise is underway and it is expected to be implemented in phases starting from early 2019. The new system aims to replace the existing ageing computer system and to enhance operational efficiency and effectiveness in supporting the issue of new HKSAR travel documents. The feasibility study on the implementation of systems related to Visa Automation; Assistance to HK Residents, Births, Deaths & Marriage, Right of Abode Decision Support; and Enforcement Case Processing was completed in March 2016. The preparatory work for funding application is underway.

位于入境事务大楼的电脑纪录储存设备。
Computer record storage device at Immigration Tower.

身份证部
Identity Card Branch

身份证部于二零一六年六月成立，是负责推行新一代智能身份证项目的专责队伍，其下设有身份证（总务）科、身份证（系统）科及科技服务（身份证）分科。身份证（总务）科负责筹划推行全港市民换领身份证计划，身份证（系统）科负责策划和开发「新一代智能身份证系统」，科技服务（身份证）分科则为推行项目提供技术建议及支援。

The Identity Card Branch, established in June 2016, is a dedicated project team responsible for the implementation of the Next Generation Smart Identity Card project. It comprises the Identity Card (General) Division, the Identity Card (System) Division and the Technology Services (Identity Card) Sub-division. The Identity Card (General) Division is responsible for planning and preparing for the launch of the territory-wide identity card replacement exercise. The Identity Card (System) Division is responsible for planning and implementing the Next Generation Smart Identity Card System (SMARTICS-2) while the Technology Services (Identity Card) Sub-division provides technical advice and assistance in project implementation.

不同年代的身份證
Different Generations Of Identity Cards
Sample
Sample
创智科技 换证便利
SMART TECHNOLOGIES
CONVENIENT REPLACEMENT
e道
Channel

身份证部
Identity Card Branch

项目背景

现有的智能身份证系统于二零零三年引入。为解决现行系统软、硬件过时的问题，以及应付可能出现的新业务需要，部门按照顾问公司的建议，就推行新电脑系统，即「新一代智能身份证系统」，进行可行性研究。除了推行新电脑系统取代现有的智能身份证系统外，可行性研究亦建议推行一次性全港市民换领身份证计划，以引进新一代智能身份证。

「新一代智能身份证系统」将取代现有的「智能身份证系统」。
SMARTICS-2 will replace the existing SMARTICS.

立法会财务委员会于二零一五年批准为数14.48亿元的拨款，用途如下：

- 开发「新一代智能身份证系统」，以取代现有电脑系统和更有效地支援签发香港智能身份证的工作；以及
- 推行一次性全港市民换领身份证计划，分阶段为所有香港身份证持有人更换新智能身份证，以取代现时的智能身份证。

推行「新一代智能身份证系统」

「新一代智能身份证系统」旨在取代现有电脑系统，以及更有效地支援签发香港智能身份证的工作。视乎详细系统设计而定，「新一代智能身份证系统」将会优化人事登记程序，为公众带来更大的便利。部门可藉着引入新系统推出改善措施，例如网上填表服务、审批申请中的自动记录查核及设有电子储存柜的自助领取证件服务站。

「新一代智能身份证系统」的招标工作现正进行中，计划由二零一八年起分阶段推行。

本处人员与生产厂商举行会议，商讨有关系统设计的事宜。
Meetings were held with manufacturers to discuss system design.

新智能身份证

新智能身份证将采用最先进的聚碳酸不碎胶物料，以改善外观、提高文字印刷质素，以及提升智能身份证在正常使用情况下的耐用程度。

为使新智能身份证保持低伪证率，卡面的防伪特征亦会加强。此外，新智能身份证晶片的数据储存及传送技术将具有多重保安特征。

视察生产智能卡厂房设施。
Factory inspection of smart card production facilities.

全港市民换领身份证计划

在「新一代智能身份证系统」推出后，部门将进行一次性全港市民换领身份证计划，有序地分阶段为所有香港身份证持有人更换现有的香港智能身份证，并根据人口分布情况，按计划在全港设立九间换证中心。香港身份证持有人将获邀分批前往换证中心换领身份证。

Project Background

The current Smart Identity Card System (SMARTICS) was introduced in 2003. To address the obsolescence of hardware and software of the existing SMARTICS and to cater for possible new business needs, the Department followed the consultant's recommendation to conduct a feasibility study on the implementation of a new computer system, SMARTICS-2. In addition to implementing a new computer system to replace the existing SMARTICS, the feasibility study also recommended that the opportunity be taken to introduce enhancement to smart identity cards through a one-off territory-wide identity card replacement exercise.

The Finance Committee of the Legislative Council approved a funding of $1,448 million in 2015:

- to develop the new SMARTICS-2 to replace the existing SMARTICS so as to enhance operational efficiency and effectiveness in supporting the issue of Hong Kong smart identity cards; and
- to launch a one-off territory-wide identity card replacement exercise to replace the existing smart identity cards for all Hong Kong identity card holders in phases.

Implementation of SMARTICS-2

SMARTICS-2 aims to replace the existing computer system and to enhance operational efficiency and effectiveness in supporting the issue of Hong Kong smart identity cards. Subject to the detailed system design, SMARTICS-2 will enhance the process of registration of persons to provide greater convenience to the public. With the introduction of the new system, improvement initiatives such as online form filling, automatic record check for application assessment and self-service collection kiosks with electronic cabinets will be introduced.

The tendering exercise for SMARTICS-2 is in progress. SMARTICS-2 is planned to be implemented in phases from 2018.

New Smart Identity Card

The new smart identity card will make use of the latest polycarbonate materials for better visual appearance, improved text printing quality and increased durability of card under normal usage.

The card face security features will also be enhanced to maintain a low forgery rate with advancement in technology. Moreover, data storage in and data transmission from the chip of the new smart identity card will be safeguarded by multi-dimensional security features.

Territory-wide Identity Card Replacement Exercise

After the rollout of SMARTICS-2, a one-off territory-wide identity card replacement exercise will be conducted to replace the existing Hong Kong smart identity cards for all Hong Kong identity card holders in phases in an orderly manner. Based on population distribution, it is planned to set up nine identity card replacement centres across the territory. Hong Kong identity card holders will be invited to attend the identity card replacement centres in batches for identity card replacement.

本处人员实地视察换证中心的各个选址，为推行一次性全港市民换领身份证计划作准备。
Site inspections are conducted at sites identified for setting up identity card replacement centres in preparation for the launch of a one-off territory-wide identity card replacement exercise for all Hong Kong identity card holders.

环保管理
Green Management

我们致力确保部门为市民提供的所有服务和内部运作，均按照相关环保法例、工作守则和《清新空气约章》的规定，符合环保原则和常规。

We are committed to ensuring that all the services delivered to the public and our internal operations are conducted in compliance 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.

节约能源 善用资源
ENERGY CONSERVATION
BETTER USE OF RESOURCES

环保管理
Green Management

节约能源

本处在各分科委任能源管理员，确保各办事处有效实行环保内务管理方法。能源管理员定期检查各办事处，并维持同事持续遵行该些内务管理方法的意识，有关方法包括关掉无须使用的办公室器材，以及将办公室及公共空间等地方的照明设备调校至合适的亮度。由于本处的运作活动有所增加，二零一六年的能源消耗量较二零一五年轻微增加了0.3%。

深圳湾管制站的天台设有太阳能集热器，用以收集太阳能。
Solar thermal collectors are installed on the rooftop of the Shenzhen Bay Control Point to collect solar energy.

减少用纸

二零一六年的用纸量较二零一五年减少了2.4%。为了节约用纸，本处充分利用资讯科技作对外及对内的沟通。我们已在日常工作中广泛使用电邮、互联网、内联网及其他电子方式沟通。本处除了提供部门网站上的电子资讯共用平台和流动应用程式让市民以无纸方式快捷地查阅资讯外，亦为市民提供多项电子服务，例如网上申请及外游提示登记服务等。此外，部门已推行电子处理假期申请系统及电子采购系统，减少采用以纸张处理工作的传统模式。本处会继续监察用纸量，并会采取节约措施尽量减少用纸。

废物循环再用及资源回收

为使员工和市民更加了解废物回收对环境的裨益，入境事务大楼自二零零八年起参与环境保护署推行的「工商业废物源头分类计划」。

支持《清新空气约章》

为实践以改善香港空气质素为目标的《清新空气约章》，我们尽力减少部门车队和船队的能源消耗量和废气排放量。例如，我们会安排定期检查车辆和船只，以尽量减少因废气排放而产生的环境污染物和造成的环境滋扰。此外，我们亦鼓励员工共用部门车辆，并在可行情况下尽量把行程合并，以便充分使用车辆和减少行车里数。

在环境保护署举办的室内空气质素检定计划中，入境事务大楼的室内空气质素获评为「良好级」。
The indoor air quality of Immigration Tower was graded 'Good Class' in the Indoor Air Quality Certificate Scheme organised by the Environmental Protection Department.

提高员工的环保意识

为培养员工的环保文化，本处继续经电邮和内联网向员工发放有关环保的最新消息和有用资料。本处亦鼓励员工参与由不同机构安排的推广活动，例如香港公益金举办的「公益绿识日」、世界自然基金会举办的「地球一小时」等活动。本处于各办事处亦设有环保告示板发布环保讯息和有关环保事宜的最新消息。

未来路向

本处会持续巩固和扩展现行的内务管理方法，在各项活动中采用环保管理准则，以及按需要在部门推行新的环保措施及目标，务求善用能源及资源。

办公室的环保告示板定期张贴不同的环保管理资讯。
Information on green management posted at the green corner of offices is updated periodically.

Energy Conservation

Energy Wardens are appointed at sub-divisional level to ensure the effective implementation of the green housekeeping measures. They conduct regular inspections in office premises and maintain staff awareness of the importance of persistent conformity to the 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 areas, etc. As there was an increase in operational activities in the Department, the power consumption level in 2016 slightly increased by 0.3 per cent when compared with 2015.

Minimisation of Paper Consumption

Our paper consumption in 2016 decreased by 2.4 per cent when compared with 2015. To conserve paper, the Department has made full use of information technology for both external and internal communication. E-mails, Internet, Intranet portal and other electronic means are widely used in our daily operations. In addition to the electronic platform on our 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 have also been provided. Moreover, the Electronic Leave Application and Processing System and the e-Procurement System, which are less dependent on the traditional paper-based mode of operation, have been implemented for processing leave applications and procurement requests. The Department will continue to closely monitor paper consumption and adopt conservation measures to minimise the use of paper.

Recycling of Waste and Recovery of Resources

With a view to raising the awareness of our staff and members of the public on the benefits of recycling of waste to the environment, 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

To implement the Clean Air Charter, which aims at improving the air quality in Hong Kong, great effort has been put into minimising energy consumption and emissions of our vehicles and vessel fleet. For instance, departmental vehicles and vessels are checked regularly to minimise the production of pollutants and nuisance caused by exhaust emissions. Furthermore, staff members are encouraged to share pool cars and combine their trips whenever practicable to fully utilise the vehicles and reduce mileage.

Promotion of Staff Awareness

To foster a green culture among staff members, the Department has continued to disseminate the latest news and useful information to staff through e-mails and Intranet portal. Staff members were 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. Green corners has also been set up at various offices of the Department to disseminate green tips and the latest news related to green matters.

The Way Forward

The Department will continue to reinforce and extend the current housekeeping measures, adopt green management principles in all activities and take forward new green initiatives and targets in the Department as appropriate for the efficient use of energy and resources.

本处鼓励员工参与由不同机构举办的环保推广活动，藉以提升员工的环保意识。
The Department encourages staff to participate in environmental protection campaigns organised by different organisations in order to raise their environmental awareness.

承前启后 推陈出新
Transition and Development

55th ANNIVERSARY 1961-2016 五十五周年

入境事务处（入境处）于一九六一年八月四日成立，当时只有二百多名员工，时至今天踏入55周年，部门已发展成为一支超过7 000人的专业纪律部队。入境处的工作与市民的生活息息相关，我们秉持以人为本的精神，不断优化管制站和办事处的环境和设施，并引进电子化服务和简化程序，为市民和访客提供高效率的服务。面对持续攀升的出入境人次，本处推行自助出入境检查系统（e-道），大大提高了各管制站的通关能力。自e-道推出以来，我们不断提升其通关效率和扩展其服务对象，成效卓越，深获市民及访客的认同。

The Immigration Department was established on 4 August 1961 with a staff of around 200 only. Today, on its 55th anniversary, the Department has grown into a professional disciplined force of over 7,000 staff members. Given the close relation between the work of the Department and the daily life of the public, we have all along adhered to the people-oriented values by continuously improving the environment and facilities at our control points and offices, and by introducing electronic services and simplified procedures in order to provide efficient services to local residents and visitors. In spite of rising passenger throughput, the implementation of the automated clearance system (e-Channel) has greatly enhanced the handling capacity of immigration clearance at control points. Since the implementation of e-Channel, the Department has kept on enhancing its efficiency of clearance and expanding its target groups with great effectiveness, earning wide recognition from local residents and visitors.

六十年代 1960s

八十年代 1980s

从传统柜位到e-道 From traditional counters to e-Channels

2004 首次推出e-道 Implementation of e-Channel

2005 推出车辆e-道 Implementation of Vehicular e-Channel

2007 跨境学童e-道 e-Channel for Cross-Boundary Students

2008 经常访港旅客e-道 e-Channel for Frequent Visitors

2009 快捷e-道 Express e-Channel；澳门永久性居民e-道 e-Channel for Macao Permanent Residents

2012 经常访港内地旅客e-道 e-Channel for Mainland Frequent Visitors

2013 与韩国互用e-道服务 Mutual Use of e-Channel services with Korea；语音辅助e-道 Voice-navigated e-Channel

2014 电子往来港澳通行证持有人e-道 e-Channel for Holders of an Electronic Exit-Entry Permit for Travelling to and from Hong Kong and Macao；与新加坡及德国互用e-道服务 Mutual Use of e-Channel services with Singapore and Germany

2016 全面提升e-道为多功能e-道 Full-scale Upgrade of e-Channel to Multi-Purpose e-Channel；与澳洲互用e-道服务 Mutual Use of e-Channel services with Australia

职员培训 Staff Training

入境处训练学校（屯门）
Immigration Service Training School (Tuen Mun)

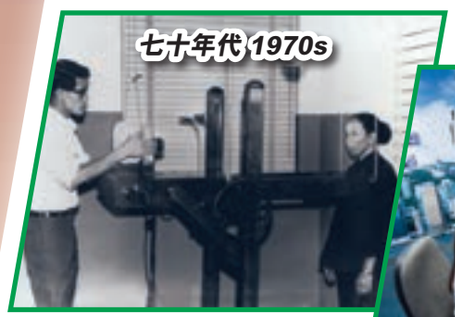
入境处训练学校（启德）
Immigration Service Training School (Kai Tak)

入境处训练学校（九龙湾）
Immigration Service Training School (Kowloon Bay)

入境事务学院（屯门）
Immigration Service Institute of Training and Development (Tuen Mun)

申请方式 Application Mode

人事登记 Registration of Persons



鉴别证件 Scrutiny of Documents

处理申请 Application Processing

55th ANNIVERSARY 1961-2016 五十五周年

连系祖国 迈向国际
Connecting the Mainland and the World

香港是连系中国以至整个世界的重要国际枢纽，而入境处在这方面担当了不可或缺的角色。除了积极提升管制站的配套设施以方便访客外，为便利香港市民外游，我们致力游说不同国家和地区给予香港特区护照持有人免签证或落地签证的待遇，并争取与其他国家或地区互相使用自助出入境检查服务。多年来，入境处一直竭力为香港把关，与内地及各国的政府机关保持紧密联系，共同打击跨国偷渡和行使伪造证件等罪行，以确保香港的繁荣安定。

Hong Kong is an important international hub with close links with the Mainland and the world while the Immigration Department plays an indispensable role in maintaining such status. Apart from upgrading auxiliary facilities at our control points for visitors' convenience, to provide extra convenience for Hong Kong residents travelling abroad, the Department keeps lobbying different countries and territories to grant visa-free or visa-on-arrival access to HKSAR passport holders. Furthermore, we seek to implement with other countries and regions the arrangement for mutual use of automated immigration clearance service. Over the years, the Department has been devoted to serving as the gatekeeper of Hong Kong and has been working in close collaboration with the Mainland and overseas law enforcement agencies in combating illegal international migration and document forgery to ensure the prosperity and stability of Hong Kong.

驻内地办事处入境事务组
Immigration Divisions of Mainland Offices

出入境及港口管制站
Immigration and Shipping Control Points

- 机场管制科 Airport Division
- 边境管制（铁路）科 Border (Rail) Division
- 边境管制（车辆）科 Border (Vehicles) Division
- 港口管制科 Harbour Division
- 即将启用的管制站 New Control Points to be Commissioned

就打击非华裔非法入境者偷渡来港的情况与内地官员举行工作会议
Meeting with Mainland officials on combating illegal migration of non-ethnic Chinese

接待内地赴港交流团
Receiving Mainland delegation

到内地出入境边防检查站考察
Making duty visit in Immigration Inspection Station in the Mainland

参与外交知识培训课程
Participating in Mainland study programmes on foreign affairs

与其他国家达成推行互相使用自助出入境检查服务协议
Reaching agreement with other countries for the implementation of mutual use of automated immigration clearance service

与海外执法机关交换出入境情报
Exchanging immigration intelligence with overseas law enforcement agencies

到海外宣传「输入中国籍香港永久性居民第二代计划」及其他输入人才计划
Promoting the Admission Scheme for the Second Generation of Chinese Hong Kong Permanent Residents and other talent admission schemes overseas

到外国参与交流活动
Participating exchange programme overseas

55th ANNIVERSARY 1961-2016 五十五周年

昔日光影 前贤懋绩 Development Milestones

1961

入境事务处成立。
Establishment of the Immigration Department.

1965

接管罗湖的出入境管制工作。
Takeover of the immigration control duties at Lo Wu.

1966

入境处总部迁往中环国际大厦。
Relocation of the Immigration Headquarters to the International Building, Central.

1975

「基娜马士基」号乘载越南船民抵港。
Vessel 'Clara Maersk' carrying Vietnamese boat people arrived in Hong Kong.

1977

与人事登记处合并。
Amalgamation with the Registration of Persons Office.

1979

从注册总署接管出生、死亡及婚姻登记事务。
Takeover of the responsibilities of registration of births, deaths and marriages from the Registrar General's Department.

1980

撤销「抵垒政策」。
Abolition of the 'reached-base' policy.

1982

签发第一代电脑身份证。
Issuance of the first generation computerised identity cards.

1983

入境处总部迁往尖沙咀东部冠华中心。
Relocation of the Immigration Headquarters to Mirror Tower, Tsim Sha Tsui East.

鸣谢：政府档案处历史档案馆提供旧香港照片。
Acknowledgement: This old Hong Kong photo is provided by the Public Records Office of the Government Records Service.

1990

入境处总部迁往湾仔入境事务大楼。
Relocation of the Immigration Headquarters to Immigration Tower, Wanchai.

1996

签发香港特区护照。
Issuance of HKSAR passports.

1997

大批市民排队在截止日期前递交归化或登记成为英国属土公民的申请。
Tens of thousands of people queuing for submission of applications for naturalisation/registration as British Dependent Territories citizens by the deadline.

2003

签发香港智能身份证。
Issuance of Hong Kong Smart Identity Cards.

2004

分阶段在各出入境管制站推出e-道服务。
Introduction of e-Channels at control points in phases.

2005

协助在外香港居民小组热线改为四位数字 (1868)，为在境外身陷困境的香港居民提供24小时服务。
Adoption of a four-digit hotline (1868) by the Assistance to Hong Kong Residents Unit to provide round-the-clock service to Hong Kong residents in distress outside Hong Kong.

推出婚姻监礼人计划。
Launch of the Civil Celebrants of Marriages Scheme.

2006

深圳湾管制站正式启用，提供「一地两检」过关服务。
Commissioning of Shenzhen Bay Control Point to provide co-location immigration clearance.

2007

签发香港特区电子护照及电子签证身份书。
Issuance of HKSAR electronic passports and electronic Documents of Identity for Visa Purposes.

2010

接管青山湾入境事务中心的行政管理及运作。
Takeover of the management and operation of the Castle Peak Bay Immigration Centre.

2011

为庆祝入境处五十周年金禧庆典，在入境事务学院放置时间囊。
Laying of a time capsule at the Immigration Service Institute of Training and Development to mark the 50th anniversary of the Department.

2012

推出访港旅客出入境免盖章服务。
Introduction of non-stamping immigration clearance arrangement for visitors.

2013

试验推行「输入中国籍香港永久性居民第二代计划」。
Implementation of the pilot Admission Scheme for the Second Generation of Chinese Hong Kong Permanent Residents.

2014

入境事务处成立五十五周年。
The 55th anniversary of the Immigration Department.

2015

实施统一审核机制。
Implementation of the Unified Screening Mechanism.

2016

推出「香港入境事务处」YouTube 频道。
Launch of the official YouTube Channel 'Hong Kong Immigration Department'.

推行「跨境学童简易过关程序」和扩展学童「免下车过关检查」服务。
Implementation of simplified clearance procedure for cross-boundary students and extension of on-board clearance service.

推出「入境处流动应用程式」。
Launch of the Hong Kong Immigration Mobile Application.

部门组织图

Organisation Chart of Immigration Department

入境事务处处长
Director of Immigration
曾国卫
Tsang Kwok-wai, Erick I.D.S.M.

入境事务处副处长
Deputy Director of Immigration
罗振南
Law Chun-nam

管制部
Control Branch
助理处长
Assistant Director
戴志源
Tai Chi-yuen

执法部
Enforcement Branch
助理处长
Assistant Director
冯伯豪
Fung Pak-ho, William

身份证部
Identity Card Branch
助理处长
Assistant Director
陈天赐
Chan Tin-chee

资讯系统部
Information Systems Branch
助理处长
Assistant Director
骆伟民
Lok Wai-man, Raymond

管理及支援部
Management and Support Branch
助理处长
Assistant Director
何家荣
Ho Ka-wing, Gavin

个人证件部
Personal Documentation Branch
助理处长
Assistant Director
区嘉宏
Au Ka-wang

遣送审理及诉讼部
Removal Assessment and Litigation Branch
助理处长
Assistant Director
冯毅华
Fung Ngai-wa

签证及政策部
Visa and Policies Branch
助理处长
Assistant Director
马志明
Ma Chi-ming

部门管理科
Departmental Management Division
主任秘书
Departmental Secretary
梁锐忠
Leung Yui-chung, Antony

截至二零一六年十二月三十一日
As at 31 December 2016

部门组织图

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截至二零一六年十二月三十一日
As at 31 December 2016

二零一六年年报

入境事务处部队支援组制作
设计：Speedflex Asia Limited
印刷：政府物流服务署印务科

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本年报内统计数字的涵盖期间为二零一六年一月一日至二零一六年十二月三十一日。

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Annual Report 2016

Produced by Service Support Section, Immigration Department
Design: Speedflex Asia Limited
Printing: Printing Division, Government Logistics Department

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This publication covers statistics for the period from 1 January 2016 to 31 December 2016.

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入境事务处
Immigration Department

香港特别行政区政府
The Government of the Hong Kong Special Administrative Region

二零一六年年报 Annual Report 2016

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