



入境事務處
Immigration Department

二零一六年年報
Annual Report 2016

我們的理想

我們要成為世界上以能幹和效率稱冠的入境事務隊伍。

我們的使命

我們要全力執行下列工作，為香港的安定繁榮作出貢獻：

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

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

Our Vision

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

Our Mission

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

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

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

我們的信念

正直誠信、公正無私

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

以禮待人、體恤市民

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

關顧共融、羣策羣力

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

觸覺敏銳、因時制宜

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

精益求精、樹立榜樣

我們要繼續悉力以赴，力求事事盡善，並致力成為世界上其他入境事務隊伍的榜樣。



Our Values

Integrity and Impartiality

We will faithfully apply our policies and practices with impartiality and honesty and will uphold our high standards of integrity at all times.

Courtesy and Compassion

We will treat each member of the public with respect, consideration, courtesy and compassion. We will be empathetic, appreciative of different perspectives and flexible in the application of policies to meet specific needs.

Care and Cohesion

We will adopt people-based management to care for our staff's need and development, enhance communication, cultivate harmony and trust, and build a professional team with high morale and cohesiveness to serve the public.

Alertness and Awareness

We will remain sensitive to ever-changing social, economic and political environment, assimilate trends and realign our business strategies and operational procedures to meet new challenges.

Improvement and Illumination

We will continuously strive for excellence in whatever we do and seek to be the role-model for other immigration services worldwide.

目錄 Contents

02	序言 Foreword
04	處長級人員 Directorate Officers
06	大事摘要 Event Highlights
08	管理及支援部 Management and Support Branch
12	簽證及政策部 Visa and Policies Branch
16	管制部 Control Branch
20	個人證件部 Personal Documentation Branch
24	執法部 Enforcement Branch
28	遣送審理及訴訟部 Removal Assessment and Litigation Branch
32	資訊系統部 Information Systems Branch
36	身份證部 Identity Card Branch
40	環保管理 Green Management
44	五十五周年紀念特輯 55th Anniversary Commemorative Publication

全文版本請瀏覽下列網址
For full version, please visit

www.immd.gov.hk



序言 Foreword



守在香港最前線，盡心竭力衛家國

二零一六年適逢入境事務處（入境處）成立 55 周年，本處由最初只有二百多人發展成為如今七千多人的精英隊伍。我很榮幸在部門邁進這個新里程之際接任入境處處長一職，帶領全體員工守在香港最前線，一方面在出入境事宜上嚴謹執法，另一方面亦盡心為市民和訪客提供最優質的服務。回顧過去一年的工作，我衷心感謝同事的辛勤付出，緊守崗位，讓我們能繼續成為市民大眾信賴的紀律部隊。

香港是國際大都會，旅客進出頻繁。在二零一六年，各管制站的總出入境人次接近三億。為應付龐大的旅客量，我們善用科技，多年來推出了不同措施以提升通關能力。去年，我們分階段推出「出入境管制系統」，除新增超過 150 條多功能 e-道外，更把現有的 e-道提升為多功能 e-道，使全港合共近 600 條 e-道可靈活調配供香港居民及訪客使用。我們亦於二零一七年推出旅客自助離境服務，讓持有有效電子旅行證件的合資格訪客無須預先登記便可使用 e-道辦理自助離境手續。同時，港珠澳大橋、廣深港高速鐵路及蓮塘／香園圍三個新陸路邊境管制站亦將相繼落成使用，屆時整體通關能力可進一步提升。

除了便利往來外，入境處亦為香港把關，並為國家把守南大門，致力維護香港和國家的安全。二零一六年，我們面對的重大挑戰之一是處理近年激增的免遣返聲請個案。為做好源頭打擊，我們去年派員出訪越南、巴基斯坦及孟加拉，向有關當局介紹實施「統一審核機制」的目的，並商討彼此合作的事宜。有關措施已初見成效，本處於二零一六年截獲的非華裔非法入境者人數較去年大幅下降四成，而提出免遣返聲請的人數亦減少近四分之一。其餘一半尚待審核的免遣返聲請人主要是逾期逗留人士，當中超過三成是利用免簽證訪港待遇來港的印度旅客。因此，本處自二零一七年一月起實施「印度國民預辦入境登記」措施，以確保給予真正的印度訪客旅遊便利，同時防止屬高風險類別的可疑訪客前來香港。長遠而言，我們會繼續從入境前管制、審核流程、羈留和執法及遣返四個範疇着手，全面檢討處理免遣返聲請的策略。我們亦全力打擊免遣返聲請人在港非法工作，並加強針對僱主的執法行動，從而減低免遣返聲請人來港的誘因。

我們不僅要做好把關工作，還須不斷提升服務質素，以滿足市民的期望，其中我們為香港特區護照持有人爭取免簽證待遇的游說工作從未鬆懈。截至二零一七年三月三十一日，已有 158 個國家和地區同意給予香港特區護照持有人免簽證入境或落地簽證待遇。此外，繼與韓國、新加坡和德國推行互相使用自助出入境檢查服務的安排後，本處於二零一六年亦與澳洲推行該項安排。為使特區護照持有人外遊時更加便利，我們會繼續與其他國家或地區磋商，爭取互相使用自助出入境檢查服務。

入境處一向以人為本，用心服務市民。繼續為在外地遇事的港人提供切實可行的協助，也是入境處一項非常重要的任務。本處的「協助在外居民小組」自成立以來，一直努力提升服務質素，為在外地遇事的港人提供及時和適切的協助。二零一六年，我們於駐上海經濟貿易辦事處增設入境事務組，並由同年十一月七日開始，在所有駐內地辦事處的入境事務組提供特區護照換領服務。我們亦於二零一七年在駐武漢經濟貿易辦事處開設另一入境事務組，為在內地遇事的港人提供更全面的支援服務。

為了配合二零一七年《施政報告》內提及促進香港與「一帶一路」沿線國家交流的發展策略，我們採取友善而務實的出入境政策，考慮放寬對相關國家國民在就業、求學、旅遊等方面的簽證要求。就此，我們放寬了柬埔寨國民來港工作、投資和讀書的簽證要求。另外，特區政府亦已與白俄羅斯就互免簽證安排達成共識，使兩地訪客旅遊更加便利。

人力是香港最寶貴的資源，為應付人口老化和勞動力下降帶來的問題，我們積極配合特區政府的人口政策，推出各項具吸引力的輸入人才計劃。二零一六年，我們派員出訪美國、英國、荷蘭及法國，推廣和詳述各項入境計劃，包括近年推出的「輸入中國籍香港永久性居民第二代計劃」，藉此吸引和挽留高質素的外來專才在港發展，以增強香港的競爭力。

展望來年，我們會致力實踐新的資訊科技策略，除現正開發的「新一代智能身份證系統」外，我們計劃自二零一八年為全港市民更換新身份證。同時，「新一代電子護照系統」項目亦正進行招標。該系統旨在取代日漸老化的原有系統，以便更有效支援簽發新香港特區旅行證件的工作。這個項目預計將於二零一九年推行。

入境處所有同事多年來一直恪盡職守、盡心竭力服務社會，我對此深感自豪。今年正值香港回歸祖國 20 周年，我定必繼續與本處全體人員攜手並肩，發揮專業團隊精神，竭誠為香港以至祖國的繁榮發展作出貢獻。

入境事務處處長 Director of Immigration
曾國衛 TSANG Kwok-wai, Erick
I.D.S.M.

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.

處長級人員 Directorate Officers

1 曾國衛
Tsang Kwok-wai, Erick
I.D.S.M.
入境事務處處長
Director of Immigration

2 羅振南
Law Chun-nam
入境事務處副處長
Deputy Director of
Immigration

3 馮伯豪
Fung Pak-ho, William
助理處長(執法)
Assistant Director
(Enforcement)

4 駱偉民
Lok Wai-man, Raymond
助理處長(資訊系統)
Assistant Director
(Information Systems)

5 陳天賜
Chan Tin-chee
助理處長(身份證)
Assistant Director
(Identity Card)

6 馬志明
Ma Chi-ming
助理處長(簽證及政策)
Assistant Director
(Visa and Policies)

7 馮毅華
Fung Ngai-wa
助理處長
(遣送審理及訴訟)
Assistant Director
(Removal Assessment
and Litigation)

8 何家榮
Ho Ka-wing, Gavin
助理處長(管理及支援)
Assistant Director
(Management and Support)

9 區嘉宏
Au Ka-wang
助理處長(個人證件)
Assistant Director
(Personal Documentation)

10 戴志源
Tai Chi-yuen
助理處長(管制)
Assistant Director
(Control)

11 趙偉富
Chiu Wai-fu, Bob
機場管制科指揮官
Commander,
Airport Division

12 黃慶華
Wong Hing-wa
邊境管制(鐵路)科指揮官
Commander,
Border (Rail) Division

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

14 梁銳忠
Leung Yui-chung, Antony
主任秘書
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

香港及澳門居民就遺失入境證件辦理離境手續的優化安排於二零一六年一月十一日實施。實施優化安排後，兩地居民辦理報失旅行證件及相關出境手續已進一步簡化，處理時間亦已縮短。

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，香港特區護照持有人可免簽證前往聖巴泰勒米島和聖馬丁島（法國海外領地）旅遊，在任何180天的期間內最長可逗留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.

屯門客運碼頭於二零一六年一月二十八日起恢復往來香港與澳門或內地的跨境客運渡輪服務。為配合有關安排，屯門客運碼頭管制站自同日起恢復為旅客辦理出入境檢查服務。

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，分別有兩名及一名內地孕婦承認與香港居民假結婚，從而取得「預約分娩服務確認書」在港分娩。個案中共有七名涉案人士被捕，他們均被控串謀欺詐罪名，其中六人更被加控串謀以欺騙手段取得服務的罪名，分別被判監禁10至14個月。

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

本處於二零一六年三月十五日在入境事務處長官會所舉行領事官員酒會，加強彼此的聯繫。

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

本處的機場管制科在英國專業航空運輸研究機構Skytrax的年度旅客意見調查中，連續兩年榮獲「Skytrax全球最佳機場出入境服務」大獎。

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.

本處、香港警方和廣東省公安邊防總隊展開一項代號為「峻嶺」的聯合行動，瓦解了一個專門安排非華裔人士偷渡來港的跨境犯罪集團，在粵港兩地共拘捕了114名涉案人士，包括24名集團骨幹成員。

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開始，香港特區護照持有人在抵達科摩羅時，可獲簽發逗留期45天的旅遊簽證。另外，香港特區護照持有人在抵達毛里塔尼亞的努瓦克肖特國際機場或努瓦迪布陸路邊境站時，可獲簽發旅遊簽證，逗留期限將於旅客抵達當地時由當地有關機關決定。

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，本處於入境事務大樓增設訪港旅客e-道登記處，以進一步方便合資格旅客在留港期間登記使用e-道服務。

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

由本處及警務處人員組成的代表團於二零一六年五月十七日出訪越南。是次訪問旨在向越南當局反映香港在打擊非法勞工及人口販運方面的嚴格執法及法例條文，以及介紹實施統一審核機制的相關情況。此外，代表團亦就執法方面的情報搜集和聯絡事宜與越南當局商討合作。

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（未獲授權進境者）（修訂）令》（《修訂令》）於二零一六年五月二十日生效。《修訂令》修訂了《入境條例》（香港法例第115章）下有關「未獲授權進境者」的定義，除保留越南外，亦加入巴基斯坦、孟加拉、印度、尼泊爾、斯里蘭卡、索馬里、阿富汗及尼日利亞八個非華裔非法入境者的主要來源國家，使絕大部分非華裔非法入境者成為「未獲授權進境者」，藉以加重偷運人蛇的刑罰，大幅提高阻嚇作用。

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 (NECIs) by including the eight major source countries of NECIs 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

在機場管理局舉辦的二零一六年香港國際機場優質顧客服務計劃中，本處的機場管制科獲頒「最佳顧客服務躍進大獎」，而機場管制站有29位前線同事亦同時獲頒「企業團隊卓越獎」嘉許狀。

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，香港特區電子護照持有人可無須預先登記，免費使用澳洲的自助出入境檢查服務，而澳洲護照持有人亦可免費登記使用香港的e-道服務。

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.

本處於二零一六年六月二十日成立身份證部和遣送審理及訴訟部。身份證部負責開發「新一代智能身份證系統」和推行全港市民換領身份證計劃。遣送審理及訴訟部負責審理免遣返聲請和處理與免遣返聲請及執法有關的上訴／呈請及訴訟個案，並就全面檢討處理免遣返聲請的策略提供支援。

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.

本處、香港警方和廣東省公安邊防總隊展開一項代號為「絕策」的聯合行動，瓦解了一個專門安排越南籍人蛇偷渡來港的跨境犯罪集團，中港兩地共拘捕了51名涉案人士，包括17名集團骨幹成員。

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，本處與外交部駐香港特別行政區特派員公署在入境事務大樓舉行「涉港領事保護圖片展」，藉以加深市民對涉港領事保護及「協助在外香港居民小組」工作的了解，從而提升市民出外旅遊時的安全意識。

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.



為慶祝部門成立55周年，本處於二零一六年七月三十一日在入境事務學院舉行開放日，並於二零一六年八月至九月期間在入境事務大樓舉行「入境處歷史及發展圖片展」。

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，香港與韓國簡化「互相使用自助出入境檢查服務」的登記程序。香港特區電子護照持有人無須預先登記，便可於韓國直接登記使用有關服務，而韓國護照持有人亦無須預先登記，便可於香港直接登記使用香港的e-道服務。

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.

為進一步方便市民，自二零一六年八月二十六日起，市民可透過互聯網遞交無結婚紀錄證明書的申請。

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.

本處、香港警方和廣東省公安邊防總隊展開兩項代號分別為「銀盾」及「滿弓」的聯合行動，瓦解了兩個活躍於中港兩地專門偷運越南籍及南亞裔人蛇來港的犯罪集團，行動中共拘捕了99名涉案人士，包括46名集團骨幹成員。

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.

由本處人員組成的代表團於二零一六年八月二十八日出訪巴基斯坦及孟加拉兩國。是次訪問旨在向有關當局介紹香港在打擊非法勞工及人口販運方面的嚴格法例條文和實施統一審核機制的目的。此外，代表團亦就執法方面的情報搜集和聯絡事宜與上述兩國有關部門商討合作。

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

本處於二零一六年九月在全港各區展開一連串代號為「冠軍」、「曙光」及「風沙」的反非法勞工行動。本處亦於同年三月、四月及十一月進行類似的反非法勞工行動。行動中共拘捕了334名涉案人士，包括250名非法勞工及57名涉嫌聘用非法勞工的本地僱主。

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

香港特區政府駐上海經濟貿易辦事處入境事務組於二零一六年十月二十五日投入運作。其主要職能是為身處上海市以及浙江、江蘇、安徽和山東省的遇事港人提供協助。

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，香港特區護照持有人在抵達馬達加斯加時，可獲簽發逗留期不超過90天的旅遊簽證。

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

為提供進一步便利，自二零一六年十一月七日起，身在內地的香港居民可透過駐北京辦事處、駐上海經濟貿易辦事處、駐成都經濟貿易辦事處及駐粵經濟貿易辦事處的入境事務組遞交換領香港特區護照的申請，並在有關辦事處領取新護照。

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

本處於二零一六年十二月九日舉行結業會操。連同同年四月一日的結業會操，二零一六年共有78位入境事務主任及205位入境事務助理員結業，成為本處的年輕生力軍。

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，本處與澳門進一步擴展互相使用自助出入境檢查服務至持有《香港特別行政區簽證身份書》的香港非永久性居民及持有《澳門居民往來香港特別行政區旅遊證》的澳門非永久性居民。兩地合資格的人士於登記後，可使用對方的自助出入境檢查服務辦理出入境手續。

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.

本處於二零一六年十二月宣布自二零一七年一月二十三日起實施「印度國民預辦入境登記」措施，印度國民若非獲豁免類別人士，必須預先於網上申請並辦妥預辦入境登記，才可免簽證來港旅遊。

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

管理及支援部負責部門的人力資源管理和發展。該部由兩個科別組成，分別是部隊管理科和入境事務學院。部隊管理科負責入境事務隊成員的福利、行為及紀律事宜，執行部門的公共關係工作和管理審核，以及就市民的投訴進行檢討；入境事務學院則負責處理入境事務隊成員的招聘、培訓、調配及專業發展事宜。

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





強化團隊 追求卓越
STRENGTHEN THE CORPS
STRIVE FOR EXCELLENCE

管理及支援部 Management and Support Branch

建立能幹和高效率的團隊

本處深信員工是部門最寶貴的資產。要成為一支專業和高效率的團隊，關鍵在於每名員工都能發揮所長及致力提供卓越的優質服務。管理及支援部轄下的入境事務學院透過招聘活動的籌劃、崗位的調配、工作表現的管理及培訓計劃的安排，致力為入境事務隊成員策劃切合所需的專業發展。本處亦在各大專院校、專業教育學院及持續進修院校舉辦就業講座，積極吸納合適的人才。在二零一六年，本處共聘任210名入境事務主任及259名入境事務助理員，獲聘的人員在接受入職訓練後，已陸續投入工作行列。本處將繼續進行招聘，透過招攬新血確保部門持續發展。管理及支援部將繼續全力支持部門具策略性和有效的人力資源管理。



本處人員在「教育及職業博覽2016」宣傳招聘活動，並向市民介紹入境處的工作。
Our staff promoted our recruitment activities and introduced the duties of the Department to the public at the 'Education & Careers Expo 2016'.

專業培訓 服務為民

人力資源的培育對部門的長遠及健康發展非常重要，能夠激勵員工悉力以赴，部門的服務便會不斷進步。本處將會持續投放資源，為不同職級的同事提供適切的培訓和發展計劃，例如前線人員團隊建立訓練課程、創新領袖工作坊、中期事業發展訓練計劃、顧客

服務工作坊和不同形式的內地及海外交流計劃等，確保員工具備所需技能，面對現在及未來的挑戰。部分課程更針對性地加強壓力管理和團隊合作的內容，在提升整體工作效率之餘，亦有助員工在工作與生活之間取得適當的平衡。



入境事務學院設有自助出入境檢查訓練中心，讓學員在一個模擬實際工作情況的環境下接受訓練。
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.

關顧管理 以人為本

本處非常重視推行關顧管理，透過關懷員工的需要及專業發展，以及加強溝通，培養和諧互信的部門文化，建立一支士氣高昂、上下一心的專業團隊。部門自二零一三年起舉辦「探訪工作間」活動，提供一個有效的平台，讓同事分享工作間的經驗。自二零一五年一月起，部門也為前線人員推出「快樂工作間」一天課程，藉此提升同事對情緒和正向思維的了解，發揮同事的創意和培養積極樂觀的人生觀。此外，本處的聆心服務中心為有需要的員工提供專業輔導服務，中心內的臨床心理學家不時舉辦促進身心健康的課程，藉以幫助同事應付日常工作帶來的壓力，以及培養健康和平衡的生活模式。

本處致力成為一個展現關懷的機構，部門義工隊自二零零二年成立以來，每年均獲義工總領袖及社會福

利署署長頒發義務工作嘉許金獎狀。自二零零六年起，本處連續多年獲得香港社會服務聯會頒發「同心展關懷」標誌，更自二零一五至一六年度起獲頒發「10年Plus同心展關懷」標誌，表揚部門對關懷社區、員工及環境的承擔。

追求卓越服務

二零一六年，本處有兩名同事獲得「申訴專員嘉許獎（公職人員獎）」，這是本處同事連續18年獲得這個獎項。此外，本處共有六位同事獲得「公務員事務局局長嘉許狀」，以表揚他們持續的優秀工作表現。自該嘉許計劃於二零零四年推出以來，本處已連續第13年有同事獲得嘉許。本處定當繼續發揚精益求精的專業精神，為市民提供優質的服務。



入境事務處處長曾國衛先生主持二零一六年工作回顧簡報會，並向市民介紹即將推出的「旅客自助離境服務」。
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



本處學員在模擬視像錄影會面室學習使用錄影系統進行會面。
Immigration trainees receive training on the use of the video recording system to conduct an interview in the mock video recording interview room.



本處學員在模擬視像錄影會面室學習使用錄影系統進行會面。
Immigration trainees receive training on the use of the video recording system to conduct an interview in the mock video recording interview room.

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.

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.



入境事務處處長曾國衛先生主持使用服務人士委員會會議。
Immigration Department Users' Committee meeting chaired by the Director of Immigration Mr Erick K W Tsang.

簽證及政策部

Visa and Policies Branch

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

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



歡迎訪客 匯聚人才
WELCOME VISITORS
ATTRACT TALENT



優才、專業人士及企業家入境計劃優化措施

香港歡迎世界各地的優才、專業人士及企業家來港工作及定居，他們可根據不同的入境計劃來港。自二零一五年五月四日起，本處實施一系列優化措施，包括放寬根據一般就業政策、輸入內地人才計劃及優秀人才入境計劃來港人士的逗留安排、優化優秀人才入境計劃的計分制度、列明在一般就業政策下投資類別的考慮因素、考慮批准有意開辦或參與已獲政府支援計劃支持的初創業務者的申請，以及推行「輸入中國籍香港永久性居民第二代計劃」，以提升香港在吸引和挽留外來人才及專業人士的能力。



本處奉行開放的入境政策，便利全球各地的優才及專才來港發展。
The Department administers an open immigration regime to facilitate the entry of talent and professionals from around the world.

優秀人才入境計劃

擴充人力資源對香港的可持續發展及在全球市場上的競爭力非常重要。優秀人才入境計劃旨在吸引世界各地(包括內地)的卓越人才來港定居。這項計劃所訂的每年配額為1 000人。申請人會按一套根據年齡、語文能力、學術成就、專業資歷及工作經驗等客觀準則釐定的計分制來接受評核，並透過定期進行的甄選程序獲得分配名額。截至二零一六年十二月三十一日，共有3 578名申請人獲分配名額。

持續吸引專才和企業家來港

本港一向對來港就業的專才和來港投資的企業家實施開放的政策。一般就業政策容許具備香港所需要而又缺乏的特別技能、知識或經驗，或能夠對本港經濟作出重大貢獻的海外人士來港。在二零一六年，共有35 997名海外專才和投資者根據一般就業政策獲准來港。輸入內地人才計劃實施至今已吸引內地多個界別的人才和專業人士來港工作。於二零一六年，共有10 404名申請人根據此計劃來港。資本投資者入境計劃於二零零三年十月開始實施，目的是讓那些把資金帶來香港投資但不會在港參與經營業務的人士來港居留。該計劃經檢討後已於二零一五年一月十五日起暫停。

非本地畢業生留港／回港就業安排

「非本地畢業生留港／回港就業安排」旨在進一步吸引非本地畢業生在香港修讀全日制經本地評審本地課程而獲得學士學位或更高資歷後留港／回港工作。截至二零一六年十二月三十一日，共有60 752名非本地畢業生獲批准根據此安排在港工作。



「非本地畢業生留港／回港就業安排」可進一步吸引非本地畢業生留港或回港工作。
The Immigration Arrangements for Non-local Graduates can further attract non-local graduates to stay or return and work in Hong Kong.

輸入中國籍香港永久性居民第二代計劃

「輸入中國籍香港永久性居民第二代計劃」於二零一五年五月四日推出，旨在吸引已移居海外的中國籍香港永久性居民的第二代回港發展，鼓勵他們回流。此計劃不設配額，而申請人亦無須在來港前已獲得聘用。成功申請人士可獲准在港逗留12個月而不受其他逗留條件限制。截至二零一六年十二月三十一日，本處共批准了235宗申請。



本處積極優化各項入境政策，以配合社會不斷轉變的需要。
The Department takes a proactive approach in refining our immigration policies in order to meet the ever-changing needs of the community.

印度國民預辦入境登記

由二零一七年一月二十三日開始，除獲豁免類別人士外，印度國民須預先於網上申請和辦妥預辦入境登記，方可免簽證來港逗留不超過14天。措施旨在確保給予真正的印度訪客旅遊便利，同時維持有效的入境管制。



辦妥預辦入境登記的印度國民須自行列印「印度國民預辦入境登記通知書」，用以辦理入境檢查手續。
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 (ASMTTP) 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. ASMTTP 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.



本處參與「中小企國際推廣博覽」，推廣各項簽證計劃。
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.



本處人員走訪各國宣傳「輸入中國籍香港永久性居民第二代計劃」及其他輸入人才計劃。
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

管制部轄下設有四個科別，分別為機場管制科、邊境管制(鐵路)科、邊境管制(車輛)科和港口管制科。這四個科別共同分擔出入境管制的職責，包括拒絕讓不受歡迎人物入境和防止通緝犯離境，以及為遊客和商務訪客提供方便的出入境服務。機場管制科位於香港國際機場。邊境管制(鐵路)科轄下設有三個邊境管制站，分別位於羅湖、紅磡和落馬洲支線。邊境管制(車輛)科轄下設有四個邊境管制站，分別位於落馬洲、文錦渡、沙頭角和深圳灣。港口管制科轄下則設有港口管制組、港澳客輪碼頭管制組、中國客運碼頭管制組、屯門客運碼頭管制組及啓德郵輪碼頭管制組。

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





有效管制 快捷有禮
EFFECTIVE CONTROL
SPEEDY AND
COURTEOUS SERVICE

「Skytrax 全球最佳機場出入境服務」大獎

本處的機場管制科在英國專業航空運輸研究機構 Skytrax 的年度旅客意見調查中，連續兩年榮獲「Skytrax 全球最佳機場出入境服務」大獎。這個獎項證明機場管制科同事過去在提升服務水平所付出的努力，得到世界各地旅客的認同。

香港國際機場優質顧客服務大獎 2016

在機場管理局舉辦的二零一六年香港國際機場優質顧客服務計劃中，本處的機場管制科獲頒「最佳顧客服務躍進大獎」，而機場管制站有 29 位前線同事亦同時獲頒「企業團隊卓越獎」嘉許狀。



屯門客運碼頭管制站恢復運作

屯門客運碼頭自二零一六年一月起恢復提供往來香港與澳門或內地的跨境客運渡輪服務。為配合有關安排，屯門客運碼頭管制站亦同時恢復運作。



屯門客運碼頭管制站自二零一六年一月起恢復為旅客辦理出入境檢查服務。
The Tuen Mun Ferry Terminal Control Point has resumed its immigration clearance service since January 2016.

香港及澳門居民就遺失入境證件辦理離境手續的優化安排

進一步簡化香港及澳門兩地居民就遺失證件辦理離境手續的優化安排已於二零一六年一月實施。在新安排下，在澳門遺失入境證件的香港居民可直接前往澳門外港碼頭或氹仔客運碼頭，經核實身份後便可隨即辦理離境手續。同樣地，在香港遺失入境證件的澳門居民可直接前往港澳客輪碼頭、中國客運碼頭或屯門客運碼頭辦理報失及離境手續。

入境事務大樓增設訪港旅客 e-道登記處

為進一步方便合資格的訪港旅客在管制站以外的辦事處登記使用 e-道服務，本處於入境事務大樓增設的訪港旅客 e-道登記處已於二零一六年四月投入服務。



本處在入境事務大樓增設的訪港旅客 e-道登記處自二零一六年四月起投入服務。
An in-town e-Channel Enrolment Office set up at Immigration Tower has come into operation since April 2016.

與其他國家／地區互相使用自助出入境檢查服務

繼與韓國、新加坡及德國推行互相使用自助出入境檢查服務安排後，本處亦與澳洲於二零一六年六月推行

相關安排。在相關安排下，合資格訪港旅客可於入境事務大樓、機場或港澳客輪碼頭管制站登記使用 e-道服務。

香港及澳門非永久性居民來往兩地的出入境便利措施

為使持有香港特區簽證身份書的香港非永久性居民及持有澳門居民往來香港特區旅遊證的澳門非永久性居民出入境更加便利，自二零一六年十二月起，兩地的合資格非永久性居民可登記使用對方的自助過關通道辦理出入境手續。

將會投入運作的新管制站

分別位於廣深港高速鐵路西九龍總站、港珠澳大橋香港口岸及蓮塘／香園圍的三個新跨境管制站將會陸續投入運作。新管制站將進一步提升邊境管制站的整體處理能力。本處會積極配合有關發展，繼續為旅客提供高效率的出入境服務。



本處致力提供優質有禮的出入境檢查服務。
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.



本處不斷擴展e-道服務的覆蓋面，為更多旅客提供便捷的出入境檢查服務。
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.



位於深圳灣管制站的車輛檢查亭為跨境車輛提供一站式出入境檢查及清關服務。
The vehicular clearance kiosks at the Shenzhen Bay Control Point provide one-stop immigration and customs clearance services for cross-boundary vehicles.

個人證件部

Personal Documentation Branch

個人證件部轄下設有證件科和人事登記科。證件科負責處理香港特區護照和其他香港特區旅行證件的申請、有關在本港實施《中華人民共和國國籍法》的事宜，以及出生、死亡和婚姻登記事宜。人事登記科則負責處理根據《基本法》提出擁有居留權的聲請、為香港居民簽發身份證、管理人事登記紀錄、與外國政府商定香港特區居民的免簽證入境安排，以及為在香港境外身陷困境的香港居民提供切實可行的協助。

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.



以客為本 服務市民
FOCUS ON CUSTOMERS
SERVE THE COMMUNITY



個人證件部 Personal Documentation Branch

為在香港境外身陷困境的香港居民提供協助

二零一六年，香港境外發生了數宗涉及港人的重大事故，包括港人滯留土耳其事件(七月)、港人在德國遇襲事件(七月)、日本北海道車禍(八月)、香港旅行團在廣東省揭陽市遇上車禍(八月)、泰國蘇梅島車禍(九月)及澳洲布里斯本車禍(十月)。本處的協助在外香港居民小組與外交部駐香港特派員公署(公署)、中國駐外使領館、外國駐港領事館、香港特區政府駐內地辦事處和其他政府部門保持緊密聯繫，為受影響港人及其家屬提供切實可行的協助。二零一六年，小組共處理了159 515宗查詢和2 808宗求助個案。



本處印製「外遊小錦囊」提醒市民外遊時須注意的事項。
The Department publishes Outbound Travel Tips to provide Hong Kong residents with tips when travelling abroad.

為使身在海外的中國公民在遇到困難時及時獲得專業的指導和幫助，外交部的應急呼叫中心會根據實際情況及需要，轉介香港居民的求助個案予協助在外香港居民小組處理和跟進。

二零一六年，本處加強宣傳活動以提升市民外遊時的安全意識。本處與公署於五月協作舉行「海外安全與領事保護工作」專題研討會，並於七月及九月分別舉辦圖片展和接受傳媒訪問，藉以介紹中國領事保護及協助在外香港居民小組的工作。此外，本處於十二月與公署和香港旅遊業議會協作舉行研討會，推廣「外遊提示登記服務」。

駐上海經濟貿易辦事處(駐滬辦) 入境事務組投入運作

香港特區政府駐滬辦入境事務組於二零一六年十月二十五日投入運作，為身處上海市以及浙江、江蘇、安徽和山東省的遇事港人提供協助。

為香港特區護照持有人爭取免簽證入境 待遇的游說工作

本處繼續積極游說更多國家給予香港特區護照持有人免簽證入境或落地簽證待遇，為香港特區護照持有人爭取更大的旅遊便利。二零一六年，聖巴泰勒米島及聖馬丁島(法國海外領地)同意給予香港特區護照持有人免簽證入境待遇，在任何180天的期間內最長可逗留90天。此外，香港特區護照持有人在抵達科摩羅時，可獲簽發逗留期45天的旅遊簽證。同時，香港特區護照持有人在抵達毛里塔尼亞的努瓦克肖特國際機場或努瓦迪布陸路邊境站時，可獲簽發旅遊簽證，逗留期限將於旅客抵達當地時由當地有關機關決定。此外，香港特區護照持有人在抵達馬達加斯加時，可獲簽發逗留期不超過90天的旅遊簽證。截至二零一六年底，同意給予香港特區護照持有人免簽證或落地簽證待遇的國家和地區已達157個。



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

便利的香港特區護照申請服務

自二零一六年十一月七日起，身在內地的申請人可透過香港特區政府駐北京辦事處、駐上海經濟貿易辦事處、駐成都經濟貿易辦事處及駐粵經濟貿易辦事處的入境事務組遞交換領香港特區護照的申請，並在該駐內地辦事處領取新護照。

婚姻監禮人計劃

婚姻監禮人計劃打破過往舉行婚禮在時間及地點方面受到的限制，讓市民有更多選擇，以作出更靈活和方便的安排，計劃自二零零六年推出以來深受市民歡迎和日趨流行。截至二零一六年底，約有256 500對準新人(佔申請總數的43%)經婚姻監禮人向婚姻登記官遞交擬結婚通知書，並有約255 900對新人(佔婚姻登記總數的45%)經由婚姻監禮人為他們主持婚禮。

網上遞交無結婚紀錄證明書申請

為進一步方便市民，自二零一六年八月二十六日起，市民可透過互聯網遞交無結婚紀錄證明書的申請。



現時全港共有四間出生登記處，為市民提供出生登記服務。
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.



本處的協助在外香港居民小組為身處香港境外而陷於困境的香港居民提供切實可行的協助。
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.



擬結婚人士可透過聘用婚姻監禮人舉行婚禮。
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.

執法部

Enforcement Branch

執法部轄下的執法科負責制定和執行有關調查、遞解及遣送離境方面的政策，檢控違反入境法例者，以及管理用作羈留年齡 18 歲或以上人士的青山灣入境事務中心。

The Enforcement 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.



維護法紀 公正嚴明
UPHOLD THE LAW
ACT WITH IMPARTIALITY



國際合作打擊跨國非法移民、偽造證件和偷運人口活動

本處一直透過國際間的合作，共同打擊跨國非法移民活動這個全球關注的問題。二零一六年，本處參與多個國際及地區會議及研討會，包括在香港舉行的「第十一屆海峽兩岸暨香港、澳門警學研討會—跨境犯罪的預防與警務合作」、在印尼舉行的「第六屆峇里進程—偷渡、販賣人口及相關跨國犯罪問題部長級會議」，以及在瑞士舉行的「第四屆國際刑警組織的全球販賣人口會議」。



本處與內地及海外執法機關保持緊密聯繫，以加強跨境非法移民活動的情報交流。
The Department maintains close liaison with Mainland and overseas law enforcement agencies to strengthen intelligence exchange on transnational illegal migration activities.

此外，本處亦一直與本地其他執法機關及內地和外國的相關部門緊密合作。二零一六年十二月，本處再次在香港國際機場進行了代號為「天網」的大型行動，多國駐港總領事館的代表人員亦有參與，擔當顧問或觀察人員的角色，以有效打擊偽造證件和偷運人口活動。

近年，被截獲的非華裔非法入境者人數大幅上升。本處非常關注這個情況，並與香港警方及內地有關當局保持緊密聯繫和交流情報，協力打擊這類非法偷渡活動。本處分別於二零一六年三月、六月及八月聯同警

方及廣東省公安邊防總隊合共展開四次反非法入境行動，包括代號為「峻嶺」、「絕策」、「銀盾」及「滿弓」的行動。行動中，當局瓦解了四個專門安排非華裔人士偷渡來港的跨境犯罪集團，合共拘捕了264名涉案人士，包括87名集團骨幹成員。

遏止僱用非法勞工或非法受僱的執法行動

年內，本處繼續致力打擊僱用非法勞工或非法受僱的活動。在二零一六年，本處進行了16 233次反非法勞工行動，包括代號為「曙光」、「冠軍」、「驚愕」、「彩虹」及「銳破」等行動，共有6 070名非法勞工（包括4 160名涉及性工作的人）和708名僱主被拘捕。

為進一步打擊有關水貨活動的違法行為，本處自二零一二年九月起進行了一連串代號為「風沙」的反非法勞工行動。截至二零一六年年底，本處共採取了408次行動，拘捕了3 152名因涉嫌從事水貨活動而違反逗留條件的內地訪客及18名涉嫌聘用非法勞工的本地僱主。當中，222名內地訪客被定罪和被判監禁四星期至三個月不等。



本處調查員巡查非法勞工較多的黑點，以遏止非法勞工在港工作，保障本地工人的就業機會。
To combat illegal employment and protect the local labour market, immigration investigators conduct patrol duties at black spots of illegal workers.



本處人員在年宵市場派發宣傳單張，提醒市民僱用非法勞工的嚴重後果。
Leaflets are distributed at a Lunar New Year Fair to raise public awareness of the serious consequences of unlawful employment.

打擊內地孕婦透過違法行為來港產子

本處致力打擊內地孕婦透過違法行為來港產子。在二零一六年，本處共檢控了22名逾期逗留在港產子的內地孕婦及12名透過非法行為來港產子的內地孕婦，她們全部被定罪，刑期高達18個月。

揭發涉及假結婚的案件

本處十分關注非本港居民藉與香港居民假結婚來港居留的問題。在二零一六年，共有98人因涉及假結婚案件而被定罪及判監4至18個月不等。



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

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.



本處在不同地點採取嚴厲的執法行動，打擊非法水貨活動。
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.



派駐青山灣入境事務中心的管理人員定期進行防暴演練，以提升處理突發事件的能力。
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.

遣送審理及訴訟部 Removal Assessment and Litigation Branch

遣送審理及訴訟部轄下的遣送審理及訴訟科負責審理任何沒有權利進入及停留於香港的人士根據所有適用的理由，針對另一國家而提出的免遣返聲請。該科亦就全面檢討處理免遣返聲請的策略提供支援，並負責處理與免遣返聲請及執法有關的上訴／呈請及訴訟個案。

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 高效審理
HIGH STANDARDS
OF FAIRNESS
EXPEDITIOUS PROCESS
OF SCREENING



遣送審理及訴訟部 Removal Assessment and Litigation Branch

統一審核機制

為維護有效的出入境管制及基於公眾利益，非法入境、逾期逗留或抵港時遭本處拒絕入境的人士均為無合法身份逗留於香港的人，應根據《入境條例》盡快被遣離香港。

根據多宗法院裁決，將被遣返至另一國家的人士，如聲稱被遣返至該國後會面對酷刑、《香港人權法案》下的絕對及不容減免的權利受到損害、或迫害等風險，本處須在合乎「高度公平標準」的審核程序下最終決定其聲請不獲確立前，暫緩遣返聲請人到有關國家。

政府於二零一四年三月實施統一審核機制，根據所有適用的理由審核免遣返聲請。《入境條例》第VIIC部於二零一二年七月經立法會詳細討論後獲得通過，並於二零一二年十二月開始實施。統一審核機制乃按照該條例所訂的法定程序而實行。

統一審核機制為聲請人提供合理機會確立其聲請，包括於免遣返聲請表格填寫有關其聲請的詳情及出席審核會面。審理完成後，本處會書面通知聲請人有關的決定及理據。聲請人如不服本處的決定，可向法定的獨立酷刑聲請上訴委員會（上訴委員會）提出上訴。

聲請人在審核程序中可獲得所需的援助，包括公費法律援助服務；由合資格人士提供的傳譯／翻譯服務；及就宣稱與聲請相關但存有爭議的身體或精神狀況進行醫療檢驗。

二零一四年三月統一審核機制開始實施時，尚待審核的免遣返聲請個案共有6 699宗。截至二零一六年年底，本處接獲另外13 525宗聲請，並已就6 383宗聲請作出決定，當中包括48宗聲請獲確立（其中五宗被拒個案於上訴後獲上訴委員會確立），而撤回的聲請則有3 860宗；尚待審核的聲請共有9 981宗，當中約八成聲請人來自印度、巴基斯坦、越南、孟加拉及印尼。



本處個案主任在傳譯員的協助下，與由代表律師陪同的免遣返聲請人進行審核會面。
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.

全面檢討

政府於二零一六年就處理免遣返聲請的策略展開全面檢討，分別從入境前管制、審核程序、羈留，以及遣送及執法四個範疇着手。

入境前管制

除加強執法打擊犯罪集團外，政府於二零一六年五月實施《2016年入境（未獲授權進境者）（修訂）令》，修訂《入境條例》下有關「未獲授權進境者」的定義，加入非華裔非法入境者的主要來源國家，使絕大部分非華裔非法入境者成為「未獲授權進境者」，藉以加重偷運人蛇的刑罰，大幅提高阻嚇作用。

自二零一七年一月二十三日起，印度國民若非獲豁免類別人士，必須預先於網上申請和辦妥預辦入境登記，才可免簽證來港旅遊。本處會視乎情況，檢討個別國家的免簽證安排。

審核程序

本處一直致力在現行的法律框架下推出各項行政措施，藉以簡化程序和提升效率，務求加快審理聲請個案，例如自二零一六年四月起推行提早審核會面安排。政府亦正研究修訂《入境條例》，以訂明統一審核機制的法定程序、收緊審核時限和禁止拖延。

羈留

《入境條例》賦予本處權力羈留正在等候審核免遣返聲請及／或遣送程序的非法入境者及其他有關人士。政府在全面檢討中，會從法律、資源、公眾安全等角度，研究不同措施，為羈留設施的管理提供更有效的支援。

遣送及執法

本處一直與有關國家的領事館及機關保持緊密聯繫，盡快將免遣返聲請不獲確立的人遣送離境。本處亦不斷加強採取執法行動，打擊非法勞工及其僱主。

與其他地區機關保持緊密合作

本處致力與免遣返聲請人的主要來源國家加強聯繫，日後會繼續出訪有關國家，與當局溝通會面，反映該國偷渡者偷渡來港並在港提出免遣返聲請的情況，同時亦會與當地執法機構加強聯繫和交換情報。



本處代表團出訪聲請人的主要來源國家，向有關當局反映香港在打擊非法勞工及人口販運方面的嚴格執法及法例條文，介紹實施統一審核機制的相關情況，並就執法方面的情報搜集和聯絡事宜商討合作。
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.



本處設有資料庫儲存來源國家的地區資訊、專題報告、主要事件的資料，以協助審核聲請。

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.

資訊系統部

Information Systems Branch

資訊系統部負責處理入境處資訊系統及相關事宜，其下設有四個科別。資訊系統（發展）科負責制定及推行處內的資訊系統策略和開發新的資訊系統，以應付未來工作需求。資訊系統（運作）科負責管理目前運作的資訊系統，確保系統保安及更新各系統和有關程序。紀錄及數據管理科負責一切有關資料私隱、公開資料和處內紀錄管理的事宜。科技服務科則為處內電腦系統的應用及發展提供技術支援。

The Information Systems Branch is tasked to take charge of the information systems and related matters of the Department. It comprises four divisions. The Information Systems (Development) Division is responsible for formulating and implementing the Department's information systems strategy and developing new information systems to meet 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.





銳意創新 提升效率
SPEARHEAD INNOVATION
ENHANCE EFFICIENCY

自助出入境檢查服務(e-道)

現時，已辦妥登記的經常訪港旅客(包括外籍人士、台灣居民、澳門永久性居民身份證持有人、澳門居民往來香港特別行政區旅遊證持有人和持本式往來港澳通行證的內地訪客)、持卡式電子往來港澳通行證的合資格內地訪客和已辦妥登記的領事團身份證持有人，均可在機場、羅湖、落馬洲支線、紅磡、深圳灣、文錦渡、落馬洲、沙頭角、中國客運碼頭、港澳客輪碼頭、屯門客運碼頭及啓德郵輪碼頭管制站使用e-道服務。



截至二零一六年年底，各管制站共設有595條多功能e-道，可因應旅客流量靈活調配。
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.

與其他國家／地區推行互相使用自助出入境檢查服務

本處分別於二零一三年十二月、二零一四年九月、二零一四年十一月及二零一六年六月與韓國、新加坡、德國及澳洲推行互相使用自助出入境檢查服務的安排。為推行這項安排，e-道的登記系統亦已相應提升，系統可根據不同參與國家／地區的登記資格為合資格的護照持有人辦理登記使用香港e-道服務的手續。自二零一六年八月二十二日起，香港與韓國簡化登記程序，使香港居民和韓國旅客旅遊更加便利。特區電子護照和韓國護照持有人無須經互聯網預先登記便可分別於韓國及香港直接登記使用有關服務。



自二零一六年六月起，香港與澳洲推行互相使用自助出入境檢查服務，以加強兩地在貿易、商業及旅遊方面的聯繫。
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.

流動應用程式

本處於二零一三年十二月五日推出「入境處流動應用程式」，為本處首次採用流動平台向公眾提供資訊。該流動應用程式透過政府的中央網絡平台發放資訊，並支援現今普遍應用的流動操作平台。入境處流動應用程式除了提供各陸路邊境管制站的估計旅客輪候過關狀況外，還提供本處的其他資訊。自應用程式推出後，本處不斷優化其現有服務，增加功能及資訊，例如加入「外遊小錦囊」，提示市民外遊時須注意的事項，以及新增連接本處YouTube頻道的功能，方便公眾隨時隨地閱覽入境處的服務及活動資訊。

推行第三代資訊系統策略

為配合第三代資訊系統的推行，「新資訊科技基礎設施」項目下的兩所新數據中心及一個新基建平台已分別在二零一四年及二零一五年投入運作。

「出入境管制系統」項目已由二零一六年一月開始利用新基建平台及兩所數據中心分階段投入運作。系統不但提升和整合四個管制站系統，以應付新的業務需要，更把現有437條e-道提升為多功能e-道，並增設158條多功能e-道，從而提升管制站的整體處理能

力。此外，系統將會於二零一七年推出新功能，包括設立免登記自助離境e-道，讓持有電子旅行證件的合資格訪港旅客使用。



本處自二零一六年一月起分階段推行出入境管制系統，取代和整合舊有系統，以應付新的業務需要。
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.

「新一代電子護照系統」項目現正進行招標工作，預計自二零一九年年初起分階段推行。新系統主要用以取代日漸老化的現有系統和更有效地支援簽發新香港特區旅行證件的工作。另外，「簽證自動化系統」、「協助在外港人、生死及婚姻、居留權決策支援系統」及「執法個案處理系統」的可行性研究已於二零一六年三月完成，現正進行相關撥款申請的準備工作。



全日運作的企業系統管理中心指揮控制室，負責監控主要的資訊系統。
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.



管制站人員利用先進的資訊系統，能更有效掌握旅客流量並靈活地作出相應的人手調配。

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.



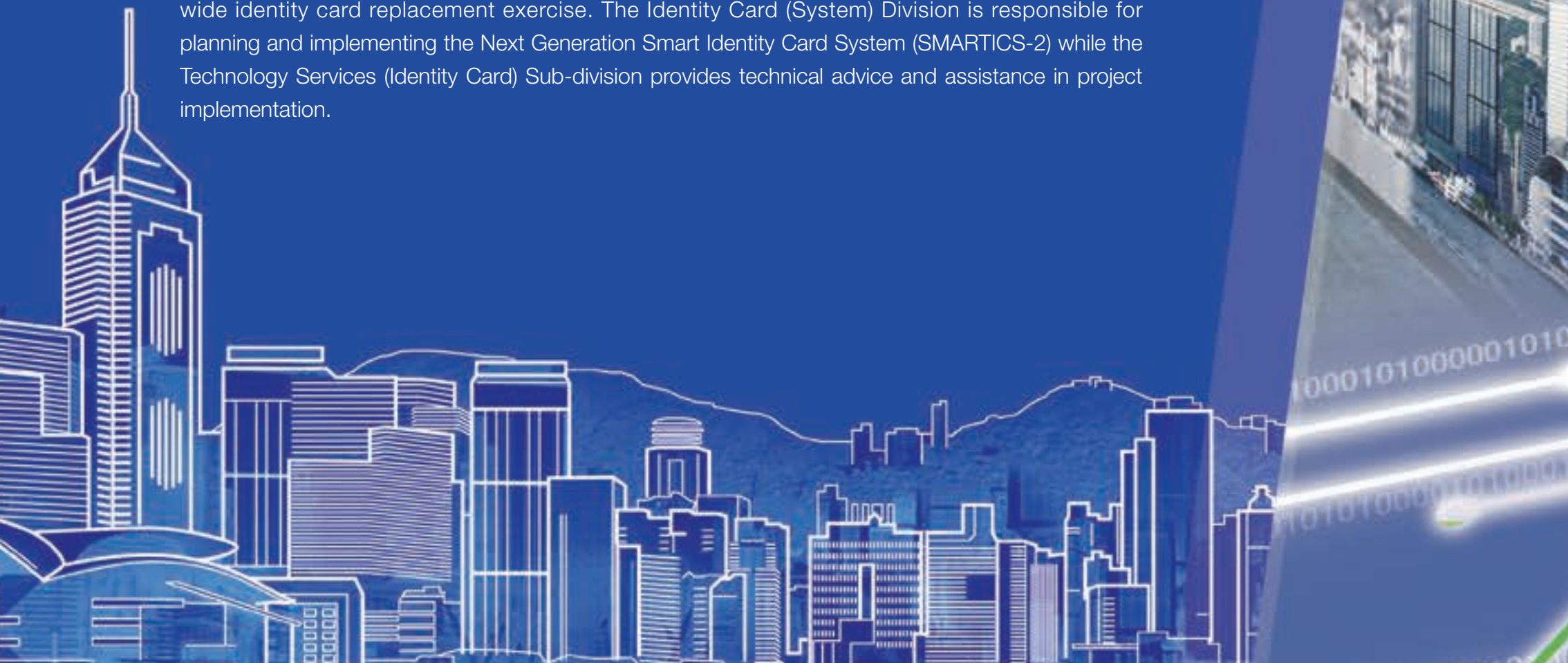
位於入境事務大樓的電腦紀錄儲存設備。
Computer record storage device at Immigration Tower.

身份證部

Identity Card Branch

身份證部於二零一六年六月成立，是負責推行新一代智能身份證項目的專責隊伍，其下設有身份證（總務）科、身份證（系統）科及科技服務（身份證）分科。身份證（總務）科負責籌劃推行全港市民換領身份證計劃，身份證（系統）科負責策劃和開發「新一代智能身份證系統」，科技服務（身份證）分科則為推行項目提供技術建議及支援。

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

創智科技 換證便利
SMART TECHNOLOGIES
CONVENIENT REPLACEMENT



身份證部 Identity Card Branch

項目背景

現有的智能身份證系統於二零零三年引入。為解決現行系統軟、硬件過時的問題，以及應付可能出現的新業務需要，部門按照顧問公司的建議，就推行新電腦系統，即「新一代智能身份證系統」，進行可行性研究。除了推行新電腦系統取代現有的智能身份證系統外，可行性研究亦建議推行一次性全港市民換領身份證計劃，以引進新一代智能身份證。



立法會財務委員會於二零一五年批准為數 14.48 億元的撥款，用途如下：

- 開發「新一代智能身份證系統」，以取代現有電腦系統和更有效地支援簽發香港智能身份證的工作；以及
- 推行一次性全港市民換領身份證計劃，分階段為所有香港身份證持有人更換新智能身份證，以取代現時的智能身份證。

推行「新一代智能身份證系統」

「新一代智能身份證系統」旨在取代現有電腦系統，以及更有效地支援簽發香港智能身份證的工作。視乎詳細系統設計而定，「新一代智能身份證系統」將會優化人事登記程序，為公眾帶來更大的便利。部門可藉着引入新系統推出改善措施，例如網上填表服務、審批申請中的自動記錄查核及設有電子儲存櫃的自助領取證件服務站。

「新一代智能身份證系統」的招標工作現正進行中，計劃由二零一八年起分階段推行。



新智能身份證

新智能身份證將採用最先進的聚碳酸不碎膠物料，以改善外觀、提高文字印刷質素，以及提升智能身份證在正常使用情況下的耐用程度。

為使新智能身份證保持低偽證率，卡面的防偽特徵亦會加強。此外，新智能身份證晶片的數據儲存及傳送技術將具有多重保安特徵。



全港市民換領身份證計劃

在「新一代智能身份證系統」推出後，部門將進行一次性全港市民換領身份證計劃，有序地分階段為所有香港身份證持有人更換現有的香港智能身份證，並根據人口分布情況，按計劃在全港設立九間換證中心。香港身份證持有人將獲邀分批前往換證中心換領身份證。

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.



本處人員實地視察換證中心的各個選址，為推行一次性全港市民換領身份證計劃作準備。

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.

環保管理

Green Management

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

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





節約能源 善用資源
ENERGY CONSERVATION
BETTER USE OF RESOURCES

環保管理 Green Management

節約能源

本處在各分科委任能源管理員，確保各辦事處有效實行環保內務管理方法。能源管理員定期檢查各辦事處，並維持同事持續遵行該些內務管理方法的意識，有關方法包括關掉無須使用的辦公室器材，以及將辦公室及公共空間等地方的照明設備調校至合適的亮度。由於本處的運作活動有所增加，二零一六年的能源消耗量較二零一五年輕微增加了0.3%。



深圳灣管制站的天台設有太陽能集熱器，用以收集太陽能。
Solar thermal collectors are installed on the rooftop of the Shenzhen Bay Control Point to collect solar energy.

減少用紙

二零一六年的用紙量較二零一五年減少了2.4%。為了節約用紙，本處充分利用資訊科技作對外及對內的溝通。我們已在日常工作中廣泛使用電郵、互聯網、內聯網及其他電子方式溝通。本處除了提供部門網站上的電子資訊共用平台和流動應用程式讓市民以無紙方式快捷地查閱資訊外，亦為市民提供多項電子服務，例如網上申請及外遊提示登記服務等。此外，部門已推行電子處理假期申請系統及電子採購系統，減少採用以紙張處理工作的傳統模式。本處會繼續監察用紙量，並會採取節約措施盡量減少用紙。

廢物循環再用及資源回收

為使員工和市民更加了解廢物回收對環境的裨益，入境事務大樓自二零零八年起參與環境保護署推行的「工商業廢物源頭分類計劃」。

支持《清新空氣約章》

為實踐以改善香港空氣質素為目標的《清新空氣約章》，我們盡力減少部門車隊和船隊的能源消耗量和廢氣排放量。例如，我們會安排定期檢查車輛和船隻，以盡量減少因廢氣排放而產生的環境污染物和造成的環境滋擾。此外，我們亦鼓勵員工共用部門車輛，並在可行情況下盡量把行程合併，以便充分使用車輛和減少行車里數。



在環境保護署舉辦的室內空氣質素檢定計劃中，入境事務大樓的室內空氣質素獲評為「良好級」。
The indoor air quality of Immigration Tower was graded 'Good Class' in the Indoor Air Quality Certificate Scheme organised by the Environmental Protection Department.

提高員工的環保意識

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

未來路向

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



辦公室的環保告示板定期張貼不同的環保管理資訊。
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.

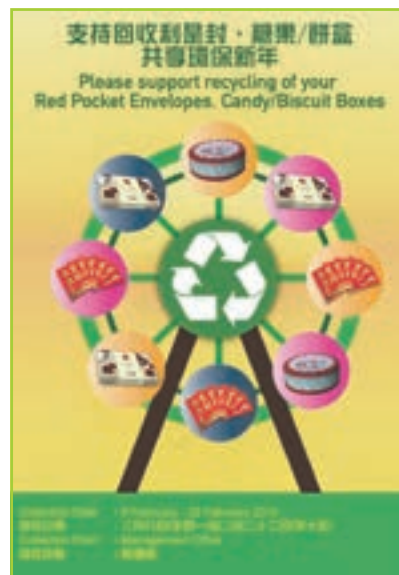
Promotion of Staff Awareness

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.



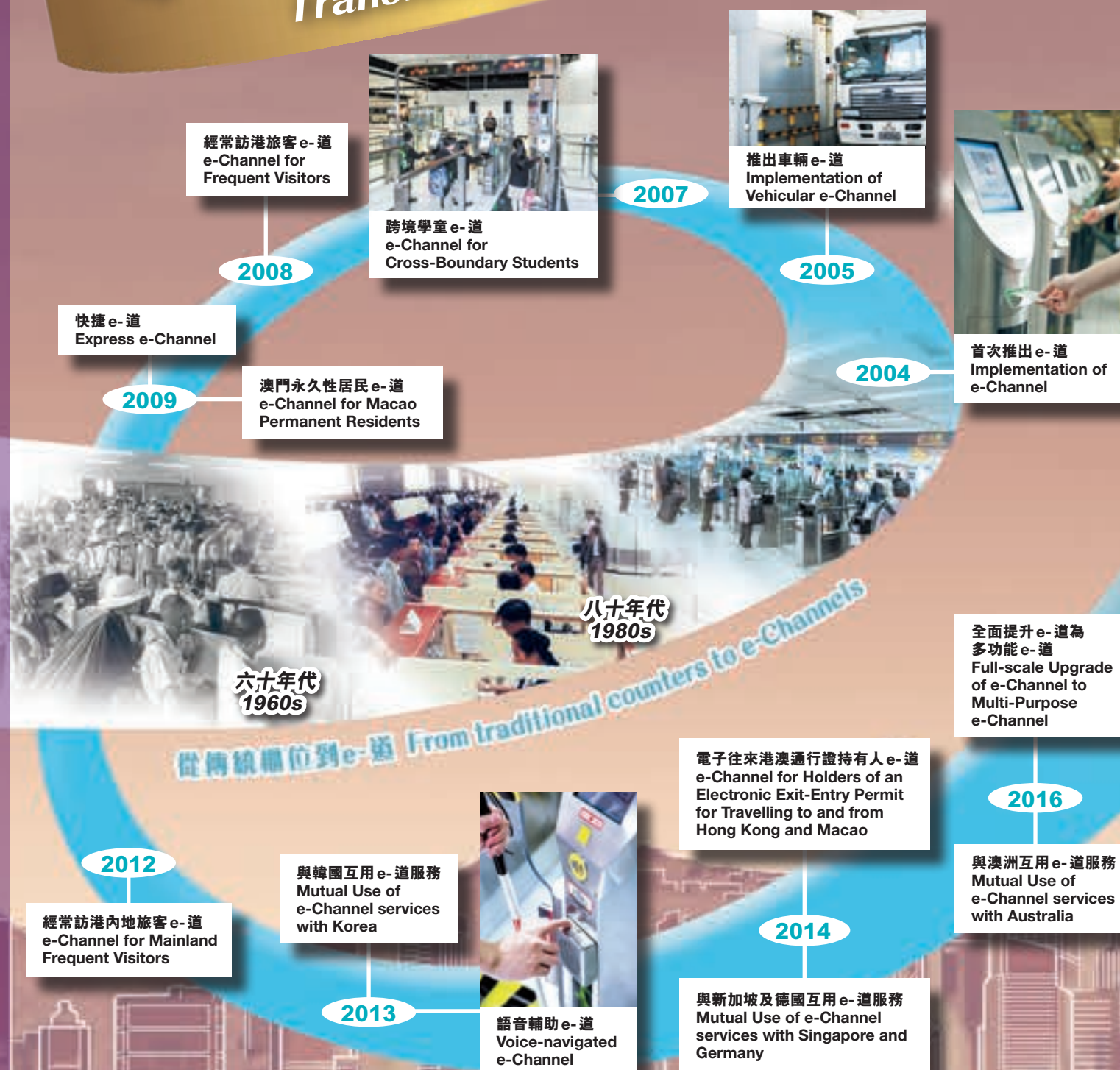
本處鼓勵員工參與由不同機構舉辦的環保推廣活動，藉以提升員工的環保意識。
The Department encourages staff to participate in environmental protection campaigns organised by different organisations in order to raise their environmental awareness.

承前啓後 推陳出新

Transition and Development

入境事務處(入境處)於一九六一年八月四日成立，當時只有二百多名員工，時至今天踏入55周年，部門已發展成為一支超過7 000人的專業紀律部隊。入境處的工作與市民的生活息息相關，我們秉持以人為本的精神，不斷優化管制站和辦事處的環境和設施，並引進電子化服務和簡化程序，為市民和訪客提供高效率的服務。面對持續攀升的出入境人次，本處推行自助出入境檢查系統(e-道)，大大提高了各管制站的通關能力。自e-道推出以來，我們不斷提升其通關效率和擴展其服務對象，成效卓越，深獲市民及訪客的認同。

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.



職員培訓 Staff Training

1995—2000



入境處訓練學校 (屯門)
Immigration Service Training School (Tuen Mun)

2000—2003



入境處訓練學校 (啓德)
Immigration Service Training School (Kai Tak)

2003—2005



入境處訓練學校 (九龍灣)
Immigration Service Training School (Kowloon Bay)

2005—現在 Present



入境事務學院 (屯門)
Immigration Service Institute of Training and Development (Tuen Mun)

申請方式 Application Mode

六十年代 1960s

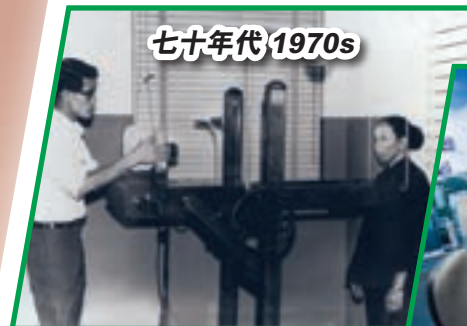


今日 Today



人事登記 Registration of Persons

七十年代 1970s



今日 Today



鑑別證件 Scrutiny of Documents

八十年代 1980s



今日 Today



處理申請 Application Processing

九十年代 1990s



今日 Today





香港是連繫中國以至整個世界的重要國際樞紐，而入境處在這方面擔當了不可或缺的角色。除了積極提升管制站的配套設施以方便訪客外，為便利香港市民外遊，我們致力游說不同國家和地區給予香港特區護照持有人免簽證或落地簽證的待遇，並爭取與其他國家或地區互相使用自助出入境檢查服務。多年來，入境處一直竭力為香港把關，與內地及各國的政府機關保持緊密聯繫，共同打擊跨國偷渡和行使偽造證件等罪行，以確保香港的繁榮安定。

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.

連繫祖國 邁向國際

Connecting the Mainland and the World

駐內地辦事處入境事務組 Immigration Divisions of Mainland Offices



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

- 機場管制科 Airport Division
- 邊境管制(鐵路)科 Border (Rail) Division
- 邊境管制(車輛)科 Border (Vehicles) Division
- 港口管制科 Harbour Division
- 即將啓用的管制站
New Control Points to be Commissioned





就打擊非華裔非法入境者偷渡來港的情況與內地官員舉行工作會議
Meeting with Mainland officials on combating illegal migration of non-ethnic Chinese



接待內地赴港交流團
Receiving Mainland delegation



到內地出入境邊防檢查站考察
Making duty visit in Immigration Inspection Station in the Mainland



參與外交知識培訓課程
Participating in Mainland study programmes on foreign affairs



到海外宣傳「輸入中國籍香港永久性居民第二代計劃」及其他輸入人才計劃
Promoting the Admission Scheme for the Second Generation of Chinese Hong Kong Permanent Residents and other talent admission schemes overseas



與其他國家達成推行互相使用自助出入境檢查服務協議
Reaching agreement with other countries for the implementation of mutual use of automated immigration clearance service



與海外執法機關交換出入境情報
Exchanging immigration intelligence with overseas law enforcement agencies



到外國參與交流活動
Participating exchange programme overseas



55th
1961-2016
ANNIVERSARY 五十五周年

昔日光影 前賢懋績

Development Milestones

入境事務處成立。
Establishment of the
Immigration Department.



1961

入境處總部遷往中環國際大廈。
Relocation of the
Immigration
Headquarters to the
International Building,
Central.



1965

1966

與人事登記處合併。
Amalgamation with the Registration of
Persons Office.



1975

1977

撤銷「抵壘政策」。
Abolition of the 'reached-
base' policy.



1979

1980

簽發第一代電腦身份證。
Issuance of the first generation
computerised identity cards.



1982

1983



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



「基娜馬士基」號乘載越南船民抵港。
Vessel 'Clara Maersk' carrying Vietnamese
boat people arrived in Hong Kong.



從註冊總署接管出生、死亡及婚姻
登記事務。
Takeover of the responsibilities of
registration of births, deaths and
marriages from the Registrar
General's Department.



入境處總部遷往尖沙咀
東部冠華中心。
Relocation of the
Immigration Headquarters
to Mirror Tower, Tsim Sha
Tsui East.

鳴謝：政府檔案處歷史檔案館提供舊香港照片。

Acknowledgement: This old Hong Kong photo is provided by the Public Records Office of the Government Records Service.

大批市民排隊在截止日期前遞交歸化或登記成為英國屬土公民的申請。
Tens of thousands of people queuing for submission of applications for naturalisation/registration as British Dependent Territories citizens by the deadline.



簽發香港智能身份證。
Issuance of Hong Kong Smart Identity Cards.



協助在外香港居民小組熱線改為四位數字 (1868)，為在境外身陷困境的香港居民提供24小時服務。
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.



簽發香港特區電子護照及電子簽證身份書。
Issuance of HKSAR electronic passports and electronic Documents of Identity for Visa Purposes.



1990

1996

1997

2003

2004

2005

2006

2007

2010



入境處總部遷往灣仔入境事務大樓。
Relocation of the Immigration Headquarters to Immigration Tower, Wanchai.



簽發香港特區護照。
Issuance of HKSAR passports.



分階段在各出入境管制站推出e-道服務。
Introduction of e-Channels at control points in phases.



推出婚姻監禮人計劃。
Launch of the Civil Celebrants of Marriages Scheme.



深圳灣管制站正式啓用，提供「一地兩檢」過關服務。
Commissioning of Shenzhen Bay Control Point to provide co-location immigration clearance.



接管青山灣入境事務中心的行政管理及運作。
Takeover of the management and operation of the Castle Peak Bay Immigration Centre.

為慶祝入境處五十周年金禧慶典，在入境事務學院放置時間囊。

Laying of a time capsule at the Immigration Service Institute of Training and Development to mark the 50th anniversary of the Department.



推出訪港旅客出入境免蓋章服務。

Introduction of non-stamping immigration clearance arrangement for visitors.



試驗推行「輸入中國籍香港永久性居民第二代計劃」。

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



入境事務處成立五十五周年。

The 55th anniversary of the Immigration Department.



2011

2012

2013

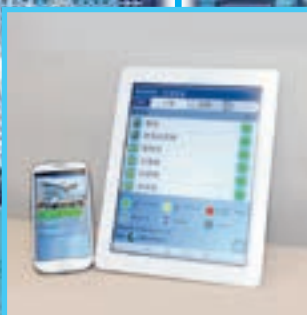
2014

2015

2016



推行「跨境學童簡易過關程序」和擴展學童「免下車過關檢查」服務。
Implementation of simplified clearance procedure for cross-boundary students and extension of on-board clearance service.



推出「入境處流動應用程式」。
Launch of the Hong Kong Immigration Mobile Application.



實施統一審核機制。
Implementation of the Unified Screening Mechanism.



推出「香港入境事務處」YouTube 頻道。
Launch of the official YouTube Channel 'Hong Kong Immigration Department'.

部門組織圖

Organisation Chart of Immigration Department



截至二零一六年十二月三十一日

As at 31 December 2016

部門組織圖

Organisation Chart of Immigration Department



截至二零一六年十二月三十一日

As at 31 December 2016

二零一六年年報

入境事務處部隊支援組製作

設計：Speedflex Asia Limited

印刷：政府物流服務署印務科

© 香港特別行政區入境事務處 2016

本年報內統計數字的涵蓋期間為二零一六年一月一日至二零一六年十二月三十一日。

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

Annual Report 2016

Produced by Service Support Section, Immigration Department

Design: Speedflex Asia Limited

Printing: Printing Division, Government Logistics Department

© HKSAR Immigration Department 2016

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

The information provided in this Annual Report is for reference only. The Government of the Hong Kong Special Administrative Region is not responsible for any inaccuracies, errors or omissions in this report, or for any loss, action or inaction arising from the use of, or for advice based on, any information therein.



入境事務處 Immigration Department

香港特別行政區政府

The Government of the Hong Kong Special Administrative Region

二零一六年年報 Annual Report 2016

