入境事務處
Immigration Department

二零一七年年报
Annual Report 2017

目录 Contents

04 序言
Foreword

06 处长级人员
Directorate Officers

08 管理及支援部
Management and Support Branch

12 签证及政策部
Visa and Policies Branch

16 管制部
Control Branch

20 个人证件部
Personal Documentation Branch

24 执法部
Enforcement Branch

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

32 资讯系统部
Information Systems Branch

36 身份证部
Identity Card Branch

40 环保管理
Green Management

我们的理想

我们要成为世界上以能干和效率称冠的入境事务队伍。

Our Vision

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

我们的使命

我们要全力执行下列工作，为香港的安定繁荣作出贡献：

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

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

Our Mission

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

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

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

我们的信念

正直诚信、公正无私

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

以礼待人、体恤市民

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

关顾共融、群策群力

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

触觉敏锐、因时制宜

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

精益求精、树立榜样

我们要继续悉力以赴，力求事事尽善，并致力成为世界上其他入境事务队伍的榜样。

Our Values

Integrity and Impartiality

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

Courtesy and Compassion

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

Care and Cohesion

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

Alertness and Awareness

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

Improvement and Illumination

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

序言 Foreword

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

见证新时代 稳步创未来

二零一七年正值香港回归祖国二十周年以及香港特别行政区第五届政府就职的喜庆日子。对入境事务处（入境处）而言，二零一七年亦是值得鼓舞的一年。凭着过往稳固和良好的基础，我们克服了重重困难，持续在各方面为市民和访客提供优质服务。能在此与大家分享部门过去一年的工作成果，我实在感到欣喜。

为配合国家「一带一路」倡议，我们已积极考虑放宽「一带一路」沿线国家国民来港的签证政策。其中，为促进香港与柬埔寨的经贸合作和人员往来，柬埔寨国民自二零一七年三月起可申请来港就业、投资、受训或就读。同年，香港与白俄罗斯亦制定了互免签证入境安排，并于二零一八年二月开始生效，为两地人员互访提供更大便利。此外，我们推出各项输入人才计划，让香港继续发挥在全球竞逐人才方面的优势，抓紧国家「一带一路」倡议和「粤港澳大湾区」发展带来的机遇。

随著香港的社会经济发展，港人到外地公干或旅游越趋频繁，我们致力为特区护照持有人争取最大的旅游便利。截至二零一八年三月底，共有162个国家和地区给予香港特区护照持有人免签证入境或落地签证待遇。我们亦在二零一七年十一月开设了驻武汉经济贸易办事处入境事务组，连同驻北京、上海、成都及广州的四个入境事务组一起为在内地遇事的香港居民提供更迅速及全面的支援。同时，我们与内地及外国相关部门和本港其他政府部门一直保持紧密合作，为身处香港境外遇困的香港居民提供切实可行的协助。二零一七年，我们共处理了3 311宗有关求助个案。

香港是国际商贸和旅游枢纽，旅客流量庞大，经各管制站进出香港的总人次由一九九七年约一亿攀升至二零一七年接近三亿。为应付不断增加的旅客流量和进一步提升管制站处理出入境旅客的效率，我们在二零一七年推出崭新的访港旅客自助离境服务「离境易」。新服务采用容貌识别技术核实访客的身份，让持有有效电子旅行证件的合资格访港旅客可无须预先登记而使用「离境易」e-道，轻松地办理自助离境手续。另外，随着三个新跨境口岸，包括港珠澳大桥香港口岸、广深港高铁西九龙站和莲塘／香园围口岸的相继落成，口岸整体的旅客通关能力可进一步提升。

在便利港人及访客进出香港的同时，我们也时刻保持警觉，防止访港目的存疑的访客进入香港，并积极打击与出入境事宜有关的罪行，使香港继续成为享誉国际的安全城市。年内，我们积极配合特区政府就处理免遣返声请的策略展开检讨工作，并落实多项针对措施，其中包括自二零一七年一月起实施「印度国民预办入境登记」，一方面便利真正的印度访客来港旅游，另一方面防止可疑访客滥用免签证安排来港从事违法活动。此外，我们亦与香港有关执法部门及内地有关当局保持紧密联系及相互情报交流，协力从源头打击非华裔非法入境者偷渡来港的活动。在审核程序方面，我们积极在现行的法律框架下推出多项优化审核程序和提升资源运用效率的措施，藉以加快审理声请个案。截至二零一七年年底，尚待审核的声请个案为5 899宗，较二零一六年年底大幅下降41%，显示措施已取得显著成效。另外，我们亦加快把免遣返声请不获确立的人士遣送离境。在二零一七年十二月，我们采用包机的形式，把68名越南籍非法入境者遣返越南，进一步提高遣送行动的成效。

我们的工作与市民的日常生活息息相关。继二零零三年为全港市民换领智能身份证后，我们亦于二零一八年年底推行全港市民换领身份证计划（全民换证计划），分阶段为市民更换物料更耐用、保安更严密的新一代智能身份证。在这次全民换证计划中，我们将推出多项关爱安排，包括让市民带同65岁或以上的亲友一同换证，以及首次派出外勤队为居于住宿院舍的长者及残疾人士提供到访换证服务。同时，我们亦在换证及领证流程中加入更多自助元素，包括让公众利用互联网或流动应用程式办理预约和预先填写表格，以及设置「自助登记服务站」及「自助领取证件服务站」，让整个申请流程更为畅顺，并有效缩短换证所需的时间。

本处人员一直致力为市民提供最优质服务，时刻坚守「以礼待人，体恤市民」的信念，表现亦获得政府以至社会各界的广泛认同。二零一七年，我们在公务员优质服务奖励计划中，荣获「队伍奖（危机／突发事件支援服务）银奖」、「队伍奖（一般公共服务）铜奖，以及特别嘉许（诚信管理）」，肯定了同事们在提供优质服务和诚信管理方面一直以来所付出的努力。此外，我们有两名人员获颁「申诉专员嘉许奖（公职人员奖）」，另有六名人员获颁「公务员事务局局长嘉许状」。

入境处工作在去年所取得的佳绩，实有赖本处全体同事的共同努力及竭诚为社会服务的专业精神。未来，为配合香港的社会经济持续发展，令市民大众获得更优质的服务，入境处将更任重而道远。尽管面对重重困难和挑战，本处全体人员亦必定会继续秉持精益求精、不断求进的专业精神，致力成为世界上以能干和效率称冠的入境事务队伍。

A new era we embrace A brighter future we create

The year 2017 coincided with the 20th anniversary of Hong Kong's return to the Motherland and the inauguration of the Fifth-term Government of the Hong Kong Special Administrative Region (HKSAR). It was also another fruitful year for the Immigration Department. With the solid and sound foundations established over the years, we made sustained efforts to provide quality services for the public and visitors by overcoming numerous difficulties. I am pleased to share with you the Department's achievements during the past year.

To support the national Belt and Road Initiative, we have actively considered relaxing the visa policy for nationals of countries along the Belt and Road. For instance, to foster economic and trade co-operation and enhance personnel exchanges between Hong Kong and Cambodia, nationals of Cambodia may, with effect from March 2017, apply to enter Hong Kong for employment, investment, training or study. In the same year, Hong Kong and Belarus also worked out a mutual visa-free visit arrangement which came into effect in February 2018, facilitating mutual visits between personnel of the two places. Besides, the Department launched various admission schemes to allow Hong Kong to sustain its advantage in the global competition for talent and seize the opportunities arising from the Belt and Road Initiative as well as Guangdong-Hong Kong-Macao Greater Bay Area development.

With the social and economic development of Hong Kong, more and more Hong Kong people go abroad for work or leisure. The Department is committed to providing greater travel convenience for HKSAR Passport holders. As at the end of March 2018, a total of 162 countries and territories have granted visa-free access or visa-on-arrival to HKSAR Passport holders. In November 2017, an Immigration Division was set up under the Hong Kong Economic and Trade Office in Wuhan in addition to four other Immigration Divisions of the Mainland Offices in Beijing, Shanghai, Chengdu and Guangzhou to provide faster and more comprehensive support for Hong Kong residents in distress in the Mainland. Meanwhile, the Department has been working closely with relevant Mainland and overseas authorities and other government departments in Hong Kong to provide practical assistance for Hong Kong residents in distress outside Hong Kong. In 2017, we handled a total of 3 311 requests for assistance.

Hong Kong is an international trade and tourism hub with heavy passenger flow. The number of passengers passing through our control points increased from around 100 million in 1997 to nearly 300 million in 2017. In order to cope with the ever-increasing passenger flow and further enhance the passenger handling capacity of control points, brand-new self-service departure for visitors to Hong Kong (Smart Departure) was launched in 2017. With the adoption of facial recognition technology for identity verification, eligible visitors holding valid electronic travel documents may perform self-service departure clearance through Smart Departure e-Channels without prior enrolment. In addition, with the successive completion of the three new cross-boundary control points at the Hong Kong-Zhuhai-Macao Bridge Hong Kong Port, the Guangzhou-Shenzhen-Hong Kong Express Rail Link West Kowloon Station and Liantang/Heung Yuen Wai, the overall passenger handling capacity of control points can be further enhanced.

While providing facilitation for inbound and outbound Hong Kong residents and visitors, we always keep vigilant against visitors with doubtful purposes of visit from entering Hong Kong and proactively combat immigration-related crimes, so that Hong Kong can remain as an internationally renowned safe city. During the year, we provided active support for the review of the strategy for handling non-refoulement claims and took various enhancement measures, including the implementation of Pre-arrival Registration for Indian Nationals with effect from January 2017 to provide travel convenience for genuine visitors to Hong Kong on one hand, and prevent doubtful visitors from exploiting the existing visa-free arrangement to enter Hong Kong and engage in illicit activities on the other. Moreover, we maintained close liaison and intelligence exchanges with the local law enforcement agencies and our Mainland counterparts for joint efforts in combating the smuggling of non-ethnic Chinese illegal immigrants (IIs) to Hong Kong at source. In respect of the screening procedure for non-refoulement claims, we introduced various measures under the existing legal framework to enhance the procedure and optimise the use of resources so as to expedite the screening process. As at the end of 2017, the total number of claims pending screening was 5 899, a substantial decrease of 41% as compared to that as at the end of 2016, showing that the enhancement measures have achieved prominent results. Over the past year, we had spare no efforts to expedite the removal of unsubstantiated non-refoulement claimants from Hong Kong. In December 2017, we hired a chartered flight to repatriate 68 Vietnamese IIs in one go, hence further enhancing our effectiveness in removing unsuccessful claimants.

Our work is closely related to the daily life of the general public. Following the replacement of smart Hong Kong Identity Cards for all Hong Kong residents in 2003, we will launch a territory-wide identity card replacement exercise in end-2018 during which residents will be invited in phases to have their existing identity cards replaced with the next generation smart identity cards made of more durable materials and embedded with more sophisticated security features. A number of facilitation measures will be adopted in this replacement exercise. For example, members of the public will be allowed to bring along their family members or friends aged 65 or above for card replacement in the same trip. On-site identity card replacement service will also be introduced for the first time at residential care homes for elderly persons and persons with disabilities. Meanwhile, to streamline the whole application process and shorten the time for replacement, more self-service measures will be introduced for registration and collection of identity cards. They include the provision of appointment booking and form-prefilling services through the Internet or a mobile application, and the installation of self-service registration and self-service collection kiosks.

Our staff have been striving to provide services of the highest quality for the community and always treat the public with courtesy and compassion. Our performance has earned wide recognition from the government and the public at large. In the Civil Service Outstanding Service Award Scheme 2017, we were awarded the Team Award (Crisis/Incident Support Service) Silver Prize, the Team Award (General Public Service) Bronze Prize and the Special Citation (Integrity Management) in recognition of our continuous efforts in providing quality services and in integrity management. In addition, two members of the Department received the Ombudsman's Awards for Officers of Public Organisations while another six were commended in the Secretary for the Civil Service's Commendation Award.

Our achievements last year owe much to the concerted efforts of each and every colleague and their professionalism in serving the community with full commitment. To support the sustained social and economic development of Hong Kong and to provide the public with better services, the Department is to shoulder heavy responsibilities in the days to come. Despite the difficulties and challenges ahead, all staff of the Department will continue to uphold professionalism in pursuit of excellence and strive for being the foremost immigration service in the world in effectiveness and efficiency.

处长级人员

邓浩光
Tang Ho-kong
主任秘书
Departmental Secretary

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

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

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

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

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

截至二零一七年十二月三十一日
As at 31 December 2017

Directorate Officers

罗振南
Law Chun-nam
I.D.S.M.
入境事务处副处长
Deputy Director of Immigration

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

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

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

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

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

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

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

管理及支援部
Management and Support Branch

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

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

强化团队　追求卓越
Strengthen the Corps Strive for Excellence

管理及支援部 Management and Support Branch

建立能干和高效率的团队

本处深信员工是部门最宝贵的资产。要成为一支专业和高效率的团队，关键在于每名员工都能发挥所长及致力提供卓越的优质服务。管理及支援部辖下的入境事务学院透过招聘活动的筹划、岗位的调配、工作表现的管理及培训计划的安排，致力为入境事务队成员策划切合所需的专业发展。本处亦在各大专院校、专业教育学院及持续进修院校举办就业讲座，积极吸纳合适的人才。在二零一七年度的招聘活动中，本处共聘任约300名入境事务主任及700名入境事务助理员，以满足新管制站和其他业务发展的人力资源需求。获聘的人员在接受入职训练后，已陆续投入工作行列。本处将继续进行招聘，透过招揽新血确保部门持续发展。管理及支援部将继续全力支持部门具策略性和有效的人力资源管理。

专业培训　服务为民

人力资源的培育对部门的长远及健康发展非常重要，能够激励员工悉力以赴，部门的服务便会不断进步。本处将会持续投放资源，为不同职级的同事提供适切的培训和发展计划，包括不同形式的内地和海外交流计划，确保人员具备所需技能和知识，以配合部门的最新发展。部分课程更针对性地加强压力管理和团队合作的内容，在提升整体工作效率之余，亦有助员工在工作与生活之间取得适当的平衡。

关顾管理　以人为本

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

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

追求卓越服务

在二零一七年公务员优质服务奖励计划中，本处荣获「队伍奖（危机／突发事件支援服务）银奖」、「队伍奖（一般公共服务）铜奖及特别嘉许（诚信管理）」，肯定了我们在提供优质服务和在诚信管理方面一直以来所付出的努力。同年，本处有两名同事获得「二零一七年申诉专员嘉许奖（公职人员奖）」，这是本处同事连续19年获得这个奖项。此外，本处共有六位同事获得「公务员事务局局长嘉许状」，以表扬他们持续的优秀工作表现。自该嘉许计划于二零零四年推出以来，本处已连续第14年有同事获得嘉许。本处定当继续发扬精益求精的专业精神，为市民提供优质的服务。

本处人员在「教育及职业博览2017」宣传招聘活动，并向市民介绍本处的工作。
Our staff members promoted our recruitment activities and introduced the work of the Department to members of the public at the 'Education & Careers Expo 2017'.

学员在出入境管制系统训练中心接受训练。
Trainees receive training at the Immigration Control System Training Centre.

学员在课程中会接受一系列的训练，其中包括步操训练。
Trainees would equip themselves through series of training, including foot drill.

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 (ISITD) 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 the recruitment exercises of 2017, about 300 Immigration Officers and 700 Immigration Assistants were appointed to meet the demand on manpower resources for new control points and other business development. They have joined the workforce in phases after induction training. The Department will continue to recruit new blood for sustainable development. The Management and Support Branch will continue to provide full support to the Department's strategic and effective human resources management.

Nurturing Professionalism for Service Excellence

Human resources development is essential to the Department's healthy and sustainable growth. By motivating staff to render the best performance, the Department is able to achieve continuous improvement. The Department will continue to provide appropriate training and development programmes for staff at all levels including various Mainland and overseas exchange programmes, so as to ensure that staff are equipped with the necessary skills and knowledge to keep pace with the Department's latest development. Some programmes also highlight the areas of stress management and team building so as to facilitate the participants to enhance work efficiency and 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 (the 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 the Civil Service Outstanding Service Award Scheme 2017, the Department was awarded the Team Award (Crisis/Incident Support Service) Silver Prize, Team Award (General Public Service) Bronze Prize and the Special Citation (Integrity Management) in recognition of our continuous efforts in providing quality services and in integrity management. In 2017, two colleagues received The Ombudsman's Awards 2017 for Officers of Public Organisations, making it the 19th 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 14th consecutive year that our officers were commended. We will continue to provide quality services with excellence and professionalism.

入境事务学院增设了一个实景模拟战术训练场，让学员可在真实的模拟环境中接受战术训练。
A Simulation Tactical Training Centre is newly set up at the ISITD to provide tactical training for trainees in a realistic simulated environment.

为加深入境处人员对内地法律制度及社会最新发展的了解，入境事务学院不时安排人员到内地交流考察。
In order to enhance their understanding of the Mainland's legal systems and the latest social development, exchange programmes in the Mainland are arranged for the officers of the Department by the ISITD from time to time.

入境事务处使用服务人士委员会每半年举行会议一次，就入境处可作改善的服务向入境事务处处长提供意见。
The Immigration Department Users' Committee meets half-yearly to advise the Director of Immigration on areas of services that may require improvements.

签证及政策部
Visa and Policies Branch

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

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

签证及政策部 Visa and Policies Branch

优才、专业人士及企业家入境计划优化措施

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

优秀人才入境计划

扩充人力资源对香港的可持续发展及在全球市场上的竞争力非常重要。「优秀人才入境计划」旨在吸引世界各地（包括内地）的卓越人才来港定居。这项计划所订的每年配额为1 000人，申请人可选择按两套计分制度的其中一套来接受评核。在「综合计分制」下，申请人会根据年龄、语文能力、学术成就、专业资历及工作经验等客观准则来接受评核。具备超凡才能或技术并拥有杰出成就的申请人可选择以「成就计分制」来接受评核。甄选程序会定期进行，为申请人分配名额。截至二零一七年十二月三十一日，约有4 000名申请人获分配名额。

持续吸引专才和企业家来港

本港一向对来港就业的专才和来港投资的企业家实施开放的政策。「一般就业政策」容许具备香港所需要而又缺乏的特别技能、知识或经验，或能够对本港经济作出重大贡献的海外人士来港。在二零一七年，共有39 952名海外专才和投资者根据「一般就业政策」获准来港。「输入内地人才计划」实施至今已吸引内地多个界别的人才和专业人士来港工作。于二零一七年，共有12 381名申请人根据此计划来港。

非本地毕业生留港／回港就业安排

「非本地毕业生留港／回港就业安排」旨在进一步吸引非本地毕业生在香港修读全日制经本地评审本地课程而获得学士学位或更高资历后留港／回港工作。截至二零一七年十二月三十一日，已有超过70 000名非本地毕业生获批准根据此安排在港工作。

输入中国籍香港永久性居民第二代计划

「输入中国籍香港永久性居民第二代计划」于二零一五年五月四日推出，旨在吸引已移居海外的中国籍香港永久性居民的第二代回港发展，鼓励他们回流。此计划不设配额，而申请人亦无须在来港前已获得聘用。成功申请人士可获准在港逗留12个月而不受其他逗留条件限制。截至二零一七年十二月三十一日，本处共批准了315宗申请。

印度国民预办入境登记

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

本处为市民及旅客提供便捷有礼的签证服务。
The Department provides convenient and courteous visa service for the public and visitors.

本处以电子方式处理签证和许可证申请，大大提高工作效率及质素。
The Department processes visa and permit applications through electronic means, which has substantially enhanced the efficiency and quality of work.

本处人员出访各国推广各项人才入境计划。
Our staff visited different countries to promote various talent admission schemes.

Enhancement Measures on Admission Schemes for Talent, Professionals and Entrepreneurs

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

Quality Migrant Admission Scheme (QMAS)

Expanding the pool of human capital is essential to Hong Kong's sustainable development and competitiveness in the globalised market. The 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 and applicants may choose to be assessed under one of the two points-based tests. Under the General Points Test, applicants are assessed based on objective criteria such as age, language proficiency, academic attainment, professional qualification and working experience. Applicants with exceptional talent or skill who have outstanding achievements may choose to be assessed under the Achievement-based Points Test. Selection exercises will be conducted on a regular basis to allocate quota to the applicants. As at 31 December 2017, about 4,000 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 overseas persons who possess special skills, knowledge or experience of value to and not readily available in Hong Kong, or who are in a position to make substantial contributions to the economy of Hong Kong. In 2017, 39,952 overseas professionals and investors were admitted under this policy. The ASMTP has successfully attracted a wide variety of talented persons and professionals from the Mainland to work in Hong Kong. In 2017, 12,381 applicants were admitted under the scheme.

Immigration Arrangements for Non-local Graduates (IANG)

The 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 2017, over 70,000 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)

The 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. As at 31 December 2017, 315 applications under the ASSG were approved by the Department.

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.

本处人员在「中小企国际推广博览」中推广各项签证计划。
Our officers promoted various visa schemes at the World SME Expo.

为进一步推广「优秀人才入境计划」，本处制作了一段宣传短片供本地电视频道、主要管制站及香港特区政府驻外办事处播放。
To further promote the QMAS, the Department has produced a promotional video for broadcast on local television channels, as well as at major control points and offices of the HKSAR Government outside Hong Kong.

在二零一七年公务员优质服务奖励计划中，本处的「输入中国籍香港永久性居民第二代计划及优化人才入境政策」项目团队同时获颁「队伍奖（一般公共服务）铜奖及特别嘉许（诚信管理）」两个奖项。
The project team of 'ASSG and Enhancement Measures on Admission Schemes for Talent' was awarded the Team Award (General Public Service) Bronze Prize and the Special Citation (Integrity Management) under the Civil Service Outstanding Service Award Scheme 2017.

管制部
Control Branch

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

The Control Branch comprises the Airport Division, the Border (Rail) Division, the Border (Vehicles) Division and the Harbour Division. These four divisions share responsibilities in maintaining immigration control by denying entry of undesirable persons 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　快捷有礼

Effective Control
Speedy and Courteous Service

管制部 Control Branch

出入境管制站的交通流量

二零一七年，各管制站出入境人次超过2.99亿，而全年访港旅客入境人次则超过5 847万。其中，内地访客入境人次为4 419万，其他访客的入境人次则为1 428万。全年访港旅客入境人次中，经机场管制站进出的访港旅客有1 370万人次，陆路管制站有3 994万人次，而海路管制站则有483万人次。

扩展e-道服务

为进一步提升部门处理旅客出入境的能力和效率，入境处善用科技，让更多旅客使用e-道办理自助出入境检查手续。现时，各管制站共设有595条多功能e-道，可灵活调配供合资格的香港居民或访港旅客使用。

推出访港旅客自助离境服务

为向离境的访港旅客提供更便捷的服务，入境处于二零一七年十月在香港国际机场推出访港旅客自助离境服务「离境易」，并于同年十二月把该服务扩展至其他管制站。这项服务采用容貌识别技术核实访港旅客的身份，让合资格并持有电子旅行证件的访港旅客经「离境易」e-道办理自助离境手续，无须预先登记。截至二零一七年年底，已有超过65万访客人次使用该服务。

增设语音辅助功能e-道

自本处在落马洲支线、港澳客轮码头及深圳湾管制站推出具备语音辅助功能的e-道后，有关服务于二零一七年十二月扩展至中国客运码头管制站出境及入境大堂，进一步便利视障人士使用e-道服务。

香港国际机场优质顾客服务大奖2017

在机场管理局举办的二零一七年香港国际机场优质顾客服务计划中，本处机场管制科及机场管制站11名前线同事获得「企业团队卓越奖—杰出顾客服务」大奖。

将会投入运作的新管制站

为配合内地、香港和澳门的经济和社会发展需求，位于广深港高速铁路香港段西九龙站香港口岸区、港珠澳大桥香港口岸及莲塘／香园围口岸的三个新跨境管制站将会陆续投入运作。新管制站将进一步提升边境管制站的整体处理能力。本处会积极配合有关发展，继续为旅客提供高效率的出入境服务。

本处一直致力提供优质和有礼的出入境检查服务。
The Department is always committed to providing quality and courteous immigration clearance service.

本处在各出入境管制站推出「离境易」，以提升出入境管制的成效。
The Department launches Smart Departure at all immigration control points to enhance the effectiveness of immigration control.

本处机场管制科在二零一七年香港国际机场优质顾客服务计划中获得「企业团队卓越奖—杰出顾客服务」大奖。
The Airport Division of the Department won the Corporate Excellence Award in Outstanding Customer Service in the 2017 Hong Kong International Airport Customer Service Excellence Programme.

Passenger Traffic at Immigration Control Points

Over 299 million passengers passed through various control points in 2017 and the total number of visitor arrivals exceeded 58.47 million. Of which, 44.19 million were Mainland visitors and the number of arrivals of other visitors was 14.28 million. Among the visitor arrivals in 2017, 13.7 million visitors travelled through the Airport Control Point, while 39.94 million visitors and 4.83 million visitors passed through land and sea control points respectively.

Extension of e-Channel Service

To further enhance the Department's passenger clearance capacity and efficiency, the Department has effectively utilised information technology and extended the e-Channel service to accommodate more passengers. At present, a total of 595 multi-purpose e-Channels are installed at all control points and can be flexibly deployed for use by eligible Hong Kong residents or visitors.

Launching of Self-service Departure for Visitors

To provide greater convenience for departing visitors, self-service departure for visitors to Hong Kong (Smart Departure) was launched at the Hong Kong International Airport in October 2017. The service was extended to other control points in December 2017. Smart Departure employs facial recognition technology for identity verification, which allows eligible visitors holding electronic travel documents to perform self-service departure clearance through Smart Departure e-Channels without prior enrolment. As at the end of 2017, over 650,000 visitors had used the service.

Launching of e-Channels with Voice Navigation Function

Following the launch of e-Channels with voice navigation function at Lok Ma Chau Spur Line, Macau Ferry Terminal and Shenzhen Bay Control Points, the service was extended to the arrival and departure halls of China Ferry Terminal Control Point in December 2017 to further assist visually impaired persons in using the e-Channel service.

The 2017 Hong Kong International Airport Customer Service Excellence Programme Award

In the 2017 Hong Kong International Airport Customer Service Excellence Programme organised by the Airport Authority Hong Kong, the Airport Division and 11 frontline staff members of the Airport Control Point won the Corporate Excellence Award in Outstanding Customer Service.

New Control Points to be Commissioned

To cater for the needs arising from the social and economic development of the Mainland, Hong Kong and Macao, three new boundary control points (BCPs) located at the Hong Kong Section of the Guangzhou-Shenzhen-Hong Kong Express Rail Link West Kowloon Station Hong Kong Port Area, 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.

船只搜查小组对来港的船只进行搜查及突击检查，以打击与出入境有关的犯罪活动。
Ship Searching Unit conducts searches and spot checks on incoming vessels to combat immigration-related crimes.

中国客运码头管制站增设具备语音辅助功能的e-道，以便视障人士办理自助出入境手续。
E-Channel service with voice navigation function is launched at the China Ferry Terminal Control Point to enable visually impaired persons to perform self-service immigration clearance.

本处每年举办「最有礼貌入境管制人员」选举，鼓励前线人员在执行工作时坚守本处「以礼待人，体恤市民」的服务信念。
The Department organises the Most Courteous Immigration Control Officers Election annually to encourage frontline staff to uphold our values of 'Courtesy and Compassion' in discharging their duties.

个人证件部
Personal Documentation Branch

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

The Personal Documentation Branch comprises the Documents Division and the Registration of Persons Division. The Documents Division deals with applications for Hong Kong Special Administrative Region (HKSAR) passports and other HKSAR travel documents, matters relating to the implementation of the Nationality Law of the People's Republic of China in Hong Kong, as well as registration of births, deaths and marriages. The Registration of Persons Division processes applications relating to claims to right of abode under the Basic Law, issues identity cards to Hong Kong residents, maintains registration of persons records, negotiates visa-free travel arrangements for HKSAR residents, and provides practical assistance to Hong Kong residents in distress outside Hong Kong.

以客为本　服务市民

Focus on Customers Serve the Community

个人证件部 Personal Documentation Branch

为在香港境外身陷困境的香港居民提供协助

二零一七年，香港境外发生了数宗涉及港人的重大事故，包括香港旅行团在江西省井冈山景区的塌桥意外（四月）、澳洲黄金海岸车祸（八月）、香港旅行团在广东省南沙遇上车祸（九月）及印尼峇里火山喷发导致机场关闭（十一月）。本处的协助在外香港居民小组与外交部驻香港特派员公署（公署）、中国驻外使领馆、外国驻港领事馆、香港特区政府驻内地办事处和其他政府部门保持紧密联系，为受影响港人及其家属提供切实可行的协助。二零一七年，小组共处理了153 053宗查询和3 311宗求助个案。

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

二零一七年，本处加强宣传活动以提升市民外游时的安全意识。本处于四月至十二月期间联同公署到多间大学举行「海外安全与领事保护工作」专题研讨会，向超过600名即将前赴外地参与交流活动的大学生介绍国家的领事保护及协助在外香港居民小组的工作，提醒他们在出发前及身在外地期间应注意的事项和资讯，包括求助方法及须知等。此外，本处于十一月与公署和香港旅游业议会协作举行研讨会，推广「外游提示登记服务」。

驻武汉经济贸易办事处（驻武汉办）入境事务组投入运作

香港特区政府驻武汉办入境事务组于二零一七年十一月二十七日投入运作，为身处湖北、湖南、山西、江西和河南五省的遇事港人提供协助，并会为身在内地的香港居民提供香港特区护照换领服务。

为香港特区护照持有人争取免签证入境待遇的游说工作

本处继续积极游说更多国家给予香港特区护照持有人免签证入境或落地签证待遇，为香港特区护照持有人争取更大的旅游便利。二零一七年，巴巴多斯同意给予香港特区护照持有人免签证入境待遇，最长可逗留90天。此外，香港特区护照持有人在抵达多哥时，可获签发逗留期一个月的旅游签证。截至二零一七年年底，同意给予香港特区护照持有人免签证或落地签证待遇的国家和地区已达159个。

婚姻监礼人计划

婚姻监礼人计划打破过往举行婚礼在时间及地点方面受到的限制，让市民有更多选择，以作出更灵活和方便的安排，计划自二零零六年推出以来深受市民欢迎和日趋流行。截至二零一七年年底，约有283 900对准新人（占申请总数的43%）经婚姻监礼人向婚姻登记官递交拟结婚通知书，并有约282 200对新人（占婚姻登记总数的46%）经由婚姻监礼人为他们主持婚礼。

现时全港共有五间人事登记办事处为市民办理登记申领香港身份证手续。
At present, there are five Registration of Persons Offices providing services for registration for a Hong Kong Identity Card for the public.

设于入境事务大楼及分区办事处的自助服务站，方便合资格人士递交香港特区护照申请。
The self-service kiosks located at Immigration Tower and Immigration Branch Offices make it more convenient for eligible applicants to submit their HKSAR passport applications.

本处按照《基本法》和《入境条例》的规定处理有关香港居留权的申请。
Applications for the right of abode in Hong Kong are processed in accordance with the Basic Law and the Immigration Ordinance.

Assistance Provided to Hong Kong Residents in Distress Outside Hong Kong

In 2017, several major incidents involving Hong Kong residents occurred outside Hong Kong, including the bridge collapse incident involving a Hong Kong tour group in Jinggangshan in Jiangxi Province (April), the traffic accident in Gold Coast in Australia (August), the traffic accident involving a Hong Kong tour group in Nansha in Guangdong Province (September) and the closure of the airport in Bali in Indonesia due to a volcanic eruption (November). The Assistance to Hong Kong Residents Unit (AHU) worked closely with the Office of the Commissioner of the Ministry of Foreign Affairs of the People's Republic of China in the Hong Kong Special Administrative Region (OCMFA), 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 2017, the AHU handled 153,053 enquiries and 3,311 requests for assistance from Hong Kong residents.

To provide timely and professional guidance and assistance to Chinese citizens in distress overseas, the Ministry of Foreign Affairs emergency call center 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 2017. The Department and the OCMFA co-organised seminars on 'Overseas Safety and Consular Protection' with several universities so as to introduce the consular protection provided by our country and the work of the AHU to more than 600 university students who would soon take part in overseas exchange programmes. During the seminars, students were reminded of points to note before departure and provided with travel tips for their journeys abroad, including details on ways to seek assistance and other relevant information. In addition, a seminar was jointly organised with the OCMFA and the Travel Industry Council of Hong Kong in November 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 Wuhan (WHETO)

The Immigration Division of the WHETO of the HKSAR Government commenced operation on 27 November 2017 to provide assistance for Hong Kong residents in distress in the five provinces of Hubei, Hunan, Shanxi, Jiangxi and Henan and HKSAR passport replacement service for Hong Kong residents on the Mainland.

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 2017, Barbados agreed that HKSAR passport holders can visit the country visa-free for a stay of up to 90 days. Besides, HKSAR passport holders will be granted a visit visa upon arrival in Togo for a stay of one month. As at the end of 2017, a total of 159 countries and territories have granted visa-free access or visa-on-arrival to HKSAR passport holders.

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 2017, about 283,900 prospective couples (43% of total applications) gave their notices of intended marriage through civil celebrants and about 282,200 couples (46% of total marriage registrations) had their marriages solemnised by civil celebrants.

本处协助在外香港居民小组的24小时热线「1868」，为身处境外的香港居民提供紧急协助。
The Department's '1868' 24-hour hotline service provided by the Assistance to Hong Kong Residents Unit provided emergency assistance to local residents outside Hong Kong.

驻武汉经济贸易办事处入境事务组于二零一七年十一月正式投入服务。
The Immigration Division of the Hong Kong Economic and Trade Office in Wuhan commenced operation in November 2017.

本处人员到多间大学举行「海外安全与领事保护工作」专题研讨会，介绍中国领事保护及协助在外香港居民小组的工作。
Seminars on 'Overseas Safety and Consular Protection' were conducted at several universities to introduce the consular protection provided by the Mainland and the work of the AHU.

执法部
Enforcement Branch

维护法纪　公正严明

Uphold the Law Act with Impartiality

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

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

打击跨国非法移民、伪造证件和偷运人口活动

本处一直透过国际间的合作，共同打击跨国非法移民、罪案及恐怖活动等全球关注的问题。二零一七年，本处参与多个国际及地区会议及研讨会，包括在卡塔尔举行的「第五届国际刑警组织全球贩卖人口会议」、在摩洛哥举行的「2017世界边境安全会议」、在印尼举行的「峇里进程—追踪贩卖人口个案金钱来源之政策指引咨询工作坊」、在波兰举行的「第二十三届国际边境警察会议」，以及在菲律宾举行的「国际刑警组织太平洋计划工作小组会议」。

此外，本处亦一直与本地其他执法机关及内地和外国的相关部门紧密合作。二零一七年十二月，本处再次在香港国际机场进行了代号为「天网」的大型行动，多国驻港总领事馆的代表人员亦有参与，担当顾问或观察员的角色，以有效打击伪造证件和偷运人口活动。

本处非常关注免遣返声请人从内地非法进入香港的情况，并与香港警务处及内地有关当局保持紧密联系和交换情报，协力从源头打击这类非法偷渡活动。自二零一六年二月中展开专项行动以来，内地有关当局共查获超过67 000名非华裔非法入境者和超过3 400名偷渡集团成员。

同期，本处与香港警务处和内地执法机关共展开了七次联合行动，在中港两地共拘捕了超过120名人蛇集团骨干成员。

二零一七年五月及十月，本处联同香港警务处和内地执法机关分别展开了代号为「骁勇者」和「高原」的联合行动，在深港两地合共拘捕了30人，包括16名集团骨干成员和14名越南籍非法入境者。

遏止雇用非法劳工或非法受雇的执法行动

年内，本处继续致力打击雇用非法劳工或非法受雇的活动。在二零一七年，本处进行了15 970次反非法劳工行动，包括代号为「曙光」、「冠军」、「惊愕」、「彩虹」及「锐破」等行动，共有6 038名非法劳工（包括4 302名涉及性工作的人）和572名雇主被拘捕。

为进一步打击有关水货活动的违法行为，本处自二零一二年九月起进行了一连串代号为「风沙」的反非法劳工行动。截至二零一七年年底，本处共采取了505次行动，拘捕了3 383名因涉嫌从事水货活动而违反逗留条件的内地访客及18名涉嫌聘用非法劳工的本地雇主。当中，224名内地访客被定罪和被判监禁四星期至三个月不等。

打击内地孕妇透过违法行为来港产子

本处致力打击内地孕妇透过违法行为来港产子。在二零一七年，本处共检控了14名逾期逗留在港产子的内地孕妇及5名透过非法行为来港产子的内地孕妇，她们全部被定罪，刑期高达15个月。

揭发涉及假结婚的案件

本处十分关注非本港居民藉与香港居民假结婚来港居留的问题。在二零一七年，共有85人因涉及假结婚案件而被定罪及判监6至21个月不等。

本处留意到有犯罪集团持续透过报章、即时通讯软件和交友程式诱使青年人参与假结婚勾当。本处于二零一七年十二月进行代号为「圈套」的「放蛇」行动，派员假装愿意参与假结婚，与假结婚中介人会面。行动中，共有1名集团主脑、3名骨干成员及12名涉嫌参与假结婚的香港或内地居民被捕。

此外，本处不时透过新闻简报会、新闻稿和传媒访问等渠道，发放有关本处捣破假结婚集团，以及中介人和参与假结婚人士被成功检控的信息，并于二零一七年九月制作了一段名为《切勿误堕假结婚陷阱》的宣传短片。本处日后会继续以不同和崭新的渠道，提醒市民切勿参与假结婚活动。

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

入境处特遣队在不同地点采取执法行动，遏止非法劳工在港工作，以保障本地工人的就业机会。
The Immigration Task Force takes enforcement action against illegal employment at various locations to safeguard the employment opportunities of local workers.

本处人员在执法行动后召开记者招待会，向传媒阐述行动成果。
A press conference was conducted to brief the press on the outcome of our enforcement operation.

Fight against Transnational Illegal Migration, Forgery and Human Smuggling

The Department has all along fought against the global issue of transnational illegal migration, crimes and terrorism through international co-operation. In 2017, the Department participated in a number of international and regional conferences and seminars, including the '5th INTERPOL Global Trafficking in Human Beings Conference' held in Qatar, the '2017 World Border Security Congress' held in Morocco, the 'Bali Process Consultation Workshop on the Policy Guide on Following the Money in Trafficking in Persons Cases' held in Indonesia, the '23rd International Border Police Conference' held in Poland and the 'INTERPOL Project Pacific Working Group Meeting' held in the Philippines.

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 2017, 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.

The Department is very concerned about the situation of non-refoulement claimants smuggling into Hong Kong via the Mainland, and has maintained close liaison and intelligence exchange with the Hong Kong Police Force (HKPF) and the Mainland authorities for joint efforts in combating these illicit activities at source. Since the commencement of the special operations in mid-February 2016, the Mainland authorities have intercepted over 67,000 non-ethnic Chinese illegal immigrants (IIs) and over 3,400 members of smuggling syndicates. In the same period, the Department conducted seven joint operations with the HKPF and Mainland law enforcement agencies, resulting in the arrest of over 120 core members of smuggling syndicates in both places.

In May and October 2017, the Department conducted joint operations codenamed 'Topcuffer' and 'Topland' respectively with the HKPF and Mainland authorities, leading to the apprehension of a total of 30 persons, including 16 core syndicate members and 14 Vietnamese IIs in Shenzhen and Hong Kong.

Enforcement Actions against Illegal Employment

Throughout the year, the Department continued to take vigorous enforcement actions against illegal employment. In 2017, the Department conducted 15,970 operations against illegal employment, including operations codenamed 'Twilight', 'Champion', 'Flabbergast', 'Rainbow' and 'Puncture'. A total of 6,038 illegal workers (including 4,302 sex workers) and 572 employers were arrested.

To combat offences relating to parallel trading activities, the Department has stepped up enforcement actions by mounting a series of anti-illegal worker operations codenamed 'Windsand' since September 2012. As at the end of 2017, a total of 505 operations were conducted with the apprehension of 3,383 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, 224 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 2017, the Department prosecuted 14 Mainland pregnant women who overstayed to give birth in Hong Kong and 5 Mainland pregnant women who gave birth in Hong Kong through illicit means. They were all convicted and sentenced up to 15 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 2017, a total of 85 people were convicted of offences relating to bogus marriages and were sentenced to jail terms ranging from 6 to 21 months.

The Department has been aware that some criminal syndicates have continually published via newspapers, instant messaging software and social networking mobile applications to induce young people to engage in bogus marriages. In December 2017, the Department conducted an undercover operation codenamed 'Snare' by deploying an officer disguised as a person seeking to contract bogus marriages and who was arranged to meet a bogus marriage intermediary. During the operation, a syndicate mastermind, 3 core syndicate members and 12 Hong Kong or Mainland residents suspected of engaging in bogus marriages were arrested.

Furthermore, the Department has from time to time disseminated information on crackdowns on bogus marriage syndicates and successful prosecutions of intermediaries and participants through press conferences, press releases, media interviews and more. A short video about bogus marriages was also produced in September 2017. The Department will continue to remind members of the public not to participate in activities relating to bogus marriages via various innovative channels.

本处不时为其他政府部门、金融机构及法律界人员举办鉴定伪造香港智能身份证的讲座。
Talks on identification of forged Hong Kong smart identity cards are delivered to personnel of other government departments, financial institutions and the legal sector from time to time.

本处人员向商户派发「切勿聘用非法员工」的宣传单张，提醒他们雇用非法劳工的严重后果。
'Don't Employ Illegal Workers' leaflets are distributed to store-keepers to remind them of the serious consequences of unlawful employment.

本处特别制作了一段《切勿误堕假结婚陷阱》的宣传短片，让市民明白参与假结婚的可能后果，以及干犯相关罪行的严重性。
The Department has produced a short video about bogus marriages to remind members of the public of the possible consequences of participating in bogus marriages and the serious implications of committing related offences.

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

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

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

高度公平　高效审理

High Standards of Fairness
Expeditious Process of Screening

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

统一审核机制

凡非法入境、逾期逗留或抵港时遭本处拒绝入境者，均无合法身份逗留于香港。为维护有效的出入境管制和基于公众利益，应根据《入境条例》尽快把他们遣离香港。

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

政府于二零一四年三月实施统一审核机制，根据所有适用的理由审核免遣返声请。统一审核机制下，声请人有合理机会确立其声请，包括在免遣返声请表格填写其声请的详情和出席审核会面。审结后，本处会书面通知声请人其决定及理据。声请人如不服本处的决定，可向法定的独立酷刑声请上诉委员会／免遣返声请呈请办事处提出上诉。

统一审核机制于二零一四年三月开始实施时，尚待审核的免遣返声请个案共有6 699宗。截至二零一七年年底，本处接获另外15 368宗声请，并已就10 565宗声请作出决定，当中86 宗获确立（包括24宗于上诉阶段获确立），另有5 603 宗撤回；尚待审核的声请为5 899宗，较二零一六年年底的9 981宗大幅下降41%。尚待审核的声请主要由来自印度、巴基斯坦、孟加拉、印尼及越南的声请人提出，合共约占总数80%。

全面检讨及成效

政府自二零一六年起就处理免遣返声请的策略展开全面检讨，分别从以下四个范畴着手。检讨一直持续，并在二零一七年继续取得成效。

防止滥用机制的人抵港

为从源头解决问题，政府致力防止非法入境者或入境风险较高的可疑访客前来香港，并加强执法打击非法跨境偷渡活动及协助偷运人蛇的犯罪集团。

此外，为了便利真正的印度访港旅客并同时实施有效的出入境管制，本处自二零一七年一月起实施「印度国民预办入境登记」。实施的各项入境前管制措施皆发挥作用，入境处于二零一七年共接获1 843宗免遣返声请，较二零一六年的3 838宗大幅减少52%。

审核程序

本处在现行的法律框架下推出了多项措施优化工作流程，藉以加快审理声请个案。入境处处理每宗声请的平均时间，已由统一审核机制实施初期约25星期，缩短至二零一七年约10星期。

另一方面，政府自二零一七年九月起推行「为免遣返声请人提供公费法律支援试验计划」（试验计划），与当值律师服务的「免遣返声请法律支援计划」同时运作，藉以增加由公费支援的法律服务配额。每天可以展开审核程序的声请数目上限，已由试验计划实施前每天13宗增加近八成至每天23宗。政府亦正研究修订《入境条例》，藉以订明统一审核机制的法定程序、收紧审核时限和禁止拖延。

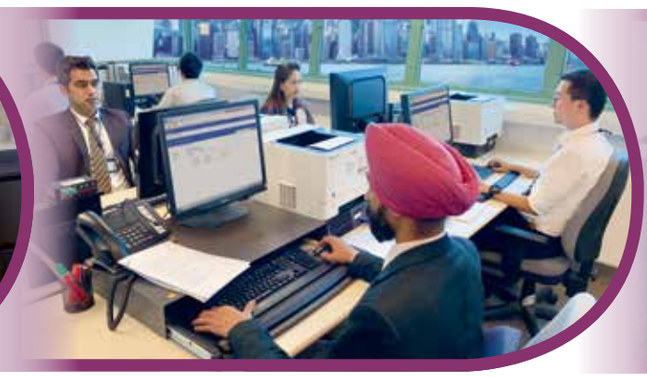
羁留

《入境条例》赋予本处权力，羁留正在等候审核免遣返声请及／或遣送程序的非法入境者及其他有关人等。作为全面检讨的一环，政府继续循法律、资源、公众安全等方面研究不同措施。

遣送及执法

入境处一直致力尽快把免遣返声请不获确立的人遣送离境。为此，本处已加快遣送程序，包括与声请人来源国的政府、航空公司及其他政府部门紧密联系，并于二零一七年成功利用包机执行大规模遣送行动。本处亦已加强执法行动，打击非法劳工及其雇主。为减低非法留港的诱因，本处亦会继续致力与免遣返声请人的主要来源国家加强联系，并与当地执法机构交换情报和开展合作。

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



本处聘用驻部门的翻译及传译员，主要在对声请人的简介会和审核会面期间为声请人提供传译支援，以及翻译声请人所递交的文件。
The Department hired in-house translators and interpreters to provide interpretation support to claimants during briefing sessions and screening interviews, as well as to translate documents submitted by claimants.

本处设有资料库储存声请人来源国家的地区资讯、专题报告、主要事件的资料，以协助审核声请。
To facilitate the screening of claims, the Department had established a database on information such as major localities of the source countries of claimants, reports of topical issues and details of major events of those countries.

Unified Screening Mechanism

Illegal immigrants, overstayers or persons refused entry by the Department upon arrival in Hong Kong do not have legal status to remain in Hong Kong. For effective immigration control and public interest, they 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 introduced the Unified Screening Mechanism (USM) in March 2014 to determine non-refoulement claims on all applicable grounds. Under USM, claimants are afforded reasonable opportunities to establish their claims, including through stating relevant details on a non-refoulement claim form and attending a screening interview. After assessment, the Department will inform the claimants of its decision and reasons in writing. Claimants aggrieved by the Department's decision may lodge an appeal to be considered by the Torture Claims Appeal Board/Non-refoulement Claims Petition Office, a statutory body independent from the Department.

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 2017, the Department had received a further 15,368 claims and determined 10,565 claims, among which 86 claims were substantiated (including 24 claims substantiated at the appeal stage), 5,603 withdrawn, bringing a total number of 5,899 claims pending screening, a substantial decrease of 41 per cent as compared to 9,981 as at the end of 2016. Among those claimants with pending claims, around 80 per cent originated from India, Pakistan, Bangladesh, Indonesia and Vietnam.

Comprehensive Review and Effectiveness

The government commenced the comprehensive review of the strategy of handling non-refoulement claims in 2016 in the following four areas. The review had been ongoing and continued to yield results in 2017.

Preventing Abusers from Entering Hong Kong

To tackle the problems at source, the government endeavoured to prevent illegal immigrants or doubtful visitors with higher immigration risk from coming to Hong Kong and stepped up enforcement actions against illicit smuggling activities across the boundary as well as criminal syndicates assisting them.

Moreover, to strike a balance between providing convenience for bona fide Indian visitors and maintaining effective immigration control, the Department had introduced the 'Pre-arrival Registration for Indian Nationals' since January 2017. Given the effectiveness of pre-arrival control measures implemented, the number of non-refoulement claims received drastically dropped by 52 per cent from 3,838 claims in 2016 to 1,843 claims in 2017.

Screening Procedures

The Department had introduced various measures within the existing legal framework to enhance the workflow to expedite the screening of claims. The average screening time per claim had been shortened from about 25 weeks at the early implementation stage of the USM to about 10 weeks in 2017.

Meanwhile, to increase the quota of publicly-funded legal assistance, the government had launched the Pilot Scheme for Provision of Publicly-funded Legal Assistance for Non-refoulement Claimants ('Pilot Scheme') since September 2017 to run in parallel with the 'Legal Assistance Scheme for Non-refoulement Claimants' provided by the Duty Lawyer Service. The maximum daily number of claims for which the screening process could commence was thereby increased from 13 before the commencement of the Pilot Scheme to 23, representing an increase of almost 80 per cent. The government was also studying amendments to the Immigration Ordinance 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. As part of the comprehensive review, the government continued to consider options on detention measures from legal, resources, public security and other relevant perspectives.

Removal and Enforcement

The Department is committed to removing all unsubstantiated non-refoulement claimants from Hong Kong as soon as possible. To this end, the Department had expedited the removal process through, among others, close liasion with governments of major source countries, airline companies and other government departments, and achieved carrying out large-scale removal operation by chartered flights in 2017. The Department had also stepped up enforcement actions against illegal employment and the employers involved to reduce the incentives of remaining in Hong Kong illegally for economic reasons. Moreover, the Department will continue to strengthen contact with major source countries of non-refoulement claimants, enhancing exchange of intelligence and cooperation with the local law enforcement agencies.

声请人如不服本处的决定可提出上诉，由法定的独立酷刑声请上诉委员会／免遣返声请呈请办事处审理。
Claimant aggrieved by the Department's decision may lodge an appeal, to be considered by the Torture Claims Appeal Board/ Non-refoulement Claims Petition Office, an independent statutory body.

本处亦积极寻求各种能进一步提升遣送效率的方法，例如执行大规模遣送行动，以确保可尽快将声请被拒绝的人遣离香港。
The Department has also been actively identifying various means to further enhance the removal efficiency, such as conducting large-scale removal operations so as to ensure that rejected claimants are removed from Hong Kong as soon as possible.

为加快就积压的声请展开审核程序，政府自二零一七年九月起推行试验计划，与当值律师服务同时运作，为免遣返声请人增加由公费支援的法律服务配额。
To expedite commencement of the screening process for pending claims, the government has launched the Pilot Scheme since September 2017 to run in parallel with the Duty Lawyer Service to increase the quota of publicly-funded legal assistance for non-refoulement claimants.

资讯系统部
Information Systems Branch

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

The Information Systems Branch is tasked to take charge of the information systems and related matters of the Department. It comprises four divisions. The Information Systems (Development) Division is responsible for formulating and implementing the Department's information systems strategy and developing new information systems to meet future business needs. The Information Systems (Production) Division is responsible for management and security of information systems in operation as well as on-going enhancement of the information systems and related processes. The Records and Data Management Division is responsible for all issues relating to 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.

资讯系统部 Information Systems Branch

自助出入境检查服务(e-道)

现时，已办妥登记的经常访港旅客(包括台湾居民、澳门永久性居民身份证持有人、澳门居民往来香港特别行政区旅游证持有人和持本式或卡式电子往来港澳通行证的内地访客)和领事团身份证持有人，均可使用设于各管制站的e-道办理自助出入境检查手续。此外，持有电子护照的合资格访港旅客可使用「离境易」e-道服务办理自助离境手续，无须预先登记。

与其他国家／地区推行互相使用自助出入境检查服务

现时，本处已分别与韩国、新加坡、德国及澳洲一起实施互相使用自助出入境检查服务的安排，现正积极与其他国家／地区商讨互相使用自助出入境检查服务，预期陆续会有更多国家／地区成为我们在这方面的合作伙伴。

流动应用程式

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

推行第三代资讯系统策略

为提供平台推行第三代资讯系统，「新资讯科技基建设施」项目下的两所新数据中心及一个新资讯科技基建设施已分别在二零一四年及二零一五年投入运作。

二零一六年至二零一七年间，本处分阶段推行「出入境管制系统」，用以取代和整合四个日渐老化的管制站系统，以应付新的业务需要。此外，该项目亦包括提升现有437条e-道为多功能e-道，并增设158条多功能e-道，从而提升管制站的整体处理能力。现时，各管制站共设有595条多功能e-道。

「新一代电子护照系统」项目的招标工作已经完成，而系统设计工作现已展开。此项目预计可自二零一九年年初分阶段推行。新系统主要用以取代日渐老化的现有电子护照系统和更有效地支援签发新香港特区旅行证件的工作。另外，「新一代个案简易处理系统」项目现正就拨款申请及招标进行筹备工作。该系统包括「签证自动化系统」、「协助在外港人、生死及婚姻、居留权决策支援系统」和「执法个案处理系统」。此项目预计可自二零二一年年初起分阶段推行。

访港旅客自助离境服务「离境易」让持有电子旅行证件的合资格访客能更快捷地办理离境手续。
Self-service departure for visitors to Hong Kong (Smart Departure) allows eligible visitors holding electronic travel documents to perform departure clearance in a more expeditious way.

「出入境管制系统」取代并整合旧有系统，以应付新的业务需要。
'Immigration Control System' replaces and consolidates the old systems in order to meet new business needs.

本处人员以便携式出入境检查装置为已登记的跨境学童提供更快捷的出入境检查服务。
With the use of portable clearance devices, more expeditious immigration clearance service is provided for the enrolled cross-boundary students.

Automated Immigration Clearance Service (e-Channel)

At present, enrolled frequent visitors (including Taiwan residents, Macao permanent identity card holders, holders of a Visit Permit for Residents of Macao to the Hong Kong Special Administrative Region and Mainland visitors holding a booklet-type or card-type electronic Exit-Entry Permit for travelling to and from Hong Kong and Macao (EEP)) and Consular Corps Identity Card holders may perform self-service immigration clearance at e-Channels in control points. Besides, under the 'Smart Departure' service, eligible visitors holding electronic passports may perform self-service departure clearance at e-Channels without prior enrolment.

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

At present, the arrangement for mutual use of automated immigration clearance service has been implemented with Korea, Singapore, Germany and Australia respectively. The Department is actively discussing with other countries/territories on the mutual use of automated immigration clearance service and it is expected that more countries/territories will become our partners.

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

Between 2016 and 2017, the Department launched the Immigration Control System in phases to replace and consolidate the four ageing control point systems in order to meet new business needs. In addition, the project also included the upgrade of 437 existing e-Channels to multi-purpose e-Channels and the installation of 158 new multi-purpose e-Channels in order to enhance the overall handling capacity of control points. At present, there are a total of 595 multi-purpose e-Channels set up at control points.

For the Next Generation Electronic Passport System, the tendering exercise was completed and the system design is in progress. The project is expected to be implemented in phases starting from early 2019. The new system aims to replace the existing ageing e-Passport system and to enhance operational efficiency and effectiveness in supporting the issue of new HKSAR travel documents. For the Next Generation Application and Investigation Easy Systems, including Visa Automation System; Assistance to HK Residents, Births, Deaths & Marriage, Right of Abode Decision Support System; and Enforcement Case Processing System, the preparatory work for funding application and tendering exercise is underway and it is expected to be implemented in phases starting from early 2021.

加阔e-道为残疾人士提供无障碍的环境，让他们能以自助形式办理出入境检查手续。
The wide e-Channel provides a barrier-free environment for the disabled to perform self-service immigration clearance.

本处不时优化「入境处流动应用程式」，让公众可随时随地阅览本处的服务及活动资讯。
The Department enhances the 'Hong Kong Immigration Mobile Application' from time to time to facilitate public access to information on its services and activities anytime and anywhere.

本处十分重视个人资料私隐及纪录管理，所有个人资料及纪录均按照相关法例、规例及指引处理。
The Department attaches great importance to personal data privacy and records management. All personal data and records are handled in accordance with the provisions of relevant laws, regulations and guidelines.

身份证部
Identity Card Branch

具波浪及立体效果的全息图
Hologram with Wave and 3D Effect

光学变色油墨
Ink with Optically Variable Properties

彩虹印刷
Rainbow Printing

注：身份证部于二零一八年六月一日解散。
Note: The Identity Card Branch was disbanded with effect from 1 June 2018.

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

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

触觉浮雕特征
Tactile Relief

透明窗口
See-through Window

持证人照片具立体感的激光影像
Stereo Laser Image (SLI) with Portrait

新智能身份證
New Smart ID

创智科技 换证便利
Smart Technologies Convenient Replacement

身份证部 Identity Card Branch

项目背景

现有的智能身份证系统于二零零三年推出。为解决现行系统软、硬件过时的问题，以及应付可能出现的新业务需要，部门于二零一三至二零一四年间进行了一项可行性研究。可行性研究最后建议推行「新一代智能身份证系统」这套新电脑系统，以及透过推行全港市民换领身份证计划，引进新智能身份证以取代现时的智能身份证。

立法会财务委员会于二零一五年批准为数14.48亿元的拨款，用途如下：

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

推行「新一代智能身份证系统」

「新一代智能身份证系统」将优化人事登记程序，为公众带来更大的便利。新系统的新功能包括让公众可在互联网或透过流动应用程式预约和预先填写表格，以及新设的自助登记服务站和设有电子储存柜的自助领取证件服务站等。

「新一代智能身份证系统」的系统分析和设计已经完成，现正进行系统开发工作，以配合于二零一八年年底推出的全港市民换领身份证计划。

新智能身份证

新智能身份证将采用高质量的聚碳酸不碎胶制成。新身份证的晶片除了支援现有的接触式介面外，亦同时采用非接触式介面，更加耐用。非接触式介面采用保安严密的近距离无线传送技术。随着科技进步，新智能身份证具有多重保安特征，以保持低伪证率。

香港身份证的新式样已于二零一七年十一月获行政长官会同行政会议通过。

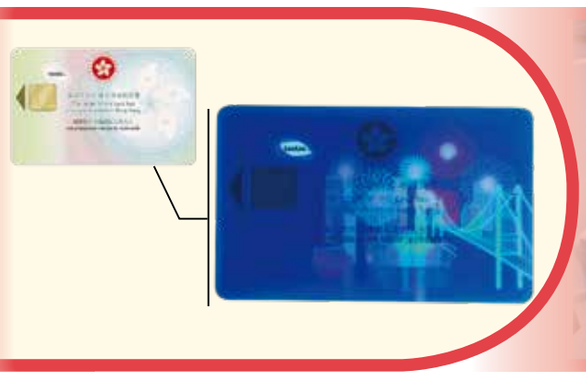
全港市民换领身份证计划

本处将于二零一八年年底推行全港市民换领身份证计划（全民换证计划），届时会分阶段邀请所有智能身份证持有人，透过换证计划时间表，在专设的智能身份证换领中心（换证中心）换证。在即将推行的全民换证计划中将要更换的智能身份证数目预计达880万张，该计划预计可于二零二二年完成。

鉴于香港的人口变化，以及为了方便有需要的社群，本处会在即将推行的全民换证计划中加入便利市民的措施，包括：

- 让获分阶段邀请的身份证持有人可携同其65岁或以上的亲友一同前往换证，无需另行陪同长者前往换证；
- 为居于住宿院舍的长者及残疾人士提供到访换证服务，让他们无须亲身前往换证中心换证。

新智能身份证采用高质量的聚碳酸不碎胶制成，式样已于二零一七年十一月获行政长官会同行政会议通过。
The new smart identity card is made of high quality polycarbonate materials and its form was approved by the Chief Executive-in-Council in November 2017.



新智能身份证将引入多种新颖先进的防伪特征，包括在紫外光下出现的彩色紫外线图案。
New state-of-the-art security features will be introduced in the new smart identity card, including a full-colour image under ultra-violet light.

入境事务处处长曾国卫先生于二零一七年工作回顾简报会上，向市民介绍新智能身份证及全民换证计划的详情。
Mr Erick K W Tsang, the Director of Immigration, introduced to the public the new smart identity card and the details of the territory-wide identity card replacement exercise during the Department's year-end review of 2017.

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 conducted a feasibility study between 2013 and 2014, which eventually recommended the implementation of a new computer system, SMARTICS-2, and the introduction of new smart identity cards to replace the existing ones through a 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 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 (HKIC) holders in phases.

Implementation of SMARTICS-2

SMARTICS-2 will enhance the process of registration of persons to provide greater convenience to the public. New functions include appointment booking and form pre-filling on the Internet or through a mobile application, new self-service registration kiosks and self-service collection kiosks with electronic cabinets, etc.

System analysis and design of SMARTICS-2 were completed and system development is underway to tie in with the launch of the territory-wide identity card replacement exercise by the end of 2018.

New Smart Identity Card

The new smart identity card will make use of high quality polycarbonate materials. On top of the existing contact chip interface, the new identity card will also support a contactless chip interface, which will make the card even more durable. The contactless interface will make use of highly secured close-range wireless transmission. With advancement in technology, the new smart identity card will be safeguarded by multi-dimensional security features to maintain a low forgery rate.

The new form of HKIC was approved by the Chief Executive-in-Council in November 2017.

Territory-wide Identity Card Replacement Exercise

A territory-wide identity card replacement exercise will be launched by the end of 2018. All smart HKIC holders will be invited in phases, i.e. through a call-up programme, to have their existing smart HKICs replaced at the dedicated smart identity card replacement centres (SIDCCs). The number of smart identity cards to be replaced in the upcoming replacement exercise is estimated to be about 8.8 million, and the exercise is anticipated to last until 2022.

In view of the changes in demographics of Hong Kong and to provide more convenience to the needy groups, the Department will adopt facilitation measures in the upcoming card replacement exercise, including:

- allowing HKIC holders being invited in phases to bring along their family members or friends aged 65 or above for replacing their existing smart identity cards in the same trip;
- on-site identity card replacement service at residential care homes for elderly persons and persons with disabilities, thereby saving their need to travel to the SIDCCs.

全民换证计划将推出「自助登记服务站」及「自助领取证件服务站」，为市民提供更便捷的服务。
Self-service registration kiosks and self-service collection kiosks will be installed to provide more convenient services for the public during the territory-wide identity card replacement exercise.

「新一代智能身份证系统」以尖端科技印制新智能身份证。
SMARTICS-2 employs sophisticated technologies in the production of the new smart identity card.

环保管理
Green Management

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

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

节约能源

本处在各分科委任能源管理员，确保各办事处有效实行环保内务管理方法。能源管理员定期检查各办事处，并维持同事持续遵行该些内务管理方法的意识，有关方法包括关掉无须使用的办公室器材，以及将办公室及公共空间等地方的照明设备调校至合适的亮度。二零一七年的能源消耗量较二零一六年减少了0.6%。

减少用纸

二零一七年的用纸量较二零一六年减少了18.6%。为了节约用纸，本处充分利用资讯科技作对外及对内的沟通。我们已在日常工作中广泛使用电邮、互联网、内联网及其他电子方式沟通。本处除了提供部门网站上的电子资讯共用平台和流动应用程式让市民以无纸方式快捷地查阅资讯外，亦为市民提供多项电子服务，例如网上申请及外游提示登记服务等。

此外，部门已推行电子处理假期申请系统及电子采购系统，减少采用以纸张处理工作的传统模式。本处会继续监察用纸量，并会采取节约措施尽量减少用纸。

废物循环再用及资源回收

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

支持《清新空气约章》

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

提高员工的环保意识

为培养员工的环保文化，本处继续经电邮和内联网向员工发放有关环保的最新消息和有用资料。本处亦鼓励员工参与由不同机构安排的推广活动，例如环境保护署举办的「惜食香港运动」，以及入境事务大楼管业处举办的「支持回收月饼盒」和「支持回收利是封、糖果／饼盒」活动。本处亦在各办事处张贴环保锦囊和有关环保事宜的最新消息。

未来路向

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

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

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. The power consumption level in 2017 decreased by 0.6 per cent when compared with 2016.

Minimisation of Paper Consumption

Our paper consumption in 2017 decreased by 18.6 per cent when compared with 2016. 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 departments/organisations, such as the 'Food Wise Hong Kong Campaign' organised by the Environmental Protection Department and the 'Moon Cake Box Recycling Programme' and 'Red Packet, Candy/Biscuit Box Recycling Campaign' organised by the Building Management Office of Immigration Tower. The Department has also displayed green tips and the latest news relating to green matters at various offices.

The Way Forward

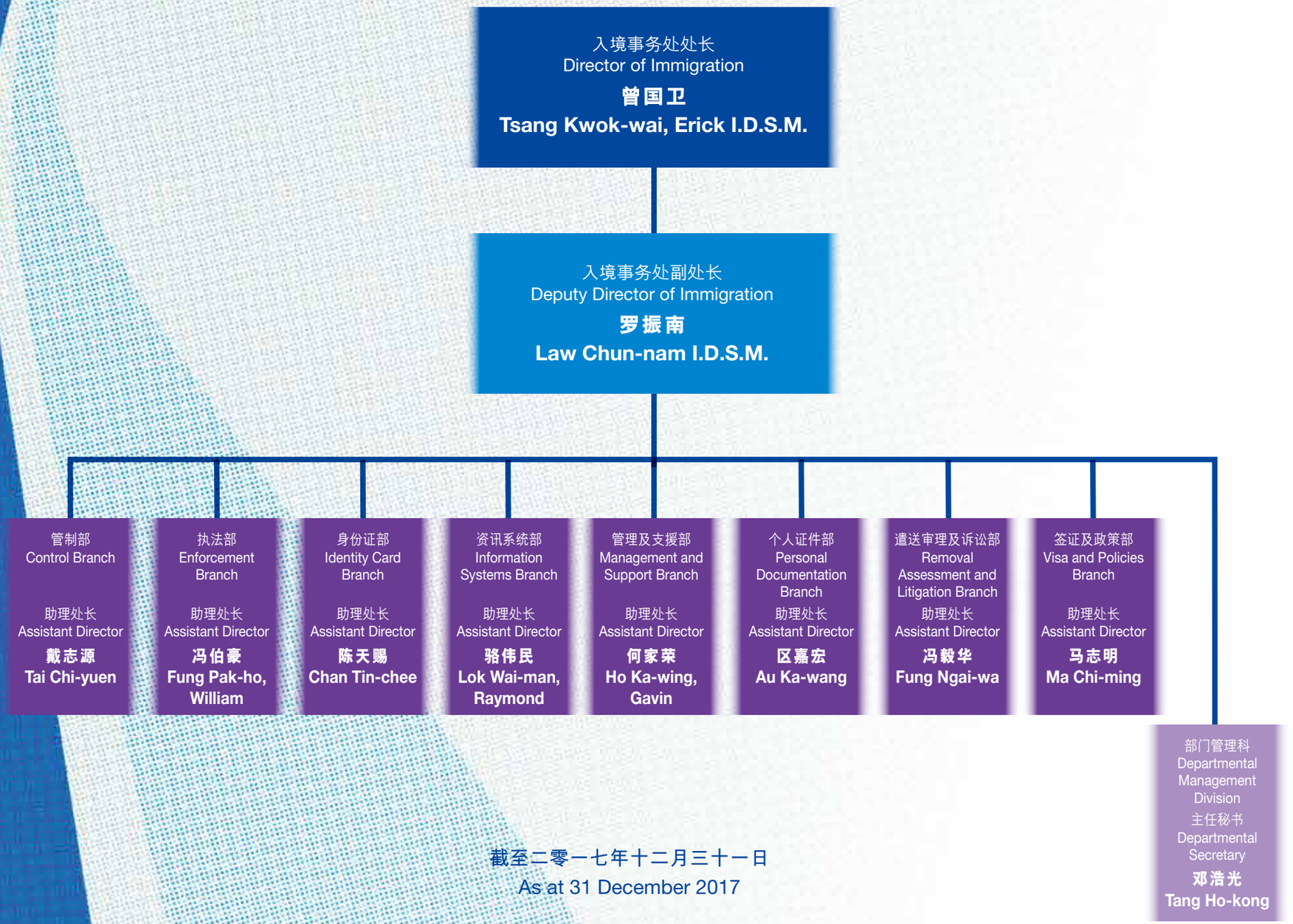
The Department will continue to reinforce and extend the current housekeeping measures, adopt green management principles in all activities and take forward new green initiatives and targets in the Department as appropriate for the efficient use of energy and resources.

设于入境事务大楼地下大堂的废物回收箱让员工及市民积极参与「工商业废物源头分类计划」。
Recycling bins are placed at the lobby on the ground floor of Immigration Tower to allow our staff and members of the public to actively participate in the 'Programme on Source Separation of Commercial and Industrial Waste'.

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

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

部门组织图
Organisation Chart of Immigration Department



截至二零一七年十二月三十一日
As at 31 December 2017

二零一七年年报

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本年报所提供的资料只供参考之用，如有遗漏、谬误，或因使用有关资料而引致任何损失、作为或不作为，或因依据有关资料而得出任何意见，香港特别行政区政府均无须负上任何责任。

兑换率

除另有说明外，本年报提及的「元」均指港元。
自一九八三年十月十七日起，政府通过发行钞票机制，把港元与美元挂钩，以7.8 港元兑1美元为固定汇率。

Annual Report 2017

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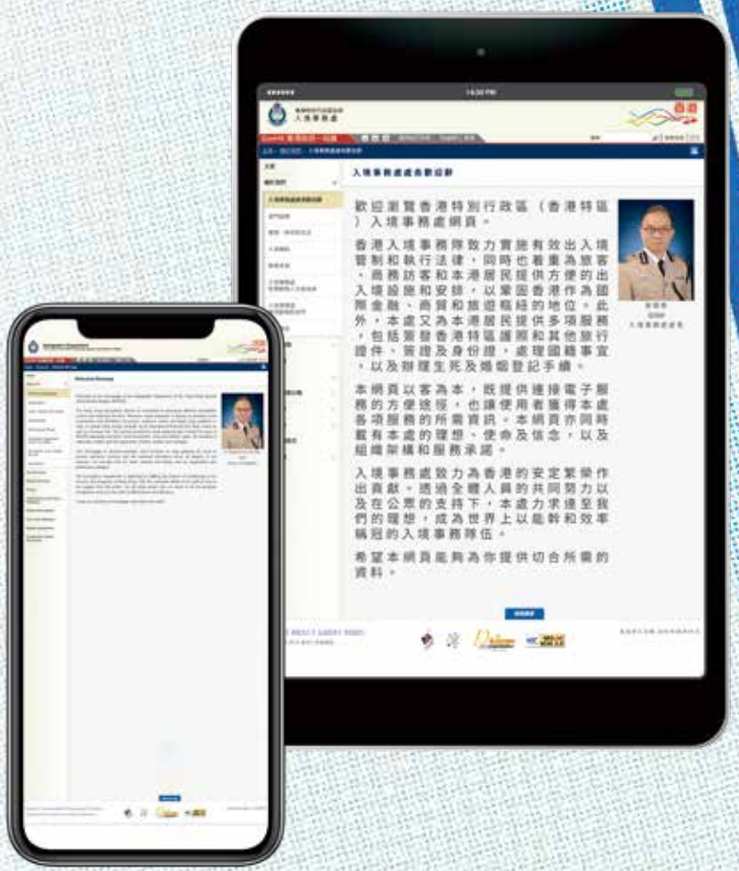
Exchange Rates

When dollars are quoted in this report, they are Hong Kong dollars, unless otherwise stated. Since 17 October 1983, the Hong Kong dollar has been linked to the US dollar, through an arrangement in the note-issue mechanism, at a fixed rate of HK$7.8 = US$1.



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入境事務處
Immigration Department

香港特別行政区政府
The Government of the Hong Kong Special Administrative Region

二零一七年年报 Annual Report 2017

10 years+ 同心展關懷
caringorganisation
Awarded by The Hong Kong Council of Social Service
香港社會服務聯會頒發