



入境事務處

Immigration Department

精益求精、樹立榜樣

關顧共融

Integrity and Impartiality

Care and Cohesion

Alertness and Awareness

以禮待人、體恤市民

Integrity and Impartiality

關顧共融、羣策羣力

Care and Cohesion

Care and Cohesion

正直誠信、公正無私

以禮待人、體恤市民

Integrity and Impartiality

竭誠敏銳、因時制宜

精益求精

二零一七年年報
Annual Report 2017

Alertness and Awareness

Integrity and Impartiality

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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。

Our Vision

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



我們的使命

我們要全力執行下列工作，為香港的安定繁榮作出貢獻：

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

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

Our Mission

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

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

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

我們的信念

正直誠信、公正無私

我們要以公正無私和誠實的態度，忠誠地執行本處的各項政策和工作，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.

序言 Foreword



入境事務處處長
Director of Immigration

曾國衛

Tsang Kwok-wai, Erick
I.D.S.M.



見證新時代 穩步創未來

二零一七年正值香港回歸祖國二十周年以及香港特別行政區第五屆政府就職的喜慶日子。對入境事務處(入境處)而言，二零一七年亦是值得鼓舞的一年。憑着過往穩固和良好的基礎，我們克服了重重困難，持續在各方面為市民和訪客提供優質服務。能在此與大家分享部門過去一年的工作成果，我實在感到欣喜。

為配合國家「一帶一路」倡議，我們已積極考慮放寬「一帶一路」沿線國家國民來港的簽證政策。其中，為促進香港與柬埔寨的經貿合作和人員往來，柬埔寨國民自二零一七年三月起可申請來港就業、投資、受訓或就讀。同年，香港與白俄羅斯亦制定了互免簽證入境安排，並於二零一八年二月開始生效，為兩地人員互訪提供更大便利。此外，我們推出各項輸入人才計劃，讓香港繼續發揮在全球競逐人才方面的優勢，抓緊國家「一帶一路」倡議和「粵港澳大灣區」發展帶來的機遇。

隨著香港的社會經濟發展，港人到外地公幹或旅遊越趨頻繁，我們致力為特區護照持有人爭取最大的旅遊便利。截至二零一八年三月底，共有162個國家和地區給予香港特區護照持有人免簽證入境或落地簽證待遇。我們亦在二零一七年十一月開設了駐武漢經濟貿易辦事處入境事務組，連同駐北京、上海、成都及廣州的四個入境事務組一起為在內地遇事的香港居民提供更迅速及全面的支援。同時，我們與內地及外國相關部門和本港其他政府部門一直保持緊密合作，為身處香港境外遇困的香港居民提供切實可行的協助。二零一七年，我們共處理了3 311宗有關求助個案。

香港是國際商貿和旅遊樞紐，旅客流量龐大，經各管制站進出香港的總人次由一九九七年約一億攀升至二零一七年接近三億。為應付不斷增加的旅客流量和進一步提升管制站處理出入境旅客的效率，我們在二零一七年推出嶄新的訪港旅客自助離境服務「離境易」。新服務採用容貌識別技術核實訪客的身份，讓持有有效電子旅行證件的合資格訪港旅客可無須預先登記而使用「離境易」e-道，輕鬆地辦理自助離境手續。另外，隨着三個新跨境口岸，包括港珠澳大橋香港口岸、廣深港高鐵西九龍站和蓮塘／香園圍口岸的相繼落成，口岸整體的旅客通關能力可進一步提升。

在便利港人及訪客進出香港的同時，我們也時刻保持警覺，防止訪港目的存疑的訪客進入香港，並積極打擊與出入境事宜有關的罪行，使香港繼續成為享譽國際的安全城市。年

內，我們積極配合特區政府就處理免遣返聲請的策略展開檢討工作，並落實多項針對措施，其中包括自二零一七年一月起實施「印度國民預辦入境登記」，一方面便利真正的印度訪客來港旅遊，另一方面防止可疑訪客濫用免簽證安排來港從事違法活動。此外，我們亦與香港有關執法部門及內地有關當局保持緊密聯繫及相互情報交流，協力從源頭打擊非華裔非法入境者偷渡來港的活動。在審核程序方面，我們積極在現行的法律框架下推出多項優化審核程序和提升資源運用效率的措施，藉以加快審理聲請個案。截至二零一七年年底，尚待審核的聲請個案為5 899宗，較二零一六年年底大幅下降41%，顯示措施已取得顯著成效。另外，我們亦加快把免遣返聲請不獲確立的人士遣送離境。在二零一七年十二月，我們採用包機的形式，把68名越南籍非法入境者遣返越南，進一步提高遣送行動的成效。

我們的工作與市民的日常生活息息相關。繼二零零三年為全港市民換領智能身份證後，我們亦於二零一八年年底推行全港市民換領身份證計劃(全民換證計劃)，分階段為市民更換物料更耐用、保安更嚴密的新一代智能身份證。在這次全民換證計劃中，我們將推出多項關愛安排，包括讓市民帶同65歲或以上的親友一同換證，以及首次派出外勤隊為居於住宿宿舍的長者及殘疾人士提供到訪換證服務。同時，我們亦在換證及領證流程中加入更多自助元素，包括讓公眾利用互聯網或流動應用程式辦理預約和預先填寫表格，以及設置「自助登記服務站」及「自助領取證件服務站」，讓整個申請流程更為暢順，並有效縮短換證所需的時間。

本處人員一直致力為市民提供最優質服務，時刻堅守「以禮待人，體恤市民」的信念，表現亦獲得政府以至社會各界的廣泛認同。二零一七年，我們在公務員優質服務獎勵計劃中，榮獲「隊伍獎(危機／突發事件支援服務)銀獎」、「隊伍獎(一般公共服務)銅獎，以及特別嘉許(誠信管理)」，肯定了同事們在提供優質服務和誠信管理方面一直以來所付出的努力。此外，我們有兩名人員獲頒「申訴專員嘉許獎(公職人員獎)」，另有六名人員獲頒「公務員事務局局長嘉許狀」。

入境處工作在去年所取得的佳績，實有賴本處全體同事的共同努力及竭誠為社會服務的專業精神。未來，為配合香港的社會經濟持續發展，令市民大眾獲得更優質的服務，入境處將更任重而道遠。儘管面對重重困難和挑戰，本處全體人員亦必定會繼續秉持精益求精、不斷求進的專業精神，致力成為世界上以能幹和效率稱冠的入境事務隊伍。

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.

處長級人員

鄧浩光

Tang Ho-kong

主任秘書

Departmental Secretary

黃慶華

Wong Hing-wa

邊境管制(鐵路)科指揮官

Commander,
Border (Rail) Division

戴志源

Tai Chi-yuen

助理處長(管制)

Assistant Director
(Control)

何家榮

Ho Ka-wing, Gavin

助理處長(管理及支援)

Assistant Director
(Management and Support)

陳天賜

Chan Tin-chee

助理處長(身份證)

Assistant Director
(Identity Card)

駱偉民

Lok Wai-man, Raymond

助理處長(資訊系統)

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

羅振南

Law Chun-nam

I.D.S.M.

入境事務處副處長

Deputy Director of Immigration

馮伯豪

Fung Pak-ho, William

助理處長(執法)

Assistant Director
(Enforcement)

馮毅華

Fung Ngai-wa

助理處長(遣送審理及訴訟)

Assistant Director
(Removal Assessment
and Litigation)

曾國衛

Tsang Kwok-wai, Erick

I.D.S.M.

入境事務處處長

Director of Immigration

馬志明

Ma Chi-ming

助理處長(簽證及政策)

Assistant Director
(Visa and Policies)

區嘉宏

Au Ka-wang

助理處長(個人證件)

Assistant Director
(Personal Documentation)

趙偉富

Chiu Wai-fu, Bob

機場管制科指揮官

Commander,
Airport Division

范美卿

Fan Mei-hing, Caroline

總系統經理(科技服務)

Chief Systems Manager
(Technology Services)



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

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。在二零一七年度的招聘活動中，本處共聘任約300名入境事務主任及700名入境事務助理員，以滿足新管制站和其他業務發展的人力資源需求。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。

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，包括不同形式的內地和海外交流計劃，確保人員具備所需技能和知識，以配合部門的最新發展。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。

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

在二零一七年公務員優質服務獎勵計劃中，本處榮獲「隊伍獎(危機／突發事件支援服務)銀獎」、「隊伍獎(一般公共服務)銅獎及特別嘉許(誠信管理)」，肯定了我們在提供優質服務和在誠信管理方面一直以來所付出的努力。同年，本處有兩名同事獲得「二零一七年申訴專員嘉許獎(公職人員獎)」，這是本處同事連續19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14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。



本處人員在「教育及職業博覽2017」宣傳招聘活動，並向市民介紹本處的工作。
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'.



學員在出入境管制系統訓練中心接受訓練。
Trainees receive training at the Immigration Control System Training Centre.



學員在課程中會接受一系列的訓練，其中包括步操訓練。
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.



入境事務學院增設了一個實景模擬戰術訓練場，讓學員可在真實的模擬環境中接受戰術訓練。
A Simulation Tactical Training Centre is newly set up at the ISITD to provide tactical training for trainees in a realistic simulated environment.



為加深入境處人員對內地法律制度及社會最新發展的了解，入境事務學院不時安排人員到內地交流考察。
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.



入境事務處使用服務人士委員會每半年舉行會議一次，就入境處可作改善的服務向入境事務處處長提供意見。
The Immigration Department Users' Committee meets half-yearly to advise the Director of Immigration on areas of services that may require improvements.

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、反對和司法覆核個案。

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 handling appeals/objections/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」，以提升香港吸引和挽留外來人才及專業人士的能力。

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，申請人可選擇按兩套計分制度的其中一套來接受評核。在「綜合計分制」下，申請人會根據年齡、語文能力、學術成就、專業資歷及工作經驗等客觀

準則來接受評核。具備超凡才能或技術並擁有傑出成就的申請人可選擇以「成就計分制」來接受評核。甄選程序會定期進行，為申請人分配名額。截至二零一七年十二月三十一日，約有4 000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。在二零一七年，共有39 952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。於二零一七年，共有12 381名申請人根據此計劃來港。

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

一七年十二月三十一日，已有超過70 000名非本地畢業生獲批准根據此安排在港工作。

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。截至二零一七年十二月三十一日，本處共批准了315宗申請。

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。



本處為市民及旅客提供便捷有禮的簽證服務。
The Department provides convenient and courteous visa service for the public and visitors.



本處以電子方式處理簽證和許可證申請，大大提高工作效率及質素。
The Department processes visa and permit applications through electronic means, which has substantially enhanced the efficiency and quality of work.



本處人員出訪各國推廣各項人才入境計劃。
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 (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 (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 ASMTTP 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.



本處人員在「中小企國際推廣博覽」中推廣各項簽證計劃。
Our officers promoted various visa schemes at the World SME Expo.



為進一步推廣「優秀人才入境計劃」，本處製作了一段宣傳短片供本地電視頻道、主要管制站及香港特區政府駐外辦事處播放。
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.



在二零一七年公務員優質服務獎勵計劃中，本處的「輸入中國籍香港永久性居民第二代計劃及優化人才入境政策」項目團隊同時獲頒「隊伍獎（一般公共服務）銅獎及特別嘉許（誠信管理）」兩個獎項。
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，以及為旅客和商務旅客提供便捷的出入境服務。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 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 快捷有禮
Effective Control
Speedy and Courteous Service

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過2.99億，而全年訪港旅客入境人次則超過5 847萬。其中，內地訪客入境人次為4 419萬，其他訪客的入境人次則為1 428萬。全年訪港旅客入境人次中，經機場管制站進出的訪港旅客有1 370萬人次，陸路管制站有3 994萬人次，而海路管制站則有483萬人次。

擴展e-道服務

為進一步提升部門處理旅客出入境的能力和效率，入境處善用科技，讓更多旅客使用e-道辦理自助出入境檢查手續。現時，各管制站共設有595條多功能e-道，可靈活調配供合資格的香港居民或訪港旅客使用。

推出訪港旅客自助離境服務

為向離境的訪港旅客提供更便捷的服務，入境處於二零一七年十月在香港國際機場推出訪港旅客自助離境服務「離境易」，並於同年十二月把該服務擴展至其他管制站。這項服務採用容貌識別技術核實訪港旅客的身份，讓合資格並持有電子旅行證件的訪港旅客經「離境易」e-道辦理自助離境手續，無須預先登記。截至二零一七年年底，已有超過65萬訪客人次使用該服務。

增設語音輔助功能e-道

自本處在落馬洲支線、港澳客輪碼頭及深圳灣管制站推出具備語音輔助功能的e-道後，有關服務於二零一七年十二月擴展至中國客運碼頭管制站出境及入境大堂，進一步便利視障人士使用e-道服務。

香港國際機場優質顧客服務大獎2017

在機場管理局舉辦的二零一七年香港國際機場優質顧客服務計劃中，本處機場管制科及機場管制站11名前線同事獲得「企業團隊卓越獎—傑出顧客服務」大獎。

將會投入運作的新管制站

為配合內地、香港和澳門的經濟和社會發展需求，位於廣深港高速鐵路香港段西九龍站香港口岸區、港珠澳大橋香港口岸及蓮塘／香園圍口岸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。



本處一直致力提供優質和有禮的出入境檢查服務。
The Department is always committed to providing quality and courteous immigration clearance service.



本處在各出入境管制站推出「離境易」，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.



本處機場管制科在二零一七年香港國際機場優質顧客服務計劃中獲得「企業團隊卓越獎—傑出顧客服務」大獎。
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.



船隻搜查小組對來港的船隻進行搜查及突擊檢查，以打擊與出入境有關的犯罪活動。
Ship Searching Unit conducts searches and spot checks on incoming vessels to combat immigration-related crimes.



中國客運碼頭管制站增設具備語音輔助功能的e-道，以便視障人士辦理自助出入境手續。
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.



本處每年舉辦「最有禮貌入境管制人員」選舉，鼓勵前線人員在執行工作時堅守本處「以禮待人，體恤市民」的服務信念。
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.

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, 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.



以客為本 服務市民
Focus on Customers
Serve the Community

為在香港境外身陷困境的香港居民提供協助

二零一七年，香港境外發生了數宗涉及港人的重大事故，包括香港旅行團在江西省井岡山景區的塌橋意外（四月）、澳洲黃金海岸車禍（八月）、香港旅行團在廣東省南沙遇上車禍（九月）及印尼峇里火山噴發導致機場關閉（十一月）。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。二零一七年，小組共處理了 153 053 宗查詢和 3 311 宗求助個案。

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。

二零一七年，本處加強宣傳活動以提升市民外遊時的安全意識。本處於四月至十二月期間聯同公署到多間大學

舉行「海外安全與領事保護工作」專題研討會，向超過 600 名即將前赴外地參與交流活動的大學生介紹國家的領事保護及協助在外香港居民小組的工作，提醒他們在出發前及身在外地期間應注意的事項和資訊，包括求助方法及須知等。此外，本處於十一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」。

駐武漢經濟貿易辦事處（駐武漢辦）入境事務組投入運作

香港特區政府駐武漢辦入境事務組於二零一七年十一月二十七日投入運作，為身處湖北、湖南、山西、江西和河南五省的遇事港人提供協助，並會為身在內地的香港居民提供香港特區護照換領服務。

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。二零一七年，巴巴多斯同意給予香港

特區護照持有人免簽證入境待遇，最長可逗留 90 天。此外，香港特區護照持有人在抵達多哥時，可獲簽發逗留期一個月的旅遊簽證。截至二零一七年年底，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 159 個。

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。截至二零一七年年底，約有 283 900 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 282 200 對新人（佔婚姻登記總數的 46%）經由婚姻監禮人為他們主持婚禮。



現時全港共有五間人事登記辦事處為市民辦理登記申領香港身份證手續。
At present, there are five Registration of Persons Offices providing services for registration for a Hong Kong Identity Card for the public.



設於入境事務大樓及分區辦事處的自助服務站，方便合資格人士遞交香港特區護照申請。
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.



本處按照《基本法》和《入境條例》的規定處理有關香港居留權的申請。
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.



本處協助在外香港居民小組的24小時熱線「1868」，為身處境外的香港居民提供緊急協助。
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.



駐武漢經濟貿易辦事處入境事務組於二零一七年十一月正式投入服務。
The Immigration Division of the Hong Kong Economic and Trade Office in Wuhan commenced operation in November 2017.



本處人員到多間大學舉行「海外安全與領事保護工作」專題研討會，介紹中國領事保護及協助在外香港居民小組的工作。
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.

執法部 Enforcement Branch

維護法紀 公正嚴明
Uphold the Law Act
with Impartiality



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.



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、罪案及恐怖活動等全球關注的問題。二零一七年，本處參與多個國際及地區會議及研討會，包括在卡塔爾舉行的「第五屆國際刑警組織全球販賣人口會議」、在摩洛哥舉行的「2017世界邊境安全會議」、在印尼舉行的「峇里進程—追蹤販賣人口個案金錢來源之政策指引諮詢工作坊」、在波蘭舉行的「第二十三屆國際邊境警察會議」，以及在菲律賓舉行的「國際刑警組織太平洋計劃工作小組會議」。

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。二零一七年十二月，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，擔當顧問或觀察員的角色，以有效打擊偽造證件和偷運人口活動。

本處非常關注免遣返聲請人從內地非法進入香港的情況，並與香港警務處及內地有關當局保持緊密聯繫和交換情報，協力從源頭打擊這類非法偷渡活動。自二零一六年二月中展開專項行動以來，內地有關當局共查獲超過67 000名非華裔非法入境者和超過3 400名偷渡集團成員。

同期，本處與香港警務處和內地執法機關共展開了七次聯合行動，在中港兩地共拘捕了超過120名人蛇集團骨幹成員。

二零一七年五月及十月，本處聯同香港警務處和內地執法機關分別展開了代號為「驍勇者」和「高原」的聯合行動，在深港兩地合共拘捕了30人，包括16名集團骨幹成員和14名越南籍非法入境者。

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。在二零一七年，本處進行了15 970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6 038名非法勞工（包括4 302名涉及性工作的人）和572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。截至二零一七年年底，本處共採取了505次行動，拘捕了3 383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，224名內地訪客被定罪和被判監禁四星期至三個月不等。

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。在二零一七年，本處共檢控了14名逾期逗留在港產子的內地孕婦及5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15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。在二零一七年，共有85人因涉及假結婚案件而被定罪及判監6至21個月不等。

本處留意到有犯罪集團持續透過報章、即時通訊軟件和交友程式誘使青年人參與假結婚勾當。本處於二零一七年十二月進行代號為「圈套」的「放蛇」行動，派員假裝願意參與假結婚，與假結婚中介人會面。行動中，共有1名集團主腦、3名骨幹成員及12名涉嫌參與假結婚的香港或內地居民被捕。

此外，本處不時透過新聞簡報會、新聞稿和傳媒訪問等渠道，發放有關本處搗破假結婚集團，以及中介人和參與假結婚人士被成功檢控的信息，並於二零一七年九月製作了一段名為《切勿誤墮假結婚陷阱》的宣傳短片。本處日後會繼續以不同和嶄新的渠道，提醒市民切勿參與假結婚活動。



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和恐怖活動的情報交流。
The Department maintains close liaison with Mainland and overseas law enforcement agencies to strengthen intelligence exchange on transnational illegal migration and terrorist activities.



入境處特遣隊在不同地點採取執法行動，遏止非法勞工在港工作，以保障本地工人的就業機會。
The Immigration Task Force takes enforcement action against illegal employment at various locations to safeguard the employment opportunities of local workers.



本處人員在執法行動後召開記者招待會，向傳媒闡述行動成果。
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.



本處不時為其他政府部門、金融機構及法律界人員舉辦鑑定偽造香港智能身份證的講座。
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.



本處人員向商戶派發「切勿聘用非法員工」的宣傳單張，提醒他們僱用非法勞工的嚴重後果。
'Don't Employ Illegal Workers' leaflets are distributed to store-keepers to remind them of the serious consequences of unlawful employment.



本處特別製作了一段《切勿誤墮假結婚陷阱》的宣傳短片，讓市民明白參與假結婚的可能後果，以及干犯相關罪行的嚴重性。
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.

遣送審理及訴訟部

Removal Assessment and Litigation Branch

High standards of fairness

"The determination of the potential deportee's torture claim by the Secretary in accordance with the policy is plainly one of momentous importance to the individual concerned. To him, life and limb are in jeopardy and his fundamental human right not to be subjected to torture is involved. Accordingly, high standards of fairness must be demanded in the making of such a determination." (para 4.4)



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。該科亦就政府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 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 高效審理
High Standards of Fairness
Expeditious Process of Screening

統一審核機制

凡非法入境、逾期逗留或抵港時遭本處拒絕入境者，均無合法身份逗留於香港。為維護有效的出入境管制和基於公眾利益，應根據《入境條例》盡快把他們遣離香港。

根據多宗法院裁決，將被遣返至另一國家的人，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，於作出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。統一審核機制下，聲請人有合理機會確立其聲請，包括在免遣返聲請表格填寫其聲請的詳情和出席審核會面。審結後，本處會書面通知聲請人其決定及理據。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／免遣返聲請呈請辦事處提出上訴。

統一審核機制於二零一四年三月開始實施時，尚待審核的免遣返聲請個案共有 6 699 宗。截至二零一七年年年底，本處接獲另外 15 368 宗聲請，並已就 10 565 宗聲請作出決定，當中 86 宗獲確立（包括 24 宗於上訴階段獲確立），另有 5 603 宗撤回；尚待審核的聲請為 5 899 宗，較二零一六年年底的 9 981 宗大幅下降 41%。尚待

審核的聲請主要由來自印度、巴基斯坦、孟加拉、印尼及越南的聲請人提出，合共約佔總數 80%。

全面檢討及成效

政府自二零一六年起就處理免遣返聲請的策略展開全面檢討，分別從以下四個範疇着手。檢討一直持續，並在二零一七年繼續取得成效。

防止濫用機制的人抵港

為從源頭解決問題，政府致力防止非法入境者或入境風險較高的可疑訪客前來香港，並加強執法打擊非法跨境偷渡活動及協助偷運人蛇的犯罪集團。

此外，為了便利真正的印度訪港旅客並同時實施有效的出入境管制，本處自二零一七年一月起實施「印度國民預辦入境登記」。實施的各項入境前管制措施皆發揮作用，入境處於二零一七年共接獲 1 843 宗免遣返聲請，較二零一六年的 3 838 宗大幅減少 52%。

審核程序

本處在現行的法律框架下推出了多項措施優化工作流程，藉以加快審理聲請個案。入境處處處理每宗聲請的平均時間，已由統一審核機制實施初期約 25 星期，縮短至二零一七年約 10 星期。

另一方面，政府自二零一七年九月起推行「為免遣返聲請人提供公費法律支援試驗計劃」（試驗計劃），與當值律師服務的「免遣返聲請法律支援計劃」同時運作，藉以增加由公費支援的法律服務配額。每天可以展開審核程序的聲請數目上限，已由試驗計劃實施前每天 13 宗增加近八成至每天 23 宗。政府亦正研究修訂《入境條例》，藉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等。作為全面檢討的一環，政府繼續循法律、資源、公眾安全等方面研究不同措施。

遣送及執法

入境處一直致力盡快把免遣返聲請不獲確立的人遣送離境。為此，本處已加快遣送程序，包括與聲請人來源國的政府、航空公司及其他政府部門緊密聯繫，並於二零一七年成功利用包機執行大規模遣送行動。本處亦已加強執法行動，打擊非法勞工及其僱主。為減低非法留港的誘因，本處亦會繼續致力與免遣返聲請人的主要來源國家加強聯繫，並與當地執法機構交換情報和開展合作。



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



本處聘用駐部門的翻譯及傳譯員，主要在對聲請人的簡介會和審核會面期間為聲請人提供傳譯支援，以及翻譯聲請人所遞交的文件。
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.



本處設有資料庫儲存聲請人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。
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 liaison 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.



聲請人如不服本處的決定可提出上訴，由法定的獨立酷刑聲請上訴委員會／免遣返聲請呈請辦事處審理。
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.



本處亦積極尋求各種能進一步提升遣送效率的方法，例如執行大規模遣送行動，以確保可盡快將聲請被拒絕的人遣離香港。
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.



為加快就積壓的聲請展開審核程序，政府自二零一七年九月起推行試驗計劃，與當值律師服務同時運作，為免遣返聲請人增加由公費支援的法律服務配額。
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.

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，確保系統保安以及不斷優化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 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或卡式電子往來港澳通行證的內地訪客)和領事團身份證持有人，均可使用設於各管制站的e-道辦理自助出入境檢查手續。此外，持有電子護照的合資格訪港旅客可使用「離境易」e-道服務辦理自助離境手續，無須預先登記。

與其他國家／地區推行互相使用自助出入境檢查服務

現時，本處已分別與韓國、新加坡、德國及澳洲一起實施互相使用自助出入境檢查服務的安排，現正積極與其他國家／地區商討互相使用自助出入境檢查服務，預期陸續會有更多國家／地區成為我們在這方面的合作伙伴。

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。自程式推出以來，本處不斷優化其功能及豐富其內容，例如加入「外遊小錦囊」以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，方便市民隨時隨地查閱入境處的服務和活動資訊。

推行第三代資訊系統策略

為提供平台推行第三代資訊系統，「新資訊科技基礎設施」項目下的兩所新數據中心及一個新資訊科技基礎設施已分別在二零一四年及二零一五年投入運作。

二零一六年至二零一七年間，本處分階段推行「出入境管制系統」，用以取代和整合四個日漸老化的管制站系統，以應付新的業務需要。此外，該項目亦包括提升現有437條e-道為多功能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。現時，各管制站共設有595條多功能e-道。

「新一代電子護照系統」項目的招標工作已經完成，而系統設計工作現已展開。此項目預計可自二零一九年年初分階段推行。新系統主要用以取代日漸老化的現有電子護照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，「新一代個案簡易處理系統」項目現正就撥款申請及招標進行籌備工作。該系統包括「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」和「執法個案處理系統」。此項目預計可自二零二一年年初起分階段推行。



訪港旅客自助離境服務「離境易」讓持有電子旅行證件的合資格訪客能更快捷地辦理離境手續。
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.



「出入境管制系統」取代並整合舊有系統，以應付新的業務需要。
‘Immigration Control System’ replaces and consolidates the old systems in order to meet new business needs.



本處人員以便攜式出入境檢查裝置為已登記的跨境學童提供更快捷的出入境檢查服務。
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.



加闊e-道為殘疾人士提供無障礙的環境，讓他們能以自助形式辦理出入境檢查手續。
The wide e-Channel provides a barrier-free environment for the disabled to perform self-service immigration clearance.



本處不時優化「入境處流動應用程式」，讓公眾可隨時隨地閱覽本處的服務及活動資訊。
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.



本處十分重視個人資料私隱及紀錄管理，所有個人資料及紀錄均按照相關法例、規例及指引處理。
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.

身份證部

Identity Card Branch

從不同角度看的光學變色油墨
Optical variable ink viewed
at different angles

扭索式圖案
Guilloché

縮微文字印刷
Microprint

李智能
LEE, Chi Nan

2621 2535 5174

出生日期 Date of Birth

從不同角度看
動態印刷
Kineprint view
at different angles



具波浪及立體效果的全息圖
Hologram with Wave and 3D Effect

光學變色油墨
Ink with Optically
Variable Properties

彩虹印刷
Rainbow Printing



註：身份證部於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，轄下設有身份證（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.

觸覺浮雕特徵
Tactile Relief

透明窗口
See-through Window

持證人照片具立體感的激光影像
Stereo Laser Image (SLI) with Portrait



新智能身份證
New Smart ID

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推出。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，部門於二零一三至二零一四年間進行了一項可行性研究。可行性研究最後建議推行「新一代智能身份證系統」這套新電腦系統，以及透過推行全港市民換領身份證計劃，引進新智能身份證以取代現時的智能身份證。

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」將優化人事登記程序，為公眾帶來更大的便利。新系統的新功能包括讓公眾可在互聯

網或透過流動應用程式預約和預先填寫表格，以及新設的自助登記服務站和設有電子儲存櫃的自助領取證件服務站等。

「新一代智能身份證系統」的系統分析和設計已經完成，現正進行系統開發工作，以配合於二零一八年年底推出的全港市民換領身份證計劃。

新智能身份證

新智能身份證將採用高質量的聚碳酸不碎膠製成。新身份證的晶片除了支援現有的接觸式介面外，亦同時採用非接觸式介面，更加耐用。非接觸式介面採用保安嚴密的近距離無線傳送技術。隨着科技進步，新智能身份證具有多重保安特徵，以保持低偽證率。

香港身份證的新式樣已於二零一七年十一月獲行政長官會同行政會議通過。

全港市民換領身份證計劃

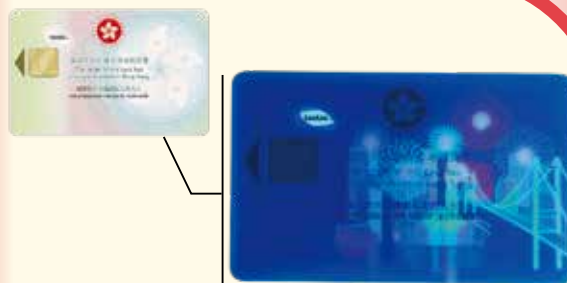
本處將於二零一八年年底推行全港市民換領身份證計劃（全民換證計劃），屆時會分階段邀請所有智能身份證持有人，透過換證計劃時間表，在專設的智能身份證換領中心（換證中心）換證。在即將推行的全民換證計劃中將要更換的智能身份證數目預計達 880 萬張，該計劃預計可於二零二二年完成。

鑑於香港的人口變化，以及為了方便有需要的社羣，本處會在即將推行的全民換證計劃中加入便利市民的措施，包括：

- 讓獲分階段邀請的身份證持有人可攜同其 65 歲或以上的親友一同前往換證，無需另行陪同長者前往換證；
- 為居於住宿院舍的長者及殘疾人士提供到訪換證服務，讓他們無須親身前往換證中心換證。



新智能身份證採用高質量的聚碳酸不碎膠製成，式樣已於二零一七年十一月獲行政長官會同行政會議通過。
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.



新智能身份證將引入多種新穎先進的防偽特徵，包括在紫外光下出現的彩色紫外線圖案。
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.



入境事務處處長曾國衛先生於二零一七年工作回顧簡報會上，向市民介紹新智能身份證及全民換證計劃的詳情。
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.



全民換證計劃將推出「自助登記服務站」及「自助領取證件服務站」，為市民提供更便捷的服務。

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.

「新一代智能身份證系統」以尖端科技印製新智能身份證。

SMARTICS-2 employs sophisticated technologies in the production of the new smart identity card.

環保管理

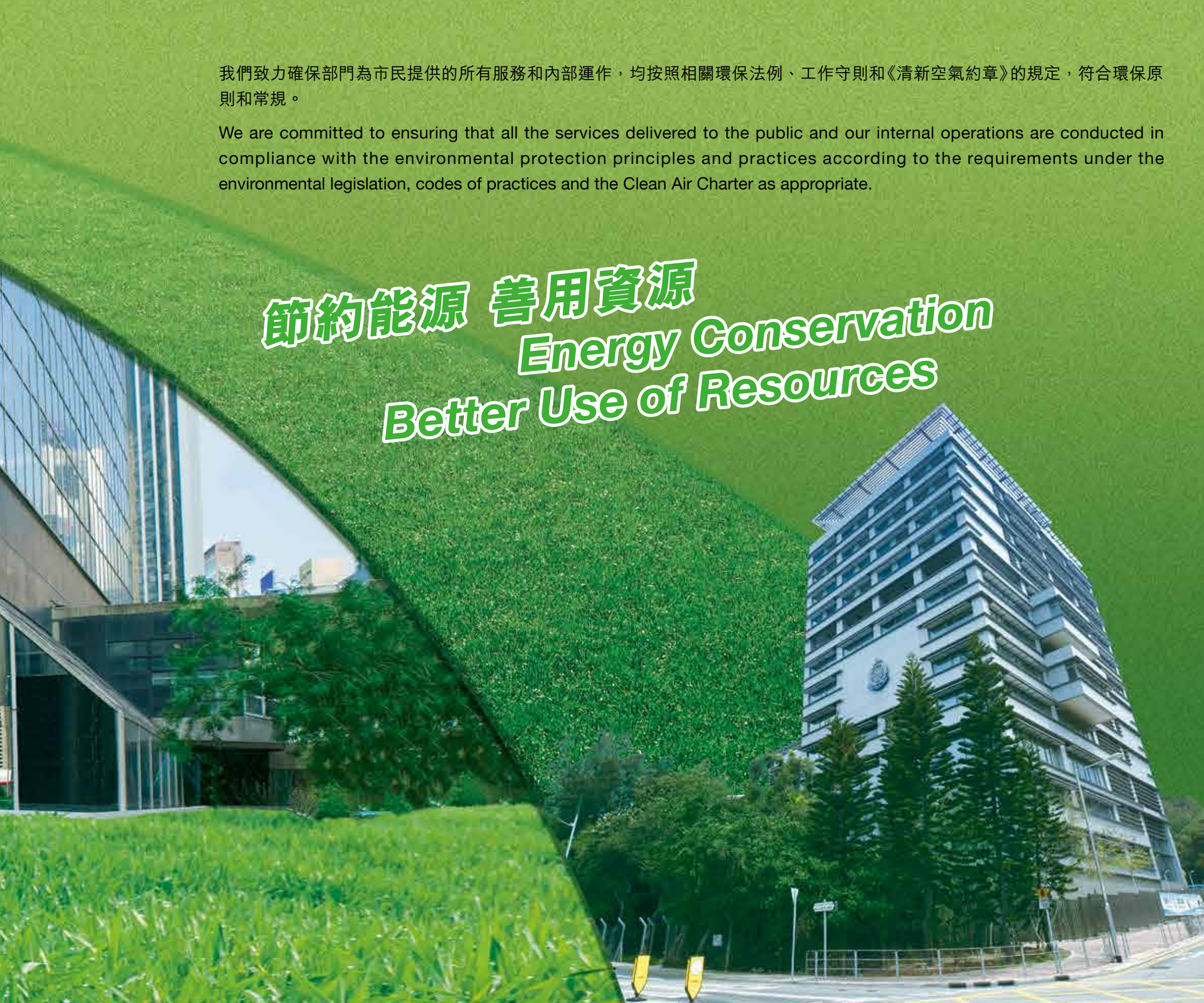
Green Management



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



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。二零一七年的能源消耗量較二零一六年減少了0.6%。

減少用紙

二零一七年的用紙量較二零一六年減少了18.6%。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。

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，例如環境保護署舉辦的「惜食香港運動」，以及入境事務大樓管業處舉辦的「支持回收月餅盒」和「支持回收利是封、糖果／餅盒」活動。本處亦在各辦事處張貼環保錦囊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。



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

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.



設於入境事務大樓地下大堂的廢物回收箱讓員工及市民積極參與「工商業廢物源頭分類計劃」。
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'.



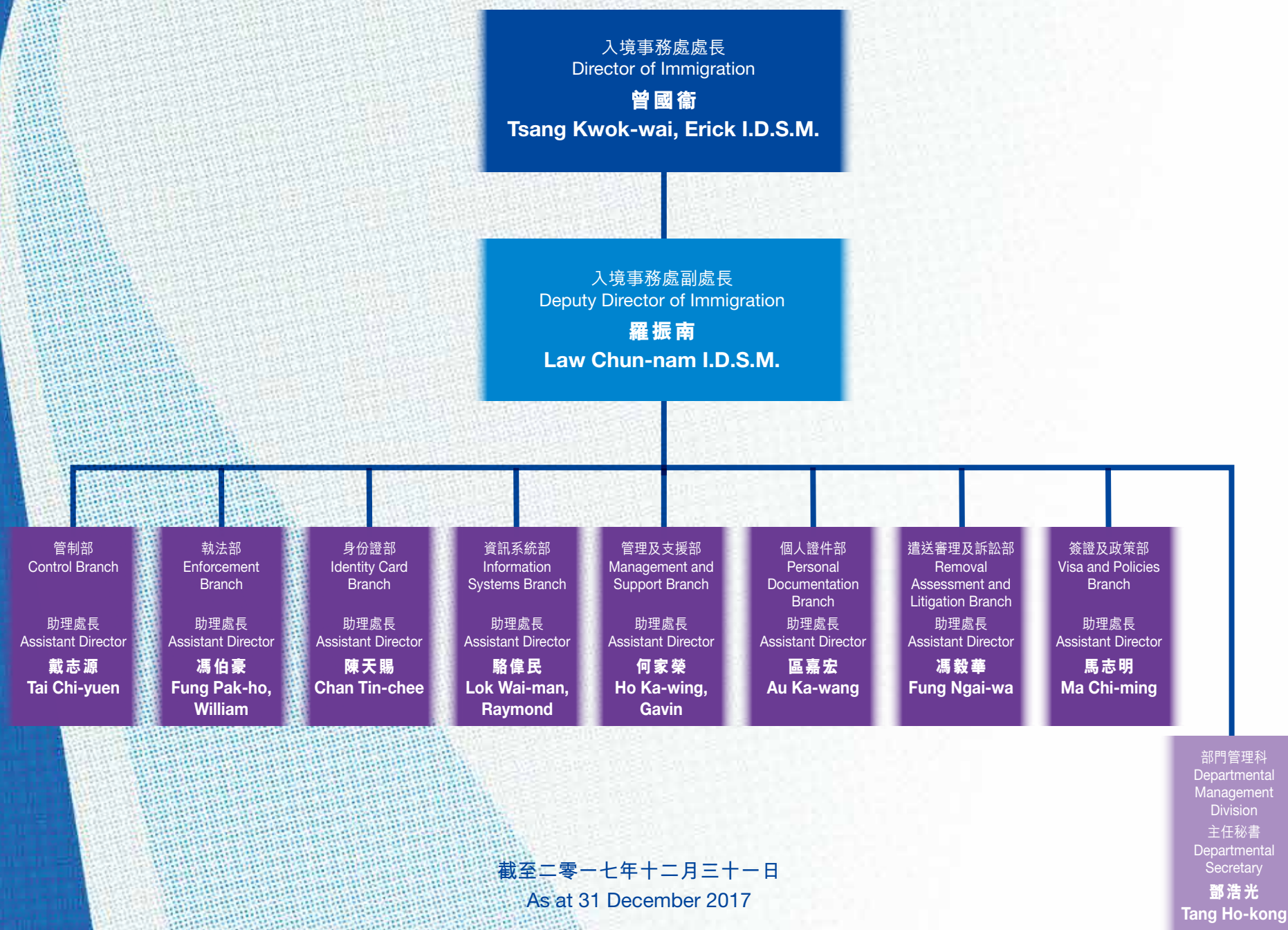
辦公室的環保告示板定期張貼不同的環保管理資訊。
Information on green management is regularly disseminated at the green corner of offices.



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 attained 'Good Class' under the Indoor Air Quality Certification Scheme organised by the Environmental Protection Department.

部門組織圖

Organisation Chart of Immigration Department



截至二零一七年十二月三十一日
As at 31 December 2017

二零一七年年報

入境事務處部隊支援組製作
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兌換率

除另有說明外，本年報提及的「元」均指港元。
自一九八三年十月十七日起，政府通過發行鈔票機制，把港元與美元掛鈎，以 7.8 港元兌 1 美元為固定匯率。

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

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

二零一七年年報 Annual Report 2017

