

二零一八年年报
Annual Report 2018



入境事务处
Immigration Department



我们的理想 Our Vision

我们要成为世界上以能干和效率称冠的入境事务队伍。

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

我们的使命 Our Mission

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。

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 Our Values

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；并要与时俱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。

Integrity and Impartiality

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

Courtesy and Compassion

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

Care and Cohesion

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

Alertness and Awareness

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

Improvement and Illumination

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



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序言 Foreword



承先启后再创新猷

**BREAKING NEW GROUND BY
BUILDING ON PAST SUCCESSES**

入境事务处处长
Director of Immigration

曾国卫 Tsang Kwok-wai, Erick
I.D.S.M.

我们定必继续努力，克服各种严峻挑战，
竭尽所能执行各项出入境政策和工作，
为香港、为国家的安定繁荣作出贡献。

Our achievements in the past year owed much to
the untiring efforts of each and every colleague in
serving the community with professionalism.

We pledge to continue to work hard to rise to
the tough challenges and contribute to
the stability and prosperity of Hong Kong and
our country by taking forward various
immigration policies with full commitment.

过去一年，入境事务处（入境处）与香港一同见证了多个重要的历史时刻。其中，广深港高铁香港段于二零一八年九月正式开通，筹备多年的港珠澳大桥亦于十月通车。这两项大型跨境基建项目进一步拉近了粤港澳大湾区（大湾区）内城市间的距离，推动区内经济、社会和文化交流，有助创造更多发展机遇。自两个新管制站开通以来，出入境人次屡创新高。尽管旅客量持续增加，本处同事仍继续坚守岗位，竭力为香港把关，为旅客提供便捷的出入境检查服务。同时，面对市民大众对公共服务的殷切需求，我们亦克尽己任，努力提供最优质的服务。

二零一八年经各管制站出入境的旅客量首次突破三亿人次，创历年新高。为应付不断增加的旅客流量和进一步提升管制站的整体通关效率，我们善用科技，积极与不同国家及地区推行互相使用自助出入境检查服务的安排。继与韩国、新加坡、德国和澳洲推行有关安排后，本处在二零一八年九月十五日亦与泰国推行相关安排，并自同年十二月十三日起与新加坡共同放宽登记互相使用自助出入境检查服务的资格。此外，本处在二零一七年底推出「离境易」服务，利用容貌识别技术，让合资格的访港旅客办理自助离境手续，无须预先登记。这项服务备受访客和科技业界好评，截至二零一八年底，共有超过620万访客人次使用该服务。二零一八年十二月，「离境易」更获亚太智能卡协会颁发「Radiant 先锋大奖」，以表扬本处在公共身份系统领域内善用智能科技为旅客提供优质服务的成就。

人才对于香港以至整个大湾区的持续发展尤为重要。为吸引人才来港，我们配合特区政府汇聚科技人才的政策，在二零一八年六月推出「科技人才入境计划」，让合资格科技公司／机构申请输入非本地科技人才到香港从事研发工作。同时，为给予「一带一路」沿线国家的游客更大的便利，并加强与这些国家在旅游、文化和经济方面的联系，香港先后与巴拿马及亚美尼亚签订了互免签证协议。连同去年同意给予香港特区护照持有人免签证入境或落地签证待遇的白俄罗斯、玻利维亚、安提瓜和巴布达及缅甸，截至二零一九年三月底，共有165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。

除了为本港居民及访港旅客提供便捷的出入境检查服务外，我们亦一直致力维护香港及国家的安全，积极打击各项与出入境事宜有关的罪行。年内，我们瓦解了多个假结婚犯罪集团，并继续积极配合特区政府就处理免遣返声请策略展开的检讨工作，透过灵活调

配人手及优化工作流程，以合乎「高度公平标准」的程序加快审理声请。截至二零一八年底，尚待审核的声请个案为 546 宗，较二零一七年底的 5 899 宗大幅下降九成，足证措施的成效十分显著。我们亦加快把免遣返声请不获确立者遣送离境。二零一八年，本处共遣返 2 527 名声请人，当中 1 859 名属声请被拒人士，较二零一七年上升近四成。

近年，极端主义在世界各地蔓延，威胁全球人民的安全及全球经济发展，反恐已成为各国及地区的首要任务。本处在二零一八年六月成立反恐科，负责制订和检讨部门的反恐策略、收集和分析反恐情报、调查和严厉打击怀疑恐怖份子的出入境活动，以及与本地、内地和海外执法机关及驻港领事保持密切联系。我们亦会就恐怖袭击的威胁进行评估，因应实际情况在各口岸采取相应措施，加强截查和讯问可疑的人士。

期待已久的「全港市民换领身份证计划」已在二零一八年十二月二十七日全面展开，在四年内分阶段为市民换领新一代智能身份证。我们在服务市民方面一直贯彻「以人为本、关顾共融」的信念。为向长者及其他有需要人士提供最佳的换证服务，本处特意推出新的关爱安排，让合资格换证人士可携同两名 65 岁或以上的亲友一同前往智能身份证换领中心（换证中心）换证，并在各换证中心增设无障碍设施。此外，本处亦由二零一九年五月开始，首次以外展形式，陆续到访全港各长者及残疾人士住宿院舍，为他们提供「到访院舍换证服务」，让他们可选择在住宿院舍换证，免却舟车劳顿之苦。我们希望透过以上各项贴心安排，为社会上有不同需要的人士提供最佳的换证服务。

员工是本处最重要的资产及赖以成功的关键，因此我们一直致力为部队成员提供灵活多元的进修途径，让他们能够终身学习，并促进个人发展，从而提升部队的素质。二零一八年，我们联同香港公开大学李嘉诚专业进修学院，为入境事务助理员职系开办三个资历架构认可的在职和入职训练课程。我们会继续申请把不同的训练课程列入《资历名册》内，令更多部队成员获取相关专业资历。

入境处去年取得的佳绩，实在有赖每一位同事悉力以赴，以专业精神服务社会。近年，特区政府锐意把香港发展成为更具竞争力的国际大都会，入境处未来的工作因此将会更为繁重。我们定必继续努力，克服各种严峻挑战，竭尽所能执行各项出入境政策和工工作，为香港、为国家的安定繁荣作出贡献。

Last year, the Immigration Department witnessed a number of important historic moments alongside Hong Kong, including the official commissioning of the Hong Kong Section of the Guangzhou-Shenzhen-Hong Kong-Express Rail Link in September 2018 and the commissioning of the Hong Kong-Zhuhai-Macao Bridge in October after years of preparation. These two large-scale cross-boundary infrastructures have not only further shortened the distance between cities in the Guangdong-Hong Kong-Macao Greater Bay Area (Greater Bay Area), but also promoted economic, social and cultural exchanges in the area, which helps create more development opportunities. Since the commissioning of the two new control points, the number of passengers has repeatedly reached new highs. Despite the continuous growth in passenger traffic, our colleagues continue to stand fast at their posts and strive to serve as the gatekeeper of Hong Kong by providing convenient and efficient immigration services for passengers. Meanwhile, in the face of the pressing demand for public services from the community, we perform duties with dedication and endeavour to provide services of the best quality.

In 2018, the number of passengers passing through control points reached an all-time high of over 300 million. In order to cope with the ever-increasing passenger flow and further enhance the overall passenger clearance efficiency of control points, we have proactively implemented the arrangements for mutual use of automated immigration clearance services with different countries and regions through effective utilisation of information technology. Following the arrangements with Korea, Singapore, Germany and Australia, similar arrangements with Thailand were implemented on 15 September 2018 and both our Department and Singapore have relaxed the requirements for enrolment for mutual use of automated immigration clearance services with effect from 13 December of the same year. In addition, 'Smart Departure' was launched at the end of 2017. By employing facial recognition technology, it allows eligible visitors to perform self-service departure clearance without prior enrolment. Well-received by visitors and the technology sector, the service had been used by over 6.2 million visitors as at the end of 2018. It even won the Radiant Pioneer Award from the Asia Pacific Smart Card Association in December 2018 in recognition of our application of smart technology in public sector identity schemes for the provision of quality services for visitors.

Talent is of critical importance to the sustainable development of the Greater Bay Area as well as Hong Kong. To attract talent to Hong Kong and to tie in with the HKSAR Government's policy of pooling technology

talent, we launched the Technology Talent Admission Scheme in June 2018 for eligible technology companies/institutes to admit non-local technology talent to undertake research and development work in Hong Kong. Moreover, in order to provide greater travel convenience for travellers from countries along the Belt and Road and to strengthen the tourism, cultural and economic ties with these countries, Hong Kong has signed agreements on mutual visa-free access with Panama and Armenia. Together with Belarus, Bolivia, Antigua and Barbuda and Myanmar, which agreed to grant visa-free or visa-on-arrival access to HKSAR Passport holders last year, a total of 165 countries and territories had granted visa-free or visa-on-arrival access to HKSAR Passport holders as at the end of March 2019.

Apart from providing Hong Kong residents and visitors with convenient and speedy immigration clearance services, we have all along been committed to safeguarding the security of Hong Kong and our country by proactively combatting various immigration-related crimes. During the year, we smashed several syndicates arranging bogus marriages and continued to provide active support for the HKSAR Government's review of the strategy for handling non-refoulement claims by expediting the screening process through flexible staff deployment, streamlined workflow and procedures that meet 'high standards of fairness'. As at the end of 2018, the total number of claims pending screening was 546, a substantial decrease of 90 per cent as compared to 5,899 claims as at the end of 2017, demonstrating that the effectiveness of the measures was remarkable. In addition, we have spared no efforts in expediting the removal of unsubstantiated non-refoulement claimants from Hong Kong. In 2018, 2,527 non-refoulement claimants were removed, of which 1,859 were rejected claimants, representing an increase of nearly 40 per cent when compared with the figure in 2017.

In recent years, with the spread of extremism across the world, which has posed a threat to the safety of all global citizens and to global economic development, counter-terrorism (CT) has become a top priority for all countries and regions. Our Department established the Counter-Terrorism Division in June 2018 to formulate and review departmental CT strategies, collect and analyse CT intelligence, investigate and take rigorous enforcement action against the entry and exit of suspected terrorists, and liaise closely with local, Mainland and overseas law enforcement agencies as well as consulates in Hong Kong. We also conduct terrorist threat assessment and, in light of actual circumstances, take appropriate measures and step up interception and

examination of suspicious travellers at various control points.

The long-awaited Territory-wide Identity Card Replacement Exercise was launched on 27 December 2018 to replace in phases existing Hong Kong Identity Cards (HKICs) with new smart HKICs for all HKIC holders within four years. We have all along upheld its people-oriented values of care and inclusiveness in serving the public. To provide better card replacement services for elderly persons and other persons in need, a new caring arrangement has been introduced to allow eligible applicants to bring along two family members or friends aged 65 or above to have their HKICs replaced together during the same visit to a Smart Identity Card Replacement Centre (SIDCC). Barrier-free facilities have also been provided at all SIDCCs. In addition, from May 2019 onwards, our Department has rolled out for the first time the 'On-site Identity Card Replacement Service', an outreach service whereby elderly persons and persons with disabilities can have their HKICs replaced at their residential care homes (RCHs) throughout the territory. Residents of the relevant RCHs may choose to have their HKICs replaced on-site at the RCHs, thus saving them the trouble of travelling. The above caring arrangements aim to provide people with different needs in society with better card replacement services.

Staff is the most important asset of our Department and the key to its success. Therefore, we have been committed to providing flexible and diverse learning pathways for members of the Immigration Service with a view to enhancing the quality of the Immigration Service by facilitating life-long learning and personal development. In 2018, we collaborated with the Open University of Hong Kong Li Ka Shing Institute of Professional and Continuing Education to offer three induction and in-service training programmes recognised under the Qualifications Framework for the Immigration Assistant grade. We will continue to apply for the inclusion of various training programmes in the Qualifications Register so that more members can acquire the relevant professional qualifications.

Our achievements in the past year owed much to the untiring efforts of each and every colleague in serving the community with professionalism. As the HKSAR Government has been striving to develop Hong Kong into a highly competitive international metropolis in recent years, our work ahead will become all the more heavier. We pledge to continue to work hard to rise to the tough challenges and contribute to the stability and prosperity of Hong Kong and our country by taking forward various immigration policies with full commitment.

处长级人员 Directorate Officers

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

黄庆华
Wong Hing-wa
I.M.S.M.
边境管制 (铁路) 指挥官
Commander,
Border (Rail) Division

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

区嘉宏
Au Ka-wang
助理处长 (签证及政策)
Assistant Director
(Visa and Policies)

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

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



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

陈天赐
Chan Tin-chee
助理处长(个人证件)
Assistant Director
(Personal Documentation)

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

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

邓浩光
Tang Ho-kong
主任秘书
Departmental Secretary

大事摘要 Event Highlights

5月 May

扩展「非本地毕业生留港/回港就业安排」申请资格的涵盖范围

Extension of eligibility criteria of the 'Immigration Arrangements for Non-local Graduates'

配合香港特区政府推出「科技人才入境计划」

Supporting the HKSAR Government in launching the 'Technology Talent Admission Scheme'



元朗办事处迁往元朗政府合署一楼

Relocation of the Yuen Long Office to 1/F, Yuen Long Government Offices



6月 Jun

成立反恐科

Establishment of the Counter-Terrorism Division

8月 Aug

在入境事务学院举行「资历认证课程」启动暨证书颁发典礼

The Launching Ceremony of Accredited Training Programmes was held at the Immigration Service Institute of Training and Development



香港特区政府公布首份香港人才清单。符合要求的申请人经评核后，可在「优秀人才入境计划」下的「综合计分制」获得30分额外分数

The first Talent List of Hong Kong was promulgated by the HKSAR Government. Applicants who meet the requirements will be awarded 30 bonus points under the 'General Points Test' of the 'Quality Migrant Admission Scheme' after assessment

7月 Jul

勇夺二零一八年香港国际机场优质服务计划「企业团队卓越奖」的最高殊荣「年度最佳顾客服务奖」及其他多个奖项

Winning of the 'Best Customer Service of the Year' Corporate Excellence Award and a number of other awards in the 2018 Hong Kong International Airport Customer Service Excellence Programme



10月 Oct

港珠澳大桥管制站正式启用，该管制站是首个连接香港、珠海及澳门的陆路边境管制站

Official commissioning of the Hong Kong-Zhuhai-Macao Bridge Control Point, the first land-boundary control point linking Hong Kong, Zhuhai and Macao



12月 Dec

截至二零一八年底，尚待审核的免遣返声请为546宗，较二零一七年底的5,899宗大幅下降91%

As at the end of 2018, the total number of non-refoulement claims pending screening was 546, a substantial decrease of 91 per cent as compared to 5,899 claims pending screening as at the end of 2017



以包机方式把83名越南籍非法入境者遣返越南河内，他们当中大部分是免遣返声请不获确立的声请人

83 Vietnamese illegal immigrants, most of them being unsubstantiated non-refoulement claimants, were repatriated to Hanoi, Vietnam by means of a chartered flight



9月 Sep

采用「一地两检」通关模式的高铁西九龙管制站正式启用

Official commissioning of the Express Rail Link West Kowloon Control Point with 'co-location' clearance arrangement



自助离境服务「离境易」获亚太智能卡协会颁发二零一八年度的「Radiant先锋大奖」

The self-service departure clearance service 'Smart Departure' was awarded the 2018 'Radiant Pioneer Award' from the Asia Pacific Smart Card Association



展开全港市民换领身份证计划
Commencement of the Territory-wide Identity Card Replacement Exercise

11月 Nov

推出「新一代智能身份证系统」及开始为香港居民签发新智能身份证

Launching the Next Generation Smart Identity Card System and commencing the issue of new smart identity cards to Hong Kong residents



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



堅守信念
齊心向前

管理及支援部
Management and
Support Branch



本处联同香港公开大学李嘉诚专业进修学院为入境事务助理员职系开办三个获资历架构认可的在職和入職訓練課程。
The Department collaborated with the Open University of Hong Kong Li Ka Shing Institute of Professional and Continuing Education to offer three induction and in-service training programmes recognised under the Qualifications Framework for the Immigration Assistant grade.



本处人员在「教育及职业博览二零一八」宣传招聘活动。
Our officers promoted our recruitment activities at the Education & Careers Expo 2018.



本处每年均举办「员工激励计划」，以提高同事的积极性和归属感。
The Department organises Staff Motivation Scheme every year to enhance our staff's positiveness and sense of belonging.

管理及支援部负责部门的人力资源管理和發展。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、进行管理审核，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 resource management and development of the Department. It comprises two divisions, namely the Service Management Division and the Immigration Service Institute of Training and Development (ISITD). The Service Management Division deals with matters relating to the welfare, conduct and discipline of service staff as well as public relations, conducts management audit and reviews complaints from the public. The ISITD is responsible for the recruitment, training, deployment and career development of service staff.

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服务。管理及支援部辖下的入境事务学院负责筹划招聘活动、进行职位调派、管理员工表现、安排培训计划，以及致力为入境事务队成员制订切合所需的专业发展方案。本处亦在各大大专院校、专业教育学院及持续进修院校举办就业讲座，吸引人才加入。在二零一八年度的招聘活动中，本处聘任了约200名入境事务主任及600名入境事务助理员，以满足新管制站和其他业务发展的人手需求。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

人力资源发展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。本处将会继续投放资源，为各级同事提供适切的培训，从理论到实践，进一步提升入境事务队成员的专业水平，使他们与时俱进，紧贴社会步伐。另外，本处亦会为员工制订发展计划，包括不同形式的内地和海外交流计划，确保他们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方面的内容，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，提供有效的平台，让同事分享不同课题的工作间经验。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，藉此增加前线同事对情绪和正向思维的了解，发掘同事的创意和培养他们建立积极乐观的人生观。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。

Building a Highly Competent and Efficient Workforce

It is our strong belief that staff is our most valuable asset and that a professional and effective workforce relies on the dedication of every staff member to provide excellent service by playing to their strengths. The ISITD of the Management and Support Branch is tasked to organise recruitment activities, make strategic staff posting, manage staff performance and draw up training plans. It also strives to formulate tailor-made career development plans for Immigration Service Grade staff. The Department 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 2018, about 200 Immigration Officers and 600 Immigration Assistants were appointed to meet the manpower needs of 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 for the Department's strategic and effective human resource management.

Nurturing Professionalism for Service Excellence

Human resource development is essential to the Department's healthy and sustainable growth. By motivating staff to devote themselves to their work, the Department is able to achieve continuous improvement in service delivery. The Department will continue to allocate resources to provide appropriate training, from theory to practice, for staff at different levels so as to further enhance the professionalism of Immigration Service members, allowing them to keep pace with the times and society. In addition, the Department will formulate development programmes for staff, including various Mainland and overseas exchange programmes, so as to ensure that they are equipped with the necessary skills and knowledge to support the Department's development. Some programmes also highlight the areas of stress management and teamwork to help staff members enhance overall work efficiency and achieve work-life balance.

Promoting People-based Caring Management

The Department places much importance on promoting caring management. We aim to nurture a culture of trust and harmony and build a professional and united force through caring management, professional development of staff and reinforcement of communication. The Department has run a series of Workplace Visits since 2013 to provide an effective platform for our colleagues to share workplace experience on various topics. Since January 2015, the Department has run a one-day Delighting Your Work Programme for frontline staff to enable them to have a better understanding of emotion and positive thinking, and to help them tap their creativity and develop a positive and optimistic outlook on life. In addition, the Immigration Wellness Service Centre (the Centre) provides professional counselling service for the staff in need. The Clinical Psychologist of the Centre organises 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.

Strengthen the Corps Strive for Excellence



入职训练旨在使新聘人员具备执行职务时所需的知识和技能。
Induction training aims to equip new recruits with the necessary skills and knowledge for performing duties.



入境事务学院为本处人员提供各种专业培训，包括体能和团队合作训练。
The ISITD provides various kinds of professional training, including physical and team building training.



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。此外，自二零零六年起，本处连续多年获得香港社会服务联会颁发「同心展关怀」标志，更自二零一五至一六年度起获颁发「10年Plus同心展关怀」标志，表扬部门对关怀社区、员工及环境的承担。

追求卓越服务

二零一八年，本处有两名同事获得「二零一八年申诉专员嘉许奖（公职人员奖）」，这是本处同事连续20年获得这个奖项。此外，本处共有四名同事获得「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15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。

The Department is 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 to caring for the community, employees and environment.

Collaborating for Service Excellence

In 2018, two colleagues received The Ombudsman's Awards 2018 for Officers of Public Organisations, making it the 20th consecutive year that our officers were awarded. In addition, four 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 had been the 15th consecutive year that our officers were commended. The Department will continue to provide quality services for the public with excellence and professionalism.

追求卓越

欢迎访客 汇聚人才
Welcome Visitors
Attract Talent



签证及政策部
Visa and
Policies Branch

ようこそ
GRATISSIMUM
BEM VINDO
WEL
BIENVENCE



本处人员走访澳洲及新西兰，以宣传和推广各项人才入境计划。
Visits to Australia and New Zealand to publicise and promote various talent admission schemes.

签证及政策部由签证管制(政策)科和签证管制(执行)科组成。两科的主要工作范围包括制定及复检有关签证事宜的政策和审批程序，并处理各项申请，例如来港旅游、就业、投资、受训、居留或就读的入境申请，访客和非永久性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、反对和司法复核个案。

The Visa and Policies Branch comprises the Visa Control (Policies) Division and the Visa Control (Operations) Division. The major areas of work of the two divisions include formulating and reviewing policy and assessment procedures on visa matters, and processing various immigration applications, such as applications for entry into Hong Kong for visit, employment, investment, training, residence or study; applications for extension of stay from visitors and non-permanent 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.

本处人员获颁「二零一八年申诉专员嘉许奖(公职人员奖)」。
Our officers receive The Ombudsman's Awards 2018 for Officers of Public Organisations.



本处提供高效率的签证服务。
The Department provides efficient visa services.



本处在「创智营商博览」推广各项方便商务旅客及人才来港的计划。
The Department promotes various schemes for facilitating the visits of business travellers and entry of non-local talent at the SmartBiz Expo.



合资格科技公司／机构可透过「科技人才入境计划」申请输入非本地科技人才到香港从事研发工作。
Eligible technology companies/institutes may admit non-local technology talent through TechTAS to undertake research and development work in Hong Kong.



亚太经合组织商务旅游证持有人可使用各管制站内的「香港居民」柜台办理出入境手续。
APEC Business Travel Card holders may use the 'Hong Kong Residents' counters at control points for immigration clearance.

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之一接受评核。在「综合计分制」下，申请人根据年龄、语文能力、学术成就、专业资历及工作经验等客观准则接受评核。自二零一八年八月二十八日起，符合人才清单要求的申请人经评核后，可在「综合计分制」下获得30分额外分

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. With effect from 28 August 2018, applicants who meet the requirements of the Talent List will be awarded 30 bonus points under the General Points Test after assessment. Applicants with

欢迎访客

Welcome Visitors Attract Talent

数。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」接受评核。甄选程序会定期进行，为申请人分配名额。截至二零一八年十二月三十一日，约有4 500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。在二零一八年，共有41 592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。于二零一八年，共有13 768名申请人根据此计划获批来港。

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。截至二零一八年十二月三十一日，已有超过八万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。截至二零一八年十二月三十一日，本处共批准了386宗申请。

科技人才入境计划

「科技人才入境计划」于二零一八年六月二十五日推出，是一项为期三年的先导计划，旨在透过快速处理安排，让合格科技公司／机构申请输入非本地科技人才到香港从事研发工作。合格科技公司／机构须先申请配额，获创新科技署发出配额的公司／机构可相应地于为期六个月的配额有效期内为合格人士向本处申请工作签证／进入许可。截至二零一八年十二月三十一日，共有24名申请人根据此计划获批来港。

exceptional talent or skill who have outstanding achievements may choose to be assessed under the Achievement-based Points Test. Selection exercises are conducted on a regular basis to allocate quotas to the applicants. As at 31 December 2018, about 4,500 applicants had been allotted quotas.

Sustained Efforts to Attract Professionals and Entrepreneurs

Hong Kong maintains an open policy towards professionals and entrepreneurs entering the city for employment or investment. The 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 2018, 41,592 overseas professionals and investors were admitted under this policy. The ASMP has successfully attracted a wide variety of talented persons and professionals from the Mainland to work in Hong Kong. In 2018, 13,768 applicants were admitted under the scheme.

Immigration Arrangements for Non-local Graduates (IANG)

The IANG aims at further attracting non-local graduates to stay/return and work in Hong Kong after obtaining an undergraduate degree or higher qualification in a full-time and locally-accredited programme in Hong Kong. As at 31 December 2018, over 80,000 non-local graduates had been approved to work in Hong Kong under the IANG.

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 2018, 386 applications under the ASSG were approved by the Department.

Technology Talent Admission Scheme (TechTAS)

TechTAS is a three-year pilot scheme launched on 25 June 2018. It provides a fast-track arrangement for eligible technology companies/institutes to admit non-local technology talent to undertake research and development work in Hong Kong. Eligible technology companies/institutes would first have to apply for quotas. A company/institute allotted quotas by the Innovation and Technology Commission can accordingly sponsor eligible persons to apply for employment visas/entry permits from the Department within the six-month quota validity period. As at 31 December 2018, a total of 24 applicants had been admitted under the Scheme.

有效管制 快捷有礼
Effective Control
Speedy and Courteous Service



管制部
Control
Branch

本处人员以便携式装置为跨境学童提供「免下车过关检查」服务。
Our officers use portable devices to provide on-board clearance service for cross-boundary students.



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.

管制部辖下设有四个科别，分别为机场管制科、边境管制(铁路)科、边境管制(车辆)科和港口管制科。这四个科别共同分担出入境管制的职责，包括拒绝让不受欢迎人物入境和防止通缉犯离境，以及为游客和商务访客提供方便的出入境服务。机场管制科位于香港国际机场。边境管制(铁路)科辖下设有四个管制站，分别位于罗湖、红磡、落马洲支线和广深港高速铁路西九龙站。边境管制(车辆)科辖下设有五个边境管制站，分别位于落马洲、文锦渡、沙头角、深圳湾和港珠澳大桥香港口岸。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 (HKIA). The Border (Rail) Division comprises four control points located at Lo Wu, Hung Hom, Lok Ma Chau Spur Line and West Kowloon Station of the Guangzhou-Shenzhen-Hong Kong Express Rail Link. The Border (Vehicles) Division comprises five control points located at Lok Ma Chau, Man Kam To, Sha Tau Kok, Shenzhen Bay and the Hong Kong-Zhuhai-Macao Bridge (HZMB) Hong Kong Port. 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.



本处机场管制科连续两年在香港国际机场优质顾客服务计划中勇夺「企业团队卓越奖」。
Our Airport Division won the Corporate Excellence Award in the Hong Kong International Airport Customer Service Excellence Programme for two consecutive years.

管制部 Control Branch

管制站的交通流量

二零一八年经各管制站出入境人次超过3.14亿，而全年的访港旅客入境人次则超过6 514万，其中内地访客入境人次为5 080万，而其他访客的入境人次则为1 434万。全年的访港旅客入境人次中，机场管制站的访港旅客有1 439万人次、陆路管制站达到4 593万人次、海路管制站则达到482万人次。

香港国际机场优质顾客服务大奖2018

在机场管理局举办的「二零一八年香港国际机场优质顾客服务计划」中，本处机场管制科勇夺「企业团队卓越奖」的最高殊荣「年度最佳顾客服务奖」，并与香港机场管理局共同夺得「合作团队卓越奖」。此外，本处亦同时获颁发「最佳顾客服务跃进大奖」及「香港国际机场二十周年最佳服务创新奖」。

扩展e-道服务

为进一步提升部门处理旅客出入境检查的能力和效率，本处善用科技，让更多旅客以自助形式使用e-道办理出入境检查手续。现时，各管制站共设有699条多功能e-道，可灵活调配供合格的香港居民或访港旅客使用。

Traffic at Control Points

Over 314 million passengers passed through control points in 2018 and the total number of visitor arrivals exceeded 65.14 million, among which the number of Mainland visitor arrivals was 50.8 million, while the number of arrivals of other visitors was 14.34 million. Among the visitor arrivals in 2018, 14.39 million visitors travelled through the Airport Control Point, while 45.93 million visitors and 4.82 million visitors passed through land control points and sea control points respectively.

The 2018 Hong Kong International Airport Customer Service Excellence Programme Award

In the 2018 Hong Kong International Airport Customer Service Excellence Programme organised by the Airport Authority Hong Kong (AA), the Airport Division of the Department won the Best Customer Service of the Year in Corporate Excellence Award and the Outstanding Customer Service in Cross-company Excellence Award with the AA. In addition, the Department was awarded the Best Customer Service Enhancement Award and the Hong Kong International Airport 20th Anniversary Best Company for Customer Service Innovation Award.

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 699 multi-purpose e-Channels are installed at all control points, which can be flexibly deployed for use by eligible Hong Kong residents or visitors.



本处人员时刻留意旅客人流情况，以期达到部门所订的服务承诺标准。
Our officers closely monitor passenger traffic conditions with a view to achieving the pledged standards set by the Department.



本处人员在港珠澳大桥管制站车辆检查亭为货车司机办理入境手续。
Our officer conducts arrival clearance for a truck driver at a vehicle clearance kiosk at the Hong Kong-Zhuhai-Macao Bridge Control Point.



港口管制组辖下的船只搜查小组会定期搜查及突击检查在香港水域的船只。
The Ship Searching Unit of the Harbour Control Section conducts regular searches and raids on vessels in Hong Kong waters.

Effective Control Speedy and Courteous Service

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，本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。截至二零一八年底，已有超过620万访客人次使用该服务。

增设语音辅助功能 e-道

为进一步便利视障人士使用 e-道服务，自本处在落马洲支线、港澳客轮码头、深圳湾及中国客运码头管制站推出具备语音辅助功能的 e-道后，有关服务亦在二零一八年扩展至罗湖管制站及新落成启用的高铁西九龙和港珠澳大桥管制站。

已投入运作的新管制站

高铁西九龙及港珠澳大桥管制站已分别于二零一八年九月二十三日和十月二十四日正式启用，进一步提升管制站的整体旅客处理能力。高铁西九龙管制站采用「一地两检」通关模式运作，跨境旅客可在该管制站内同时办理香港及内地的出入境检查手续。港珠澳大桥采用「三地三检」通关模式运作，并由三地政府在各自属地设立口岸。香港口岸内设有旅检大楼及车辆通关广场等设施，分别为跨境旅客及司机提供出入境检查服务。

将会投入运作的新管制站

为配合内地和香港的经济和社会发展需要，香园围口岸预计将于二零一九年落成，届时边境管制站的整体旅客处理能力将可进一步提升。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检查服务。

Launching of Self-service Departure for Visitors

To provide greater convenience for departing visitors, self-service departure for visitors (Smart Departure) was launched at HKIA 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 2018, over 6.2 million visitors had used the service.

Launching of e-Channel with Voice Navigation Function

To further assist visually impaired persons in using the e-Channel service, after the launch of e-Channels with voice navigation function at the Lok Ma Chau Spur Line, Macau Ferry Terminal, Shenzhen Bay and China Ferry Terminal Control Points, the service was extended to the Lo Wu Control Point and the newly commissioned Express Rail Link West Kowloon and Hong Kong-Zhuhai-Macao Bridge Control Points in 2018.

New Control Points Commissioned

The Express Rail Link West Kowloon and Hong Kong-Zhuhai-Macao-Bridge Control Points were officially commissioned on 23 September 2018 and 24 October 2018 respectively, further enhancing the overall passenger handling capacity of control points. The Express Rail Link West Kowloon Control Point adopts the 'co-location' mode of clearance arrangement, which allows passengers to go through both Hong Kong and Mainland immigration clearance inside the control point. The boundary crossing facilities at the HZMB adopt the 'separate locations' mode of clearance arrangement that the governments of the three places have set up their own boundary crossing facilities within their respective boundaries. Facilities such as the passenger clearance building and vehicle clearance plaza at the Hong Kong Port provide immigration clearance service for cross-boundary passengers and drivers respectively.

New Control Point to be Commissioned

To cater for the social and economic development needs of the Mainland and Hong Kong, the Heung Yuen Wai Boundary Control Point is expected to be completed in 2019, which will further enhance the overall passenger handling capacity of boundary control points. The Department will actively support the relevant development and continue to provide efficient immigration clearance service for passengers.

快捷有礼

以客为本 服务市民
Focus on Customers
Serve the Community

港島智能身份證換領中心
Hong Kong Island Smart Identity Card Replacement Centre

Personal 证件部
Documentation
Branch

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、推行「全港市民换领身份证计划」、与外国政府商定香港特区居民的免签证入境安排，以及为在香港境外身陷困境的香港居民提供切实可行的协助。

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

「新一代智能身份证系统」提供多项新功能及设施，包括新增设的自助登记服务站，让市民可享用更便捷的服务。

SMARTICS-2 has introduced various new functions and facilities, including the newly established Self-service Registration Kiosks, to provide faster and more convenient services for the public.



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



外交部驻香港特别行政区特派员公署与本处共同制作了「领保动漫视频」，以增加市民的领事保护知识和外游时的安全意识。
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 and the Department jointly produced an animated video on consular protection to enhance public understanding of consular protection and public awareness of outbound travel safety.

个人证件部 Personal Documentation Branch

全港市民换领身份证计划

本处自二零一八年十一月二十六日起签发新智能身份证。新智能身份证加入多种先进的防伪特征和设计，其晶片更可同时支援接触式和非接触式介面，令身份证更耐用，而持证人经e-道办理出入境手续时亦更方便快捷。

另外，本处在同年十二月二十七日展开「全港市民换领身份证计划」（换证计划）。现有香港身份证持有人将会按其出生年份分阶段获邀在指定限期内，到全港九间新设立的智能身份证换领中心（换证中心）换证。整项换证计划预计需时约四年完成，直至二零二二年。

公众可透过互联网或「入境处流动应用程序」预约和预先填表，及使用换证中心新设的多种自助服务站。相较上一次换证计划，换证中心的登记处理时间由60分钟缩短至30分钟。此外换证中心亦设有一系列无障碍设施，包括政府首次采用的视障人士室内导航系统。

换证计划还新增两项关爱措施，其一是市民在换证时，可携同两名65岁或以上的亲友一同换证；其二是推行「到访院舍换证服务」，为居于住宿院舍的长者和残疾人士提供办证和派送新证服务。

增设全新设计的自助服务站

为便利市民和提升服务效率，各人事登记办事处和换证中心均设置了多种自助服务站，方便市民取筹、填表和领证，以节省排队时间和加快办证流程。

为在香港境外身陷困境的香港居民提供协助

二零一八年，香港境外发生了数宗涉及港人的重大事故，包括台湾花莲的地震（二月）、澳洲阿德莱德的车祸（四月）、日本大阪及北海道的天灾（九月）及日本北海道的车祸（十二月）。本处的协助在外香港居民小组与中国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。二零一八年，小组共处理了145 590宗查询和3 592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适时转介香港居民的求助个案予小组跟进。

为提高市民外游时的安全及领事保护意识，本处于二零一八年与公署到访多间大学、中学及制服团体协作举行「海外安全与领事保护工作」讲座，介绍不同地区的领事保护及小组的工作，并向他们提供外游时的应注意事项及求助方法。

Territory-wide Identity Card Replacement Exercise

The Department started to issue new smart Hong Kong identity cards (HKICs) on 26 November 2018. The new smart HKIC has multiple state-of-the-art security features and designs; and supports both contact and contactless chip interfaces, making it more durable. Meanwhile, holders of new smart HKICs can enjoy more convenient and faster clearance through e-Channels.

The Department also embarked on the Territory-wide Identity Card Replacement Exercise (Replacement Exercise) on 27 December 2018. Holders of the existing HKICs will be invited in phases in accordance with their years of birth to visit one of the nine newly established Smart Identity Card Replacement Centres (SIDCCs) to have their HKICs replaced within specified periods. The whole Replacement Exercise is expected to last for about four years until 2022.

Members of the public can make appointments and fill in forms in advance through the Internet or the Immigration Department Mobile Application, and use various new self-service kiosks in the SIDCCs. Compared with the last replacement exercise, the processing time for registration at the SIDCCs has been shortened from 60 minutes to 30 minutes. There is also a series of barrier-free facilities in the SIDCCs, including the indoor navigation system for visually impaired persons, which has been adopted by the government for the first time.

Two caring arrangements have been introduced in the Replacement Exercise. Firstly, HKIC holders may bring along two family members or friends aged 65 or above to have their HKICs replaced together during the same visit. In addition, on-site identity card replacement service will be provided at residential care homes for elderly persons and persons with disabilities for their HKIC registration and delivery.

Provision of Newly Designed Self-service Kiosks

In order to provide convenience for the public and enhance service efficiency, various self-service kiosks have been provided at the Registration of Persons offices and the SIDCCs to facilitate the acquisition of tags, filling of forms and collection of HKICs by members of the public, so that they can save queuing time and enjoy a faster HKIC registration process.

Provision of Assistance for Hong Kong Residents in Distress Outside Hong Kong

In 2018, several major incidents involving Hong Kong residents occurred outside Hong Kong, including an earthquake in Hualien, Taiwan (February), a traffic accident in Adelaide, Australia (April), the natural disasters that occurred in Osaka and Hokkaido, Japan (September) and a traffic accident in Hokkaido, Japan (December). 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 practicable assistance to the affected Hong Kong residents and their family members. In 2018, the AHU handled 145,590 enquiries and 3,592 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 refer in a timely manner assistance requests from Hong Kong residents to the AHU for follow-up.

To enhance public awareness of outbound travel safety and consular protection, the Department and the OCMFA co-organised seminars on 'Overseas Safety and Consular Protection' with a number of universities, secondary schools and uniformed groups in 2018, with an aim to introduce the consular protection in different regions and the work of the AHU as well as outbound travel tips and means of seeking assistance.

以客为本

Focus on Customers Serve the Community

此外，本处及公署协作了「领保动漫视频」，并在保安局网站、本处网站和YouTube频道，以及本处不同办事处和出入境管制站等不同平台播放，令更多市民认识领事保护知识及外游时的安全意识。

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。二零一八年，白俄罗斯、玻利维亚、安提瓜和巴布达及缅甸四个「一带一路」沿线国家同意给予香港特区护照持有人免签证入境或落地签证待遇。截至二零一八年底，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163个。

婚姻监礼人计划

婚姻监礼人计划自二零零六年推出以来深受市民欢迎和日趋流行。截至二零一八年底，约有309 000对准新人(占申请总数的44%)经婚姻监礼人向婚姻登记官递交拟结婚通知书，并有约307 900对新入(占婚姻登记总数的46%)经由婚姻监礼人为他们主持婚礼。

加强香港特区护照申请服务

为进一步提升服务水平，本处在总部和分区办事处增设自助服务站，方便市民以自助形式递交特区护照申请。此外，火炭办事处和元朗办事处于二零一八年一月及二月分别完成扩充及搬迁，让市民可在更宽敞和舒适的环境下办理申请手续。

设立屯门综合办事处

本处将于二零一九年在屯门兆麟政府综合大楼设立屯门综合办事处，并把现时位于屯门政府合署的屯门区出生登记处和屯门婚姻登记处迁往该址，在同一地点为市民提供多元化一站式服务。

The Department and the OCMFA jointly produced an animated video on consular protection which has been broadcast through different channels, including the Security Bureau's website, the Department's website and YouTube Channel, as well as at immigration offices and immigration control points so as to further enhance wider awareness of outbound travel safety and consular protection.

Visa-free Lobbying for HKSAR Passport Holders

To provide greater travel convenience for HKSAR passport holders, the Department has made sustained efforts in actively lobbying for visa-free or visa-on-arrival access for HKSAR passport holders. In 2018, four countries along the Belt and Road, namely Belarus, Bolivia, Antigua and Barbuda and Myanmar agreed to grant visa-free or visa-on-arrival access to HKSAR passport holders. As at the end of 2018, a total of 163 countries and territories had granted visa-free access or visa-on-arrival to HKSAR passport holders.

Civil Celebrants of Marriages Scheme

The Civil Celebrants of Marriages Scheme has been well received by the public with its popularity ever growing since it was launched in 2006. As at the end of 2018, about 309,000 prospective couples (44% of total applications) gave their notices of intended marriage through civil celebrants and about 307,900 couples (46% of total marriage registrations) had their marriages solemnised by civil celebrants.

Enhanced Services for HKSAR Passport Applications

To further raise service standard, additional self-service kiosks have been provided at the Immigration Headquarters and Immigration Branch Offices to facilitate the submission of HKSAR passport applications. In addition, the expansion and relocation projects of the Fo Tan Office and Yuen Long Office were completed in January and February 2018 respectively. Members of the public can enjoy our services in a more spacious and comfortable environment.

Setting up of the Tuen Mun Regional Office

The Department will set up the Tuen Mun Regional Office at the Tuen Mun Siu Lun Government Complex in 2019. The existing Tuen Mun District Births Registry and Tuen Mun Marriage Registry will be relocated to the new regional office so as to provide diversified one-stop services.



「新智能身份证」巡回展览让市民对新智能身份证和换证计划的详情有更多了解。
The new smart Hong Kong identity card (HKIC) roving exhibition allows members of the public to gain a better understanding of the new smart HKIC and the details of the Replacement Exercise.



元朗办事处于二零一八年二月迁往新址，让市民可在更宽敞和舒适的环境下办理申请手续。
The Yuen Long Office was relocated in February 2018. Members of the public can enjoy our services in a more spacious and comfortable environment.



将于屯门兆麟政府综合大楼设立屯门综合办事处，为市民提供一站式服务。
The Tuen Mun Regional Office to be set up at the Government Complex in Siu Lun, Tuen Mun, will provide one-stop services for the public.

服务市民

维护法纪 公正严明
Uphold the Law
Act with Impartiality

执法部
Enforcement
Branch



本处调查员突击搜查非法劳工黑点，遏止非法劳工在港工作。
Investigators of our Department conduct a raid on a black spot of illegal workers to combat illegal employment.

执 法部辖下设有执法科及反恐科。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18岁或以上人士的青山湾入境事务中心。反恐科负责制订本处的反恐策略和进行相关执法行动，以及与本地、内地和海外执法机关及驻港领事联系，交流反恐情报。反恐科人员亦代表本处参与「跨部门反恐专责组」的工作。

The Enforcement Branch comprises the Enforcement Division and the Counter-Terrorism Division. The Enforcement Division 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. The Counter-Terrorism Division is responsible for formulating departmental strategies relating to counter-terrorism (CT) and taking relevant enforcement action, and liaising with local, Mainland and overseas law enforcement agencies as well as consulates in Hong Kong for CT intelligence exchange. Officers of the Counter-Terrorism Division also serve as the Department's representatives in the Inter-departmental Counter Terrorism Unit (ICTU).

本处透过不同渠道与本地、内地及海外执法机关交流情报，并在各口岸采取相应措施，加强拦截和讯问可疑人士。
The Department exchanges intelligence with local, Mainland and overseas law enforcement agencies through different channels, and takes appropriate control measures to step up interception and examination of suspicious travellers at various control points.



反偷渡情报局专责打击跨国非法移民、伪造证件和偷运人口活动。
The Anti-illegal Migration Agency combats transnational illegal migration, travel document forgery and human smuggling.

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。二零一八年，本处参与多个国际及地区会议及研讨会，藉此与海外及内地执法机关建立有效的沟通网络及良好的合作关系，以便交换情报和积极打击非法移民及恐怖活动。

二零一八年十一月，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。二零一八年，本处与内地执法机关和香港警务处共展开九次联合行动，侦破多个跨境犯罪集团，并拘捕了440名涉案人士，包括150多名人蛇集团骨干成员。

遏止雇用非法劳工或非法受雇活动的执法行动

年内，本处继续致力打击雇用非法劳工或非法受雇的活动。二零一八年，本处进行了16 108次反非法劳工行动，共有6 290名非法劳工（包括4 507名涉及性工作的人）和660名雇主被拘捕。

成立反恐科

本处于二零一八年六月成立反恐科，以加强反恐侦查能力。反恐科有七名人员亦代表本处参与「跨部门反恐专责组」的工作。

本处会因应恐怖袭击的威胁评估和实际情况，在各口岸采取相应措施，加强截查和讯问可疑人士。本处亦会把怀疑与恐怖主义活动有关的访客资料纳入监察名单，以采取相应执法行动堵截该等人士入境。二零一八年，反恐科人员在香港国际机场和各陆路及港口管制站共进行了3 909次相关的巡查行动，截查人次为14 278。

本处定期举办内部反恐训练课程及演习，以提升本处人员的反恐意识。截至二零一八年底，本处为2 784名入境处人员举办了47

Combating Transnational Illegal Migration, Travel Document Forgery and Human Smuggling

The Department has all along been tackling the global issues of transnational illegal migration, crimes and terrorism through international co-operation. To facilitate exchanges of intelligence and take proactive action against illegal migration and terrorist activities, the Department participated in a number of international and regional conferences and seminars in 2018 so as to establish an effective communication network and good working relationships with foreign and Mainland counterparts.

In November 2018, the Department conducted a special joint operation codenamed 'Sky League' again at Hong Kong International Airport with the participation of various local consulate representatives as advisers or observers in a bid to combat travel document 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 been maintaining close liaison and intelligence exchange with the Hong Kong Police Force (HKPF) and the relevant Mainland authorities to jointly combat these illicit activities at source. In 2018, the Department conducted nine joint operations with Mainland law enforcement agencies and the HKPF and smashed a number of cross-boundary crime syndicates, resulting in the arrest of 440 involved persons, including over 150 core members of smuggling syndicates.

Enforcement Action against Illegal Employment

Throughout the year, the Department continued to take vigorous enforcement action against illegal employment. In 2018, the Department conducted 16,108 operations against illegal employment. A total of 6,290 illegal workers (including 4,507 sex workers) and 660 employers were arrested.



本处人员在区域法院外接受记者提问，向传媒阐述行动成果。
Our officer takes questions from journalists and briefs the press on the outcome of an enforcement operation outside a District Court.



本处特遣队在进行反非法劳工行动。
The Immigration Task Force conducts anti-illegal workers operations.

Uphold the Law

Act with Impartiality

次内部反恐训练课程；而「跨部门反恐专责组」自成立以来，亦已为326名入境处人员举办了六次反恐训练课程。

本处积极透过不同渠道与本地、内地及海外执法机关交流反恐情报，并根据情报分析依法实施有效的出入境管制，拒绝危害香港社会治安的人士入境，确保香港免受恐怖主义威胁。



本处人员正使用先进精密的设备检查怀疑伪造旅行证件。
An officer is using sophisticated equipment to examine suspected forged travel documents.

揭发假结婚案件

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。二零一八年，共有67人因涉及假结婚案件而被定罪及判监12至42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。近年，本处展开一连串打击假结婚活动的行动，瓦解了四个跨境犯罪集团。行动中，共拘捕382名涉案人士，包括两名集团主脑、九名骨干成员及371名涉嫌参与假结婚的香港居民、内地居民及外籍家庭佣工。

此外，本处亦特别制作了一出《切勿误堕假结婚陷阱》的宣传短片，并上载至本处的YouTube频道，让包括青年人在内的公众人士明白参与假结婚的严重后果。

Establishment of the Counter-Terrorism Division

The Counter-Terrorism Division was established in June 2018 to strengthen the Department's detection and investigation capability in regard to terrorism. Seven officers of the Counter-Terrorism Division also serve as the Department's representatives in the ICTU.

In light of terrorist threat assessment and actual circumstances, the Department will take appropriate control measures and step up interception and examination of suspicious travellers at various control points. The Department will also include the information of visitors suspected of being associated with terrorist activities in a watch list, so as to take appropriate enforcement action to prevent such persons from entering Hong Kong. In 2018, a total of 3,909 operations were conducted at Hong Kong International Airport as well as various border and harbour control points, and a total of 14,278 passengers were intercepted for enquiries.

To enhance CT awareness among staff, the Department organises internal CT training and drills regularly. As at the end of 2018, a total of 47 internal CT training sessions had been organised for 2,784 officers, while a total of six CT training sessions had been organised by the ICTU for 326 officers since its establishment.

To enable Hong Kong free from terrorist threats, the Department proactively exchanges intelligence with local, Mainland and overseas law enforcement agencies through different channels. Based on the analysed intelligence, the Department exercises effective immigration control in accordance with the law to prevent entry of undesirable persons who may pose a threat to the law and order of Hong Kong.

Case of 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 2018, a total of 67 people were convicted of offences relating to bogus marriages and were sentenced to jail terms ranging from 12 to 42 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 recent years, the Department smashed four cross-boundary syndicates in a series of operations against bogus marriages. A total of 382 offenders were arrested in the operations, including two syndicate masterminds, nine core syndicate members, and 371 Hong Kong residents, Mainland residents and foreign domestic helpers who were suspected of participating in bogus marriages.

In addition, the Department produced a short video to remind the public against falling into the trap of bogus marriages, which has been uploaded to the Department's YouTube Channel.

公正严明

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*



所有负责审核免遣返申请的个案主理人员，在就任前均须接受专业训练课程。
 All case officers responsible for screening non-refoulement claims are required to attend professional training courses before assuming their duties.

遣送审理及诉讼部辖下的遣送审理及诉讼科负责审理没有权利进入及逗留于香港的人，根据所有适用的理由提出的免遣返申请。该科亦支援政府全面检讨处理免遣返申请策略的相关事宜，并负责处理关乎免遣返申请及执法的上诉／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 lodged by persons not having the right to enter and remain in Hong Kong. The Division also provides support to 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.

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申请人进行审核会面。
 A case officer, with the assistance of an interpreter, was conducting interview with a non-refoulement claimant in the presence of a legal representative.



本处积极寻求各种方法以进一步提升遣送工作的效率，例如利用包机执行大规模遣送行动。
 The Department has been actively identifying various means to further enhance the removal efficiency, such as conducting large-scale removal operations by chartered flights.

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公众利益，应根据《入境条例》尽快遣送他们离港。

根据多宗法院裁决，将被遣返至另一国家的人，如声称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。在统一审核机制下，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。截至二零一八年底，本处接获另外16 584宗声请，并已就16 032宗声请作出决定，当中127宗获确立（包括50宗于上诉阶段获确立），另有6 705宗撤回；尚待审核的声请为546宗，较二零一七年底的5 899宗大幅下降91%。

全面检讨及成效

政府于二零一六年就处理免遣返声请的策略展开全面检讨，分别从以下四个范畴着手。本处一直积极配合相关的检讨工作，多项措施于二零一八年继续取得相当成效。

对潜在免遣返声请人实施入境前管制

本处积极配合政府的策略检讨，针对问题的源头，致力防止非法入境者或入境风险较高的可疑访客来港，并加强执法，打击非法跨境偷渡活动及涉及偷运人蛇的犯罪集团。

此外，为便利真正的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」。鉴于各项入境前管制措施发挥作用，入境处于二零一八年共接获1 216宗免遣返声请，较二零一七年的1 843宗减少34%，亦较高峰期大幅减少八成。

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 so removed, then the Department must withhold the claimant's removal to that country until his claim is finally determined as unsubstantiated through procedures meeting '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 provided with reasonable opportunities to establish their claims, including stating relevant details on a non-refoulement claim form and attending a screening interview. After assessment, the Department will inform the claimants of the Department's decision and reasons in writing. Claimants aggrieved by the Department's decision may lodge an appeal, which would be considered by the statutory and independent Torture Claims Appeal Board/Non-refoulement Claims Petition Office.

At the commencement of USM in March 2014, there were a total of 6,699 non-refoulement claims pending screening. As at the end of 2018, the Department had received a further 16,584 claims and determined 16,032 claims, among which 127 claims were substantiated (including 50 claims substantiated at the appeal stage), 6,705 claims withdrawn, bringing the total number of claims pending screening to 546, which represented a substantial decrease of 91% as compared to 5,899 as at the end of 2017.

Comprehensive Review and Effectiveness

The government commenced a comprehensive review of the strategy of handling non-refoulement claims in 2016 in the following four areas. The Department had been providing active support accordingly where measures implemented under the review continually achieved prominent results in 2018.



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



本处聘用驻部门翻译及传译员，主要在简介会和审核会面期间为声请人提供传译支援，并翻译声请人递交的文件。
The Department hired in-house translators and interpreters mainly to provide interpretation support to claimants during briefing sessions and screening interviews, and to translate documents submitted by claimants.

高度公平

High Standards of Fairness Expeditious Process of Screening



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。
Claimants aggrieved by the Department's decision may lodge an appeal, to be considered by the statutory and independent Torture Claims Appeal Board/Non-refoulement Claims Petition Office.

Pre-arrival Control against potential Non-refoulement Claimants

To tackle the problems at source, the Department provided active support for the government's review of the strategy for preventing illegal immigrants or doubtful visitors with higher immigration risk from coming to Hong Kong, and stepped up enforcement action against illicit smuggling activities across the boundary and the criminal syndicates involved.

Moreover, to strike a balance between providing convenience for bona fide visitors and maintaining effective immigration control, the Department had implemented the 'Pre-arrival Registration for Indian Nationals' with effect from January 2017. Given the effectiveness of the pre-arrival control measures implemented, the number of non-refoulement claims received dropped by 34% from 1,843 claims in 2017 to 1,216 claims in 2018. The number had dropped significantly by 80% as compared with that of the peak period.

Screening Procedures

The Department had introduced various administrative measures within the existing legal framework to enhance the workflow so as to expedite the screening of claims. The average handling time for each claim had been shortened from about 25 weeks upon the launch of USM to about 10 weeks in 2018.

With the various administrative measures to expedite the processing of claims, the Department determined 5,467 claims in 2018, representing a 31% increase as compared to 4,182 claims in 2017. The government is also studying amendments to the Immigration Ordinance in order to improve the screening procedures, as well as to strengthen the Department's authorities in respect of enforcement, detention and removal, etc.

Detention

The Immigration Ordinance empowers the Department to detain persons pending the determination of non-refoulement claims and/or during the removal process. As part of the comprehensive review of the handling of non-refoulement claims, the government continued to consider various detention measures on the account of legal, resources, and public security implications, etc.

Removal and Enforcement

The Department has been 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, maintaining close liaison with governments of major source countries, airline companies and other government departments. The Department conducted two large-scale removal operations by chartered flights to effect repatriation in 2018. The Department had also stepped up enforcement actions against illegal workers and the employers involved to reduce the economic incentives for illegal immigrants to stay in Hong Kong. The Department will continue to maintain communication with major source countries of non-refoulement claimants, and strengthen exchange of intelligence and co-operation with the local law enforcement agencies in those countries.

审核程序

本处在现行的法律框架下推出了多项行政措施优化工作流程，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，缩短至二零一八年约10星期。

配合各项加快处理声请个案的行政措施，本处在二零一八年共完成审核5 467宗声请个案，较二零一七年的4 182宗增加31%。政府亦正研究修订《入境条例》，藉以改善审核程序，并加强本处执法、羁留和遣送的权力等。

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／或遣送程序的人士等。作为全面检讨处理免遣返声请的一环，政府会继续循法律、资源、公众安全等方面研究不同的措施。

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离香港。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连系，并于二零一八年先后两次采用专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，以减低非法入境者留港的经济诱因。本处会继续与免遣返声请人的主要来源国家保持沟通，并与当地执法机构交换情报和紧密合作。

高效审理

锐意创新 提升效率

Spearhead Innovation
Enhance Efficiency



资讯系统部

Information
Systems Branch



「离境易」赢得亚太智能卡协会二零一八年度「Radiant 先锋大奖」。
Smart Departure won the 2018 Radiant Pioneer Award from the Asia Pacific Smart Card Association.

设置在两个新口岸的新e-道在设计上多方面作出优化，包括外观美感、人工力学、操作效率和便利快捷程度方面。
New e-Channels are installed at the two new control points with enhanced aesthetics and ergonomics, higher operation efficiency, and more convenient and faster services.



资讯系统部负责处理本处资讯系统及相关事宜，其下设有五个科别。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。身份证(系统)科负责策划和推行「新一代智能身份证系统」。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 five 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 Identity Card (System) Division is responsible for planning and implementing the Next Generation Smart Identity Card System (SMARTICS-2). The Technology Services Division provides technical support for the maintenance and development of information systems in the Department.



更新版本的「入境处流动应用程序」让市民可预约申领或换领新智能身份证、预先填写相关电子表格及查询轮候状况。
The updated version of the Hong Kong Immigration Mobile Application allows the public to make appointments for identity card registration or replacement, fill in an electronic form in advance and enquire about the queuing status.

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。

为进一步加强e-道的功能，令使用上更便捷，本处在二零一八年开通的新管制站推出新设计的e-道，当中包括高铁西九龙和港珠澳大桥管制站。新e-道除了提高管理维护的效率外，亦能为市民提供更便捷舒适的使用体验。

语音辅助功能的e-道

本处在落马洲支线管制站、港澳客轮码头、深圳湾管制站、中国客运码头、罗湖管制站、高铁西九龙管制站和港珠澳大桥管制站均设有具语音辅助功能的e-道供视障人士办理自助出入境手续。使用此服务的人士只需在e-道入口按下启动按钮，增设的语音系统便会提供适当的语音提示，引导他们完成出入境手续。

与其他国家/地区推行互相使用自助出入境检查服务

继与韩国、新加坡、德国和澳洲推行互相使用自助出入境检查服务的安排后，本处于二零一八年九月亦与泰国推行相似安排。此外，自二零一八年十二月起，香港与新加坡进一步为登记「互相使用自助出入境检查服务」提供便利措施，让双方的合资格护照持有人往来两地时更为方便。本处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。

流动应用程序

本处于二零一八年十一月二十六日推出更新版本的「入境处流动应用程序」。为配合新一代智能身份证的推出，更新后的流动应用程序除原有的服务外，还加入了「一般申领身份证预约」及「全港市民换领身份证计划资讯及预约」功能，供市民预约申领或换领身份证并预先填写申请表格，令申请更便捷。

「入境处流动应用程序」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。该应用程序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

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 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.

To further enhance the functions of e-Channels and facilitate their use, the Department introduced newly designed e-Channels at new control points commissioned in 2018, including the Express Rail Link West Kowloon Control Point and the Hong Kong-Zhuhai-Macao Bridge Control Point. Apart from enhancing the efficiency in management and maintenance, the new e-Channels can also provide a more convenient and comfortable user experience for members of the public.

e-Channels with Voice Navigation Function

The Department has launched e-Channels with voice navigation function for the visually impaired persons to perform self-service immigration clearance at the Lok Ma Chau Spur Line Control Point, Macau Ferry Terminal, Shenzhen Bay Control Point, China Ferry Terminal, Lo Wu Control Point, Express Rail Link West Kowloon Control Point and Hong Kong-Zhuhai-Macao Bridge Control Point. To use the service, the persons should first press the activation button at the entrance of the e-Channel to initiate the voice navigation function and voice instructions would be delivered to guide them to complete the clearance process.

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

Following the arrangements for mutual use of automated immigration clearance services with Korea, Singapore, Germany and Australia, a similar arrangement with Thailand was implemented in September 2018. Moreover, with effect from December 2018, further facilitation for enrolment for automated clearance service has been provided by Hong Kong and Singapore on a mutual basis, so that eligible passport holders of both sides can enjoy greater convenience when they travel between the two places. The Department is actively discussing with other countries/territories on the mutual use of automated immigration clearance services and it is expected that more countries/territories will become our partners.

Mobile Application

The Department launched an updated version of the Hong Kong Immigration Mobile Application on 26 November 2018. To tie in with the introduction of the new smart identity card, on top of the existing services, the updated mobile application has introduced the additional functions of 'Booking for General HKID Application' and 'Information and Booking for HKID Replacement Exercise'. Applicants could make appointments for application for or replacement of Hong Kong identity cards and fill in the relevant application forms in advance through the mobile application, enjoying a faster process of registration.

The Hong Kong Immigration Mobile Application provides information through the Central Internet Services of the government and supports the commonly used mobile operating platforms. Apart from information on the estimated passenger waiting time at all land boundary control points, the mobile application also provides other immigration service information. Since the introduction of the mobile application, the Department has

Spearhead Innovation Enhance Efficiency

处 YouTube 频道的功能，方便市民随时随地查阅本处的服务和活动资讯。

推行第三代资讯系统策略

「新资讯科技基础设施」项目下的两所新数据中心及一个新资讯科技基础设施已分别在二零一四年及二零一五年投入运作。「出入境管制系统」亦已于二零一七年全面推行。

「新一代智能身份证系统」已于二零一八年十一月在五间人事登记办事处推出，而支援全港市民换领身份证计划的系统功能亦于十二月在九间智能身份证换领中心投入运作。

「新一代电子护照系统」项目正进行系统开发及测试工作。此项目预计可于二零一九年第二季分阶段推行。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。

「新一代个案简易处理系统」项目现正进行招标工作。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」，预计可自二零二一年初起分阶段推行。至于「人力资源管理系统」项目，有关的可行性研究将于二零一九年中展开。

亚太智能卡协会二零一八年度「Radiant 先锋大奖」

二零一八年十二月十二日，本处自助离境服务「离境易」获亚太智能卡协会颁发二零一八年度「Radiant 先锋大奖」，以表扬本处在公共身份系统领域内使用智能科技为旅客提供优质服务的成就。

continued to enhance it 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)

Two new data centres and a new IT infrastructure under the New IT Infrastructure project have commenced operation since 2014 and 2015 respectively. The Immigration Control System was fully implemented in 2017.

The Next Generation Smart Identity Card System (SMARTICS-2) was launched at the five Registration of Persons Offices in November 2018. In addition, the system functions supporting the Territory-wide Identity Card Replacement Exercise came into operation at the nine Smart Identity Card Replacement Centres in December 2018.

For the Next Generation Electronic Passport System project, the system development and testing are in progress. The project is expected to be implemented in phases starting from the second quarter of 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 project, including Visa Automation System; Assistance to Hong Kong Residents, Births, Deaths & Marriage, Right of Abode Decision Support System; and Enforcement Case Processing System, the tendering exercise is underway and it is expected to be implemented in phases starting from early 2021. As regards the Human Resources Management System, the feasibility study will commence in mid 2019.

The 2018 Radiant Pioneer Award from the Asia Pacific Smart Card Association

On 12 December 2018, Smart Departure, the Department's self-service departure for visitors to Hong Kong, won the 2018 Radiant Pioneer Award from the Asia Pacific Smart Card Association in recognition of our application of smart technology in public sector identity schemes for the provision of quality services for visitors.



为更有效地提升分区办事处的服务质素，本处不时优化设备以应付新的业务需要。
In order to further enhance the service quality of branch offices, the Department upgrades its equipment regularly to meet new business needs.



各智能身份证换领中心均设置多用途自助服务站，方便香港居民登记使用澳门特别行政区政府旅客自助过关系统。
Self-Service General Application Kiosks have been set up at nine Smart Identity Card Replacement Centres to facilitate Hong Kong residents to enrol for the Automated Passenger Clearance System of the Macao SAR Government.



本处与泰国推行互相使用自助出入境检查服务安排，合格的香港特区电子护照持有人可无须预先登记使用泰国的自助出入境检查服务。
An arrangement for mutual use of automated immigration clearance services with Thailand has been implemented, under which eligible holders of HKSAR electronic passport can use the automated immigration clearance service in Thailand without prior enrolment.

提升效率

节约能源 善用资源
Energy Conservation
Better Use of Resources

环保管理
Green
Management



部门内联网提供各种环保资讯，并向员工推广环保措施。
The departmental intranet provides environmental protection information and promotes green practices among staff.



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.

入境事务大楼及各管制站的照明光度均调节至机电工程署建议的标准，并引入自然光，减省能源消耗。
The adjustment of illumination to the standard as recommended by the Electrical and Mechanical Services Department and the penetration of natural light at the Immigration Tower and control points help reduce energy consumption.



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。二零一八年的能源消耗量较二零一七年减少了1.43%。

减少用纸

由于本处今年的业务显著增加，故二零一八年的用纸量较二零一七年增加了20%。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序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。

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 in 2018 decreased by 1.43 per cent when compared with that in 2017.



Minimisation of Paper Consumption

Due to a significant increase in operational activities in the Department this year, our paper consumption in 2018 increased by 20 per cent when compared with that in 2017. 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.

Energy Conservation Better Use of Resources



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

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, the Immigration Tower has participated in the 'Programme on Source Separation of Commercial and Industrial Waste' initiated by the Environmental Protection Department since 2008.

Support on Clean Air Charter

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.

Raising 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 have been encouraged to participate in various environmental protection campaigns arranged by other departments/organisations, such as the 'Community Chest Green Day' organised by the Community Chest, which encourages participants to adopt a greener lifestyle such as taking public transport and supporting recycling of waste; the 'Earth Hour' organised by the World Wide Fund for Nature, which encourages participants to switch off non-essential lights at the appointed time for an hour; 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.

提高员工的环保意识

为培养员工的环保文化，本处继续经电邮和内联网向员工发放有关环保的最新消息和有用资料。本处亦鼓励员工参与由不同机构安排的推广活动，例如香港公益金举办的「公益绿识日」，旨在鼓励参加者实践绿色生活（例如尽量使用公共交通工具和支持废物回收）；世界自然基金会举办的「地球一小时」，旨在鼓励参加者在指定的时间把非必要的灯关掉；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。

善用资源

部门组织图 Organisation Chart of Immigration Department



截至二零一八年十二月三十一日
As at 31 December 2018

部门管理科
Departmental Management Division

二零一八年年报

入境事务处部队支援组制作
设计：Speedflex Asia Limited
印刷：政府物流服务署印务科
© 香港特别行政区入境事务处 2018

本年报内统计数字的涵盖期间为二零一八年一月一日至二零一八年十二月三十一日。

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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 2018

Produced by Service Support Section, Immigration Department
Design: Speedflex Asia Limited
Printing: Printing Division, Government Logistics Department
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This publication covers statistics for the period from 1 January 2018 to 31 December 2018.

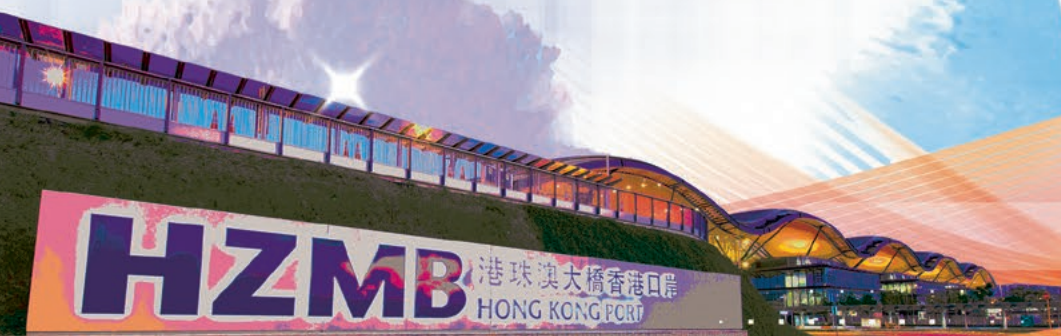
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Exchange Rates

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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入境事务处 Immigration Department

香港特别行政区政府
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