

二零一八年年報
Annual Report 2018



入境事務處
Immigration Department



我們的理想 Our Vision

我們要成為世界上以能幹和效率稱冠的入境事務隊伍。

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

我們的使命 Our Mission

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。

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 Our Values

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项政策和工作，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。

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



承先啓後 再創新猷

BREAKING NEW GROUND BY BUILDING ON PAST SUCCESSES

入境事務處處長
Director of Immigration

曾國衛 Tsang Kwok-wai, Erick
I.D.S.M.

我們定必繼續努力，克服各種嚴峻挑戰，竭盡所能執行各項出入境政策和工作，為香港、為國家的安定繁榮作出貢獻。

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.

過去一年，入境事務處（入境處）與香港一同見證了多個重要的歷史時刻。其中，廣深港高鐵香港段於二零一八年九月正式開通，籌備多年的港珠澳大橋亦於十月通車。這兩項大型跨境基建項目進一步拉近了粵港澳大灣區（大灣區）內城市間的距離，推動區內經濟、社會和文化交流，有助創造更多發展機遇。自兩個新管制站開通以來，出入境人次屢創新高。儘管旅客量持續增加，本處同事仍繼續緊守崗位，竭力為香港把關，為旅客提供便捷的出入境檢查服務。同時，面對市民大眾對公共服務的殷切需求，我們亦克盡己任，努力提供最優質的服務。

二零一八年經各管制站出入境的旅客量首次突破三億人次，創歷年新高。為應付不斷增加的旅客流量和進一步提升管制站的整體通關效率，我們善用科技，積極與不同國家及地區推行互相使用自助出入境檢查服務的安排。繼與韓國、新加坡、德國和澳洲推行有關安排後，本處在二零一八年九月十五日亦與泰國推行相關安排，並自同年十二月十三日起與新加坡共同放寬登記互相使用自助出入境檢查服務的資格。此外，本處在二零一七年底推出「離境易」服務，利用容貌識別技術，讓合資格的訪港旅客辦理自助離境手續，無須預先登記。這項服務備受訪客和科技業界好評，截至二零一八年底，共有超過620萬訪客人次使用該服務。二零一八年十二月，「離境易」更獲亞太智能卡協會頒發「Radiant 先鋒大獎」，以表揚本處在公共身份系統領域內善用智能科技為旅客提供優質服務的成就。

人才對於香港以至整個大灣區的持續發展尤為重要。為吸引人才來港，我們配合特區政府匯聚科技人才的政策，在二零一八年六月推出「科技人才入境計劃」，讓合資格科技公司／機構申請輸入非本地科技人才到香港從事研發工作。同時，為給予「一帶一路」沿線國家的遊客更大的便利，並加強與這些國家在旅遊、文化和經濟方面的聯繫，香港先後與巴拿馬及亞美尼亞簽訂了互免簽證協議。連同去年同意給予香港特區護照持有人免簽證入境或落地簽證待遇的白俄羅斯、玻利維亞、安提瓜和巴布達及緬甸，截至二零一九年三月底，共有165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。

除了為本港居民及訪港旅客提供便捷的出入境檢查服務外，我們亦一直致力維護香港及國家的安全，積極打擊各項與出入境事宜有關的罪行。年內，我們瓦解了多個假結婚犯罪集團，並繼續積極配合特區政府就處理免遣返聲請策略展開的檢討工作，透過靈活調

配人手及優化工作流程，以合乎「高度公平標準」的程序加快審理聲請。截至二零一八年底，尚待審核的聲請個案為546宗，較二零一七年底的5 899宗大幅下降九成，足證措施的成效十分顯著。我們亦加快把免遣返聲請不獲確立者遣送離境。二零一八年，本處共遣返2 527名聲請人，當中1 859名屬聲請被拒人士，較二零一七年上升近四成。

近年，極端主義在世界各地蔓延，威脅全球人民的安全及全球經濟發展，反恐已成為各國及地區的首要任務。本處在二零一八年六月成立反恐科，負責制訂和檢討部門的反恐策略、收集和分析反恐情報、調查和嚴厲打擊懷疑恐怖份子的出入境活動，以及與本地、內地和海外執法機關及駐港領事保持密切聯繫。我們亦會就恐怖襲擊的威脅進行評估，因應實際情況在各口岸採取相應措施，加強截查和訊問可疑的人士。

期待已久的「全港市民換領身份證計劃」已在二零一八年十二月二十七日全面展開，在四年內分階段為市民換領新一代智能身份證。我們在服務市民方面一直貫徹「以人為本、關顧共融」的信念。為向長者及其他有需要人士提供更佳的換證服務，本處特意推出新的關愛安排，讓合資格換證人士可攜同兩名65歲或以上的親友一同前往智能身份證換領中心（換證中心）換證，並在各換證中心增設無障礙設施。此外，本處亦由二零一九年五月開始，首次以外展形式，陸續到訪全港各長者及殘疾人士住宿院舍，為他們提供「到訪院舍換證服務」，讓他們可選擇在住宿院舍換證，免卻舟車勞頓之苦。我們希望透過以上各項貼心安排，為社會上有不同需要的人士提供更佳的換證服務。

員工是本處最重要的資產及賴以成功的關鍵，因此我們一直致力為部隊成員提供靈活多元的進修途徑，讓他們能夠終身學習，並促進個人發展，從而提升部隊的質素。二零一八年，我們聯同香港公開大學李嘉誠專業進修學院，為入境事務助理員職系開辦三個資歷架構認可的在職和入職訓練課程。我們會繼續申請把不同的訓練課程列入《資歷名冊》內，令更多部隊成員獲取相關專業資歷。

入境處去年取得的佳績，實在有賴每一位同事悉力以赴，以專業精神服務社會。近年，特區政府銳意把香港發展成為更具競爭力的國際大都會，入境處未來的工作因此將會更為繁重。我們定必繼續努力，克服各種嚴峻挑戰，竭盡所能執行各項出入境政策和工作，為香港、為國家的安定繁榮作出貢獻。

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.

處長級人員 Directorate Officers

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

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

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

區嘉宏
Au Ka-wang
助理處長 (簽證及政策)
Assistant Director
(Visa and Policies)

駱偉民
Lok Wai-man, Raymond
I.D.S.M.
助理處長 (資訊系統)
Assistant Director
(Information Systems)

羅振南
Law Chun-nam
I.D.S.M.
入境事務處副處長
Deputy Director of Immigration



曾國衛
Tsang Kwok-wai, Erick
I.D.S.M.
入境事務處處長
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)

陳天賜
Chan Tin-chee
助理處長(個人證件)
Assistant Director
(Personal Documentation)

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

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

鄧浩光
Tang Ho-kong
主任秘書
Departmental Secretary

大事摘要 *Event Highlights*

5月 *May*

擴展「非本地畢業生留港／回港就業安排」申請資格的涵蓋範圍

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

配合香港特區政府推出「科技人才入境計劃」

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



元朗辦事處遷往元朗政府合署一樓

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



非本地畢業生留港／回港就業安排



6月 *Jun*

成立反恐科

Establishment of the Counter-Terrorism Division

8月 *Aug*

在入境事務學院舉行「資歷認證課程」啟動暨證書頒發典禮

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



香港特區政府公布首份香港人才清單。符合要求的申請人經評核後，可在「優秀人才入境計劃」下的「綜合計分制」獲得30分額外分數

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*

勇奪二零一八年香港國際機場優質顧客服務計劃「企業團隊卓越獎」的最高殊榮「年度最佳顧客服務獎」及其他多個獎項

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

港珠澳大橋管制站正式啓用，該管制站是首個連接香港、珠海及澳門的陸路邊境管制站

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，尚待審核的免遣返聲請為546宗，較二零一七年底的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



以包機方式把83名越南籍非法入境者遣返越南河內，他們當中大部分是免遣返聲請不獲確立的聲請人

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

採用「一地兩檢」通關模式的高鐵西九龍管制站正式啓用

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



自助離境服務「離境易」獲亞太智能卡協會頒發二零一八年度的「Radiant先鋒大獎」

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



展開全港市民換領身份證計劃
Commencement of the Territory-wide Identity Card Replacement Exercise

11月 Nov

推出「新一代智能身份證系統」及開始為香港居民簽發新智能身份證

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



強化團隊 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



本處聯同香港公開大學李嘉誠專業進修學院為入境事務助理員職系開辦三個獲資歷架構認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.



本處人員在「教育及職業博覽二零一八」宣傳招聘活動。
Our officers promoted our recruitment activities at the Education & Careers Expo 2018.



本處每年均舉辦「員工激勵計劃」，以提高同事的積極性和歸屬感。
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、進行管理審核，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 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服務。管理及支援部轄下的入境事務學院負責籌劃招聘活動、進行職位調派、管理員工表現、安排培訓計劃，以及致力為入境事務隊成員制訂切合所需的專業發展方案。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，吸引人才加入。在二零一八年度的招聘活動中，本處聘任了約200名入境事務主任及600名入境事務助理員，以滿足新管制站和其他業務發展的人手需求。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

人力資源發展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。本處將會繼續投放資源，為各級同事提供適切的培訓，從理論到實踐，進一步提升入境事務隊成員的專業水平，使他們與時並進，緊貼社會步伐。另外，本處亦會為員工制訂發展計劃，包括不同形式的內地和海外交流計劃，確保他們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方面的內容，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，提供有效的平台，讓同事分享不同課題的工作間經驗。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，藉此增加前線同事對情緒和正向思維的了解，發掘同事的創意和培養他們建立積極樂觀的人生觀。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。

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.

強化團隊

Strengthen the Corps Strive for Excellence



入職訓練旨在使新聘人員具備執行職務時所需的知識和技能。
Induction training aims to equip new recruits with the necessary skills and knowledge for performing duties.



入境事務學院為本處人員提供各種專業培訓，包括體能和團隊合作訓練。
The ISITD provides various kinds of professional training, including physical and team building training.



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

追求卓越服務

二零一八年，本處有兩名同事獲得「二零一八年申訴專員嘉許獎（公職人員獎）」，這是本處同事連續20年獲得這個獎項。此外，本處共有四名同事獲得「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15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。

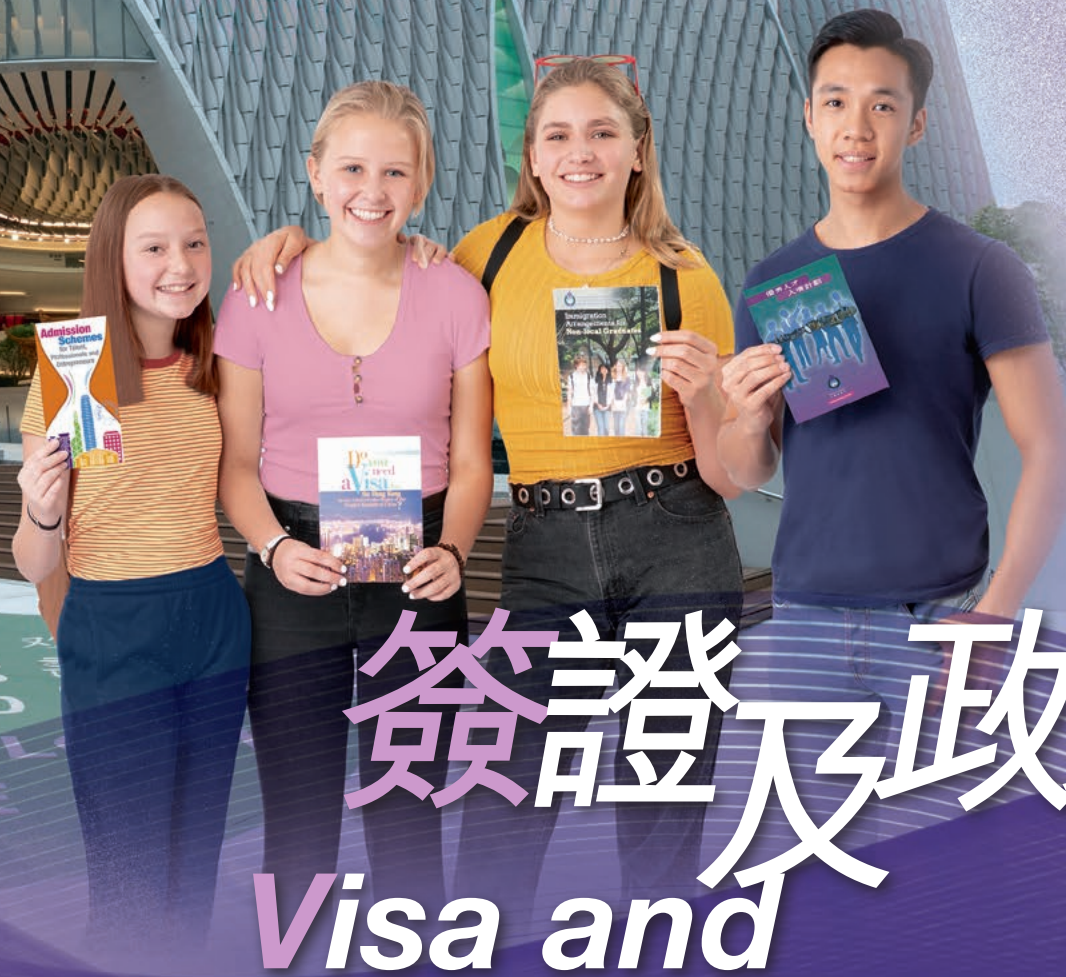
The Department is committed to being a caring organisation. Our Volunteer Work Team has received the Gold Award for Volunteer Service from the Volunteer-in-Chief and the Director of Social Welfare since 2002. Moreover, the Department has been awarded the Caring Organisation Logo by the Hong Kong Council 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

歡迎訪客 匯聚人才
Welcome Visitors
Attract Talent



簽證及政策部
Visa and
Policies Branch



本處人員走訪澳洲及新西蘭，以宣傳和推廣各項人才入境計劃。
Visits to Australia and New Zealand to publicise and promote various talent admission schemes.

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，訪客和非永久性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 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.

本處人員獲頒「二零一八年申訴專員嘉許獎(公職人員獎)」。
Our officers receive The Ombudsman's Awards 2018 for Officers of Public Organisations.



本處提供高效率的簽證服務。
The Department provides efficient visa services.



本處在「創智營商博覽」推廣各項方便商務旅客及人才來港的計劃。
The Department promotes various schemes for facilitating the visits of business travellers and entry of non-local talent at the SmartBiz Expo.



合資格科技公司／機構可透過「科技人才入境計劃」申請輸入非本地科技人才到香港從事研發工作。
Eligible technology companies/institutes may admit non-local technology talent through TechTAS to undertake research and development work in Hong Kong.



亞太經合組織商務旅遊證持有人可使用各管制站內的「香港居民」櫃檯辦理出入境手續。
APEC Business Travel Card holders may use the 'Hong Kong Residents' counters at control points for immigration clearance.

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之一接受評核。在「綜合計分制」下，申請人根據年齡、語文能力、學術成就、專業資歷及工作經驗等客觀準則接受評核。自二零一八年八月二十八日起，符合人才清單要求的申請人經評核後，可在「綜合計分制」下獲得30分額外分

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

歡迎訪客

Welcome Visitors Attract Talent

數。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」接受評核。甄選程序會定期進行，為申請人分配名額。截至二零一八年十二月三十一日，約有4 500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。在二零一八年，共有41 592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。於二零一八年，共有13 768名申請人根據此計劃獲批來港。

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。截至二零一八年十二月三十一日，已有超過八萬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。截至二零一八年十二月三十一日，本處共批准了386宗申請。

科技人才入境計劃

「科技人才入境計劃」於二零一八年六月二十五日推出，是一項為期三年的先導計劃，旨在透過快速處理安排，讓合資格科技公司／機構申請輸入非本地科技人才到香港從事研發工作。合資格科技公司／機構須先申請配額，獲創新科技署發出配額的公司／機構可相應地於為期六個月的配額有效期內為合資格人士向本處申請工作簽證／進入許可。截至二零一八年十二月三十一日，共有24名申請人根據此計劃獲批來港。

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 快捷有禮
Effective Control
Speedy and Courteous Service



管制部
Control
Branch

本處人員以便攜式裝置為跨境學童提供「免下車過關檢查」服務。
Our officers use portable devices to provide on-board clearance service for cross-boundary students.



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.

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，包括拒絕讓不受欢迎人物入境和防止通緝犯離境，以及為遊客和商務訪客提供方便的出入境服務。機場管制科位於香港國際機場。邊境管制(鐵路)科轄下設有四個管制站，分別位於羅湖、紅磡、落馬洲支線和廣深港高速鐵路西九龍站。邊境管制(車輛)科轄下設有五個邊境管制站，分別位於落馬洲、文錦渡、沙頭角、深圳灣和港珠澳大橋香港口岸。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 (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.



本處機場管制科連續兩年在香港國際機場優質顧客服務計劃中勇奪「企業團隊卓越獎」。
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

二零一八年經各管制站出入境人次超過3.14億，而全年的訪港旅客入境人次則超過6 514萬，其中內地訪客入境人次為5 080萬，而其他訪客的入境人次則為1 434萬。全年的訪港旅客入境人次中，機場管制站的訪港旅客有1 439萬人次、陸路管制站達到4 593萬人次、海路管制站則達到482萬人次。

香港國際機場優質顧客服務大獎 2018

在機場管理局舉辦的「二零一八年香港國際機場優質顧客服務計劃」中，本處機場管制科勇奪「企業團隊卓越獎」的最高殊榮「年度最佳顧客服務獎」，並與香港機場管理局共同奪得「合作團隊卓越獎」。此外，本處亦同時獲頒發「最佳顧客服務躍進大獎」及「香港國際機場二十週年最佳服務創新獎」。

擴展 e-道服務

為進一步提升部門處理旅客出入境檢查的能力和效率，本處善用科技，讓更多旅客以自助形式使用 e-道辦理出入境檢查手續。現時，各管制站共設有 699 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。

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.



本處人員時刻留意旅客人流情況，以期達到部門所訂的服務承諾標準。
Our officers closely monitor passenger traffic conditions with a view to achieving the pledged standards set by the Department.



本處人員在港珠澳大橋管制站車輛檢查亭為貨車司機辦理入境手續。
Our officer conducts arrival clearance for a truck driver at a vehicle clearance kiosk at the Hong Kong-Zhuhai-Macao Bridge Control Point.



港口管制組轄下的船隻搜查小組會定期搜查及突擊檢查在香港水域的船隻。
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，本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。截至二零一八年底，已有超過620萬訪客人次使用該服務。

增設語音輔助功能 e-道

為進一步便利視障人士使用 e-道服務，自本處在落馬洲支線、港澳客輪碼頭、深圳灣及中國客運碼頭管制站推出具備語音輔助功能的 e-道後，有關服務亦在二零一八年擴展至羅湖管制站及新落成啓用的高鐵西九龍和港珠澳大橋管制站。

已投入運作的新管制站

高鐵西九龍及港珠澳大橋管制站已分別於二零一八年九月二十三日和十月二十四日正式啓用，進一步提升管制站的整體旅客處理能力。高鐵西九龍管制站採用「一地兩檢」通關模式運作，跨境旅客可在該管制站內同時辦理香港及內地的出入境檢查手續。港珠澳大橋採用「三地三檢」通關模式運作，並由三地政府在各自屬地設立口岸。香港口岸內設有旅檢大樓及車輛通關廣場等設施，分別為跨境旅客及司機提供出入境檢查服務。

將會投入運作的新管制站

為配合內地和香港的經濟和社會發展需要，香園圍口岸預計將於二零一九年落成，屆時邊境管制站的整體旅客處理能力將可進一步提升。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檢查服務。

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.

以客為本 服務市民
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

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、推行「全港市民換領身份證計劃」、與外國政府商定香港特區居民的免簽證入境安排，以及為在香港境外身陷困境的香港居民提供切實可行的協助。

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

「新一代智能身份證系統」提供多項新功能及設施，包括新增設的自助登記服務站，讓市民可享用更便捷的服務。
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.



擬結婚人士可聘用婚姻監禮人舉行婚禮。
Marrying parties may solemnise their marriage by engaging a Civil Celebrant of Marriages.



外交部駐香港特別行政區特派員公署與本處共同製作了「領保動漫視頻」，以增加市民的領事保護知識和外遊時的安全意識。
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.

個人證件部 Personal Documentation Branch

全港市民換領身份證計劃

本處自二零一八年十一月二十六日起簽發新智能身份證。新智能身份證加入多種先進的防偽特徵和設計，其晶片更可同時支援接觸式和非接觸式介面，令身份證更耐用，而持證人經e-道辦理出入境手續時亦更方便快捷。

另外，本處在同年十二月二十七日展開「全港市民換領身份證計劃」（換證計劃）。現有香港身份證持有人將會按其出生年份分階段獲邀在指定限期內，到全港九間新設立的智能身份證換領中心（換證中心）換證。整項換證計劃預計需時約四年完成，直至二零二二年。

公眾可透過互聯網或「入境處流動應用程式」預約和預先填表，及使用換證中心新設的多種自助服務站。相較上一次換證計劃，換證中心的登記處理時間由60分鐘縮短至30分鐘。此外換證中心亦設有一系列無障礙設施，包括政府首次採用的視障人士室內導航系統。

換證計劃還新增兩項關愛措施，其一是市民在換證時，可攜同兩名65歲或以上的親友一同換證；其二是推行「到訪院舍換證服務」，為居於住宿院舍的長者和殘疾人士提供辦證和派送新證服務。

增設全新設計的自助服務站

為便利市民和提升服務效率，各人事登記辦事處和換證中心均設置了多種自助服務站，方便市民取籌、填表和領證，以節省排隊時間和加快辦證流程。

為在香港境外身陷困境的香港居民提供協助

二零一八年，香港境外發生了數宗涉及港人的重大事故，包括台灣花蓮的地震（二月）、澳洲阿德萊德的車禍（四月）、日本大阪及北海道的天災（九月）及日本北海道的車禍（十二月）。本處的協助在外香港居民小組與中國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。二零一八年，小組共處理了145 590宗查詢和3 592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適時轉介香港居民的求助個案予小組跟進。

為提高市民外遊時的安全及領事保護意識，本處於二零一八年與公署到訪多間大學、中學及制服團體協作舉行「海外安全與領事保護工作」講座，介紹不同地區的領事保護及小組的工作，並向他們提供外遊時的應注意事項及求助方法。

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.

以客為本

Focus on Customers Serve the Community

此外，本處及公署協作了「領保動漫視頻」，並在保安局網站、本處網站和YouTube頻道，以及本處不同辦事處和出入境管制站等不同平台播放，令更多市民認識領事保護知識及外遊時的安全意識。

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。二零一八年，白俄羅斯、玻利維亞、安提瓜和巴布達及緬甸四個「一帶一路」沿線國家同意給予香港特區護照持有人免簽證入境或落地簽證待遇。截至二零一八年底，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163個。

婚姻監禮人計劃

婚姻監禮人計劃自二零零六年推出以來深受市民歡迎和日趨流行。截至二零一八年底，約有309 000對準新人(佔申請總數的44%)經婚姻監禮人向婚姻登記官遞交擬結婚通知書，並有約307 900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。

加強香港特區護照申請服務

為進一步提升服務水平，本處在總部和分區辦事處增設自助服務站，方便市民以自助形式遞交特區護照申請。此外，火炭辦事處和元朗辦事處於二零一八年一月及二月分別完成擴充及搬遷，讓市民可在更寬敞和舒適的環境下辦理申請手續。

設立屯門綜合辦事處

本處將於二零一九年在屯門兆麟政府綜合大樓設立屯門綜合辦事處，並把現時位於屯門政府合署的屯門區出生登記處和屯門婚姻登記處遷往該址，在同一地點為市民提供多元化一站式服務。

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.



「新智能身份證」巡迴展覽讓市民對新智能身份證和換證計劃的詳情有更多了解。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.



元朗辦事處於二零一八年二月遷往新址，讓市民可在更寬敞和舒適的環境下辦理申請手續。The Yuen Long Office was relocated in February 2018. Members of the public can enjoy our services in a more spacious and comfortable environment.



將於屯門兆麟政府綜合大樓設立屯門綜合辦事處，為市民提供一站式服務。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.

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

執法部
Enforcement
Branch



本處調查員突擊搜查非法勞工黑點，遏止非法勞工在港工作。
Investigators of our Department conduct a raid on a black spot of illegal workers to combat illegal employment.

執法部轄下設有執法科及反恐科。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18歲或以上人士的青山灣入境事務中心。反恐科負責制訂本處的反恐策略和進行相關執法行動，以及與本地、內地和海外執法機關及駐港領事聯繫，交流反恐情報。反恐科人員亦代表本處參與「跨部門反恐專責組」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).

本處透過不同渠道與本地、內地及海外執法機關交流情報，並在各口岸採取相應措施，加強截查和訊問可疑人士。
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.



反偷渡情報局專責打擊跨國非法移民、偽造證件和偷運人口活動。
The Anti-illegal Migration Agency combats transnational illegal migration, travel document forgery and human smuggling.

執法部 *Enforcement Branch*

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。二零一八年，本處參與多個國際及地區會議及研討會，藉此與海外及內地執法機關建立有效的溝通網絡及良好的合作關係，以便交換情報和積極打擊非法移民及恐怖活動。

二零一八年十一月，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。二零一八年，本處與內地執法機關和香港警務處共展開九次聯合行動，偵破多個跨境犯罪集團，並拘捕了440名涉案人士，包括150多名人蛇集團骨幹成員。

遏止僱用非法勞工或非法受僱活動的執法行動

年內，本處繼續致力打擊僱用非法勞工或非法受僱的活動。二零一八年，本處進行了16 108次反非法勞工行動，共有6 290名非法勞工（包括4 507名涉及性工作的人）和660名僱主被拘捕。

成立反恐科

本處於二零一八年六月成立反恐科，以加強反恐偵查能力。反恐科有七名人員亦代表本處參與「跨部門反恐專責組」的工作。

本處會因應恐怖襲擊的威脅評估和實際情況，在各口岸採取相應措施，加強截查和訊問可疑人士。本處亦會把懷疑與恐怖主義活動有關的訪客資料納入監察名單，以採取相應執法行動堵截該等人士入境。二零一八年，反恐科人員在香港國際機場和各陸路及港口管制站共進行了3 909次相關的巡查行動，截查人次為14 278。

本處定期舉辦內部反恐訓練課程及演習，以提升本處人員的反恐意識。截至二零一八年底，本處為2 784名入境處人員舉辦了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.



本處人員在區域法院外接受記者提問，向傳媒闡述行動成果。
Our officer takes questions from journalists and briefs the press on the outcome of an enforcement operation outside a District Court.



本處特遣隊在進行反非法勞工行動。
The Immigration Task Force conducts anti-illegal workers operations.

次內部反恐訓練課程；而「跨部門反恐專責組」自成立以來，亦已為326名入境處人員舉辦了六次反恐訓練課程。

本處積極透過不同渠道與本地、內地及海外執法機關交流反恐情報，並根據情報分析依法實施有效的出入境管制，拒絕危害香港社會治安的人士入境，確保香港免受恐怖主義威脅。



本處人員正使用先進精密的設備檢查懷疑偽造旅行證件。
An officer is using sophisticated equipment to examine suspected forged travel documents.

揭發假結婚案件

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。二零一八年，共有67人因涉及假結婚案件而被定罪及判監12至42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。近年，本處展開一連串打擊假結婚活動的行動，瓦解了四個跨境犯罪集團。行動中，共拘捕382名涉案人士，包括兩名集團主腦、九名骨幹成員及371名涉嫌參與假結婚的香港居民、內地居民及外籍家庭傭工。

此外，本處亦特別製作了一齣《切勿誤墮假結婚陷阱》的宣傳短片，並上載至本處的YouTube頻道，讓包括青年人在內的公眾人士明白參與假結婚的嚴重後果。

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.

高度公平 高效審理

High Standards of Fairness
Expeditious Process of Screening

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



所有負責審核免遣返聲請的個案主理人員，在就任前均須接受專業訓練課程。
 All case officers responsible for screening non-refoulement claims are required to attend professional training courses before assuming their duties.

遣送審理及訴訟部轄下的遣送審理及訴訟科負責審理沒有權利進入及逗留於香港的人，根據所有適用的理由提出的免遣返聲請。該科亦支援政府全面檢討處理免遣返聲請策略的相關事宜，並負責處理關乎免遣返聲請及執法的上訴／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 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.

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 interview with a non-refoulement claimant in the presence of a legal representative.



本處積極尋求各種方法以進一步提升遣送工作的效率，例如利用包機執行大規模遣送行動。
 The Department has been actively identifying various means to further enhance the removal efficiency, such as conducting large-scale removal operations by chartered flights.

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

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公眾利益，應根據《入境條例》盡快遣送他們離港。

根據多宗法院裁決，將被遣返至另一國家的人，如聲稱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。在統一審核機制下，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。截至二零一八年底，本處接獲另外16 584宗聲請，並已就16 032宗聲請作出決定，當中127宗獲確立（包括50宗於上訴階段獲確立），另有6 705宗撤回；尚待審核的聲請為546宗，較二零一七年底的5 899宗大幅下降91%。

全面檢討及成效

政府於二零一六年就處理免遣返聲請的策略展開全面檢討，分別從以下四個範疇着手。本處一直積極配合相關的檢討工作，多項措施於二零一八年繼續取得相當成效。

對潛在免遣返聲請人實施入境前管制

本處積極配合政府的策略檢討，針對問題的源頭，致力防止非法入境者或入境風險較高的可疑訪客來港，並加強執法，打擊非法跨境偷渡活動及涉及偷運人蛇的犯罪集團。

此外，為便利真正的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」。鑒於各項入境前管制措施發揮作用，入境處於二零一八年共接獲1 216宗免遣返聲請，較二零一七年的1 843宗減少34%，亦較高峰期大幅減少八成。

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.



本處設有資料庫儲存聲請人來源國家的地區資訊、專題報告和主要事件等資料，以協助審核聲請。
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.



本處聘用駐部門翻譯及傳譯員，主要在簡介會和審核會面期間為聲請人提供傳譯支援，並翻譯聲請人遞交的文件。
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



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。
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.

審核程序

本處在現行的法律框架下推出了多項行政措施優化工作流程，藉以加快審理聲請個案。入境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，縮短至二零一八年約10星期。

配合各項加快處理聲請個案的行政措施，本處在二零一八年共完成審核5 467宗聲請個案，較二零一七年的4 182宗增加31%。政府亦正研究修訂《入境條例》，藉以改善審核程序，並加強本處執法、羈留和遣送的權力等。

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／或遣送程序的人士等。作為全面檢討處理免遣返聲請的一環，政府會繼續循法律、資源、公眾安全等方面研究不同的措施。

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離香港。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連繫，並於二零一八年先後兩次採用專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，以減低非法入境者留港的經濟誘因。本處會繼續與免遣返聲請人的主要來源國家保持溝通，並與當地執法機構交換情報和緊密合作。

高效審理

銳意創新 提升效率

Spearhead Innovation
Enhance Efficiency



資訊系統部

Information
Systems Branch



「離境易」贏得亞太智能卡協會二零一八年度「Radiant 先鋒大獎」。
Smart Departure won the 2018 Radiant Pioneer Award from the Asia Pacific Smart Card Association.

設置在兩個新口岸的新e-道在設計上多方面作出優化，包括外觀美感、人工力學、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.



資訊系統部負責處理本處資訊系統及相關事宜，其下設有五個科別。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。身份證(系統)科負責策劃和推行「新一代智能身份證系統」。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 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「入境處流動應用程式」讓市民可預約申領或換領新智能身份證、預先填寫相關電子表格及查詢輪候狀況。
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。

為進一步加強e-道的功能，令使用上更便捷，本處在二零一八年開通的新管制站推出新設計的e-道，當中包括高鐵西九龍和港珠澳大橋管制站。新e-道除了提高管理維護的效率外，亦能為市民提供更便捷舒適的使用體驗。

語音輔助功能的e-道

本處在落馬洲支線管制站、港澳客輪碼頭、深圳灣管制站、中國客運碼頭、羅湖管制站、高鐵西九龍管制站和港珠澳大橋管制站均設有具語音輔助功能的e-道供視障人士辦理自助出入境手續。使用此服務的人士只需在e-道入口按下啟動按鈕，增設的語音系統便會提供適當的語音提示，引導他們完成出入境手續。

與其他國家／地區推行互相使用自助出入境檢查服務

繼與韓國、新加坡、德國和澳洲推行互相使用自助出入境檢查服務的安排後，本處於二零一八年九月亦與泰國推行相似安排。此外，自二零一八年十二月起，香港與新加坡進一步為登記「互相使用自助出入境檢查服務」提供便利措施，讓雙方的合資格護照持有人往來兩地時更為方便。本處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

本處於二零一八年十一月二十六日推出更新版本的「入境處流動應用程式」。為配合新一代智能身份證的推出，更新後的流動應用程式除原有的服務外，還加入了「一般申領身份證預約」及「全港市民換領身份證計劃資訊及預約」功能，供市民預約申領或換領身份證並預先填寫申請表格，令申請更便捷。

「入境處流動應用程式」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。該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

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

處 YouTube 頻道的功能，方便市民隨時隨地查閱本處的服務和活動資訊。

推行第三代資訊系統策略

「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。「出入境管制系統」亦已於二零一七年全面推行。

「新一代智能身份證系統」已於二零一八年十一月在五間人事登記辦事處推出，而支援全港市民換領身份證計劃的系統功能亦於十二月在九間智能身份證換領中心投入運作。

「新一代電子護照系統」項目正進行系統開發及測試工作。此項目預計可於二零一九年第二季分階段推行。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。

「新一代個案簡易處理系統」項目現正進行招標工作。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」，預計可自二零二一年初起分階段推行。至於「人力資源管理系統」項目，有關的可行性研究將於二零一九年中展開。

亞太智能卡協會二零一八年度「Radiant 先鋒大獎」

二零一八年十二月十二日，本處自助離境服務「離境易」獲亞太智能卡協會頒發二零一八年度「Radiant 先鋒大獎」，以表揚本處在公共身份系統領域內使用智能科技為旅客提供優質服務的成就。



為更有效地提升分區辦事處的服務質素，本處不時優化設備以應付新的業務需要。
In order to further enhance the service quality of branch offices, the Department upgrades its equipment regularly to meet new business needs.



各智能身份證換領中心均設置多用途自助服務站，方便香港居民登記使用澳門特別行政區政府旅客自助過關系統。
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.

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.



本處與泰國推行互相使用自助出入境檢查服務安排，合資格的香港特區電子護照持有人可無須預先登記使用泰國的自助出入境檢查服務。
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

節約能源 善用資源
Energy Conservation
Better Use of Resources

環保管理
Green
Management



部門內聯網提供各種環保資訊，並向員工推廣環保措施。
The departmental intranet provides environmental protection information and promotes green practices among staff.



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.

入境事務大樓及各管制站的照明光度均調節至機電工程署建議的標準，並引入自然光，減省能源消耗。
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.



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。二零一八年的能源消耗量較二零一七年減少了1.43%。

減少用紙

由於本處今年的業務顯著增加，故二零一八年的用紙量較二零一七年增加了20%。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。

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。
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.

提高員工的環保意識

為培養員工的環保文化，本處繼續經電郵和內聯網向員工發放有關環保的最新消息和有用資料。本處亦鼓勵員工參與由不同機構安排的推廣活動，例如香港公益金舉辦的「公益綠識日」，旨在鼓勵參加者實踐綠色生活（例如盡量使用公共交通工具和支持廢物回收）；世界自然基金會舉辦的「地球一小時」，旨在鼓勵參加者在指定的時間把非必要的燈關掉；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。

善用資源

部門組織圖 Organisation Chart of Immigration Department



截至二零一八年十二月三十一日
As at 31 December 2018

二零一八年年報

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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 2018

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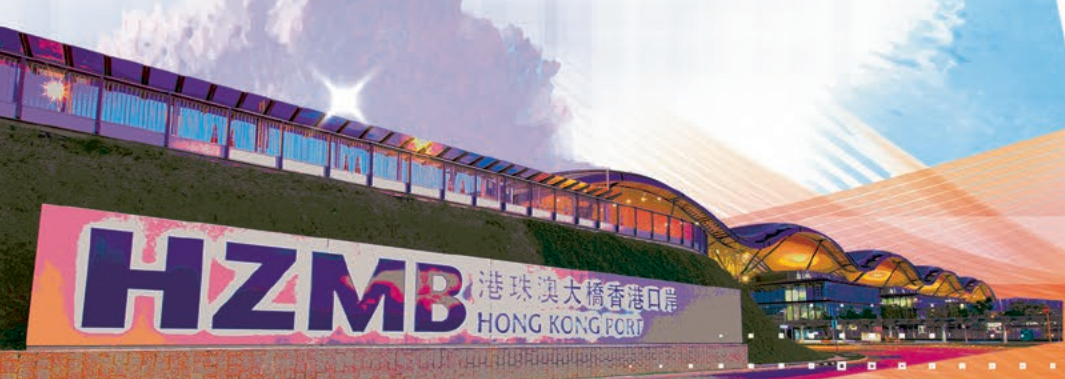
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Exchange Rates

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

