



入境事务处
Immigration Department



2023 年报
ANNUAL REPORT



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OUR VISION

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

OUR MISSION

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

- exercising effective immigration control to facilitate the visit of genuine travellers and keep out undesirables
- providing practicable assistance to Hong Kong residents in distress outside Hong Kong
- guarding against terrorist activities, and preventing and detecting immigration-related crimes
- issuing to residents highly secure identity cards and travel documents
- providing efficient services for registration of persons and civil registration for births, deaths and marriages
- providing immigration facilitation to attract talent

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.

OUR VALUES

Patriotism and Perseverance

With our love for our motherland and Hong Kong, we will remain steadfast in performing our duty to safeguard national sovereignty, security and development interests. We will uphold the Basic Law of the Hong Kong Special Administrative Region of the People's Republic of China, bear allegiance to the Hong Kong Special Administrative Region, be dedicated to our duties and be responsible to the Government of the Hong Kong Special Administrative Region.

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 FOREWORD

序言

FOREWORD



郭俊峯
KWOK Joon-fung, Benson
IDSM

入境事务处处长
Director of Immigration

二零二三年，随着香港社会走出疫情阴霾，全面复常，入境事务处（入境处）全力配合香港特别行政区（特区）政府，在香港「背靠祖国、联通世界」的独特优势下担当起重要角色。年内，入境处与香港和内地相关部门通力合作，迅速恢复各管制站运作，致力提供一贯高效的出入境检查服务。我们不断优化各项人才入境计划以全力支持香港高质量发展，亦推出多项利民惠民措施，以应对市民在全面通关后对申领身份证和旅行证件服务的殷切需求。作为一支执法与服务并重的纪律部队，每一位入境处人员都秉承着部门的优良传统，肩负维护国家安全及「以人为本」服务大众的光荣使命，坚定不移地履行职责，为香港全速迈向「由治及兴」倾力。

The year 2023 witnessed Hong Kong's emergence from the epidemic and return to full normalcy. The Immigration Department (ImmD) rendered full support to the Hong Kong Special Administrative Region (HKSAR) Government by playing a pivotal role in leveraging Hong Kong's unique strengths under the strong backup of the Motherland while being closely connected to the world. During the year, the ImmD swiftly resumed operation of all control points through concerted efforts with relevant departments in Hong Kong and the Mainland, striving to provide consistently efficient immigration clearance services. We kept on enhancing various talent admission schemes to dovetail with the high quality development of Hong Kong, and introduced multiple measures to meet the keen public demand for identity card and travel document application and collection services subsequent to the full resumption of normal travel, bringing convenience and benefits to the public. As a disciplined service which attaches equal importance to law enforcement and service delivery, each member of the ImmD dedicated to carrying on the finest traditions of the department is to take up the glorious mission of safeguarding national security and serving the public with a people-oriented approach, fulfil duties with determination and perseverance, and contribute to Hong Kong's full-speed advancement from stability to prosperity.

互联互通 广纳人才

自香港与内地恢复通关以来，各管制站的出入境人次稳步上升，二零二三年总出入境人次超过 2.11 亿，较二零二二年上升 39 倍，并已回复至二零一九年总出入境人次的 70%。入境处在通关前后一直与香港及内地有关部门紧密联系，确保各出入境管制站就人手和各项措施作出精准部署，以应付通关后多个长假期的出入境高峰。



香港与内地自二零二三年二月六日起全面通关，本处悉力确保各出入境管制站运作畅顺有序。

Since the resumption of normal travel between Hong Kong and the Mainland on 6 February 2023, the department has made every effort to ensure the smooth and orderly operation of various immigration control points.

Facilitating connection and integration and attracting talent

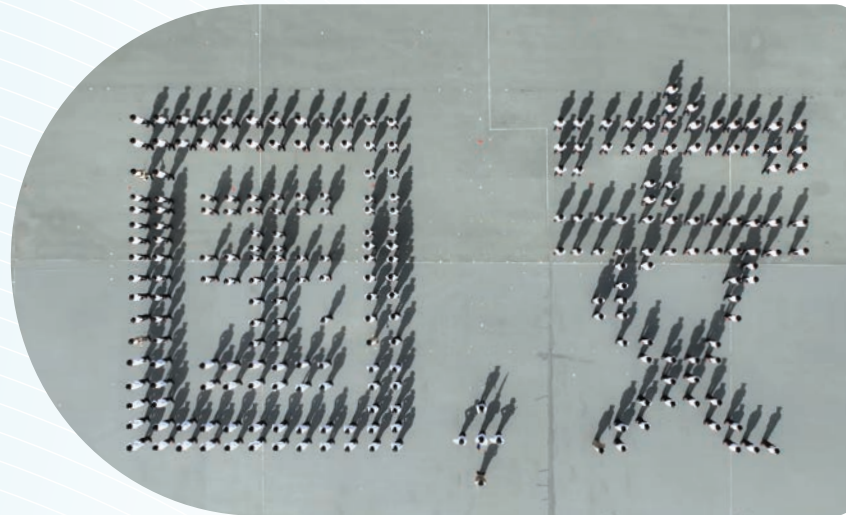
Since the resumption of normal travel between Hong Kong and the Mainland, the number of passengers passing through various control points has been on a steady rise. In 2023, the total number of passengers passing through Hong Kong's control points was over 211 million, representing a rise of 39 times as compared with that of 2022, and recovered to 70% of that in 2019. To ensure that precise deployment regarding manpower and various measures could be made at all control points to cope with the long-holiday peak travel periods after the resumption of normal travel, the ImmD maintained close liaison with relevant departments in Hong Kong and the Mainland both before and after the resumption of normal travel.

In line with the HKSAR Government's objective to attract and retain talent, the ImmD has continued to actively promote and enhance various talent admission schemes to draw more talent to Hong Kong, thereby raising the overall competitiveness. The enhancement measures include expanding the list of eligible universities under the Top Talent Pass Scheme, as well as the Talent List applicable to various admission schemes; suspending the annual quota under the Quality Migrant Admission Scheme and revising its point-scoring scheme; and relaxing the visa arrangements for nationals of Vietnam, Laos and Nepal, etc., with a view to promoting Hong Kong's advantages as an international talent hub and the country's gateway for talent. Our talent admission schemes were met with much enthusiasm

为配合特区政府「抢人才、留人才」的方针，入境处继续积极推动和优化各项人才入境计划，引进更多优秀人才来港，以提升整体竞争力。有关优化措施包括扩大「高端人才通行证计划」的合资格大学名单和应用于不同入境计划的「人才清单」；取消「优秀人才入境计划」年度配额和调整其计分制度；放宽越南、老挝和尼泊尔国民的来港签证安排等，藉以推广香港作为国际人才枢纽和国家人才门户的优势。社会各界对本处的人才入境计划反应十分热烈，各项计划于二零二三年全年收到超过 22 万份申请，较去年上升近 3 倍。另一方面，为配合政府对劳动市场的支持，本处成立了「输入劳工组」专责处理输入劳工的签证／进入许可的申请及其他相关事宜，以纾缓劳工行业人手短缺问题。本处会继续协助特区政府充分发挥香港「背靠祖国、联通世界」的独特优势，积极检视对「一带一路」沿线国家的签证政策，深化香港与这些国家在旅游、文化和经济方面的合作交流。

维护国安 严正执法

国家安全是社会繁荣稳定的基石。入境处坚定承担维护国家安全的宪制责任，积极打击各项出入境罪行。二零二三年，我们展开大型执法行动，多个假结婚犯罪集团被瓦解。针对非法入境者和逾期逗留者滥用免遣返声请机制的问题，本处一直与内地执法机关保持密切联系，并透过专项行动，从源头打击非华裔人士经内地非法入境香港。在本处与各执法单位持续努力下，年底截获的非华裔非法入境者数量已较同年高峰大幅下降 74%。更新的遣送政策自二零二二年十二月七日实施后，本处遣送声请不获确立者的效率已显著提高，整体遣送数字较二零二二年大幅上升 63%。此外，励顾惩教所亦已纳入为本处的羁留地点，使整体羁留名额增加约三分之一。我们会继续检讨并实施高效的遣送政策，进一步提高遣送效率和遏止滥用免遣返声请机制。



部门仪仗队与会操队伍以花式步操拼砌出「国安」二字，寓意入境处坚守香港最前线，决心全力维护国家安全。

The Departmental Contingent joined the parade and assembled to form a varied pattern symbolising the ImmD's determination to remain in the frontline of safeguarding national security.

灵活变通 利民惠民

「以人为本」一直是入境处非常重视的信念。「全港市民换领身份证计划」于二零一八年展开，并于二零二三年三月三日顺利结束。其间本处签发了超过 800 万张新智能身份证，当中约 684 万张透过换证计划签发。自恢复通关以来，市民对各项身份证申请的需求非常殷切。就此，本处延长四间人事登记办事处的服务时间，增设观塘（临时）办事处，并推出特别服务日，以处理换证计划结束后仍须换领新智能身份证人士及须换领儿童或成人身份证人士的申请。一连串优化措施大大提升了本处处理身份证申请的能力，每星期平均处理量较疫情前大幅增加 1.5 倍。



为应对急增的身份证申领需求，本处增设了人事登记处—观塘（临时）办事处并延长人事登记办事处的服务时间，以提升处理申请的能力。

To meet the surging demand for application for and collection of identity cards, the department established the ROP - Kwun Tong (Temporary) Office and extended the service hours of ROP Offices to boost the capacity of processing identity card applications.

across society. Over 220,000 applications were received under the schemes in 2023, representing a rise of nearly three times from last year. On the other hand, tying in with the government's support for the labour market, the Admission of Labour Section was established to handle visa/entry permit applications from imported workers and other related matters, so as to alleviate manpower shortage in the labour sector. The department will continue to assist the HKSAR Government in capitalising the distinctive advantages of securing the strong backup of the Motherland and the close connection to the world, and actively review the visa policies regarding countries along the Belt and Road for greater cooperation and exchanges in tourism, culture and economy between Hong Kong and these countries.

Safeguarding national security and strictly enforcing the law

National security is the cornerstone of prosperity and stability of society. Firmly committed to the constitutional responsibility of safeguarding national security, the ImmD actively combats all crimes related to immigration offences. In 2023, we carried out large-scale enforcement operations and succeeded in neutralising a number of bogus marriage syndicates. Regarding the problem of abuse of the screening mechanism for non-refoulement claims by illegal immigrants and overstayers, the department has been maintaining close liaison with law enforcement agencies in the Mainland and combatting at source the illegal immigration of non-ethnic Chinese via the Mainland through dedicated operations. With the ongoing efforts of the department and other law enforcement units, the number of non-ethnic Chinese illegal immigrants intercepted as at the end of the year declined substantially by 74 per cent from the year's peak. Since the implementation of the updated removal policy on 7 December 2022, our removal of unsubstantiated claimants has achieved greater efficiency remarkably, leading to a substantial increase in the overall number of removals by 63 per cent as compared with that of 2022. Moreover, the Nei Kwu Correctional Institution was also included as a place of detention of the department, thereby increasing the overall detention capacity by around one-third. We will continue to review and implement effective removal policies, further enhancing the removal efficiency and deterring the abuse of the non-refoulement claim mechanism.

Making flexible changes and bringing convenience and benefits to the public

The ImmD has always attached great importance to the value of 'putting people first'. The Territory-wide Identity Card Replacement Exercise commenced in 2018 and ended with success on 3 March 2023. During the period, the department issued more than 8 million new smart identity cards, of which around 6.84 million were issued under the Replacement Exercise. Since the resumption of normal travel, there has been a huge demand for various identity card applications. In this connection, the department extended the service hours of four Registration of Persons (ROP) Offices, established the Kwun Tong (Temporary) Office, and launched Special Service Days for processing applications by persons who still needed replacement services for new smart identity cards after the completion of the Replacement Exercise and by those who had to replace their juvenile or adult identity cards. The series of enhancement measures greatly boosted the department's capacity of processing identity card applications, and the average weekly processing capacity increased considerably by about 1.5 times as compared with that before the epidemic.



本处第六次在申诉专员嘉许奖计划中获颁「申诉专员嘉许奖（公营机构奖）大奖」，为历年以来获大奖次数最多的部门。

The department won the Grand Award of The Ombudsman's Awards for Public Organisations for the sixth time, an achievement surpassing all others over the years in terms of high frequency of winning the Grand Award.

同样地，对香港特区护照相关服务的需求亦自通关后急剧上升。二零二三年，本处接获的护照申请创下历史新高。为满足市民申领护照的需求，各区办事处因应实际情况延长当天服务时间。此外，为应对暑假高峰，本处于二零二三年七月连续两个星期六额外加开特别服务时段，方便市民领取新证件。部分驻内地办事处的入境事务组亦提供外展服务，协助居住在内地的香港居民递交申请及领取旅行证件。本处从心出发，竭力为市民大众提供最贴心的服务。

自二零二三年四月起，本处增设了 1868 WhatsApp 求助热线，让身在香港境外遇事的香港居民可透过 WhatsApp 应用程式，发送信息求助。另外，为提升「协助在外香港居民小组」成员的执勤效率及服务水平，本处在二零二三年年初以课程营办者的身分，通过香港学术及职业资历评审局的评审，把小组的「全球紧急支援服务」训练课程纳入资历名册。展望未来，我们会继续灵活地调整策略和工作，与时俱进，推出更多切合市民需要的服务。

善用科技 力求创新

入境处在各个业务范畴上一直积极采用先进科技和创新思维，回应市民和社会所需。继推出「非触式 e-道」及「登机易 e-道」后，本处持续优化服务水平，让更多合资格内地访客使用 e-道服务。此外，本处于二零二三年七月二十一日起扩展 e-道服务对象至外籍家庭佣工、非本地学生及输入劳工。本处亦为日常公共服务加入更多智慧生活元素，例如推出全新的网上办理出生及死亡登记电子服务，让市民体验更贴心方便的服务。

为推动大湾区发展和基础建设的互联互通，特区政府正积极推进一系列提升口岸能力和通关便利化的措施，当中包括重建皇岗口岸。新皇岗口岸计划实施「一地两检」，并积极研究采用「合作查验、一次放行」的崭新通关模式。本处将继续与内地机关紧密联系，持续提升各个口岸的通关能力，加强通关便利。

Likewise, the demand for HKSAR passport-related services has also surged significantly since the resumption of normal travel. In 2023, the number of passport applications received by the department reached a record high. To meet the public demand for application for and collection of passports, the service hours of individual offices in various districts were extended according to the actual circumstances of any working days. In addition, to cope with the summer peak period, the department provided additional special service sessions on two consecutive Saturdays in July 2023 to enable members of the public to collect their new documents. Some Immigration Divisions of the Mainland Offices also provided outreach services to assist Hong Kong residents residing in the Mainland with application submission and collection of travel documents. We care and stand ready to make all-out efforts to provide the public with the most thoughtful services.

From April 2023 onwards, the department has additionally provided the 1868 WhatsApp assistance hotline for Hong Kong residents in distress outside Hong Kong to seek assistance by sending a message via the WhatsApp application. Moreover, in early 2023, to enhance the operational efficiency and service standards of members of the Assistance to Hong Kong Residents Unit (AHU), the department, in the capacity of programme operator, passed the assessment conducted by the Hong Kong Council for Accreditation of Academic and Vocational Qualifications for inclusion of the AHU's training programme on Worldwide Emergency Assistance Services in the Qualifications Register. Looking ahead, we will continue to adjust our strategies and work flexibly, move with the times, and introduce more services that meet public needs.



重建皇岗口岸是粤港澳大湾区建设蓝图及促进区内人流和物流畅通的重点项目之一。本处一直与香港和内地当局保持紧密联系，做好各项相关准备工作，以配合特区政府积极推进提升口岸能力和通关便利化的措施。

The redevelopment of the Huanggang Port is one of the key projects under the Guangdong-Hong Kong-Macao Greater Bay Area development blueprint, facilitating smooth and efficient people and cargo flows within the area. The department has been maintaining close liaison with the authorities of both Hong Kong and the Mainland in doing all the preparatory work to complement the HKSAR Government's efforts in forging ahead with measures to increase the capacity of control points and clearance efficiency.

clearance efficiency, which include the redevelopment of the Huanggang Port. It is planned to implement the 'co-location arrangement' at the new Huanggang Port and the adoption of a new clearance mode of 'collaborative inspection and joint clearance' is being actively explored. For enhanced clearance facilitation, the ImmD will continue to maintain close liaison with the Mainland authorities and boost the clearance capacity of various control points.

Utilising technologies to strive for innovation

The ImmD has been actively adopting advanced technologies and innovative thinking in various business areas to address the needs of members of the public and society. Following the implementation of 'Contactless e-Channel' and 'Flight Token e-Channels', enhanced service quality has also been consistently achieved for more eligible Mainland visitors to use the e-Channel service. In addition, starting from 21 July 2023, the e-Channel service has been further extended to foreign domestic helpers, non-local students and imported workers. On top of that, smart living elements have also been incorporated into our daily public services, such as the introduction of new electronic services for online registration of births and deaths, which enable the public to gain an experience of more caring and convenient services.

To take forward the development of the Greater Bay Area and improve infrastructure connectivity, the HKSAR Government has been forging ahead with a series of measures to increase the capacity of control points and

携手并肩 薪火相传

「青年有未来，则香港有未来」，入境处一直十分重视面向青少年的爱国教育工作，致力提高青少年的爱国情怀和国家安全意识。本处自二零一三年起积极推展的青少年制服团队「入境事务处青少年领袖团」已踏入第十个年头，培育了不少优秀队员。本处会持续优化领袖团训练内容，帮助学员把读万卷书与行万里路结合起来，也让他们从多角度亲身体验国家的最新发展和成就。二零二三年，领袖团更成立了大专生分队「IDYL Plus」，让已升读大专院校的队员可以继续接受领袖团的训练，并担任资深领袖，分享个人经验给年轻队员，以达到薪火相传。事实上，目前已有领袖团成员毕业后投身入境处；本处冀望将来有更多学生在领袖团打好基础，进入职场后好好发挥，成为爱国爱港、具有全球视野的新一代。此外，本处在二零二三年十一月开展「入境事务处青年大使计划」，委任了八名在北京就读的香港学生成为青年大使。本处将安排多元化培训，让他们深入了解特区政府的运作及本处的工作范畴，为香港增添青年力量，协助发放和传递入境处的相关资讯及最新动态，成为部门与青年及内地港人的沟通桥梁。



承先启后 迈向新程

香港正走在「由治及兴」的新征程上，迎来无数新机遇，入境处肩负的职责和提供的服务亦与日俱增。为了优化服务设施及为同事提供更舒适的工作环境，我们将启用位于将军澳的新总部。「启步新愿景，标志新里程」，身为新上任的入境事务处处长，有幸与大家共同见证这个重要历史时刻，令我深感任重道远。我将全力以赴，带领入境处团队迎难而上，继往开来，秉持「爱国爱港、坚定不移」的部门信念，维护国家安全，积极把握国家发展新质生产力的重要机遇，为香港的持续发展作出更大贡献。

Joining with the youth and passing on the torch

'Hong Kong will have a bright future only when its young people have good career prospects'. The ImmD has all along attached great importance to the efforts in patriotic education for young people and is committed to raising their sense of patriotism and awareness of national security. The Immigration Department Youth Leaders Corps (IDYL), a youth uniformed group actively promoted by the department since 2013, has entered its tenth year and successfully nurtured many outstanding members. The department will continue to strengthen the IDYL's training in order to assist members to combine reading and travelling as well as understand the country's latest developments and achievements from multiple perspectives. In 2023, the post-secondary student team 'IDYL Plus' was also established to enable members to continue their IDYL training after being admitted to post-secondary institutes. These members would take senior leadership roles and share their personal experiences with fellow young team members, thus passing the knowledge from one generation to the next. In fact, some IDYL members have already joined the ImmD after graduation. It is expected that in future more students can lay a solid foundation with the benefit of the IDYL's training, unleash their potential after entering the job market and become a new generation of young people with an affection for our country and Hong Kong and global perspectives. Besides, the department launched the Immigration Department Youth Ambassador Programme in November 2023 and appointed eight Hong Kong students who are currently studying in Beijing as Youth Ambassadors. Diversified training will be arranged for them to gain an in-depth understanding of the operations of the HKSAR Government and the scope of our work, so as to assemble a youth force for Hong Kong and to assist the ImmD in disseminating its information and latest developments, and act as a bridge of communication between the department and young people as well as Hong Kong residents in the Mainland.

本处于二零二三年十一月开展了「入境事务处青年大使计划」，旨在为香港发掘并培育更多有承担、有理想，愿意为国家和香港未来而奋斗的青年人才。The department launched the Immigration Department Youth Ambassador Programme in November 2023, which aims to identify and nurture more young talent who are committed individuals with aspirations and a willingness to strive for the future of the country and Hong Kong.

Marking a new milestone by building on past successes

Hong Kong embarks on a new journey from stability to prosperity with countless new opportunities, while the responsibilities shouldered and the services provided by the ImmD are also ever increasing. The new headquarters located in Tseung Kwan O will commence its operation to enhance the service facilities and provide a more comfortable working environment for our colleagues. 'Embarking on a new vision, marking a new milestone'. As the new Director of Immigration, I have the honour to witness this crucial historic moment with each and every one of you, while understanding that I have to bear heavy responsibilities through a long road ahead. I will spare no efforts in leading the ImmD to rise to the challenges and continue to go from strength to strength by upholding the departmental values of 'patriotism and perseverance' for safeguarding national security, proactively seize the key opportunities of the development of new quality productive forces in the country, and make greater contributions to the sustainable development of Hong Kong.

处长级人员

DIRECTORATE OFFICERS



郭俊峯
KWOK Joon-fung, Benson, IDSM

入境事务处处长
Director of Immigration



戴志源
TAI Chi-yuen, Raymond, IDSM

入境事务处副处长（管制、签证及证件）
Deputy Director of Immigration
(Control, Visa and Documents) /
入境事务处副处长（执法、系统及管理）
Deputy Director of Immigration
(Enforcement, Systems and Management)



樊晓声
FAN Hiu-sing, Hillson

助理处长（管制）
Assistant Director (Control)



陈伟烈
CHAN Wai-lit, Andrew, IDSM

助理处长（执法）
Assistant Director (Enforcement)



程和木
CHING Wo-mok, Wallace

助理处长（签证及政策）
Assistant Director (Visa and Policies)



蔡志远
CHOI Chi-yuen

助理处长（管理及支援）
Assistant Director
(Management and Support)



徐定一
CHUI Ting-yat, Andy

助理处长 (遣送审理及诉讼)
Assistant Director
(Removal Assessment and Litigation)



柯重钰
OR Chung-yuk, Cyrus

助理处长 (资讯系统)
Assistant Director
(Information Systems)



杨素英
YEUNG So-ying, Cinda

助理处长 (个人证件)
Assistant Director
(Personal Documentation)



苏智强
SO Chi-keung, Isaac

边境管制 (铁路) 科指挥官
Commander, Boundary (Rail) Division



王志华
WONG Chi-wah, Samson

机场管制科指挥官
Commander, Airport Division



苏骏豪
SO Chun-ho, Rick

高级首席入境事务主任 (执法)
Senior Principal Immigration Officer
(Enforcement)



周兆光
CHOW Siu-kwong, Steve

主任秘书
Departmental Secretary



吴灿兴
NG Chan-hing, Sam

总系统经理 (科技服务)
Chief Systems Manager
(Technology Services)

大事摘要

EVENT HIGHLIGHTS

2月 FEB

香港与内地全面通关后，本处与香港及内地各相关部门通力合作，迅速恢复各管制站运作。

Upon the full resumption of normal travel between Hong Kong and the Mainland, the department swiftly resumed operation of various control points through concerted efforts with relevant departments in Hong Kong and the Mainland.



香港特别行政区（特区）政府派出包括本处两名人员在内的特区救援队前往土耳其地震灾区参与救灾，是特区成立以来首次执行的海外救援行动。

The Government of the Hong Kong Special Administrative Region (HKSAR) sent a rescue team including two officers of the department to the quake-stricken areas in Türkiye to take part in the earthquake rescue mission. This was the first-ever overseas rescue operation conducted since the establishment of the HKSAR.

取消「优秀人才入境计划」的年度配额，为期两年，并调整计分制。

The annual quota under the Quality Migrant Admission Scheme (QMAS) was suspended for a period of two years and its point-scoring scheme was also revised.



1月 JAN

3月 MAR

四间人事登记办事处（即港岛办事处、九龙办事处、观塘办事处及屯门办事处）延长服务时间至晚上十时，以处理在换证计划结束后仍须换领新智能身份证人士的申请。

The service hours of four Registration of Persons Offices, viz., Hong Kong Office, Kowloon Office, Kwun Tong Office and Tuen Mun Office, were extended to 10pm for processing applications for new smart identity card replacement after the completion of the Replacement Exercise.



《2023年生死登记（修订）条例》生效，网上办理出生及死亡登记的全新电子服务同步推出。

The Births and Deaths Registration (Amendment) Ordinance 2023 came into effect. The new electronic services for online registration of births and deaths were concurrently introduced.

5月 MAY

扩大「人才清单」，把涵盖的专业由原有 13 项增至 51 项，并即时应用于「优秀人才入境计划」、「一般就业政策」及「输入内地人才计划」。

The Talent List was expanded, with its coverage expanded from 13 to 51 professions, which were immediately applicable to the QMAS, the General Employment Policy and the Admission Scheme for Mainland Talents and Professionals.



e-道服务扩展至外籍家庭佣工、非本地学生及输入劳工。

The e-Channel service was extended to foreign domestic helpers, non-local students and imported workers.

7月 JUL

入境事务处青少年领袖团举办了「溯流求源、见贤思齐」大湾区交流团，34 名领袖团队员走访广州、东莞及珠海，到富历史意义的地点追溯历史，并体验国家高速发展的成就。

The Immigration Department Youth Leaders Corps (IDYL) organised a summer exchange tour to the Greater Bay Area. 34 IDYL members visited historically significant locations in Guangzhou, Dongguan and Zhuhai to understand history and experience the achievements of the country's rapid development.



9月 SEP

位于将军澳的新入境事务处总部竣工，两座大楼交付本处。

The construction works of the new Immigration Headquarters located in Tseung Kwan O was completed and the towers were handed over to the department.



进行一连串代号为「火刃」的反非法劳工行动，一个非法劳工犯罪集团被瓦解。

A series of anti-illegal worker operations codenamed 'Fireblade' were mounted and an illegal worker syndicate was neutralised.

10月 OCT

11月 NOV



增设人事登记处—观塘（临时）办事处，以应付全面通关后市民对身份证申请的需求。

Registration of Persons – Kwun Tong (Temporary) Office was established to cope with the public demand for identity card applications upon the full resumption of normal travel.

扩大「高端人才通行证计划」合格大学名单至合共 184 间院校。

The list of eligible universities under the Top Talent Pass Scheme was expanded to a total of 184 institutions.



为加强管理青山湾入境事务中心的被羁留人士，并进一步维持纪律和秩序，规管被羁留人士待遇的《入境（被羁留者的待遇）令》（第 115E 章）已作修订，并于二零二三年十一月一日生效。

To enhance the management of detainees and to further uphold discipline and order at the Castle Peak Bay Immigration Centre, the Immigration (Treatment of Detainees) Order (Cap. 115E) governing the treatment of detainees was amended and came into effect on 1 November 2023.

八名在北京就读的香港学生透过「入境事务处青年大使计划」获委任为青年大使。

Eight Hong Kong students studying in Beijing were appointed as Youth Ambassadors under the Immigration Department Youth Ambassador Programme.



全年执行多次大规模遣送行动，将免遣返声请不获确立者遣送回原居地。本处亦因应情况多次派遣人员陪同不合作并拒绝接受遣送离境安排的声请不获确立者搭乘同一航班，以强制遣送该等人士离境。

Multiple large-scale removal operations were carried out throughout the year to repatriate unsubstantiated non-refoulement claimants to their places of origin. The department also deployed, taken into account the circumstances, officers to conduct several removal operations through in-flight escort of unsubstantiated claimants who were uncooperative and refused to be removed in order to implement forced repatriation.



在申诉专员嘉许奖计划中获得「申诉专员嘉许奖（公营机构奖）大奖」。

The department won the Grand Award of The Ombudsman's Awards for Public Organisations under the Ombudsman's Awards Scheme.

管理及支援部

MANAGEMENT
AND SUPPORT BRANCH



强化团队 追求卓越

STRENGTHEN THE CORPS STRIVE FOR EXCELLENCE

管理及支援部负责部门的人力资源管理和发展。该部由三个科别组成，分别是部队管理科、服务质素科和入境事务学院（学院）。部队管理科负责处理入境事务队成员的福利、行为、纪律，以及部门的公共关系事宜；服务质素科专责进行管理审核，就市民的投诉作出检讨，以及策划新入境事务处总部的兴建工作；学院则负责处理部队成员的招聘、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 three divisions, namely the Service Management Division, the Quality Assurance 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 Immigration Service members as well as public relations matters of the department. The Quality Assurance Division is dedicated to conducting management audits, carrying out reviews in response to complaints from the public and planning the construction of the new Immigration Headquarters. The ISITD is responsible for the recruitment, training, deployment and professional development of service members.

在二零二三年的招聘工作中，本处聘任了约
During the recruitment exercises in 2023, the department recruited about 110 Immigration Officers and 270 Immigration Assistants.



建立能干和高效率的团队

管理及支援部全力支援部门具策略性和有效的人力资源管理，让员工有机会发挥所长，以建立一支专业和高效率的团队。二零二三年，本处聘任了约 110 名入境事务主任及 270 名入境事务助理员。本处将继续招聘新人，以配合部门的持续发展。

专业培训 服务为民

为加深本处人员对《中华人民共和国香港特别行政区维护国家安全法》的认识，学院已将之纳入部队成员的必修课程，并为新入职的文职人员及在职人员提供有关训练。此外，学院为所有新入职的部队成员提供中式步操训练；又在培训课程中新增国家事务内容，当中除涵盖对《中华人民共和国宪法》、《基本法》、国旗、国徽及国歌等课题外，亦加入了中国共产党第二十次全国代表大会精神，以巩固部队成员的国民身份认同和对国家的归属感。



在公安部与中国人民警察大学的支持下，本处 103 名入境事务主任学员参与了第一期「入境事务主任学员国情及出入境管理工作培训班」，以巩固学员对国家安全观念和深化其对祖国历史与发展等的认识。

With the staunch support of the Ministry of Public Security and the China People's Police University, 103 Immigration Officer Trainees of the department participated in the first National Affairs and Immigration Control Training Course for Immigration Officer Trainees with a view to strengthening their concept of national security and deepening their understanding of the history and development of our motherland.

Building a Highly Competent and Efficient Workforce

To build a professional and highly efficient workforce, the Management and Support Branch provides full support for the department's strategic and effective human resource management, enabling staff members to have opportunities to play to their strengths. In 2023, about 110 Immigration Officers and 270 Immigration Assistants were appointed. The department will continue to bring in new blood to support its sustainable growth.

Serving the Community with Professionalism

In order to deepen our staff's understanding of the Law of the People's Republic of China on Safeguarding National Security in the Hong Kong Special Administrative Region, the ISITD has included it in the compulsory training for service members, and relevant training has been provided for newly recruited civilian staff and in-service staff members. Besides, the ISITD provides Chinese-style footdrill training for all newly recruited service members, and has introduced into the training programmes national studies, covering not only topics on the Constitution of the People's Republic of China, the Basic Law, the national flag, the national emblem and the national anthem, but also the spirit of the 20th National Congress of the Communist Party of China so as to consolidate service members' sense of national identity and belonging to the country.

本处一直致力为部队成员提供专业培训，以促进他们的个人发展。学院自二零一九年首次以课程营办者的身份向香港学术及资历评审局申请资历评审以来，已顺利申请把八个为主任级和员佐级人员而设的入职和在职训练课程纳入《资历名册》，这些课程获资历架构第五级别（等同于学士学位级别）和第四级别（等同于副学士学位或高级文凭级别）认可。当中入境事务队队员「全球紧急支援服务」专业证书及入境事务队队员「免遣返声请审理」专业证书，分别于二零二三年一月及二零二三年十一月获资历架构第四级别认可及资历架构第五级别认可。



首届入境事务队队员「全球紧急支援服务」专业证书课程于二零二三年三月顺利完成，并已获资历架构认可。The first Professional Certificate in Worldwide Emergency Assistance Services for Immigration Service Members was successfully completed in March 2023. The course has been recognised under the HKQF.

入境事务处青少年领袖团

本处于二零一三年成立「入境处青年领袖」制服团队，为中三至中六的学生提供纪律及领袖训练。二零二一年，团队正式改名为「入境事务处青少年领袖团」，并把服务对象扩展至中一至中六的学生，让更多青少年能够受惠。训练内容涵盖国民教育、入境处知识、中式步操、体适能、社会服务及野外训练，旨在协助队员加强国民身份认同、忠诚爱国、建立守法意识和自律精神，同时培养个人良好品格、领袖才能、正向思维和服务社会的热诚。

领袖团于二零二三年成立了大专生分队「IDYL Plus」，让已升读大专院校的队员可以继续接受领袖团的训练，并担任资深领袖，与其他年轻队员分享个人经验，薪火相传。



入境事务学院一直为部队成员提供战术训练课程，以提升前线人员对遇抗控制及安全押解的意识。To enhance frontline staff's awareness of resistance control and escort safety, the ISITD has been conducting tactical training for service members.

The department has been committed to providing professional training for service members to facilitate their personal development. The ISITD, since its first application for accreditation in the capacity of programme operator to the Hong Kong Council for Accreditation of Academic and Vocational Qualifications in 2019, has made successful application for inclusion of eight induction and in-service training programmes for service members of both officer grade and rank and file grade, pitched at Hong Kong Qualifications Framework (HKQF) Level 5 (equivalent to bachelor's degree level) and HKQF Level 4 (equivalent to associate degree or higher diploma level) in the Qualifications Register. Among which, the Professional Certificate in Worldwide Emergency Assistance Services for Immigration Service Members pitched at HKQF Level 4 and the Professional Certificate in Assessment of Non-refoulement Claims under the Unified Screening Mechanism for Immigration Service Members pitched at HKQF Level 5 were given accreditation in January 2023 and November 2023 respectively.



保安局于二零二三年十月一日举办了「庆祝中华人民共和国成立74周年纪律部队及青少年团体汇演暨嘉年华」，入境事务处青少年领袖团联同其他纪律部队及青少年团队以中式步操浩浩荡荡进场。On 1 October 2023, the Security Bureau held the Parade by Disciplined Services and Youth Groups cum Carnival for Celebrating the 74th Anniversary of the Founding of the People's Republic of China. The Immigration Department Youth Leaders Corps made a majestic entrance, marching in with Chinese-style footdrill together with other disciplined services and youth groups.

Immigration Department Youth Leaders Corps

The department formed its uniformed group, known as the Immigration Department Youth Leaders (IDYL), in 2013 to provide disciplinary and leadership training for Secondary Three to Secondary Six students. In 2021, the group was officially renamed the Immigration Department Youth Leaders Corps with its membership expanded to include Secondary One to Secondary Six students in order to benefit more young people. The training covers national education, immigration knowledge, Chinese-style footdrill, physical fitness, community services and outdoor adventure training. It aims to heighten members' sense of national identity, arouse their patriotism, and develop their law-abiding awareness and self-discipline, while nurturing good character, developing leadership skills and positive thinking, and arousing enthusiasm for serving the community among members.

In 2023, the post-secondary student team 'IDYL Plus' was established to enable members to continue their IDYL training after being admitted to post-secondary institutes. These members would take senior leadership roles and share their personal experiences with fellow young team members, thus passing the knowledge from one generation to the next.

关顾管理 以人为本

本处非常重视推行关顾管理，旨在透过关怀员工的需要及专业发展，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。本处举办「探访工作间」活动，让同事分享工作间经验。此外，入境处聆心服务中心的临床心理学家亦为有需要的员工提供专业的辅导服务。

追求卓越服务

二零二三年，本处在申诉专员嘉许奖计划中获得「申诉专员嘉许奖（公营机构奖）大奖」。这是本处第六次获得这项殊荣，对我们处理投诉的专业精神并为公众提供优质服务所作出的努力予以肯定。同时，本处亦有两位同事获颁发「申诉专员嘉许奖（公职人员奖）」，是本处连续 25 年有同事获得这个奖项。此外，有六位同事获颁「公务员事务局局长嘉许状」，以表扬他们持续优秀的工作表现。

新入境事务处总部

新入境事务处总部位于将军澳市中心，由行政大楼及执法大楼组成，净作业楼面面积达到 57 400 平方米。新总部的建造工程已于二零二三年九月竣工，两座大楼亦已交付本处。待完成大楼设备及资讯系统的安装和测试、以及装设家具后，相关办公室及设施将于二零二四年分阶段搬迁到新总部，为市民提供更优质便捷的服务。



位于将军澳的新入境事务处总部由行政大楼和执法大楼组成，新总部设有婚礼礼堂及多元化自助服务站等设施，以提供更高效和更优质的服务。

Located at Tseung Kwan O, the New Immigration Headquarters comprises the Administration Tower and Enforcement Tower. The new headquarters features facilities such as a marriage hall and self-service kiosks to provide more efficient and higher quality services.

Promoting People-oriented Caring Management

The department places much importance on promoting caring management. It aims to nurture a departmental culture of harmony and mutual trust and build a professional and united force with high morale through caring management and professional development of staff. Workplace Visits are organised for staff members to share their workplace experience. Besides, the Clinical Psychologist of the Immigration Wellness Service Centre also provides professional counselling service for staff in need.

In Pursuit of Service Excellence

In 2023, the department received the Grand Award of The Ombudsman's Awards for Public Organisations. This is the sixth occasion on which the department has been bestowed with this honour, standing as a testament to our professionalism in complaint handling as well as our concerted efforts in providing quality services to the public. At the same time, two staff members of our department also got The Ombudsman's Awards for Officers of Public Organisations, marking the 25th consecutive year that our staff members have been granted the award. In addition, six staff members received the Secretary for the Civil Service's Commendation Award in recognition of their consistently outstanding performance.

New Immigration Headquarters

Located in the town centre of Tseung Kwan O, the New Immigration Headquarters comprises the Administration Tower and the Enforcement Tower, with a net operational floor area of approximately 57,400 square metres. The construction works of the new headquarters was completed in September 2023, and the towers have already been handed over to the department. Upon completion of the installation and testing of building facilities and information systems, as well as the installation of furniture, relevant offices and facilities will be relocated to the new headquarters in phases in 2024 to provide the public with higher-quality and more convenient services.



签证及政策部

VISA AND
POLICIES BRANCH



汇聚人才 欢迎访客

ATTRACT TALENT WELCOME VISITORS

签证及政策部由签证管制（政策）科和签证管制（执行）科组成，前者主要负责制定和覆检签证政策，以及处理有关签证管制事宜的上诉、反对和司法覆核个案，而后者则主要负责处理与签证相关的申请。

The Visa and Policies Branch comprises the Visa Control (Policies) Division and the Visa Control (Operations) Division. The former is mainly responsible for formulating and reviewing visa policies, and handling appeals, objections and judicial reviews relating to visa control matters, whereas the latter for processing visa-related applications.

各项人才入境计划于二零二三年收到超过
22 万份申请，较二零二二年大幅上升近

3 倍

Over 220,000 applications were received under various talent admission schemes, representing a significant increase of nearly threefold compared to 2022.

人才入境计划优化措施

继二零二二年底推出「高端人才通行证计划」（高才通计划）以及对原有人才入境计划作出的一系列优化措施后，本处继续全力配合政府各项抢人才、留人才措施，积极推进各项人才入境计划，为香港的多元化发展注入新动力。

取消「优秀人才入境计划」的年度配额及调整计分制

自二零二三年一月一日起，「优秀人才入境计划」的年度配额取消，为期两年。同时，「综合计分制」亦已调整，加大申请人工作经验的分数比重。申请人如拥有不少于 3 年在跨国公司或知名企业的工作经验，可额外获得 20 分。

扩大「人才清单」

政府于二零二三年五月十六日公布扩大「人才清单」，把涵盖的专业由原有 13 项增至 51 项，并即时应用于「优秀人才入境计划」、「一般就业政策」及「输入内地人才计划」。



本处善用科技加强电子化服务，令递交签证申请更加便捷。The department utilized technology to enhance electronic services, making the submission of visa applications more convenient and efficient.

特区政府在二零二三年五月公布扩大「人才清单」，把涵盖的专业由原有 13 项增至 51 项，当中包括资深人工智能及软件专家。

The Government announced in May 2023 the expanded Talent List, with its coverage increased from 13 professions to 51, including experienced artificial intelligence and software specialists.

Enhancement Measures on Talent Admission Schemes

Following the implementation of the Top Talent Pass Scheme (TTPS) and a series of enhancement measures on existing talent admission schemes at the end of 2022, the department has continued to fully support the government's talent attraction and retention measures, actively taking forward various talent admission schemes to generate new impetus for Hong Kong's diversified development.

Suspension of Annual Quota and Revision of Scoring Scheme under Quality Migrant Admission Scheme (QMAS)

The annual quota under the QMAS has been suspended since 1 January 2023 for a period of 2 years. Meanwhile, the General Points Test (GPT) has also been adjusted with greater weighting given to the applicants' work experience. Applicants with no less than 3 years' work experience in multi-national companies or reputable enterprises will be awarded 20 bonus points.

Expansion of Talent List

The government announced on 16 May 2023 the expanded Talent List, with its coverage expanded from 13 to 51 professions, which were immediately applicable to the QMAS, the General Employment Policy (GEP), and the Admission Scheme for Mainland Talents and Professionals (ASMTTP).

放宽越南、老挝和尼泊尔国民入境安排

本处自二零二三年十月二十五日起放宽越南人才来港就业的签证政策，并放宽越南人申请多次来港旅游签证的门槛，为他们来港洽谈商务和旅游提供便利。同时，本处亦容许老挝及尼泊尔人才来港就业、受训和就读大学教育资助委员会资助院校开办的全日制经本地评审的本地学士学位或以上程度课程。

扩大「高端人才通行证计划」（高才通计划）大学名单

为进一步扩阔网络从而吸纳各地更多人才，「高才通计划」的合资格大学名单自二零二三年十一月一日起扩大，增加了八间顶尖内地和海外院校。截至二零二三年年底，名单上共有184间合资格院校。

放宽全日制非本地研究生的就业限制

在港就读的全日制非本地研究生参与兼职工作的限制，自二零二三年十一月一日起以试行形式放宽，为期两年。获准来港就读全日制经本地评审的本地研究院课程的合资格学生，可在修读认可课程期间就业而不受工作地点或工作时数的限制。

高端人才通行证计划（高才通计划）

为吸引高收入人才及世界顶尖大学的毕业生，「高才通计划」于二零二二年十二月二十八日起以试行形式实施，为期两年。自「高才通计划」推出至二零二三年年底，已有超过5万宗申请获批。

专才和企业家

「一般就业政策」容许具备香港缺乏但所需的特别技能、知识或经验，或能够对本港经济作出重大贡献的非内地居民来港。二零二三年，共有26,270名专才和投资者根据这项政策获准来港。「输入内地人才计划」吸引内地多个界别的人才来港工作。二零二三年，共有19,757名申请人根据这个计划获批来港。

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」旨在吸引非本地毕业生留港或回港工作，从而提升香港的人力资本及竞争力。自二零二二年十二月二十八日起，政府扩大有关安排的适用范围，即包括修读由内地与香港的大学于粤港澳大湾区内地城市设立的高等教育合作办学机构所提供的全日制课程，而获得学士学位或更高资历的人士。截至二零二三年年底，已有超过14万名非本地毕业生获批在港工作。

Relaxation of Entry Arrangements for Nationals of Vietnam, Laos and Nepal

With effect from 25 October 2023, the department has relaxed the visa policy in respect of employment for Vietnamese talent and the criteria for Vietnamese applying for multiple-journey visit visa to come to Hong Kong to facilitate their visit for business and travel purposes. Meanwhile, Laotian and Nepalese talent have also been allowed to come to Hong Kong for employment, training and study in full-time locally accredited local programmes at undergraduate or above level offered by the University Grants Committee-funded institutions.

Expansion of List of Universities under Top Talent Pass Scheme (TTPS)

To further expand the network for attracting more global talent, with effect from 1 November 2023, the list of eligible universities under the TTPS has been expanded to include eight top institutions from the Mainland and overseas. As at the end of 2023, there was a total of 184 eligible institutions on the list.

Relaxation of Employment Restrictions on Full-time Non-local Postgraduate Students

With effect from 1 November 2023, the restrictions on taking up part-time jobs for full-time non-local postgraduate students have been relaxed on a trial basis for two years. Eligible students who have been approved to come to Hong Kong to study in full-time locally-accredited local programmes at the postgraduate level are allowed to take up employment without restrictions on workplace or the number of working hours within the duration of their studies.

Top Talent Pass Scheme (TTPS)

The TTPS has been launched on a trial basis with effect from 28 December 2022 for a period of two years to attract high-income talent and graduates from the world's top universities. Since the implementation of the TTPS until the end of 2023, over 50,000 applications were approved.

Professionals and Entrepreneurs

The GEP allows the entry of non-Mainland residents who possess special skills, knowledge or experience not readily available in but of value to Hong Kong, or who are in a position to make substantial contributions to the economy of Hong Kong. In 2023, a total of 26,270 professionals and investors were admitted under the GEP. The ASMTTP has successfully attracted a wide variety of talented persons from the Mainland to work in Hong Kong. In 2023, a total of 19,757 applicants were admitted under the ASMTTP.

Immigration Arrangements for Non-local Graduates (IANG)

The IANG aims at attracting non-local graduates to stay in or return to Hong Kong to work, so as to enhance Hong Kong's human capital and competitiveness. With effect from 28 December 2022, the applicable scope of the arrangements has been expanded to cover persons who have obtained an undergraduate or higher qualification by completing a full-time programme offered by a higher education institution jointly established by universities of the Mainland and Hong Kong in the Mainland cities of the Guangdong-Hong Kong-Macao Greater Bay Area. As at the end of 2023, over 140,000 non-local graduates had been approved to work in Hong Kong.



入境处不断优化人才入境计划，以配合特区政府广纳人才，增强本港发展动能。

The department continues to enhance talent admission schemes to support the Government's initiatives to attract talents and create strong impetus for growth.

科技人才入境计划

「科技人才入境计划」旨在透过快速处理安排，让资格科技公司／机构申请输入科技人才来港从事研发工作。有关公司／机构获创新科技署发出配额后，可于为期 24 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。截至二零二三年年底，共有 465 名申请人根据这个计划获准来港。

优秀人才入境计划

「优秀人才入境计划」旨在吸引世界各地的卓越人才来港定居。申请人可选择按两套计分制的其中之一接受评核。根据「综合计分制」，申请人按照指明的客观准则接受评核。申请人如符合人才清单的要求，经评核后可根据「优秀人才入境计划」的「综合计分制」额外获得 30 分。拥有杰出成就的申请人可选择以「成就计分制」接受评核。截至二零二三年年底，超过 24 900 名申请人根据本计划通过「输入优秀人才及专才咨询委员会」的甄选。

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」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。截至二零二三年年底，本处共批准了 670 宗申请。

输入短缺劳工

院舍输入护理员特别计划（特别计划）

政府于二零二三年六月十九日推出特别计划，让难以在本地聘请合适护理员的院舍营办者输入护理员，并将之前在「补充劳工计划」下批出并在港工作的 4 000 多名护理员纳入计算，合共配额上限设定为 7 000 个。自特别计划推出至二零二三年年底，本处共获 947 宗输入护理员的签证／入境许可申请，当中 791 宗获批。

行业输入劳工计划（行业计划）

政府于二零二三年七月十七日推出行业计划，容许建造业及运输业（包括航空业及公共小巴／客车行业）的雇主在符合指定准则的情况下申请输入劳工配额。其中建造业有 12 000 个，运输业界有 8 000 个，包括航空业的 6 300 个及公共小巴／客车行业的 1 700 个配额。截至二零二三年年底，本处共批准了 2 689 宗申请。

补充劳工优化计划（前称「补充劳工计划」）

政府于二零二三年九月四日推出「补充劳工优化计划」，包括暂停执行「补充劳工计划」下 26 个职位类别及非技术／低技术职位一般不得输入劳工的规定，为期两年。本处亦同时放宽获批输入劳工的逗留期限至最长 24 个月。二零二三年，本处共批准了 5 380 宗「补充劳工计划」／「补充劳工优化计划」申请。

Technology Talent Admission Scheme (TechTAS)

The TechTAS aims to allow eligible technology companies/institutes to apply for importation of technology talent to undertake research and development work in Hong Kong through a fast-track arrangement. After being allotted quotas by the Innovation and Technology Commission, the companies/institutes concerned can sponsor eligible persons to apply to the department for employment visas/entry permits within the 24-month quota validity period. As at the end of 2023, a total of 465 applicants had been admitted under the scheme.

Quality Migrant Admission Scheme (QMAS)

The QMAS aims at attracting top-notch talent from around the world to settle in Hong Kong. Applicants may choose to be assessed under one of the two points-based tests. Under the GPT, applicants are assessed based on specified objective criteria. Applicants who meet the requirements of the Talent List will be awarded 30 bonus points under the GPT of the QMAS after assessment. For applicants who have outstanding achievements, they may choose to be assessed under the Achievement-based Points Test. As at the end of 2023, over 24,900 applicants had been successfully selected by the Advisory Committee on Admission of Quality Migrants and Professionals under the scheme.

Admission Scheme for the Second Generation of Chinese Hong Kong Permanent Residents (ASSG)

The ASSG aims at attracting the second generation of Chinese Hong Kong permanent residents who have emigrated overseas to return to Hong Kong for development. As at the end of 2023, a total of 670 applications had been approved by the department.

Importation of Labour in Shortage

Special Scheme to Import Care Workers for Residential Care Homes (Special Scheme)

The government launched the Special Scheme on 19 June 2023 to allow operators of residential care homes having difficulties in recruiting suitable care workers locally to import care workers, with a total quota capped at 7,000, including the 4,000 plus care workers previously approved under the Supplementary Labour Scheme (SLS) who are working in Hong Kong. Since the implementation of the Special Scheme until the end of 2023, the department received a total of 947 visa/entry permit applications for imported care workers, of which 791 applications were approved.

Sector-specific Labour Importation Schemes (Sector-specific Schemes)

The government introduced on 17 July 2023 the Sector-specific Schemes to allow employers of the construction and the transport sectors (including the aviation industry and the public light bus/coach trade) to apply for quotas for importation of labour subject to fulfilment of the specified parameters, comprising 12,000 for the construction sector and 8,000 for the transport sector, of which 6,300 were for the aviation industry and 1,700 for the public light bus/coach trade. As at the end of 2023, a total of 2,689 applications were approved by the department.

Enhanced Supplementary Labour Scheme (ESLS) (formerly known as SLS)

On 4 September 2023, the government launched the ESLS, including suspending the general exclusion of 26 job categories as well as unskilled/low-skilled posts from the SLS for two years. The department also relaxed the limit of stay of imported workers to a maximum of 24 months. In 2023, 5,380 applications under the SLS/ESLS were approved by the department.



「新一代个案简易处理系统」让本处人员提供高效和优质的签证和许可证申请服务。

The Next Generation Application and Investigation Easy Systems (APPLIES-2) allows officers of the department to provide efficient and quality services for visas and entry permits.

管轄 BRANCH CONTROL



有效管制 快捷有礼

EFFECTIVE CONTROL SPEEDY AND COURTEOUS 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）科辖下设有六个边境管制站，分别位于落马洲、文锦渡、沙头角、深圳湾、港珠澳大桥香港口岸和香园围。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、内河码头管制组及启德邮轮码头管制组。

The Control Branch comprises four divisions, namely the Airport Division, the Boundary (Rail) Division, the Boundary (Vehicles) Division and the Harbour Division. These four divisions share responsibilities for 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 Boundary (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 Boundary (Vehicles) Division comprises six boundary control points located at Lok Ma Chau, Man Kam To, Sha Tau Kok, Shenzhen Bay, the Hong Kong-Zhuhai-Macao Bridge (HZMB) Hong Kong Port and Heung Yuen Wai. The Harbour Division comprises the Harbour Control Section, the Macau Terminal Section, the China Ferry Terminal Section, the River Trade Terminal Section and the Kai Tak Cruise Terminal Section.



二零二三年的访港旅客入境人次约 3 400 万，较二零二二年上升
In 2023, the total number of visitor arrivals was around 34 million,
representing a rise of 55 times as compared with that of 2022.



入境处既采取措施便利真正旅客进出香港，同时也严密把关，防止不受欢迎的人物入境和防范任何危害国家安全的活动。

While facilitating genuine visitors to enter and exit Hong Kong, the department maintains stringent gatekeeping by exercising effective immigration control to prevent undesirables from entering Hong Kong and guard against any activities that endanger national security.



跨境学生自二零二三年二月八日起逐步恢复往返香港参与面授课堂，本处提供的「免下车过关检查」服务，便利跨境学生可快捷而有秩序地办理出入境手续。Cross-boundary students (CBS) have gradually resumed their daily trips to and from Hong Kong to attend face-to-face classes since 8 February 2023. The department provides on-board clearance service to facilitate CBS in completing immigration clearance in a speedy and orderly manner.

管制站的旅客流量

二零二三年，各管制站的出入境人次超过 2.11 亿，而访港旅客的入境总人次约为 3 400 万，其中内地访客的入境人次为 2 676 万，而其他访客的入境人次则为 724 万。二零二三年访港旅客的入境人次中，机场管制站有 692 万人次，陆路管制站有 2 567 万人次，海路管制站则有 141 万人次。

Passenger Traffic at Control Points

In 2023, over 211 million passengers passed through various control points and the total number of visitor arrivals was around 34 million, of which the number of Mainland visitor arrivals was 26.76 million, while the number of arrivals of other visitors was 7.24 million. Among the visitor arrivals in 2023, 6.92 million visitors travelled through the Airport Control Point, while 25.67 million and 1.41 million visitors passed through land and sea control points respectively.

扩展 e-道服务

现时，各管制站共设有 756 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。为进一步提升处理旅客出入境检查的能力和效率，本处善用科技，包括推出访港旅客自助离境服务「离境易」，让更多旅客以自助形式使用 e-道办理出入境检查手续。「离境易」采用容貌识别技术核实访港旅客的身份，让合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。截至二零二三年年底，已有超过 1 504 万访客人次使用该服务。

推出香港居民「非触式 e-道」服务

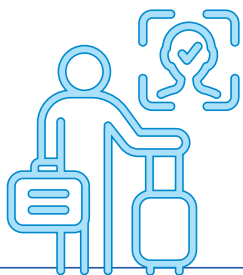
本处于二零二一年十二月在香港国际机场、港珠澳大桥香港口岸、深圳湾口岸及启德邮轮码头管制站推出「非触式 e-道」服务，供已登记的香港居民使用，让他们利用自己的智能电话产生加密二维码，透过容貌识别技术办理自助出入境手续，无须出示身份证或使用指纹扫描器，过程更快捷、方便和卫生。有关服务已于二零二二年扩展至所有出入境管制站。截至二零二三年年底，已有超过 4 698 万香港居民人次使用该服务。

截至二零二三年年底，已有超过

4 698 万

香港居民人次使用「非触式 e-道」服务

As at the end of 2023, over 46.98 million Hong Kong residents had used the Contactless e-Channel service.



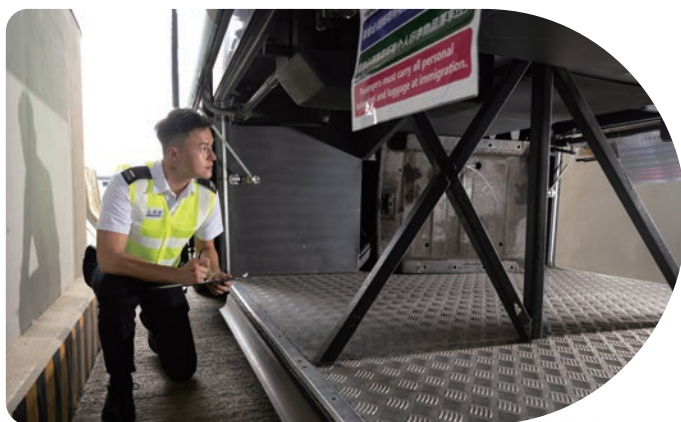
「登机易 e-道」采用容貌识别技术核实身份，为合格香港居民办理自助出境检查手续，全程无须出示旅行证件。Flight Token e-Channel's facial recognition technology enables eligible departing Hong Kong residents to have their identity verified to complete self-service departure clearance, without the presentation of any travel document throughout the process.

Extension of the e-Channel Service

At present, a total of 756 multi-purpose e-Channels are installed at control points, which can be flexibly deployed for use by eligible Hong Kong residents or visitors. To further enhance its passenger clearance capacity and efficiency, the department has made good use of technologies including the launch of the self-service departure for visitors to Hong Kong (Smart Departure) to enable more passengers to perform self-service immigration clearance with e-Channels. 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 2023, over 15.04 million visitors had used the service.

Introduction of the Contactless e-Channel Service for Hong Kong Residents

In December 2021, the department launched the Contactless e-Channel service at the control points of the HKIA, the HZMB Hong Kong Port, Shenzhen Bay and Kai Tak Cruise Terminal to allow enrolled Hong Kong residents to perform self-service immigration clearance by means of an encrypted QR code generated by their smartphones and facial recognition technology without the need to present their identity cards or touch the fingerprint scanner, making the process faster, more convenient and more hygienic. The service was extended to all immigration control points in 2022. As at the end of 2023, over 46.98 million Hong Kong residents had used the service.



港珠澳大桥管制站人员为过境车辆进行检查。

Immigration staff of Hong Kong-Zhuhai-Macao Bridge Control Point inspecting a cross-boundary vehicle.

推出香港居民「登机易 e-道」服务

为向香港居民提供更便捷的出境检查服务和配合香港机场管理局（机管局）的「登机易」系统，本处于二零二二年十月在香港国际机场推出「登机易 e-道」服务。「登机易」是机管局所制定的智能机场措施之一。此项措施采用了容貌识别技术，让离港旅客在办理登记手续至登机的过程中，只要在各检查站展示容貌，便可核实身份，无须重覆出示旅行证件和登机证以供检查。合资格的香港居民如在离境时选用机管局的「登机易」服务，即可使用「登机易 e-道」办理自助出境检查手续。他们进入「登机易 e-道」后，只须望向镜头，便可以容貌识别技术核实身份，完成自助出境检查手续，全程无须出示旅行证件。截至二零二三年年底，已有超过 108 万香港居民人次使用该服务。

扩展 e-道服务至外籍家庭佣工、非本地学生及输入劳工

本处自二零二三年七月起扩展 e-道服务至外籍家庭佣工、非本地学生及输入劳工。年满十一岁持有智能身份证的上述类别香港居民，只需进行登记，便可使用 e-道服务。

皇岗口岸／落马洲管制站重建工程

为配合粤港澳大湾区建设蓝图和促进区内人流和物流畅通，香港特区政府正积极推进一系列提升口岸通关能力和通关便利化的措施，当中包括重建皇岗口岸／落马洲管制站。为进一步提高通关效率，新皇岗口岸会实施「一地两检」，并积极研究采用「合作查验、一次放行」的崭新通关模式。在这种通关模式下，深港双方的自助通道和柜台将设于两地口岸边界线上，旅客只需排一次队便可完成两地的出入境手续。



船只搜查小组会突击检查在香港水域的船只，以侦查规避出入境检查、伪造证件、非法入境及逾期逗留等个案。

The Ship Searching Unit conducts spot checks on vessels in Hong Kong waters regularly to detect cases of evasion of immigration examination, forgery, illegal immigration, overstaying, etc.

Introduction of the Flight Token e-Channel Service for Hong Kong Residents

To provide more convenient departure clearance service for Hong Kong residents and tie in with the implementation of the Flight Token system by the Airport Authority Hong Kong (AAHK), the department launched the Flight Token e-Channel service at the HKIA in October 2022. The Flight Token is one of the smart airport initiatives developed by the AAHK. It employs facial recognition technology to enable departing passengers to have their identity verified when going through the check-in to boarding procedures at various checkpoints simply by showing their faces, without the need of checks by repetitive display of travel documents and boarding passes. Eligible Hong Kong residents who choose to use the AAHK's Flight Token service can use Flight Token e-Channels for self-service departure clearance. Upon entering Flight Token e-Channels, they may complete self-service departure clearance simply by looking at the camera and having their identity verified through facial recognition technology. There is no need to present any travel documents throughout. As at the end of 2023, over 1.08 million Hong Kong residents had used the service.

Extension of e-Channel Service to Cover Foreign Domestic Helpers, Non-local Students and Imported Workers

The department has extended the e-Channel service to cover foreign domestic helpers, non-local students and imported workers with effect from July 2023. The above categories of Hong Kong residents aged 11 or above holding smart identity cards may use the e-Channel service after enrolment.

Redevelopment of the Huanggang Port/Lok Ma Chau Control Point

To tie in with the Guangdong-Hong Kong-Macao Greater Bay Area (GBA) development blueprint and facilitate a smooth and efficient flow of people and cargoes within the GBA, the HKSAR Government has been pressing ahead with a series of measures to enhance the handling capacity and clearance facilitation of control points, including the redevelopment of the Huanggang Port/Lok Ma Chau Control Point. To further enhance the efficiency of passenger clearance, the 'co-location arrangement' will be implemented at the new Huanggang Port and the adoption of the new mode of 'collaborative inspection and joint clearance' is being actively explored. Under such clearance mode, self-service channels and counters of both Hong Kong and Shenzhen will be set up at the boundary line of the two territories, such that travellers only need to queue up once to complete the respective immigration procedures.



个人证件部

PERSONAL DOCUMENTATION
BRANCH

領取護照服務站 PASSPORT COLLECTION KIOSK



以客为本 服务市民

FOCUS ON CUSTOMERS SERVE THE COMMUNITY

个人证件部辖下有证件科和人事登记科。证件科处理香港特别行政区（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。人事登记科则处理根据《基本法》提出声称拥有居留权的申请，签发香港身份证，管理人事登记纪录，推行「全港市民换领身份证计划」（换证计划），与外国政府商定香港特区护照持有人的免签证入境安排，以及为在境外遇事的香港居民提供切实可行的协助。

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

全港市民换领身份证计划

换证计划于二零一八年十二月二十七日展开，并已于二零二三年三月三日结束。截至当天，本处已签发超过 800 万张新智能身份证，当中约 684 万张透过换证计划签发。

另外，「到访院舍换证服务」自二零一九年推出以来，广受安老院和残疾人士院舍的院友及家属欢迎。自该服务推出以来，本处已到访超过 700 间院舍，为逾 34 100 名院友提供换领新智能身份证服务。

提升处理身份证申请能力的措施

自恢复通关以来，市民对身份证申请的需求非常殷切。因此，本处推出了多项措施以提升人事登记办事处处理身份证申请的能力，处理量由疫情前平均每星期约 10 000 宗申请，提升 1.5 倍至 25 000 宗申请。措施包括自二零二三年三月六日起延长人事登记处一港岛办事处、九龙办事处、观塘办事处及屯门办事处的服务时间至晚上十时；于四月五日（清明节公众假期）及四月七日（复活节长假期第一天）在人事登记处一港岛办事处推出特别服务日；以及于二零二三年十一月一日增设人事登记处一观塘（临时）办事处，并于同日调整人事登记办事处的服务范畴。

另外，由二零二三年四月十二日起，年满 11 或 18 岁并已持有香港身份证而须换领儿童或成人身份证的人士，可预约于上述四间指定人事登记办事处的延长服务时段办理换证手续。同日，申领身份证的预约期已由 24 个工作日延长至 96 个工作日。本处亦自二零二三年四月二十七日起，在预约系统中新增了「查询各人事登记办事处预约状况」的功能，以方便市民查询。

处理身份证申请的能力提升 1.5 倍至平均每星期处理约

25 000 宗申请

(对比疫情前平均每星期处理量约 10 000 宗申请)

Capacity of Registration of Persons (ROP) Offices in processing identity card applications rose by 1.5 times to about 25,000 applications per week by average. (Compared to the average weekly processing capacity of about 10,000 applications before the epidemic).



Territory-wide Identity Card Replacement Exercise

The Replacement Exercise commenced on 27 December 2018 and concluded on 3 March 2023. As at the end date, the department had issued over 8 million new smart identity cards, of which around 6.84 million were issued under the Replacement Exercise.

Moreover, the 'On-site Identity Card Replacement Service' launched in 2019 had been well received by residents of residential care homes (RCHs) for the elderly and for the persons with disabilities as well as their family members. Since the launch of the service, the department had visited more than 700 RCHs and provided on-site new smart identity card replacement service for over 34,100 residents of the RCHs.

Measures to Boost the Capacity of Processing Identity Card Applications

In view of the upsurge of demand for identity card applications since the resumption of normal travel, the department introduced a number of measures to boost the capacity of ROP Offices in processing identity card applications. The average weekly processing capacity rose by 1.5 times from about 10,000 applications before the epidemic to 25,000 applications. Measures included extension of service hours of ROP – Hong Kong Office, Kowloon Office, Kwun Tong Office and Tuen Mun Office to 10pm starting from 6 March 2023; launch of Special Service Days at the ROP – Hong Kong Office on 5 April (public holiday for Ching Ming Festival) and 7 April 2023 (the first day of the long Easter holidays); and establishment of the new ROP – Kwun Tong (Temporary) Office and adjustment of the scope of services of ROP Offices on 1 November 2023.

Furthermore, from 12 April 2023 onwards, persons already in possession of HKICs reaching 11 or 18 years of age who are required to replace their juvenile or adult identity cards may make appointment booking for the replacement for HKICs during the extended service hours of the above-mentioned four designated ROP Offices. Besides, starting from the same day, the appointment booking period for identity card application has been extended from 24 working days to 96 working days. The department has also added the function of 'Enquiry to the booking status of ROP Offices' to the appointment booking system to facilitate public enquiries since 27 April 2023.



为期超过四年的「全港市民换领身份证计划」于二零二三年三月三日结束，期内该计划为市民签发约 684 万张新智能身份证。The Territory-wide Identity Card Replacement Exercise, which lasted for over four years, concluded on 3 March 2023. Under the Replacement Exercise, around 6.84 million new smart identity cards were issued to members of the public.



本处人员致力为申请新智能身份证的人士提供便捷和优质的服务。

Officers of the department are committed to providing efficient and quality services for new smart identity card applicants.

为在香港境外遇事的香港居民提供协助

本处的「协助在外香港居民小组」(小组)一直与保安局、外交部驻香港特别行政区特派员公署(外交公署)、中国驻外国使领馆、外国驻港领事馆、香港特区政府驻内地办事处及其他政府部门保持紧密联系，竭力为在境外遇事的香港居民提供切实可行的协助。二零二三年，小组共处理了 146 055 宗电话查询和 3 035 宗求助个案。

为进一步提升服务及方便香港居民在香港境外遇事或需要协助时与小组联络，本处继二零二一年推出 1868 热线网络数据通话功能及二零二二年增设网上求助表格服务后，自二零二三年四月三日起再增设 1868 WhatsApp 求助热线，让身在香港境外遇事的香港居民可透过 WhatsApp 應用程式，发送信息至 (852) 1868 与小组联络求助。

本处一直与外交公署合作，加强宣传推广活动，提高香港居民出外时的安全意识，以及对国家领事保护和小组工作的了解，让港人更加明了国家永远是我们最可靠及坚实的后盾，加强对国家的归属感和国民身份认同。本处与外交公署多次合办展览及讲座，向学生、制服团体、旅游业界及出席相关展览会的人士等进行讲解及宣传。此外，小组亦不时在社交媒体贴文，并于不同管制站派发宣传单张，提醒香港居民外游时应留意的事宜。

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

The Assistance to Hong Kong Residents Unit (AHU) of the department has been working closely with the Security Bureau, the Office of the Commissioner of the Ministry of Foreign Affairs in the Hong Kong Special Administrative Region (OCMFA), the Chinese diplomatic and consular missions overseas, the consulates in Hong Kong, the Mainland Offices of the HKSAR Government and other government departments in providing practicable assistance to Hong Kong residents in distress outside Hong Kong. In 2023, the AHU handled 146,055 telephone enquiries and 3,035 requests for assistance.

With a view to further enhancing the service and convenience for Hong Kong residents in distress or in need of assistance outside Hong Kong to contact the AHU, and subsequent to the introduction of the 1868 Hotline Network Data Call function in 2021 and the Online Assistance Request Form service in 2022, the department has additionally provided the 1868 WhatsApp assistance hotline from 3 April 2023 onwards for Hong Kong residents in distress outside Hong Kong to contact the AHU for assistance by sending a message to (852) 1868 via the WhatsApp application.

The department has been actively working with the OCMFA in stepping up publicity and promotion activities to enhance Hong Kong residents' awareness of outbound travel safety as well as their knowledge about consular protection and the work of the AHU so that Hong Kong people can better understand that the country always provides the most reliable and sturdiest support to Hong Kong, strengthening their sense of belonging to the country and national identity. The department and the OCMFA have co-organised a number of exhibitions and seminars to brief students, uniformed groups, members of the travel industry and participants of relevant exhibitions during the promotional activities. In addition, the AHU has posted on social media from time to time and distributed leaflets at various control points to remind Hong Kong residents of issues requiring their attention when travelling abroad.



本处与外交部驻香港特别行政区特派员公署多次合办展览及讲座，向公众人士讲解及宣传出外时的安全意识和国家领事保护。

The department and the OCMFA have co-organised a number of exhibitions and seminars on outbound travel safety and consular protection for members of the public.

为香港特区护照持有人争取免签证入境待遇的游说工作

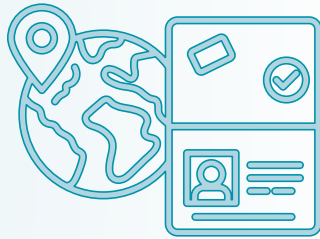
本处一直积极游说更多国家给予香港特区护照持有人免签证入境或落地签证待遇，为香港特区护照持有人争取更大的旅游便利。二零二三年，格鲁吉亚、安哥拉共和国及吉尔吉斯共和国给予香港特区护照持有人免签证入境待遇。另外，马来西亚、阿尔巴尼亚共和国及乌干达共和国则延长香港特区护照持有人的免签证入境期限。截至二零二三年年底，共有 171 个国家和地区给予香港特区护照持有人免签证入境或落地签证待遇。

171 ↑

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，比二零二二年增加 3 个。

(截至二零二三年)

171 countries and territories had granted visa-free access or visa-on-arrival for HKSAR passport holders, an increase of 3 compared to 2022. (As at 2023)



应对旅行证件服务需求的便利措施

二零二三年，本处共接获超过 145 万宗香港特区护照申请，创下本处自一九九七年七月签发香港特区护照以来的历史新高。为满足市民申领香港特区护照的需求，各区办事处因应实际情况，延长当天服务时间以处理所有签发护照及相关工作。此外，因应社会逐步复常后首个暑假领取旅行证件服务的需求进一步上升，本处于七月十五日及二十二日连续两个星期六，额外加开领取旅行证件特别服务时段，方便市民领取新证件。

部份驻内地办事处的入境事务组亦提供外展服务，派员到联络处、当地学校或商会，协助居住在内地的香港居民递交申请及领取旅行证件。此外，本处在二零二三年年初推出特别安排，让跨境学童经学校递交回港证申请。七间分区办事处亦于七月至九月期间设立临时专用柜位，不设配额接收并初步处理所有回港证申请。

出生及死亡登记电子服务

本处一直善用科技，积极推出便民措施，以提升服务水平。全新的网上办理出生及死亡登记电子服务已于二零二三年三月三十一日推出，合资格申报人可就出生或死亡在网上办妥整个登记程序，并可选择经邮递方式收取相关证明书，全程无需亲身前往出生或死亡登记处，便利省时。此外，自二零二三年十二月十五日起，已完成网上办理出生或死亡登记的申报人，如选择亲身到登记处领取相关证明书，更可选定在任何一间出生或死亡登记处领取，更具弹性。

Visa-free Lobbying for HKSAR Passport Holders

To provide greater travel convenience for HKSAR passport holders, the department has made sustained efforts to actively lobby more countries for visa-free access or visa-on-arrival for HKSAR passport holders. In 2023, Georgia, the Republic of Angola and the Kyrgyz Republic agreed to grant visa-free access for HKSAR passport holders. In addition, Malaysia, the Republic of Albania and the Republic of Uganda extended the period of visa-free entry for HKSAR passport holders. As at the end of 2023, a total of 171 countries and territories had granted visa-free access or visa-on-arrival for HKSAR passport holders.

Facilitation Measures to Cope with the Demand for Travel Document Services

In 2023, the department received a total of more than 1.45 million HKSAR passport applications, reaching a record high since the department commenced the issuance of HKSAR passports in July 1997. To meet the public demand for application for and collection of HKSAR passports, the service hours of individual offices in various districts were extended according to the actual circumstances of any working days for the processing of all passport issuance and related work. Besides, in view of the increased demand for travel document collection services during the first summer holidays after the gradual resumption of normalcy in society, the department provided additional special service sessions for the collection of travel documents on two consecutive Saturdays (i.e. 15 and 22 July) to enable members of the public to collect their new travel documents.

Some Immigration Divisions of the Mainland Offices also provided outreach services to Liaison Units, local schools or chambers of commerce to assist Hong Kong residents residing in the Mainland with application submission and collection of travel documents. In early 2023, the department also made special arrangements for cross-boundary students to apply for Re-entry Permits through their schools. Seven Immigration Branch Offices also set up temporary designated counters from July to September for receiving and preliminarily processing all Re-entry Permit applications without setting any service quota.

Electronic Services for Registration of Births and Deaths

The department has all along been actively introducing facilitation measures for service enhancement through effective utilisation of technology. New electronic services for online registration of births and deaths were launched on 31 March 2023. Eligible informants may complete the registration of births or deaths entirely online and choose to receive the relevant certificates by post, without having to attend a births or deaths registry in person, thus saving time and getting greater convenience. Besides, from 15 December 2023 onwards, informants who have completed the birth or death registration online and chosen to collect the relevant certificates at registries in person may also opt to collect the certificates at any births or deaths registries for greater flexibility.

二零二三年收到的香港特区护照申请数字创下历史新高。本处透过善用科技，加上不断优化申请程序和工作流程以满足市民申领香港特区护照的需求。

The number of applications received in 2023 for HKSAR passports reached a record high. Through effective use of technology and improvement of the application process and workflow, the department has been able to meet the public demand for application for and collection of HKSAR passports.



執法部

ENFORCEMENT
BRANCH



维护法纪 公正严明

UPHOLD THE LAW ACT WITH IMPARTIALITY

执法部辖下设有执法科和反恐及情报科。执法科负责制定和执行调查方面的政策、处理与入境事务有关的检控、制定和推行有关递解及遣送离境（免遣返声请个案除外）的措施，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。反恐及情报科负责制定本处的反恐策略和采取相关执法行动，以及与海外、内地和本地执法机关及驻港领事馆联系以作情报交流。反恐及情报科人员亦代表本处参与跨部门反恐专责组（专责组）的工作。

The Enforcement Branch comprises the Enforcement Division and the Counter-Terrorism and Intelligence Division. The Enforcement Division is responsible for formulating and implementing policies in respect of investigation, and handling immigration-related prosecutions. It is also responsible for formulating and implementing measures relating to deportation and removal (other than non-refoulement claims), and managing the Castle Peak Bay Immigration Centre (CIC), which is for the detention of persons of 18 years old or above. The Counter-Terrorism and Intelligence Division is responsible for formulating departmental strategies relating to counter-terrorism (CT) and taking relevant enforcement actions, and liaising with overseas, Mainland and local law enforcement agencies as well as consulates in Hong Kong for intelligence exchange. Officers of the Counter-Terrorism and Intelligence Division also serve as the department's representatives in the Inter-departmental Counter Terrorism Unit (ICTU).

打击跨国非法移民、伪造旅行证件和偷运人口活动

本处一直透过国际间的合作，共同应对跨国非法移民、伪造旅行证件和偷运人口等全球关注的问题。

本处非常关注免遣返声请人从内地非法进入香港的情况，并自二零一六年二月中起与内地和本地执法机关展开专项联合行动，侦破了多个跨境犯罪集团和拘捕了多名集团骨干成员。针对二零二三年下半年非华裔人士非法入境香港的情况，本处于二零二三年十一月进行了两次代号「獠猎-3」的粤港联合执法行动，在粤港两地合共拘捕了超过 200 人，当中大部分为非华裔非法入境者，亦有约 20 名蛇头被捕。在本处与各执法机关持续努力下，二零二三年十二月截获的非华裔非法入境者已较同年十月高峯期减少约 74%。



本处人员于新启用的海天中转大楼抽查旅客证件。
Officers of the department conducting spot checks on passengers' travel documents at the newly commissioned SkyPier Terminal.

Combating Transnational Illegal Migration, Travel Document Forgery and Human Smuggling

The department has all along been tackling the global issues of transnational illegal migration, travel document forgery and human smuggling through international co-operation.

The department is very concerned about the situation of non-refoulement claimants entering Hong Kong illegally via the Mainland and has commenced dedicated joint operations with the Mainland and local law enforcement agencies since mid-February 2016. A number of cross-boundary crime syndicates were smashed and core members of the syndicates were arrested. In response to the illegal immigration of non-ethnic Chinese (NEC) into Hong Kong in the second half of 2023, the department mounted two joint enforcement operations code-named 'Mungoshunt-3' with the Guangdong law enforcement agencies in November 2023. Over 200 persons were arrested in Guangdong and Hong Kong, of whom most were NEC illegal immigrants (NECIIs). About 20 arrangers were also arrested. With the ongoing efforts of the department and various law enforcement agencies, the number of NECIIs intercepted in December 2023 decreased by around 74 per cent from the peak in October 2023.

打击贩运人口

入境处人员一直根据贩运人口受害人识别机制审核和识别被捕或主动接触当局的容易受剥削人士，以确定该等人士是否贩运人口受害人。外佣专责调查组会对外佣签证申请人进行初步筛查，从而及早识别潜在的贩运人口受害人或剥削外佣个案，并在有需要时展开调查。二零二三年，本处在贩运人口受害人识别机制下共进行了 5 315 次初步筛查，当中 3 194 次为外佣专责调查组对外佣签证申请人进行的初步筛查。

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。二零二三年，本处进行了 17 248 次反非法劳工行动，共有 2 924 名非法劳工（包括 1 620 名性工作者）和 502 名雇主被捕。

截至二零二三年年底，本处与内地和本地执法机关共展开了 10 次联合行动，侦破了多个跨境犯罪集团和拘捕了 506 名涉案人士，包括 164 名人蛇集团骨干成员。

As at the end of 2023, the department conducted 10 joint operations with Mainland and local law enforcement agencies and smashed a number of cross-boundary crime syndicates, resulting in the arrest of 506 persons which included 164 core members of the syndicates.

10 次联合行动



入境处特遣队人员到非法劳工黑点采取突击行动，遏止非法劳工在港工作。The Immigration Task Force conducts surprise operations at black spots of illegal workers to combat illegal employment in Hong Kong.



本处特遣队人员向商户派发「切勿聘用非法员工」的宣传单张。Immigration Task Force officers distribute 'Don't Employ Illegal Workers' leaflets to shop owners.



新成立的青山湾入境事务中心无人机小队，利用小型无人机协助进行全方位空中巡逻，以打击中心内的违规行为。

The newly established small unmanned aircraft (SUA) team at CIC uses SUAs to assist in aerial patrols from all angles to combat indiscipline acts within the CIC.

Tackling Trafficking in Persons (TIP)

Immigration officers have all along been conducting screening and making identification of persons susceptible to exploitation who are arrested or who put themselves forward to the authorities under the TIP victim screening mechanism, with a view to ascertaining whether they are TIP victims. The Foreign Domestic Helpers Special Investigation Section (FIS) conducts initial screening of foreign domestic helper (FDH) visa applicants so as to facilitate early identification of potential TIP victims and cases of exploitation of FDHs, and conducts investigations where necessary. In 2023, the department conducted a total of 5,315 initial screening under the TIP victim screening mechanism. Among them, 3,194 were conducted by the FIS in respect of FDH visa applicants.

Enforcement Actions against Illegal Employment

During the year, the department continued to take vigorous enforcement actions against illegal employment. In 2023, the department conducted 17,248 operations against illegal employment. A total of 2,924 illegal workers (including 1,620 sex workers) and 502 employers were arrested.



本处于代号「闪刺」的大型执法行动中成功瓦解一个透过手机游戏招揽本地居民参与假结婚勾当的犯罪集团。

In the large-scale enforcement operation codenamed 'Flashspear', the department successfully smashed a bogus marriage syndicate, which solicited local residents to engage in bogus marriage activities through mobile games.

揭发假结婚案件

本处十分关注非本港居民藉着与香港居民假结婚来港居留的问题。二零二三年，共有 87 人因涉及假结婚案件而被定罪及判监 8 至 36 个月不等。

打击与出入境事宜相关的网络罪案

本处致力打击和防范与出入境事宜相关的网络罪案。网络罪案及法证调查小组专责进行专业的数码法理鉴证，以修复和分析调查期间检获的电脑、智能电话等电子装置内的数码证据，作为法庭检控之用。随着新的入境事务处总部即将启用，小组将增设更先进的数码法理鉴证设备，进一步提升本处处理数码法理鉴证、侦查网络罪案和分析情报的能力。

反恐侦查及调查

本处因应当前的恐袭威胁评估，在各出入境管制站进行执法行动，堵截怀疑涉恐访客入境。二零二三年，反恐及情报科人员在各出入境管制站共进行了 13 370 次巡查行动，截查了 20 811 名旅客。年内，本处共进行了 19 次反恐演练，同时举办了 105 节反恐训练课堂，参与训练的人员为 1 764 人次。此外，本处积极参与专责组的反恐工作，以及向公众宣传反恐意识。

Uncovering Cases of Bogus Marriages

The department has grave concerns about non-Hong Kong residents coming for residence in Hong Kong by contracting bogus marriages with Hong Kong residents. In 2023, a total of 87 persons were convicted of offences relating to bogus marriages and sentenced to jail terms ranging from 8 to 36 months.

Combating Immigration-related Cyber Crimes

The department is dedicated to combating and preventing immigration-related cyber crimes. The Cybercrime and Forensics Investigation Group (CFIG) has been commissioned to conduct professional digital forensic examinations, so as to restore and analyse digital evidence on electronic devices, including computers and smart phones, seized during investigations for prosecution in court. With the commissioning of the new Immigration Headquarters shortly, CFIG will introduce more advanced digital forensic equipment to further enhance the department's capabilities of handling digital forensics, investigating cyber crimes, and analysing intelligence.

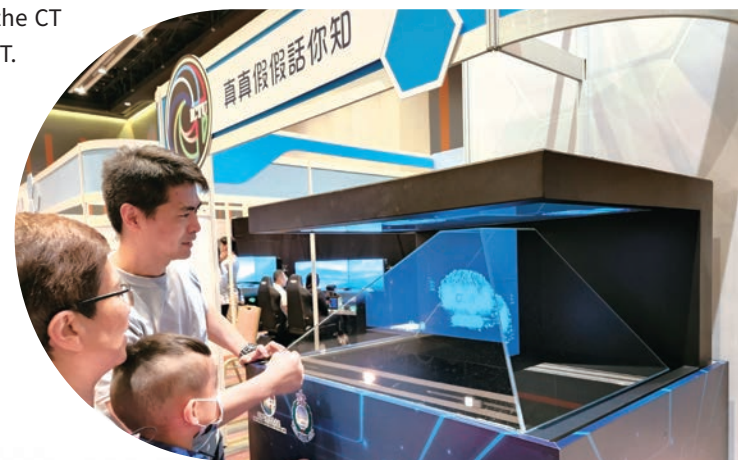
Counter-Terrorism Detection and Investigation

In the light of the current terrorist threat assessment, the department takes enforcement actions at various immigration control points to prevent visitors suspected of being involved in terrorism-related activities from entering Hong Kong. In 2023, a total of 13,370 operations were conducted by officers of the Counter-Terrorism and Intelligence Division at various immigration control points with 20,811 passengers intercepted. During the year, a total of 19 CT exercises were conducted and 105 CT training sessions organised, with an attendance of 1,764 staff members of the department.

In addition, the department actively participates in the CT work of the ICTU and promotes public awareness of CT.

本处积极参与跨部门反恐专责组的反恐宣传工作，透过不同活动向广大市民宣扬反恐讯息。

The department actively participates in the CT work of the ICTU and delivers various CT messages to the members of the public through different publicity campaigns.



二零二三年，本处共执行了

28 137 次

次打击伪造证行动，检获 419 本伪造证件，数字较二零二二年的 109 本上升 284%。

In 2023, the department conducted 28,137 anti-forgery operations. The number of forged documents detected was 419, representing a rise of 284 per cent as compared to 109 in 2022.





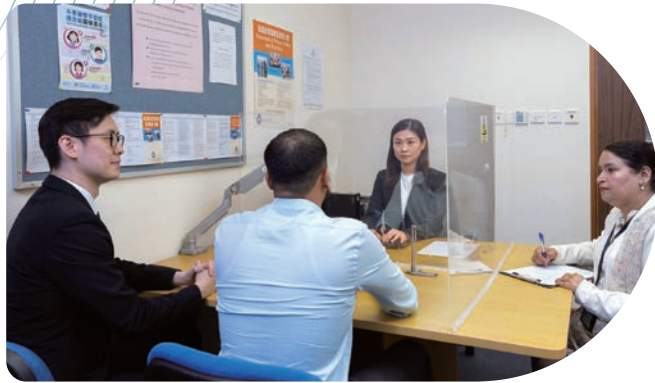
遣送 审理 及 诉讼部

REMOVAL ASSESSMENT
AND LITIGATION BRANCH

高度公平 高效审理

HIGH STANDARDS OF FAIRNESS

EXPEDITIOUS PROCESS OF SCREENING



个案主理人员在传译员的协助下，与由代表律师陪同的免遣返声请人进行审核会面。

With the assistance of an interpreter, a case officer is conducting a screening interview with a non-refoulement claimant in the presence of a legal representative.

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，均无合法身份在香港逗留。为实施有效的出入境管制和维护公众利益，应根据《入境条例》尽快遣送该等人士离港。

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，在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。根据统一审核机制，声请人有合理机会确立其声请。审结后，本处会书面通知声请人其决定及理由。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。

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和在香港逗留的人所提出的免遣返声请。该科亦就全面检讨处理免遣返声请的策略为政府提供支援，并就遣送审理和执法诉讼提供诉讼支援，以及执行有关免遣返声请不获确立者的遣送程序。

The Removal Assessment and Litigation Division, under the Removal Assessment and Litigation Branch, is responsible for screening non-refoulement claims lodged by persons not having the right to enter and remain in Hong Kong. The division also provides support for the government's comprehensive review of the strategy for handling non-refoulement claims, gives litigation support for removal assessment and enforcement litigation, and executes removal proceedings against unsubstantiated non-refoulement claimants.



本处聘用驻部门的翻译及传译员，主要在简介会和审核会面期间为声请人提供传译支援，并翻译声请人所递交的文件。

The department hires in-house translators and interpreters mainly to provide interpretation support for claimants during briefing sessions and screening interviews, and to translate documents submitted by claimants.

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, such persons 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 repatriated 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 repatriated, the department must withhold the claimant's repatriation 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 screen non-refoulement claims on all applicable grounds. Under the USM, claimants are provided with reasonable opportunities to establish their claims. After assessment, the department will inform the claimants of its decision and reasons in writing. Claimants aggrieved by the department's decision may lodge an appeal with the statutory and independent Torture Claims Appeal Board/ Non-refoulement Claims Petition Office.

加强处理免遣返声请

政府于二零一六年年初就处理免遣返声请的策略展开了全面检讨，多年来已落实多项措施，并且取得进展。尽管如此，在处理免遣返声请的问题上，未来仍然充满挑战。截至二零二三年年底，约 15 200 名声请人基于不同理由仍然身在香港。为减轻大量免遣返声请人持续在港对社会所造成的负担，政府会推行措施，包括从源头堵截非法入境者，加强处理免遣返声请和加快遣送声请不获确立者离港。

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。《入境条例》在二零二一年经修订后，令本处可运用更多措施以确保审核程序有效进行，并防止部分声请人采取拖延手段。本处会持续以高效率进行审核程序，并确保程序符合法律要求的高度公平标准，目标是在接获新声请后尽快展开审核工作。

统一审核机制自实施至二零二三年年底，本处已就 23 617 宗声请作出决定，包括 305 宗已获确立的声请（当中 215 宗于上诉阶段获确立），另外有 7 182 宗撤回，现时尚待审核的声请有 840 宗。



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的资料，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.



所有负责审核免遣返声请的个案主理人员，在就任前均须接受专业训练课程，内容包括由联合国难民署人员、律政司代表、卫生署及医院管理局的医学专家主讲的讲座、个案主任的经验分享等。

All case officers responsible for screening non-refoulement claims are required to attend professional training courses before assuming their duties, including seminars given by representatives from the United Nations High Commissioner for Refugees and the Department of Justice, medical experts from the Department of Health and the Hospital Authority, and experience sharing by case officers, etc.

Enhancing the Handling of Non-refoulement Claims

The government commenced a comprehensive review of the strategy for handling non-refoulement claims in early 2016, and various measures had been implemented with good progress over the years. Nevertheless, there remain many challenges ahead in tackling the issue of handling non-refoulement claims. As at the end of 2023, there were around 15,200 claimants remaining in Hong Kong for different reasons. To ease the burden on society brought by the continued presence of a large number of non-refoulement claimants, the government will implement measures, including intercepting illegal immigrants at source, strengthening the handling of non-refoulement claims and expediting the removal of unsubstantiated claimants from Hong Kong.

Screening Procedures

To enhance the workflow, the department had introduced various administrative measures within the existing legal framework so as to expedite the screening of claims. With the amendment of the Immigration Ordinance in 2021, the department is equipped with more tools to ensure that the screening procedures are efficiently conducted and to prevent delaying tactics deployed by some claimants. The department will continue to maintain high efficiency in the screening procedures while ensuring compliance with high standards of fairness as required by law, and aim to commence screening as soon as a new claim is received.

Since the implementation of the USM to the end of 2023, the department determined 23,617 claims, including 305 substantiated claims (among which 215 claims were substantiated at the appeal stage), together with 7,182 claims withdrawn. The current number of claims pending screening stands at 840.

羈留

《入境条例》赋予本处权力，羈留正等候免遣返声请审核决定及／或遣送程序的人士。政府一直研究增加羈留名额的不同方案，以便入境处更有效地执行遣送行动。政府会继续循法律、资源、公众安全等方面研究不同的羈留措施。

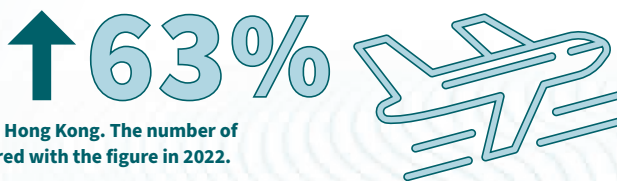
自二零二三年五月十八日起，励愿惩教所纳入为本处的羈留地点，使可用作羈留免遣返声请人的羈留地点增至三个，而整体羈留名额由 660 个增至 900 个。

遣送

根据二零二二年十二月七日生效的更新的遣送政策，若声请不获确立者就其免遣返声请提出的司法覆核或相关许可申请被高等法院原讼法庭拒绝，即使他们有尚待处理的法律诉讼程序(包括向更高级法院就原讼法庭的裁决提出的上诉)，本处仍会执行遣送他们离港的程序。自政策实施至二零二三年年底，本处共遣送了 1 851 名声请人离港，包括 215 名根据更新的遣送政策遣送；而二零二三年的遣送数字较二零二二年大幅上升 63%。

本处会继续与相关持份者包括相关领事馆及航空公司保持密切联系，在有需要时及情况许可下安排特别航班执行大规模遣送行动，或派遣人员陪同不合作并拒绝接受遣送离境安排的声请不获确立者搭乘同一航班，以强制遣送该等人士离境。本处会继续致力加强遣送工作，根据现行相关法例及政策，尽快把免遣返声请不获确立者遣离香港，以维持有效的出入境管制和保障公众利益。

自更新的遣送政策实施至二零二三年年底，本处共遣送了 1 851 名声请人离港。二零二三年的遣送数字较二零二二年大幅上升
Since the implementation of the updated removal policy till the end of 2023, the department removed a total of 1,851 claimants from Hong Kong. The number of removals in 2023 increased substantially by 63 per cent when compared with the figure in 2022.



Detention

The Immigration Ordinance empowers the department to detain persons pending the determination of non-refoulement claims and/or removal proceedings. The government has all along been exploring different options to expand the detention capacity so as to facilitate removal actions by the Immigration Department more efficiently. The government will continue to explore various detention measures in the light of legal, resource and public security implications, etc.

With effect from 18 May 2023, the Nei Kwu Correctional Institution has been included as a place of detention of the department, thereby increasing the number of detention places that could be used for detaining non-refoulement claimants to three, and the overall detention capacity from 660 to 900.

Removal

Under the updated removal policy that came into effect on 7 December 2022, the department will proceed with the removal proceedings against unsubstantiated claimants if their judicial reviews or relevant leave applications pertaining to their non-refoulement claims are dismissed by the Court of First Instance (CFI) of the High Court, irrespective of whether there are outstanding court proceedings (including appeals lodged to the higher courts against the decisions of the CFI) in respect of the claimants. Since the implementation of the policy till the end of 2023, the department removed a total of 1,851 claimants from Hong Kong, including 215 of them were removed under the updated removal policy. The number of removals in 2023 increased substantially by 63 per cent when compared with the figure in 2022.

The department will continue to maintain close liaison with relevant stakeholders including the consulates concerned and airline companies, and will, when necessary and as the circumstances permit, arrange special flights for large-scale removal operations or deploy officers to escort unsubstantiated claimants on board who are uncooperative and refuse to be removed, in order to implement forced repatriation. The department will continue to strengthen its efforts to remove unsubstantiated non-refoulement claimants from Hong Kong as soon as practicable in accordance with relevant prevailing laws and policy for maintaining effective immigration control and safeguarding public interest.



被遣返人士在本处人员押送下离开羈押地点前往机场。
Removees being escorted by officers of the department to proceed from place of detention to the airport.

资讯系统部

INFORMATION SYSTEMS
BRANCH



锐意创新 提升效率

SPEARHEAD INNOVATION ENHANCE EFFICIENCY

资讯系统部负责管理本处资讯系统及相关事宜，其下设有四个科别。资讯系统（发展）科负责制定和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和系统的保安事宜，以及不断优化和更新各系统及相关程序。纪录及数据管理科负责一切有关资料私隐、公开资料和处内纪录管理的事宜。科技服务科则为处内资讯系统的应用及发展提供技术支援。

The Information Systems Branch manages the information systems and related matters of the department. It comprises four divisions. The Information Systems (Development) Division is responsible for formulating and implementing the department's information systems strategy and developing new information systems to meet future operational needs. The Information Systems (Production) Division is responsible for the management and security of information systems in operation as well as the on-going enhancement and upgrade of the information systems and related processes. The Records and Data Management Division is responsible for all issues relating to data privacy, access to information and management of departmental records. The Technology Services Division provides technical support for the application and development of information systems in the department.



「非触式 e-道」提供快捷、方便和卫生的出入境服务。合格的香港居民只需凭个人流动电话所产生的加密二维码和透过容貌识别技术认证便可办理自助出入境检查手续。

'Contactless e-Channel' offers fast, convenient and hygienic immigration clearance service. Eligible Hong Kong residents may use encrypted QR code generated by their personal mobile phones to enter the Contactless e-Channel and perform immigration clearance through facial recognition technology.

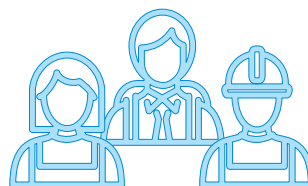
e-道服务自二零二三年七月二十一日起扩展至

3

大类别香港居民

包括外籍家庭佣工、非本地学生及输入劳工。

Since 21 July 2023, the e-Channel service has been extended to three categories of Hong Kong resident, including foreign domestic helpers, non-local students and imported workers.



自助出入境检查系统（e-道）

现时，合格的香港居民、已办妥登记的访港旅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，「离境易」服务让持有电子护照的合格访港旅客可使用 e-道办理自助离境手续，无须预先登记。

非触式 e-道

二零二二年，本处把「非触式 e-道」服务扩展至所有出入境管制站。合格的香港居民登记后，可凭其个人流动电话所产生的加密二维码进入「非触式 e-道」，并透过容貌识别技术办理出入境检查手续。

Automated Passenger Clearance System (e-Channel)

At present, eligible Hong Kong residents, enrolled visitors and Consular Corps Identity Card holders may perform self-service immigration clearance at e-Channels in control points. Moreover, the 'Smart Departure' service allows eligible visitors holding electronic passports to perform self-service departure clearance at e-Channels without prior enrolment.

Contactless e-Channel

The 'Contactless e-Channel' service was extended to all control points in 2022. Upon successful enrolment, eligible Hong Kong residents can use the encrypted QR code generated by their personal mobile phones to enter a 'Contactless e-Channel' and perform immigration clearance through facial recognition technology.

登机易 e-道

本处于二零二二年十月与香港机场管理局（机管局）合作，在香港国际机场推出「登机易 e-道」服务。年满 11 岁或以上的香港居民，如选择使用机管局的「登机易」服务，并以香港特别行政区（香港特区）护照、香港特区签证身份书或港澳居民来往内地通行证（惯称「回乡证」）通过离境大堂的保安闸口离境，均可使用「登机易 e-道」服务办理自助出境检查手续。

推行第三代资讯系统策略

「新一代个案简易处理系统」的第一阶段系统功能已于二零二一年九月至二零二二年一月推行，而第二阶段的系统功能亦已于二零二二年九月至二零二三年七月期间分批推行。至于「人力资源管理系统」，开发工作已于二零二三年十一月展开，并预计于二零二五年第一季推出。

第四代资讯系统策略研究

为进一步配合国家「十四五」规划及香港特区政府推行数字政府及智慧城市的方案，同时积极把握创新科技和人工智能带来的机遇，本处将制定第四代资讯系统策略，以作为部门的长远资讯科技发展蓝图。

电子化签证申请服务和「电子签证」

本处的电子化签证申请服务自二零二二年十一月起扩展至所有签证类别。申请人可透过香港政府一站通网站，或本处的网站或流动应用程序，在网上完成整个签证服务相关的申请流程，包括填写申请表格、上载证明文件和查询申请状况，而无须亲身前往入境处办事处办理。申请获批后，申请人可在网上缴交相关费用（如适用）并即时下载「电子签证」。



本处致力确保业务常规、工作程序及所持有的个人资料及纪录均按照《个人资料（私隐）条例》、其他相关法例、规例及指引处理。

The department is committed to ensuring that business processes and practices and the handling of all personal data and records are in accordance with the provisions of the Personal Data (Privacy) Ordinance, relevant laws, regulations and guidelines.

Flight Token e-Channel

The department, in collaboration with the Airport Authority Hong Kong (AAHK), launched the Flight Token e-Channel service at the Hong Kong International Airport in October 2022. Hong Kong residents aged 11 or above who choose to use the Flight Token service of the AAHK and depart through the Security Gates at the departure hall with a Hong Kong Special Administrative Region (HKSAR) passport, an HKSAR Document of Identity for Visa Purposes or a Mainland Travel Permit for Hong Kong and Macao Residents (commonly known as a 'Home Return Permit'), may use the Flight Token e-Channel service for automated departure clearance.

Implementation of the Third Information Systems Strategy (ISS-3)

The system functions of Phase 1 of APPLIES-2 were implemented from September 2021 to January 2022, while those of Phase 2 were rolled out in batches during the period from September 2022 to July 2023. As regards the Human Resources Management System, system development commenced in November 2023. It is expected to be launched in the first quarter of 2025.

The Fourth Information Systems Strategy (ISS-4) Study

To further dovetail with the National 14th Five-Year Plan and the HKSAR Government's digital government and smart city initiatives, while leveraging the opportunities brought by innovative technologies and artificial intelligence, the department will formulate the ISS-4 as its long-term information technology development blueprint.

Electronic Services for Visa Application and 'e-Visa'

With effect from November 2022, the department has extended electronic services for visa application to all visa types. Applicants can complete the entire process of visa-related application online, including completing application forms, uploading supporting documents and enquiring about the status of their applications through the GovHK website, or the department's website or mobile application without having to attend an Immigration Office in person. Upon approval of the application, an applicant may pay the relevant fee (if applicable) online and download the 'e-Visa' instantly.

流动应用程序

二零二三年，随着本处把网上递交申请服务扩展至更多服务，包括出生、死亡及婚姻登记，申请个人资料、入境处资料及索取文件核证副本，流动应用程序已加入相关功能，让申请人可随时随地透过流动应用程序递交申请，而无需亲身前往入境处办事处办理。同年，本处在流动应用程序中增设发送信息至 1868 WhatsApp 求助热线的连结，方便身处外地而需紧急协助的香港居民向协助在外香港居民小组求助。此外，为了让市民体验更贴心的优质服务，本处推出「入境处提提您」服务，市民可透过流动应用程序的连结登记使用该服务，适时接收相关的个人化信息提示。

新增电子缴费选项

市民除了可在各入境处办事处透过「转数快」以无接触方式缴付有关申请身份证及旅行证件、出生、死亡及婚姻登记和签证申请的费用外，亦可选择在网上以「转数快」缴付有关出生、死亡及婚姻登记和签证申请有关费用。自二零二三年十二月起，市民亦可选择在網上以「转数快」缴付申请旅行证件的费用。

采用「智方便」

本处于二零二三年一月推出「入境处提提您」个人化信息提示服务，透过政府的「智方便」平台适时提醒已登记的市民，他们的香港特区护照或以签证或进入许可来港／留港的逗留期限即将到期或届满。

本处亦于二零二三年三月三十一日推出出生及死亡登记电子服务。合资格并已登记成为「智方便+」用户的申报人，可在网上办妥整个出生或死亡登记程序，并经邮递方式收取相关证明书，无须亲身前往登记处。



于二零二三年三月推出的出生及死亡登记电子服务，让合资格申报人可在网上办妥整个登记程序，并可经邮递方式或于选定的登记处领取相关证明书。

The electronic services for registration of births and deaths launched in March 2023 allow eligible informants to complete the registration online and they may opt to receive the relevant certificates by post or collect them in person at selected registries.



经提升后的「新 1868 系统」新增即时文字通讯、聊天机器人等新功能，并以人工智能和自动化技术支援协助在外香港居民小组的 24 小时运作。

The upgraded New 1868 System is equipped with new functions such as instant messaging and chatbot. With the adoption of artificial intelligence and automation technologies, the System supports the 24-hour operation of the Assistance to Hong Kong Residents Unit.

Mobile Application

In 2023, with the extension of the service of online submission of applications to more services, including births, deaths and marriage registration, application for personal data, information of Immigration Department and requests for certified copies of documents, relevant functions have been added to the mobile application to enable applicants to submit applications through the mobile application anytime and anywhere without having to attend an Immigration Office in person. In the same year, the department introduced a link in the mobile application for sending messages to the 1868 WhatsApp assistance hotline, so that Hong Kong residents requiring urgent assistance outside Hong Kong can seek help from the Assistance to Hong Kong Residents Unit. Besides, to enhance the public's experience of our caring quality services, the department has launched the 'I-RemindU' service. Members of the public can register for the service through the link in the mobile application and receive relevant personalised notifications in a timely manner.

New e-Payment Options

Apart from making payments for identity card and travel document applications, births, deaths and marriage registration as well as visa applications in a contactless manner through the Faster Payment System (FPS) at Immigration Offices, members of the public may also choose to make payments online via FPS for births, deaths and marriage registration as well as visa applications. Starting from December 2023, members of the public may also choose to make payment online via FPS for applications for travel documents.

Adoption of iAM Smart

The department launched the 'I-RemindU' service, a personalised notification service, through the government's 'iAM Smart' platform in January 2023 to promptly remind registered members of the public that their HKSAR passports or limit of stay granted under a visa or an entry permit for visiting/remaining in Hong Kong are or is about to expire.

Electronic services for registration of births and deaths were introduced on 31 March 2023. Eligible informants who have registered for an 'iAM Smart+' account may complete the registration of births or deaths entirely online and receive the relevant certificates by post, without having to attend a registry in person.

环 保 管 理

GREEN
MANAGEMENT

节约能源 善用资源

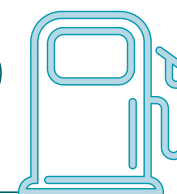
ENERGY CONSERVATION BETTER USE OF RESOURCES

我们致力确保为市民提供的所有服务和内部运作，均遵循相关环保法例、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 services delivered to the public and our internal operations are in compliance with environmental protection principles and practices and in accordance with the requirements under the relevant environmental legislation, codes of practice and the Clean Air Charter.

二零二三年，本处车队和船队的燃料总消耗量比二零二二年减少超过
In 2023, the total fuel consumption of the vehicle and vessel fleets of the department decreased by more than 17 per cent as compared to 2022.

↓ 17%



减废节能

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等内务管理方法的意识，例如关掉无须使用的办公室器材，以及把照明设备调校至合适的亮度。本处亦将部分照明装置改为耗电量较低的发光二极管光管，进一步节省耗电量。由于二零二三年二月初起香港与内地恢复全面通关，因此二零二三年的能源消耗量较上一年轻微增加了 3.35%。

为使员工和市民更加了解废物回收对环境的裨益，入境事务大楼参与了环境保护署（环保署）推行的「工商业废物源头分类计划」。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。除了提供部门网站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。部门亦积极采取节省纸张的措施，例如双面列印，以及重用纸张、文件夹和信封。二零二三年的用纸量较上一年减少了 9.12%。

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》，本处积极减少部门车队和船队的燃料消耗量和废气排放量。本处亦安排定期进行室内空气质素测试，又参加了「室内空气质素检定计划」，并取得令人满意的成绩。年内，本处辖下所有已检定处所均获颁「良好级」或「卓越级」证书。我们会继续致力维持获发证书后的室内空气质素。

提高员工的环保意识

员工的支持与合作是顺利推行办公室环保管理的关键。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，例如鼓励同事响应环保署的呼吁，减少使用即弃塑胶餐具。本处亦鼓励员工参与由不同部门／机构安排的环保活动。本处会继续加强和推广现行的内务管理方法，在各项活动中采用环保管理准则，并会按需要推行新的环保措施及目标，务求善用能源及资源。

Waste Reduction and Energy Saving

Energy Wardens are appointed at sub-divisional level to ensure the effective implementation of green housekeeping measures. They conduct regular inspections in office premises and maintain the staff's 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 an appropriate level. Part of our lighting has been changed to LED light tubes with lower electricity consumption to further reduce electricity usage. Our power consumption in 2023 slightly increased by 3.35 per cent when compared with the previous year due to the full resumption of normal travel between Hong Kong and the Mainland since early February 2023.

To raise the staff's and public's awareness of the benefits of waste recycling for the environment, the Immigration Tower participated in the 'Programme on Source Separation of Commercial and Industrial Waste' initiated by the Environmental Protection Department (EPD). To conserve paper, the department fully utilised information technology for both external and internal communication. In addition to the electronic information sharing platform on the departmental website and mobile application for public access to our information in a quick and paperless way, a number of e-Services were also provided. Paper-saving practices, such as double-sided printing, and the reusing of paper, file covers and envelopes were widely adopted in daily operation. Our paper consumption in 2023 decreased by 9.12 per cent when compared with the previous year.

Support for the Clean Air Charter

To implement the Clean Air Charter, which aims at improving air quality in Hong Kong, great efforts have been put into minimising the fuel consumption and emissions of our vehicle and vessel fleets. The department also arranges indoor air quality tests regularly and has participated in the Indoor Air Quality Certification Scheme, achieving satisfactory results. While all certified premises of the department were awarded the 'Good Class' or 'Excellent Class' certificate during the year, continuous efforts will be made to maintain post-certification indoor air quality.

Enhancement of Staff's Environmental Awareness

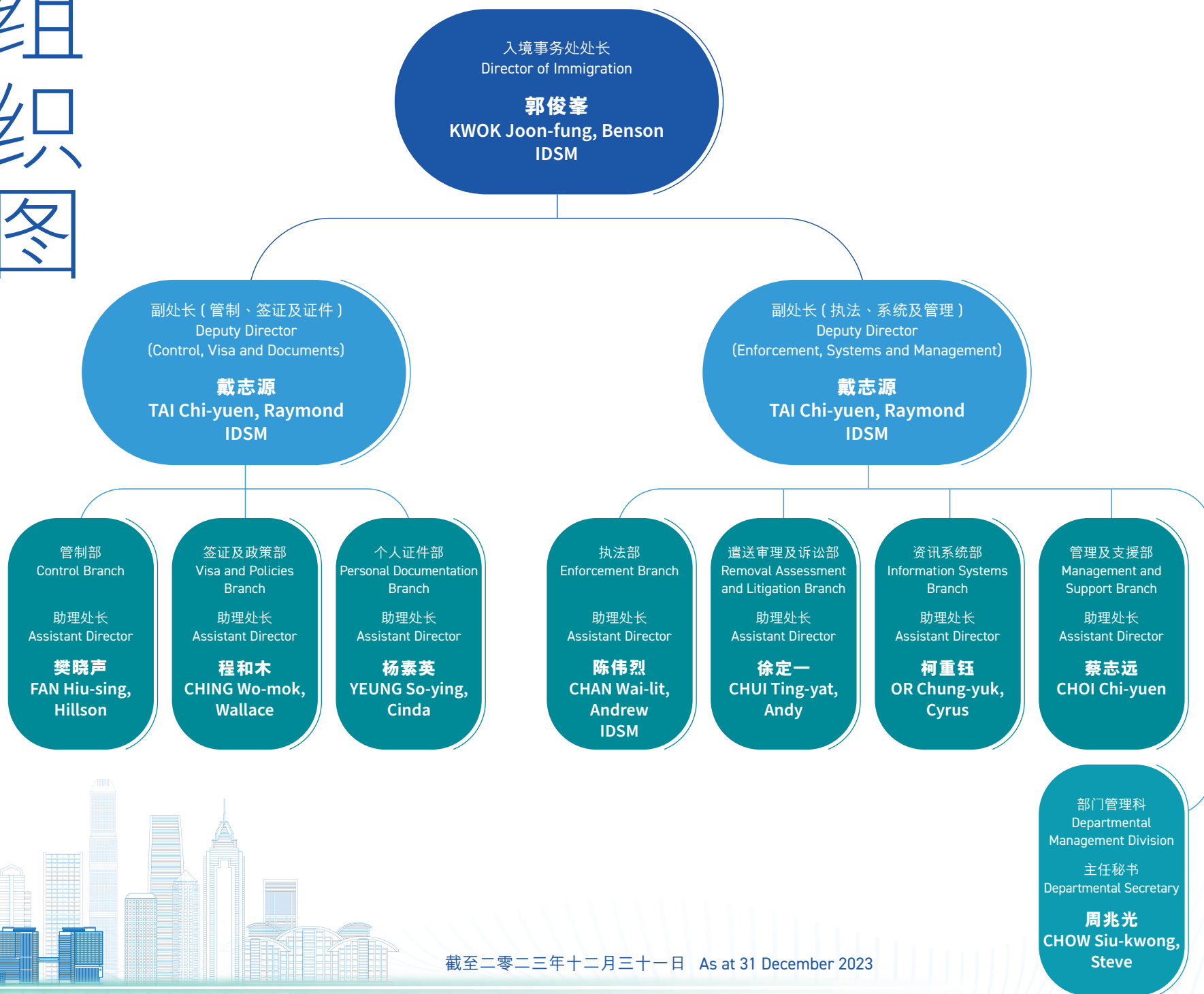
The support and cooperation of staff are the key to success in green office management. To foster a green culture among staff members, the department continued to disseminate to staff through emails and our intranet portal the latest news and useful information on environmental protection, such as encouraging staff members to minimise the use of disposable plastic tableware as urged by the EPD. Staff members were also encouraged to participate in environmental protection campaigns arranged by other departments/organisations. 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 as appropriate for the efficient use of energy and resources.

部门组织图

ORGANISATION CHART OF IMMIGRATION DEPARTMENT

ORGANISATION CHART OF IMMIGRATION DEPARTMENT

部门组织图



截至二零二三年十二月三十一日 As at 31 December 2023

二零二三年年报

ANNUAL REPORT 2023

入境事务处部队支援组制作

设计：精雅财经资讯有限公司

鸣谢：香港数码港管理有限公司

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本年报内统计数字的涵盖期间为二零二三年一月一日至二零二三年十二月三十一日。

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Produced by Service Support Section, Immigration Department

Design: Elegance Financial Communications Limited

Acknowledgement: Hong Kong Cyberport Management Company Limited

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This publication covers statistics for the period from 1 January 2023 to 31 December 2023.

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入境事务处
Immigration Department

中华人民共和国香港特别行政区政府
The Government of the Hong Kong Special Administrative Region
of the People's Republic of China



資歷架構
Qualifications
Framework

