



入境事務處
Immigration Department



2023 年報
ANNUAL REPORT



我們的理想

我們要成為世界上以能幹和效率稱冠的入境事務隊伍。

我們的使命

為維護國家安全和為香港的安定繁榮作出貢獻，我們要全力執行下列工作：

- 執行有效的出入境管制，以方便旅客訪港，同時拒絕讓不受歡迎人物入境
- 為在香港以外地方身陷困境的香港居民提供切實可行的協助
- 防範恐怖活動，並防止和偵查與出入境事宜有關的罪行
- 為居民簽發高度防偽的身份證及旅行證件
- 提供高效率的人事、出生、死亡及婚姻登記服務
- 提供入境便利以匯聚人才

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

我們的信念

愛國愛港、堅定不移

我們熱愛祖國和香港，堅定履行維護國家主權、安全和發展利益的責任。我們要擁護《中華人民共和國香港特別行政區基本法》、效忠香港特別行政區、盡忠職守和對香港特別行政區政府負責。

正直誠信、公正無私

我們要以公正無私和誠實的態度，忠誠地執行本處的各项政策和工作，並時刻維持本處高度正直誠信的標準。

以禮待人、體恤市民

我們要尊重每位市民，對每位市民誠懇有禮和體恤關懷。我們要設身處地去了解不同的觀點和看法，並且彈性地實施各項政策，以切合特別的需求。

關顧共融、羣策羣力

我們要以人為本，關懷員工的需要及發展，加強溝通，培養和諧信任的部門文化，建立一支士氣高昂和上下一心的專業團隊，協力服務市民。

觸覺敏銳、因時制宜

我們要對不斷轉變的社會、經濟及政治環境，保持敏銳的觸覺；並要與時並進及重新釐定處理事務的策略和工作程序，以應付新的挑戰。

精益求精、樹立榜樣

我們要繼續悉力以赴，力求事事盡善，並致力成為世界上其他入境事務隊伍的榜樣。



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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FOREWORD



郭俊峯
KWOK Joon-fung, Benson
IDSM

入境事務處處長
Director of Immigration

二零二三年，隨着香港社會走出疫情陰霾，全面復常，入境事務處（入境處）全力配合香港特別行政區（特區）政府，在香港「背靠祖國、聯通世界」的獨特優勢下擔當起重要角色。年內，入境處與香港和內地相關部門通力合作，迅速恢復各管制站運作，致力提供一貫高效的出入境檢查服務。我們不斷優化各項人才入境計劃以全力支持香港高質量發展，亦推出多項利民惠民措施，以應對市民在全面通關後對申領身份證和旅行證件服務的殷切需求。作為一支執法與服務並重的紀律部隊，每一位入境處人員都秉承着部門的優良傳統，肩負維護國家安全及「以人為本」服務大眾的光榮使命，堅定不移地履行職責，為香港全速邁向「由治及興」獻力。

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.

互聯互通 廣納人才

自香港與內地恢復通關以來，各管制站的出入境人次穩步上升，二零二三年總出入境人次超過 2.11 億，較二零二二年上升 39 倍，並已回復至二零一九年總出入境人次的 70%。入境處在通關前後一直與香港及內地有關部門緊密聯繫，確保各出入境管制站就人手和各項措施作出精準部署，以應付通關後多個長假期的出入境高峰。



香港與內地自二零二三年二月六日起全面通關，本處悉力確保各出入境管制站運作暢順有序。

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

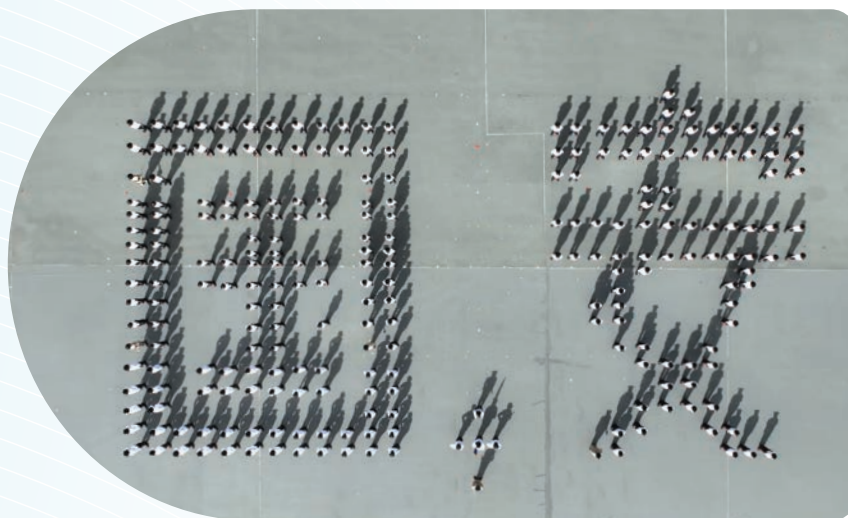
為配合特區政府「搶人才、留人才」的方針，入境處繼續積極推動和優化各項人才入境計劃，引進更多優秀人才來港，以提升整體競爭力。有關優化措施包括擴大「高端人才通行證計劃」的合資格大學名單和應用於不同入境計劃的「人才清單」；取消「優秀人才入境計劃」年度配額和調整其計分制度；放寬越南、老撾和尼泊爾國民的來港簽證安排等，藉以推廣香港作為國際人才樞紐和國家人才門戶的優勢。社會各界對本處的人才入境計劃反應十分熱烈，各項計劃於二零二三年全年收到超過 22 萬份申請，較去年上升近 3 倍。另一方面，為配合政府對勞動市場的支持，本處成立了「輸入勞工組」專責處理輸入勞工的簽證／進入許可的申請及其他相關事宜，以紓緩勞工行業人手短缺問題。本處會繼續協助特區政府充分發揮香港「背靠祖國、聯通世界」的獨特優勢，積極檢視對「一帶一路」沿線國家的簽證政策，深化香港與這些國家在旅遊、文化和經濟方面的合作交流。

維護國安 嚴正執法

國家安全是社會繁榮穩定的基石。入境處堅定承擔維護國家安全的憲制責任，積極打擊各項出入境罪行。二零二三年，我們展開大型執法行動，多個假結婚犯罪集團被瓦解。針對非法入境者和逾期逗留者濫用免遣返聲請機制的問題，本處一直與內地執法機關保持密切聯繫，並透過專項行動，從源頭打擊非華裔人士經內地非法入境香港。在本處與各執法單位持續努力下，年底截獲的非華裔非法入境者數量已較同年高峰大幅下降 74%。更新的遣送政策自二零二二年十二月七日實施後，本處遣送聲請不獲確立者的效率已顯著提高，整體遣送數字較二零二二年大幅上升 63%。此外，勵願懲教所亦已納入為本處的羈留地點，使整體羈留名額增加約三分之一。我們會繼續檢討並實施高效的遣送政策，進一步提高遣送效率和遏止濫用免遣返聲請機制。

靈活變通 利民惠民

「以人為本」一直是入境處非常重視的信念。「全港市民換領身份證計劃」於二零一八年展開，並於二零二三年三月三日順利結束。其間本處簽發了超過 800 萬張新智能身份證，當中約 684 萬張透過換證計劃簽發。自恢復通關以來，市民對各項身份證申請的需求非常殷切。就此，本處延長四間人事登記辦事處的服務時間，增設觀塘（臨時）辦事處，並推出特別服務日，以處理換證計劃結束後仍須換領新智能身份證人士及須換領兒童或成人身份證人士的申請。一連串的優化措施大大提升了本處處理身份證申請的能力，每星期平均處理量較疫情前大幅增加 1.5 倍。



部門儀仗隊與會操隊伍以花式步操拼砌出「国安」二字，寓意入境處堅守香港最前線，決心全力維護國家安全。

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.



為應對急增的身份證申請需求，本處增設了人事登記處—觀塘（臨時）辦事處並延長人事登記辦事處的服務時間，以提升處理申請的能力。

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.



本處第六次在申訴專員嘉許獎計劃中獲頒「申訴專員嘉許獎（公營機構獎）大獎」，為歷年來獲大獎次數最多的部門。

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.

同樣地，對香港特區護照相關服務的需求亦自通關後急劇上升。二零二三年，本處接獲的護照申請創下歷史新高。為滿足市民申領護照的需求，各區辦事處因應實際情況延長當天服務時間。此外，為應對暑假高峰，本處於二零二三年七月連續兩個星期六額外加開特別服務時段，方便市民領取新證件。部分駐內地辦事處的入境事務組亦提供外展服務，協助居住在內地的香港居民遞交申請及領取旅行證件。本處從心出發，竭力為市民大眾提供最貼心的服務。

自二零二三年四月起，本處增設了 1868 WhatsApp 求助熱線，讓身在香港境外遇事的香港居民可透過 WhatsApp 應用程式，發送信息求助。另外，為提升「協助在外香港居民小組」成員的執勤效率及服務水平，本處在二零二三年年初以課程營辦者的身分，通過香港學術及職業資歷評審局的評審，把小組的「全球緊急支援服務」訓練課程納入資歷名冊。展望未來，我們會繼續靈活地調整策略和工作，與時並進，推出更多切合市民需要的服務。

善用科技 力求創新

入境處在各個業務範疇上一直積極採用先進科技和創新思維，回應市民和社會所需。繼推出「非觸式 e-道」及「登機易 e-道」後，本處持續優化服務水平，讓更多合資格內地訪客使用 e-道服務。此外，本處於二零二三年七月二十一日起擴展 e-道服務對象至外籍家庭傭工、非本地學生及輸入勞工。本處亦為日常公共服務加入更多智慧生活元素，例如推出全新的網上辦理出生及死亡登記電子服務，讓市民體驗更貼心方便的服務。

為推動大灣區發展和基礎建設的互聯互通，特區政府正積極推進一系列提升口岸能力和通關便利化的措施，當中包括重建皇崗口岸。新皇崗口岸計劃實施「一地兩檢」，並積極研究採用「合作查驗、一次放行」的嶄新通關模式。本處將繼續與內地機關緊密聯繫，持續提升各個口岸的通關能力，加強通關便利。

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.



重建皇崗口岸是粵港澳大灣區建設藍圖及促進區內人流和物流暢通的重點項目之一。本處一直與香港和內地當局保持緊密聯繫，做好各項相關準備工作，以配合特區政府積極推進提升口岸能力和通關便利化的措施。

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

攜手並肩 薪火相傳

「青年有未來，則香港有未來」，入境處一直十分重視面向青少年的愛國教育工作，致力提高青少年的愛國情懷和國家安全意識。本處自二零一三年起積極推展的青少年制服團隊「入境事務處青少年領袖團」已踏入第十個年頭，培育了不少優秀隊員。本處會持續優化領袖團訓練內容，幫助學員把讀萬卷書與行萬里路結合起來，也讓他們從多角度親身體驗國家的最新發展和成就。二零二三年，領袖團更成立了大專生分隊「IDYL Plus」，讓已升讀大專院校的隊員可以繼續接受領袖團的訓練，並擔任資深領袖，分享個人經驗給年輕隊員，以達到薪火相傳。事實上，目前已有領袖團成員畢業後投身入境處；本處冀望將來有更多學生在領袖團打好基礎，進入職場後好好發揮，成為愛國愛港、具有全球視野的新一代。此外，本處在二零二三年十一月開展「入境事務處青年大使計劃」，委任了八名在北京就讀的香港學生成為青年大使。本處將安排多元化培訓，讓他們深入了解特區政府的運作及本處的工作範疇，為香港增添青年力量，協助發放和傳遞入境處的相關資訊及最新動態，成為部門與青年及內地港人的溝通橋樑。



承先啟後 邁向新程

香港正走在「由治及興」的新征程上，迎來無數新機遇，入境處肩負的職責和提供的服務亦與日俱增。為了優化服務設施及為同事提供更舒適的工作環境，我們將啟用位於將軍澳的新總部。「啟步新願景，標誌新里程」，身為新上任的入境事務處處長，有幸與大家共同見證這個重要歷史時刻，令我深感任重道遠。我將全力以赴，帶領入境處團隊迎難而上，繼往開來，秉持「愛國愛港、堅定不移」的部門信念，維護國家安全，積極把握國家發展新質生產力的重要機遇，為香港的持續發展作出更大貢獻。

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.

本處於二零二三年十一月開展了「入境事務處青年大使計劃」，旨在為香港發掘並培育更多有承擔、有理想，願意為國家和香港未來而奮鬥的青年人才。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.

處長級人員

DIRECTORATE OFFICERS

處長級人員

DIRECTORATE OFFICERS



郭俊峯
KWOK Joon-fung, Benson, IDSM

入境事務處處長
Director of Immigration



戴志源
TAI Chi-yuen, Raymond, IDSM

入境事務處副處長（管制、簽證及證件）
Deputy Director of Immigration
(Control, Visa and Documents) /
入境事務處副處長（執法、系統及管理）
Deputy Director of Immigration
(Enforcement, Systems and Management)



樊曉聲
FAN Hiu-sing, Hillson

助理處長（管制）
Assistant Director (Control)



陳偉烈
CHAN Wai-lit, Andrew, IDSM

助理處長（執法）
Assistant Director (Enforcement)



程和木
CHING Wo-mok, Wallace

助理處長（簽證及政策）
Assistant Director (Visa and Policies)



蔡志遠
CHOI Chi-yuen

助理處長（管理及支援）
Assistant Director
(Management and Support)



徐定一
CHUI Ting-yat, Andy

助理處長 (遣送審理及訴訟)
Assistant Director
(Removal Assessment and Litigation)



柯重鈺
OR Chung-yuk, Cyrus

助理處長 (資訊系統)
Assistant Director
(Information Systems)



楊素英
YEUNG So-ying, Cinda

助理處長 (個人證件)
Assistant Director
(Personal Documentation)



蘇智強
SO Chi-keung, Isaac

邊境管制 (鐵路) 科指揮官
Commander, Boundary (Rail) Division



王志華
WONG Chi-wah, Samson

機場管制科指揮官
Commander, Airport Division



蘇駿豪
SO Chun-ho, Rick

高級首席入境事務主任 (執法)
Senior Principal Immigration Officer
(Enforcement)



周兆光
CHOW Siu-kwong, Steve

主任秘書
Departmental Secretary



吳燦興
NG Chan-hing, Sam

總系統經理 (科技服務)
Chief Systems Manager
(Technology Services)

大事摘要

EVENT HIGHLIGHTS

2月 FEB

香港與內地全面通關後，本處與香港及內地各相關部門通力合作，迅速恢復各管制站運作。

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.



香港特別行政區（特區）政府派出包括本處兩名人員在內的特區救援隊前往土耳其地震災區參與救災，是特區成立以來首次執行的海外救援行動。

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「優秀人才入境計劃」的年度配額，為期兩年，並調整計分制。

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

四間人事登記辦事處（即港島辦事處、九龍辦事處、觀塘辦事處及屯門辦事處）延長服務時間至晚上十時，以處理在換證計劃結束後仍須換領新智能身份證人士的申請。

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年生死登記（修訂）條例》生效，網上辦理出生及死亡登記的全新電子服務同步推出。

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

擴大「人才清單」，把涵蓋的專業由原有 13 項增至 51 項，並即時應用於「優秀人才入境計劃」、「一般就業政策」及「輸入內地人才計劃」。

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-道服務擴展至外籍家庭傭工、非本地學生及輸入勞工。

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

7月 JUL

入境事務處青少年領袖團舉辦了「溯流求源、見賢思齊」大灣區交流團，34名領袖團隊員走訪廣州、東莞及珠海，到富歷史意義的地點追溯歷史，並體驗國家高速發展的成就。

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

位於將軍澳的新入境事務處總部竣工，兩座大樓交付本處。

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



進行一連串代號為「火刃」的反非法勞工行動，一個非法勞工犯罪集團被瓦解。

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

10月 OCT

11月 NOV



增設人事登記處—觀塘（臨時）辦事處，以應付全面通關後市民對身份證申請的需求。

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.

擴大「高端人才通行證計劃」合資格大學名單至合共 184 間院校。

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



為加強管理青山灣入境事務中心的被羈留人士，並進一步維持紀律和秩序，規管被羈留人士待遇的《入境（被羈留者的待遇）令》（第 115E 章）已作修訂，並於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.

八名在北京就讀的香港學生透過「入境事務處青年大使計劃」獲委任為青年大使。

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



全年執行多次大規模遣送行動，將免遣返聲請不獲確立者遣送回原居地。本處亦因應情況多次派遣人員陪同不合作並拒絕接受遣送離境安排的聲請不獲確立者搭乘同一航班，以強制遣送該等人士離境。

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.



在申訴專員嘉許獎計劃中獲得「申訴專員嘉許獎（公營機構獎）大獎」。

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



強化團隊 追求卓越

STRENGTHEN THE CORPS STRIVE FOR EXCELLENCE

管理及支援部負責部門的人力資源管理和發展。該部由三個科別組成，分別是部隊管理科、服務質素科和入境事務學院（學院）。部隊管理科負責處理入境事務隊成員的福利、行為、紀律，以及部門的公共關係事宜；服務質素科專責進行管理審核，就市民的投訴作出檢討，以及策劃新入境事務處總部的興建工作；學院則負責處理部隊成員的招聘、培訓、調配及專業發展事宜。

The Management and Support Branch is responsible for the human resource management and development of the department. It comprises 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，本處聘任了約
During the recruitment exercises in 2023, the department recruited about 110 Immigration Officers and 270 Immigration Assistants.

110 名
入境事務主任



270 名
入境事務助理員



在公安部與中國人民警察大學的支持下，本處 103 名入境事務主任學員參與了第一期「入境事務主任學員國情及出入境管理工作培訓班」，以鞏固學員對國家安全的觀念和深化其對祖國歷史與發展等的認識。

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.

建立能幹和效率的團隊

管理及支援部全力支援部門具策略性和有效的人力資源管理，讓員工有機會發揮所長，以建立一支專業和效率的團隊。二零二三年，本處聘任了約 110 名入境事務主任及 270 名入境事務助理員。本處將繼續招聘新人，以配合部門的持續發展。

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.

專業培訓 服務為民

為加深本處人員對《中華人民共和國香港特別行政區維護國家安全法》的認識，學院已將之納入部隊成員的必修課程，並為新入職的文職人員及在職人員提供有關訓練。此外，學院為所有新入職的部隊成員提供中式步操訓練；又在培訓課程中新增國家事務內容，當中除涵蓋對《中華人民共和國憲法》、《基本法》、國旗、國徽及國歌等課題外，亦加入了中國共產黨第二十次全國代表大會精神，以鞏固部隊成員的國民身份認同和對國家的歸屬感。

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.

本處一直致力為部隊成員提供專業培訓，以促進他們的個人發展。學院自二零一九年首次以課程營辦者的身份向香港學術及職業資歷評審局申請資歷評審以來，已順利申請把八個為主任級和員佐級人員而設的入職和在職訓練課程納入《資歷名冊》，這些課程獲資歷架構第五級別（等同於學士學位級別）和第四級別（等同於副學士學位或高級文憑級別）認可。當中入境事務隊隊員「全球緊急支援服務」專業證書及入境事務隊隊員「免遣返聲請審理」專業證書，分別於二零二三年一月及二零二三年十一月獲資歷架構第四級別認可及資歷架構第五級別認可。



首屆入境事務隊隊員「全球緊急支援服務」專業證書課程於二零二三年三月順利完成，並已獲資歷架構認可。
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.

入境事務處青少年領袖團

本處於二零一三年成立「入境處青年領袖」制服團隊，為中三至中六的學生提供紀律及領袖訓練。二零二一年，團隊正式改名為「入境事務處青少年領袖團」，並把服務對象擴展至中一至中六的學生，讓更多青少年能夠受惠。訓練內容涵蓋國民教育、入境處知識、中式步操、體適能、社會服務及野外訓練，旨在協助隊員加強國民身份認同、忠誠愛國、建立守法意識和自律精神，同時培養個人良好品格、領袖才能、正向思維和服務社會的熱誠。

領袖團於二零二三年成立了大專生分隊「IDYL Plus」，讓已升讀大專院校的隊員可以繼續接受領袖團的訓練，並擔任資深領袖，與其他年輕隊員分享個人經驗，薪火相傳。



入境事務學院一直為部隊成員提供戰術訓練課程，以提升前線人員對遇抗控制及安全押解的意識。
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.



保安局於二零二三年十月一日舉辦了「慶祝中華人民共和國成立74周年紀律部隊及青少年團體匯操暨嘉年華」，入境事務處青少年領袖團聯同其他紀律部隊及青少年團體以中式步操浩蕩蕩進場。
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.

關顧管理 以人為本

本處非常重視推行關顧管理，旨在透過關懷員工的需要及專業發展，培養和諧互信的部門文化，建立一支士氣高昂、上下一心的專業團隊。本處舉辦「探訪工作間」活動，讓同事分享工作間經驗。此外，入境處聆心服務中心的臨床心理學家亦為有需要的員工提供專業的輔導服務。

追求卓越服務

二零二三年，本處在申訴專員嘉許獎計劃中獲得「申訴專員嘉許獎（公營機構獎）大獎」。這是本處第六次獲得這項殊榮，對我們處理投訴的專業精神並為公眾提供優質服務所作出的努力予以肯定。同時，本處亦有兩位同事獲頒發「申訴專員嘉許獎（公職人員獎）」，是本處連續 25 年有同事獲得這個獎項。此外，有六位同事獲頒「公務員事務局局長嘉許狀」，以表揚他們持續優秀的工作表現。

新入境事務處總部

新入境事務處總部位於將軍澳市中心，由行政大樓及執法大樓組成，淨作業樓面面積達到 57 400 平方米。新總部的建造工程已於二零二三年九月竣工，兩座大樓亦已交付本處。待完成大樓設備及資訊系統的安裝和測試、以及裝設家具後，相關辦公室及設施將於二零二四年分階段搬遷到新總部，為市民提供更優質便捷的服務。



位於將軍澳的新入境事務處總部由行政大樓及執法大樓組成，新總部設有婚禮禮堂及多元化自助服務站等設施，以提供更高效和更優質的服務。

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.



簽證及政策部

VISA AND
POLICIES BRANCH



匯聚人才 歡迎訪客

ATTRACT TALENT WELCOME VISITORS

簽證及政策部由簽證管制（政策）科和簽證管制（執行）科組成，前者主要負責制定和覆檢簽證政策，以及處理有關簽證管制事宜的上訴、反對和司法覆核個案，而後者則主要負責處理與簽證相關的申請。

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.

各項人才入境計劃於二零二三年收到超過
22 萬份申請，較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.

人才入境計劃優化措施

繼二零二二年底推出「高端人才通行證計劃」（高才通計劃）以及對原有人才入境計劃作出的一系列優化措施後，本處繼續全力配合政府各項搶人才、留人才措施，積極推進各項人才入境計劃，為香港的多元化發展注入新動力。

取消「優秀人才入境計劃」的年度配額及調整計分制

自二零二三年一月一日起，「優秀人才入境計劃」的年度配額取消，為期兩年。同時，「綜合計分制」亦已調整，加大申請人工作經驗的分數比重。申請人如擁有所不少於 3 年在跨國公司或知名企業的工作經驗，可額外獲得 20 分。

擴大「人才清單」

政府於二零二三年五月十六日公布擴大「人才清單」，把涵蓋的專業由原有 13 項增至 51 項，並即時應用於「優秀人才入境計劃」、「一般就業政策」及「輸入內地人才計劃」。



本處善用科技加強電子化服務，令遞交簽證申請更加便捷。
The department utilized technology to enhance electronic services, making the submission of visa applications more convenient and efficient.

特區政府在二零二三年五月公布擴大「人才清單」，把涵蓋的專業由原有 13 項增至 51 項，當中包括資深人工智能及軟件專家。

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).

放寬越南、老撾和尼泊爾國民入境安排

本處自二零二三年十月二十五日起放寬越南人才來港就業的簽證政策，並放寬越南人申請多次來港旅遊簽證的門檻，為他們來港洽談商務和旅遊提供便利。同時，本處亦容許老撾及尼泊爾人才來港就業、受訓和就讀大學教育資助委員會資助院校開辦的全日制經本地評審的本地學士學位或以上程度課程。

擴大「高端人才通行證計劃」（高才通計劃）大學名單

為進一步擴闊網絡從而吸納各地更多人才，「高才通計劃」的合資格大學名單自二零二三年十一月一日起擴大，增加了八間頂尖內地和海外院校。截至二零二三年年底，名單上共有184間合資格院校。

放寬全日制非本地研究生的就業限制

在港就讀的全日制非本地研究生參與兼職工作的限制，自二零二三年十一月一日起以試行形式放寬，為期兩年。獲准來港就讀全日制經本地評審的本地研究院課程的合資格學生，可在修讀認可課程期間就業而不受工作地點或工作時數的限制。

高端人才通行證計劃（高才通計劃）

為吸引高收入人才及世界頂尖大學的畢業生，「高才通計劃」於二零二二年十二月二十八日起以試行形式實施，為期兩年。自「高才通計劃」推出至二零二三年年底，已有超過5萬宗申請獲批。

專才和企業家

「一般就業政策」容許具備香港缺乏但所需的特別技能、知識或經驗，或能夠對本港經濟作出重大貢獻的非內地居民來港。二零二三年，共有26,270名專才和投資者根據這項政策獲准來港。「輸入內地人才計劃」吸引內地多個界別的人才來港工作。二零二三年，共有19,757名申請人根據這個計劃獲批來港。

非本地畢業生留港／回港就業安排

「非本地畢業生留港／回港就業安排」旨在吸引非本地畢業生留港或回港工作，從而提升香港的人力資本及競爭力。自二零二二年十二月二十八日起，政府擴大有關安排的適用範圍，即包括修讀由內地與香港的大學於粵港澳大灣區內地城市設立的高等教育合作辦學機構所提供的全日制課程，而獲得學士學位或更高學歷的人士。截至二零二三年年底，已有超過14萬名非本地畢業生獲批在港工作。

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.



入境處不斷優化人才入境計劃，以配合特區政府廣納人才，增強本港發展動能。

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

科技人才入境計劃

「科技人才入境計劃」旨在透過快速處理安排，讓合資格科技公司／機構申請輸入科技人才來港從事研發工作。有關公司／機構獲創新科技署發出配額後，可於為期 24 個月的配額有效期內為合資格人士向本處申請工作簽證／進入許可。截至二零二三年年底，共有 465 名申請人根據這個計劃獲准來港。

優秀人才入境計劃

「優秀人才入境計劃」旨在吸引世界各地的卓越人才來港定居。申請人可選擇按兩套計分制的其中之一接受評核。根據「綜合計分制」，申請人按照指明的客觀準則接受評核。申請人如符合人才清單的要求，經評核後可根據「優秀人才入境計劃」的「綜合計分制」額外獲得 30 分。擁有傑出成就的申請人可選擇以「成就計分制」接受評核。截至二零二三年年底，超過 24 900 名申請人根據本計劃通過「輸入優秀人才及專才諮詢委員會」的甄選。

輸入中國籍香港永久性居民第二代計劃

「輸入中國籍香港永久性居民第二代計劃」旨在吸引已移居海外的中國籍香港永久性居民的第二代回港發展。截至二零二三年年底，本處共批准了 670 宗申請。

輸入短缺勞工

院舍輸入護理員特別計劃（特別計劃）

政府於二零二三年六月十九日推出特別計劃，讓難以在本地聘請合適護理員的院舍營辦者輸入護理員，並將之前在「補充勞工計劃」下批出並在港工作的 4 000 多名護理員納入計算，合共配額上限設定為 7 000 個。自特別計劃推出至二零二三年年底，本處共接獲 947 宗輸入護理員的簽證／入境許可申請，當中 791 宗獲批。

行業輸入勞工計劃（行業計劃）

政府於二零二三年七月十七日推出行業計劃，容許建造業及運輸業（包括航空業及公共小巴／客車行業）的僱主在符合指定準則的情況下申請輸入勞工配額。其中建造業有 12 000 個，運輸業界有 8 000 個，包括航空業的 6 300 個及公共小巴／客車行業的 1 700 個配額。截至二零二三年年底，本處共批准了 2 689 宗申請。

補充勞工優化計劃（前稱「補充勞工計劃」）

政府於二零二三年九月四日推出「補充勞工優化計劃」，包括暫停執行「補充勞工計劃」下 26 個職位類別及非技術／低技術職位一般不得輸入勞工的規定，為期兩年。本處亦同時放寬獲批輸入勞工的逗留期限至最長 24 個月。二零二三年，本處共批准了 5 380 宗「補充勞工計劃」／「補充勞工優化計劃」申請。

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.



「新一代個案簡易處理系統」讓本處人員提供高效和優質的簽證和許可證申請服務。

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 CONTROL BRANCH



有效管制 快捷有禮

EFFECTIVE CONTROL SPEEDY AND COURTEOUS SERVICE

管制部轄下設有四個科別，分別為機場管制科、邊境管制（鐵路）科、邊境管制（車輛）科和港口管制科。這四個科別共同分擔出入境管制的職責，包括拒絕讓不受歡迎人物入境和防止通緝犯離境，以及為遊客和商務訪客提供方便的出入境服務。機場管制科位於香港國際機場。邊境管制（鐵路）科轄下設有四個管制站，分別位於羅湖、紅磡、落馬洲支線和廣深港高速鐵路西九龍站。邊境管制（車輛）科轄下設有六個邊境管制站，分別位於落馬洲、文錦渡、沙頭角、深圳灣、港珠澳大橋香港口岸和香園圍。港口管制科轄下則設有港口管制組、港澳客輪碼頭管制組、中國客運碼頭管制組、內河碼頭管制組及啟德郵輪碼頭管制組。

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.



二零二三年的訪港旅客入境人次約 3 400 萬，較二零二二年上升
In 2023, the total number of visitor arrivals was around 34 million,
representing a rise of 55 times as compared with that of 2022.



入境處既採取措施便利真正旅客進出香港，同時也嚴密把關，防止不受歡迎的人物入境和防範任何危害國家安全的活動。

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.



跨境學生自二零二三年二月八日起逐步恢復往返香港參與面授課堂，本處提供的「免下車過關檢查」服務，便利跨境學生可快捷而有秩序地辦理出入境手續。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過 2.11 億，而訪港旅客的入境總人次約為 3 400 萬，其中內地訪客的入境人次為 2 676 萬，而其他訪客的入境人次則為 724 萬。二零二三年訪港旅客的入境人次中，機場管制站有 692 萬人次，陸路管制站有 2 567 萬人次，海路管制站則有 141 萬人次。

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.

擴展 e-道服務

現時，各管制站共設有 756 條多功能 e-道，可靈活調配供合資格的香港居民或訪港旅客使用。為進一步提升處理旅客出入境檢查的能力和效率，本處善用科技，包括推出訪港旅客自助離境服務「離境易」，讓更多旅客以自助形式使用 e-道辦理出入境檢查手續。「離境易」採用容貌識別技術核實訪港旅客的身份，讓合資格並持有電子旅行證件的訪港旅客經「離境易 e-道」辦理自助離境手續，無須預先登記。截至二零二三年年底，已有超過 1 504 萬訪客人次使用該服務。

推出香港居民「非觸式 e-道」服務

本處於二零二一年十二月在香港國際機場、港珠澳大橋香港口岸、深圳灣口岸及啟德郵輪碼頭管制站推出「非觸式 e-道」服務，供已登記的香港居民使用，讓他們利用自己的智能電話產生加密二維碼，透過容貌識別技術辦理自助出入境手續，無須出示身份證或使用指紋掃描器，過程更快捷、方便和衛生。有關服務已於二零二二年擴展至所有出入境管制站。截至二零二三年年底，已有超過 4 698 萬香港居民人次使用該服務。



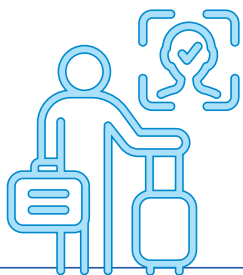
「登機易 e-道」採用容貌識別技術核實身份，為合資格香港居民辦理自助出境檢查手續，全程無須出示旅行證件。Flight Token e-Channel's facial recognition technology enables eligible departing Hong Kong residents to have their identity verified to complete self-service departure clearance, without the presentation of any travel document throughout the process.

截至二零二三年年底，已有超過

4 698 萬

香港居民人次使用「非觸式 e-道」服務

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



港珠澳大橋管制站人員為過境車輛進行檢查。

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

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.

推出香港居民「登機易 e-道」服務

為向香港居民提供更便捷的出境檢查服務和配合香港機場管理局（機管局）的「登機易」系統，本處於二零二二年十月在香港國際機場推出「登機易 e-道」服務。「登機易」是機管局所制定的智能機場措施之一。此項措施採用了容貌識別技術，讓離港旅客在辦理登記手續至登機的過程中，只要在各檢查站展示容貌，便可核實身份，無須重覆出示旅行證件和登機證以供檢查。合資格的香港居民如在離境時選用機管局的「登機易」服務，即可使用「登機易 e-道」辦理自助出境檢查手續。他們進入「登機易 e-道」後，只須望向鏡頭，便可以容貌識別技術核實身份，完成自助出境檢查手續，全程無須出示旅行證件。截至二零二三年年底，已有超過 108 萬香港居民人次使用該服務。

擴展 e-道服務至外籍家庭傭工、非本地學生及輸入勞工

本處自二零二三年七月起擴展 e-道服務至外籍家庭傭工、非本地學生及輸入勞工。年滿十一歲持有智能身份證的上述類別香港居民，只需進行登記，便可使用 e-道服務。

皇崗口岸／落馬洲管制站重建工程

為配合粵港澳大灣區建設藍圖和促進區內人流和物流暢通，香港特區政府正積極推進一系列提升口岸通關能力和通關便利化的措施，當中包括重建皇崗口岸／落馬洲管制站。為進一步提高通關效率，新皇崗口岸會實施「一地兩檢」，並積極研究採用「合作查驗、一次放行」的嶄新通關模式。在這種通關模式下，深港雙方的自助通道和櫃檯將設於兩地口岸邊界線上，旅客只需排一次隊便可完成兩地的出入境手續。



船隻搜查小組會突擊檢查在香港水域的船隻，以偵查規避入境檢查、偽造證件、非法入境及逾期逗留等個案。

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.



個人證件部

PERSONAL DOCUMENTATION
BRANCH

領取護照服務站 PASSPORT COLLECTION KIOSK



以客為本 服務市民

FOCUS ON CUSTOMERS SERVE THE COMMUNITY

個人證件部轄下設有證件科和人事登記科。證件科處理香港特別行政區（香港特區）護照和其他香港特區旅行證件的申請，有關在本港實施《中華人民共和國國籍法》的事宜，以及出生、死亡和婚姻登記事宜。人事登記科則處理根據《基本法》提出聲稱擁有居留權的申請，簽發香港身份證，管理人事登記紀錄，推行「全港市民換領身份證計劃」（換證計劃），與外國政府商定香港特區護照持有人的免簽證入境安排，以及為在境外遇事的香港居民提供切實可行的協助。

The Personal Documentation Branch comprises the Documents Division and the Registration of Persons Division. The Documents Division deals with applications for Hong Kong Special Administrative Region (HKSAR) passports and other HKSAR travel documents, matters relating to the implementation of the Nationality Law of the People's Republic of China in Hong Kong, as well as registration of births, deaths and marriages. The Registration of Persons Division processes applications relating to claims to 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.

全港市民換領身份證計劃

換證計劃於二零一八年十二月二十七日展開，並已於二零二三年三月三日結束。截至當天，本處已簽發超過 800 萬張新智能身份證，當中約 684 萬張透過換證計劃簽發。

另外，「到訪院舍換證服務」自二零一九年推出以來，廣受安老院和殘疾人士院舍的院友及家屬歡迎。自該服務推出以來，本處已到訪超過 700 間院舍，為逾 34 100 名院友提供換領新智能身份證服務。

提升處理身份證申請能力的措施

自恢復通關以來，市民對身份證申請的需求非常殷切。因此，本處推出了多項措施以提升人事登記辦事處處理身份證申請的能力，處理量由疫情前平均每星期約 10 000 宗申請，提升 1.5 倍至 25 000 宗申請。措施包括自二零二三年三月六日起延長人事登記處一港島辦事處、九龍辦事處、觀塘辦事處及屯門辦事處的服務時間至晚上十時；於四月五日（清明節公眾假期）及四月七日（復活節長假期第一天）在人事登記處一港島辦事處推出特別服務日；以及於二零二三年十一月一日增設人事登記處一觀塘（臨時）辦事處，並於同日調整人事登記辦事處的服務範疇。

另外，由二零二三年四月十二日起，年滿 11 或 18 歲並已持有香港身份證而須換領兒童或成人身份證的人士，可預約於上述四間指定人事登記辦事處的延長服務時段辦理換證手續。同日，申領身份證的預約期已由 24 個工作天延長至 96 個工作天。本處亦自二零二三年四月二十七日起，在預約系統中新增了「查詢各人事登記辦事處預約狀況」的功能，以方便市民查詢。

處理身份證申請的能力提升 1.5 倍至平均每星期處理約

25 000 宗申請

(對比疫情前平均每星期處理量約 10 000 宗申請)

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.



為期超過四年的「全港市民換領身份證計劃」於二零二三年三月三日結束，期內該計劃為市民簽發約 684 萬張新智能身份證。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.



本處人員致力為申請新智能身份證的人士提供便捷和優質的服務。

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

為在香港境外遇事的香港居民提供協助

本處的「協助在外香港居民小組」(小組)一直與保安局、外交部駐香港特別行政區特派員公署(外交公署)、中國駐外國使領館、外國駐港領事館、香港特區政府駐內地辦事處及其他政府部門保持緊密聯繫，竭力為在境外遇事的香港居民提供切實可行的協助。二零二三年，小組共處理了 146 055 宗電話查詢和 3 035 宗求助個案。

為進一步提升服務及方便香港居民在香港境外遇事或需要協助時與小組聯絡，本處繼二零二一年推出 1868 熱線網絡數據通話功能及二零二二年增設網上求助表格服務後，自二零二三年四月三日起再增設 1868 WhatsApp 求助熱線，讓身在香港境外遇事的香港居民可透過 WhatsApp 應用程式，發送信息至 (852) 1868 與小組聯絡求助。

本處一直與外交公署合作，加強宣傳推廣活動，提高香港居民出外時的安全意識，以及對國家領事保護和小組工作的了解，讓港人更加明瞭國家永遠是我們最可靠及堅實的後盾，加強對國家的歸屬感和國民身份認同。本處與外交公署多次合辦展覽及講座，向學生、制服團體、旅遊業界及出席相關展覽會的人士等進行講解及宣傳。此外，小組亦不時在社交媒體貼文，並於不同管制站派發宣傳單張，提醒香港居民外遊時應留意的事宜。

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.



本處與外交部駐香港特別行政區特派員公署多次合辦展覽及講座，向公眾人士講解及宣傳出外時的安全意識和國家領事保護。

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.

為香港特區護照持有人爭取免簽證入境待遇的游說工作

本處一直積極游說更多國家給予香港特區護照持有人免簽證入境或落地簽證待遇，為香港特區護照持有人爭取更大的旅遊便利。二零二三年，格魯吉亞、安哥拉共和國及吉爾吉斯共和國給予香港特區護照持有人免簽證入境待遇。另外，馬來西亞、阿爾巴尼亞共和國及烏干達共和國則延長香港特區護照持有人的免簽證入境期限。截至二零二三年年底，共有 171 個國家和地區給予香港特區護照持有人免簽證入境或落地簽證待遇。

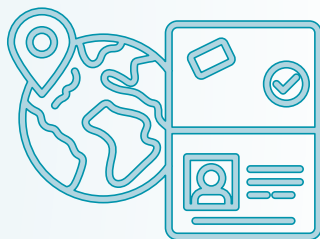
171 個

國家和地區給予香港特區護照持有人免簽證入境或落地簽證待遇，比二零二二年增加 3 個。

(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)



應對旅行證件服務需求的便利措施

二零二三年，本處共接獲超過 145 萬宗香港特區護照申請，創下本處自一九九七年七月簽發香港特區護照以來的歷史新高。為滿足市民申領香港特區護照的需求，各區辦事處因應實際情況，延長當天服務時間以處理所有簽發護照及相關工作。此外，因應社會逐步復常後首個暑假領取旅行證件服務的需求進一步上升，本處於七月十五日及二十二日連續兩個星期六，額外加開領取旅行證件特別服務時段，方便市民領取新證件。

部份駐內地辦事處的入境事務組亦提供外展服務，派員到聯絡處、當地學校或商會，協助居住在內地的香港居民遞交申請及領取旅行證件。此外，本處在二零二三年年初推出特別安排，讓跨境學童經學校遞交回港證申請。七間分區辦事處亦於七月至九月期間設立臨時專用櫃位，不設配額接收並初步處理所有回港證申請。

出生及死亡登記電子服務

本處一直善用科技，積極推出便民措施，以提升服務水平。全新的網上辦理出生及死亡登記電子服務已於二零二三年三月三十一日推出，合資格申報人可就出生或死亡在網上辦妥整個登記程序，並可選擇經郵遞方式收取相關證明書，全程無需親身前往出生或死亡登記處，便利省時。此外，自二零二三年十二月十五日起，已完成網上辦理出生或死亡登記的申報人，如選擇親身到登記處領取相關證明書，更可選定在任何一間出生或死亡登記處領取，更具彈性。

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區護照申請數字創下歷史新高。本處透過善用科技，加上不斷優化申請程序和工作流程以滿足市民申領香港特區護照的需求。

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



維護法紀 公正嚴明

UPHOLD THE LAW ACT WITH IMPARTIALITY

執法部轄下設有執法科和反恐及情報科。執法科負責制定和執行調查方面的政策、處理與入境事務有關的檢控、制定和推行有關遞解及遣送離境（免遣返聲請個案除外）的措施，以及管理用作羈留 18 歲或以上人士的青山灣入境事務中心。反恐及情報科負責制定本處的反恐策略和採取相關執法行動，以及與海外、內地和本地執法機關及駐港領事館聯繫以作情報交流。反恐及情報科人員亦代表本處參與跨部門反恐專責組（專責組）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).

打擊跨國非法移民、偽造旅行證件和偷運人口活動

本處一直透過國際間的合作，共同應對跨國非法移民、偽造旅行證件和偷運人口等全球關注的問題。

本處非常關注免遣返聲請人從內地非法進入香港的情況，並自二零一六年二月中起與內地和本地執法機關展開專項聯合行動，偵破了多個跨境犯罪集團和拘捕了多名集團骨幹成員。針對二零二三年下半年非華裔人士非法入境香港的情況，本處於二零二三年十一月進行了兩次代號「獾獵-3」的粵港聯合執法行動，在粵港兩地合共拘捕了超過 200 人，當中大部分為非華裔非法入境者，亦有約 20 名蛇頭被捕。在本處與各執法機關持續努力下，二零二三年十二月截獲的非華裔非法入境者已較同年十月高峯期減少約 74%。



本處人員於新啟用的海天中轉大樓抽查旅客證件。
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.

打擊販運人口

入境處人員一直根據販運人口受害人識別機制審核和識別被捕或主動接觸當局的容易受剝削人士，以確定該等人士是否販運人口受害人。外傭專責調查組會對外傭簽證申請人進行初步篩查，從而及早識別潛在的販運人口受害人或剝削外傭個案，並在有需要時展開調查。二零二三年，本處在販運人口受害人識別機制下共進行了 5 315 次初步篩查，當中 3 194 次為外傭專責調查組對外傭簽證申請人進行的初步篩查。

遏止僱用非法勞工或非法受僱活動的執法行動

年內，本處繼續致力打擊僱用非法勞工或非法受僱的活動。二零二三年，本處進行了 17 248 次反非法勞工行動，共有 2 924 名非法勞工（包括 1 620 名性工作者）和 502 名僱主被捕。

截至二零二三年年底，本處與內地和本地執法機關共展開了 10 次聯合行動，偵破了多個跨境犯罪集團和拘捕了 506 名涉案人士，包括 164 名人蛇集團骨幹成員。

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 次聯合行動



入境處特遣隊人員到非法勞工黑點採取突擊行動，遏止非法勞工在港工作。The Immigration Task Force conducts surprise operations at black spots of illegal workers to combat illegal employment in Hong Kong.



本處特遣隊人員向商戶派發「切勿聘用非法員工」的宣傳單張。Immigration Task Force officers distribute 'Don't Employ Illegal Workers' leaflets to shop owners.



新成立的青山灣入境事務中心無人機小隊，利用小型無人機協助進行全方位空中巡邏，以打擊中心內的違規行為。

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.



本處於代號「閃刺」的大型執法行動中成功瓦解一個透過手機遊戲招攬本地居民參與假結婚勾當的犯罪集團。

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.

揭發假結婚案件

本處十分關注非本港居民藉着與香港居民假結婚來港居留的問題。二零二三年，共有 87 人因涉及假結婚案件而被定罪及判監 8 至 36 個月不等。

打擊與出入境事宜相關的網絡罪案

本處致力打擊和防範與出入境事宜相關的網絡罪案。網絡罪案及法證調查小組專責進行專業的數碼法理鑑證，以修復和分析調查期間檢獲的電腦、智能電話等電子裝置內的數碼證據，作為法庭檢控之用。隨着新的入境事務處總部即將啟用，小組將增設更先進的數碼法理鑑證設備，進一步提升本處處理數碼法理鑑證、偵查網絡罪案和分析情報的能力。

反恐偵查及調查

本處因應當前的恐襲威脅評估，在各出入境管制站進行執法行動，堵截懷疑涉恐訪客入境。二零二三年，反恐及情報科人員在各出入境管制站共進行了 13 370 次巡查行動，截查了 20 811 名旅客。年內，本處共進行了 19 次反恐演練，同時舉辦了 105 節反恐訓練課堂，參與訓練的人員為 1 764 人次。此外，本處積極參與專責組的反恐工作，以及向公眾宣傳反恐意識。

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.

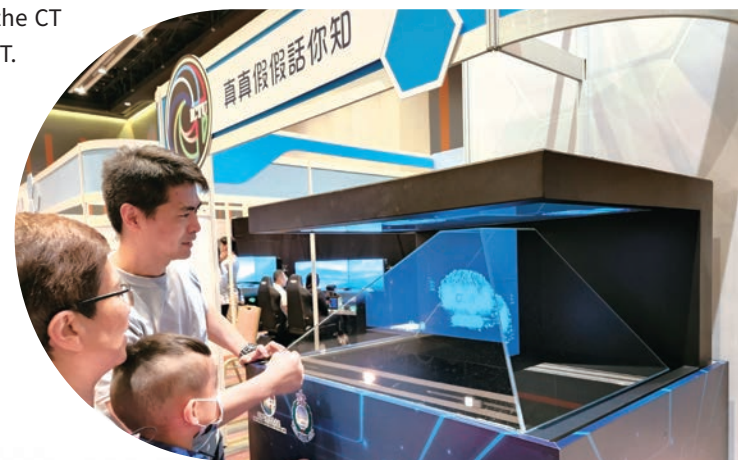
Counter-Terrorism Detection and Investigation

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.

本處積極參與跨部門反恐專責組的反恐宣傳工作，透過不同活動向廣大市民宣揚反恐訊息。

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，本處共執行了

28 137 次

次打擊偽證行動，檢獲 419 本偽造證件，數字較二零二二年的 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.



遣送審理及訴訟部

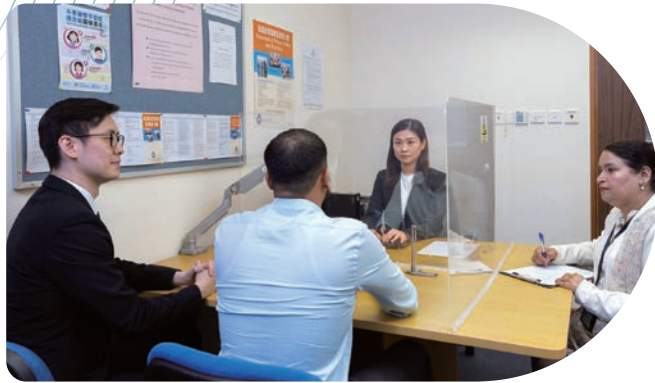
REMOVAL ASSESSMENT
AND LITIGATION BRANCH



高度公平 高效審理

HIGH STANDARDS OF FAIRNESS

EXPEDITIOUS PROCESS OF SCREENING



個案主理人員在傳譯員的協助下，與由代表律師陪同的免遣返聲請人進行審核會面。

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.

統一審核機制

凡非法入境、逾期逗留或抵港時遭本處拒絕入境者，均無合法身份在香港逗留。為實施有效的出入境管制和維護公眾利益，應根據《入境條例》盡快遣送該等人士離港。

根據多宗法院裁決，將被遣返至另一國家的人，如聲稱遣返至該國後會面對酷刑、《香港人權法案》下的絕對及不容減免的權利受到損害，或迫害等風險，本處須在合乎「高度公平標準」的審核程序下，在最終決定其聲請不獲確立前，暫緩遣返聲請人到有關國家。

政府於二零一四年三月實施統一審核機制，根據所有適用的理由審核免遣返聲請。根據統一審核機制，聲請人有合理機會確立其聲請。審結後，本處會書面通知聲請人其決定及理由。聲請人如不服本處的決定，可向法定的獨立酷刑聲請上訴委員會／免遣返聲請呈請辦事處提出上訴。

遣送審理及訴訟部轄下的遣送審理及訴訟科，負責審理沒有權利進入和在香港逗留的人所提出的免遣返聲請。該科亦就全面檢討處理免遣返聲請的策略為政府提供支援，並就遣送審理和執法訴訟提供訴訟支援，以及執行有關免遣返聲請不獲確立者的遣送程序。

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.



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

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.

加強處理免遣返聲請

政府於二零一六年年初就處理免遣返聲請的策略展開了全面檢討，多年來已落實多項措施，並且取得進展。儘管如此，在處理免遣返聲請的問題上，未來仍然充滿挑戰。截至二零二三年年底，約 15 200 名聲請人基於不同理由仍然身在香港。為減輕大量免遣返聲請人持續在港對社會所造成的負擔，政府會推行措施，包括從源頭堵截非法入境者，加強處理免遣返聲請和加快遣送聲請不獲確立者離港。

審核程序

本處在現行的法律框架下推出了多項行政措施優化工作流程，藉以加快審理聲請個案。《入境條例》在二零二一年經修訂後，令本處可運用更多措施以確保審核程序有效進行，並防止部分聲請人採取拖延手段。本處會持續以高效率進行審核程序，並確保程序符合法律要求的高度公平標準，目標是在接獲新聲請後盡快展開審核工作。

統一審核機制自實施至二零二三年年底，本處已就 23 617 宗聲請作出決定，包括 305 宗已獲確立的聲請（當中 215 宗於上訴階段獲確立），另外有 7 182 宗撤回，現時尚待審核的聲請有 840 宗。



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

The department had established a database on information such as localities, reports of topical issues and details of major events of the source countries of claimants to facilitate the screening of claims.



所有負責審核免遣返聲請的個案主理人員，在就任前均須接受專業訓練課程，內容包括由聯合國難民署人員、律政司代表、衛生署及醫院管理局的醫學專家主講的講座、個案主任的經驗分享等。

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

《入境條例》賦予本處權力，羈留正等候免遣返聲請審核決定及／或遣送程序的人士。政府一直研究增加羈留名額的不同方案，以便入境處更有效地執行遣送行動。政府會繼續循法律、資源、公眾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，勵願懲教所納入為本處的羈留地點，使可用作羈留免遣返聲請人的羈留地點增至三個，而整體羈留名額由 660 個增至 900 個。

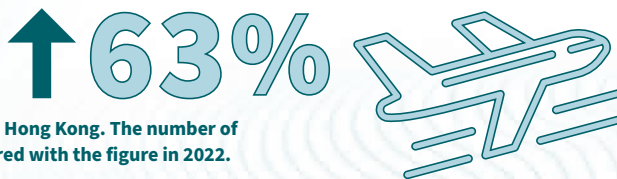
遣送

根據二零二二年十二月七日生效的更新的遣送政策，若聲請不獲確立者就其免遣返聲請提出的司法覆核或相關許可申請被高等法院原訟法庭拒絕，即使他們有尚待處理的法律訴訟程序(包括向更高級法院就原訟法庭的裁決提出的上訴)，本處仍會執行遣送他們離港的程序。自政策實施至二零二三年年底，本處共遣送了 1 851 名聲請人離港，包括 215 名根據更新的遣送政策遣送；而二零二三年的遣送數字較二零二二年大幅上升 63%。

本處會繼續與相關持份者包括相關領事館及航空公司保持密切聯繫，在有需要時及情況許可下安排特別航班執行大規模遣送行動，或派遣人員陪同不合作並拒絕接受遣送離境安排的聲請不獲確立者搭乘同一航班，以強制遣送該等人士離境。本處會繼續致力加強遣送工作，根據現行相關法例及政策，盡快把免遣返聲請不獲確立者遣離香港，以維持有效的出入境管制和保障公眾利益。

自更新的遣送政策實施至二零二三年年底，本處共遣送了 1 851 名聲請人離港。二零二三年的遣送數字較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.



被遣返人士在本處人員押送下離開羈押地點前往機場。
Removees being escorted by officers of the department to proceed from place of detention to the airport.

資訊系統部

INFORMATION SYSTEMS
BRANCH



銳意創新 提升效率

SPEARHEAD INNOVATION ENHANCE EFFICIENCY

資訊系統部負責管理本處資訊系統及相關事宜，其下設有四個科別。資訊系統（發展）科負責制定和推行處內的資訊系統策略和開發新的資訊系統，以應付未來工作需求。資訊系統（運作）科負責管理目前運作的資訊系統和系統的保安事宜，以及不斷優化和更新各系統及相關程序。紀錄及數據管理科負責一切有關資料私隱、公開資料和處內紀錄管理的事宜。科技服務科則為處內資訊系統的應用及發展提供技術支援。

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.



「非觸式 e-道」提供快捷、方便和衛生的出入境服務。合資格的香港居民只需憑個人流動電話所產生的加密二維碼和透過容貌識別技術認證便可辦理自助出入境檢查手續。

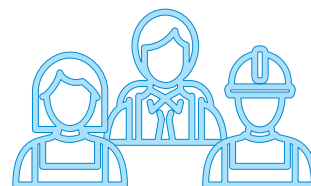
'Contactless e-Channel' offers fast, convenient and hygienic immigration clearance service. Eligible Hong Kong residents may use encrypted QR code generated by their personal mobile phones to enter the Contactless e-Channel and perform immigration clearance through facial recognition technology.

e-道服務自二零二三年七月二十一日起擴展至

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.

3 大類別香港居民

包括外籍家庭傭工、非本地學生及輸入勞工。



自助出入境檢查系統（e-道）

現時，合資格的香港居民、已辦妥登記的訪港旅客和領事團身份證持有人，均可使用設於各管制站的 e-道辦理自助出入境檢查手續。此外，「離境易」服務讓持有電子護照的合資格訪港旅客可使用 e-道辦理自助離境手續，無須預先登記。

非觸式 e-道

二零二二年，本處把「非觸式 e-道」服務擴展至所有出入境管制站。合資格的香港居民登記後，可憑其個人流動電話所產生的加密二維碼進入「非觸式 e-道」，並透過容貌識別技術辦理出入境檢查手續。

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.

登機易 e-道

本處於二零二二年十月與香港機場管理局（機管局）合作，在香港國際機場推出「登機易 e-道」服務。年滿 11 歲或以上的香港居民，如選擇使用機管局的「登機易」服務，並以香港特別行政區（香港特區）護照、香港特區簽證身份書或港澳居民來往內地通行證（慣稱「回鄉證」）通過離境大堂的保安閘口離境，均可使用「登機易 e-道」服務辦理自助出境檢查手續。

推行第三代資訊系統策略

「新一代個案簡易處理系統」的第一階段系統功能已於二零二一年九月至二零二二年一月推行，而第二階段的系統功能亦已於二零二二年九月至二零二三年七月期間分批推行。至於「人力資源管理系統」，開發工作已於二零二三年十一月展開，並預計於二零二五年第一季推出。

第四代資訊系統策略研究

為進一步配合國家「十四五」規劃及香港特區政府推行數字政府及智慧城市的方案，同時積極把握創新科技和人工智能帶來的機遇，本處將制定第四代資訊系統策略，以作為部門的長遠資訊科技發展藍圖。

電子化簽證申請服務和「電子簽證」

本處的電子化簽證申請服務自二零二二年十一月起擴展至所有簽證類別。申請人可透過香港政府一站通網站，或本處的網站或流動應用程式，在網上完成整個簽證服務相關的申請流程，包括填寫申請表格、上載證明文件和查詢申請狀況，而無須親身前往入境處辦事處辦理。申請獲批後，申請人可在網上繳交相關費用（如適用）並即時下載「電子簽證」。



本處致力確保業務常規、工作程序及所持有的個人資料及紀錄均按照《個人資料（私隱）條例》、其他相關法例、規例及指引處理。

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.

流動應用程式

二零二三年，隨着本處把網上遞交申請服務擴展至更多服務，包括出生、死亡及婚姻登記，申請個人資料、入境處資料及索取文件核證副本，流動應用程式已加入相關功能，讓申請人可隨時隨地透過流動應用程式遞交申請，而無須親身前往入境處辦事處辦理。同年，本處在流動應用程式中增設發送信息至 1868 WhatsApp 求助熱線的連結，方便身處外地而需緊急協助的香港居民向協助在外香港居民小組求助。此外，為了讓市民體驗更貼心的優質服務，本處推出「入境處提提您」服務，市民可透過流動應用程式的連結登記使用該服務，適時接收相關的個人化信息提示。

新增電子繳費選項

市民除了可在各入境處辦事處透過「轉數快」以無接觸方式繳付有關申請身份證及旅行證件、出生、死亡及婚姻登記和簽證申請的費用外，亦可選擇在網上以「轉數快」繳付有關出生、死亡及婚姻登記和簽證申請有關的費用。自二零二三年十二月起，市民亦可選擇在網上以「轉數快」繳付申請旅行證件的費用。

採用「智方便」

本處於二零二三年一月推出「入境處提提您」個人化信息提示服務，透過政府的「智方便」平台適時提醒已登記的市民，他們的香港特區護照或以簽證或進入許可來港／留港的逗留期限即將到期或屆滿。

本處亦於二零二三年三月三十一日推出出生及死亡登記電子服務。合資格並已登記成為「智方便+」用戶的申報人，可在網上辦妥整個出生或死亡登記程序，並經郵遞方式收取相關證明書，無須親身前往登記處。



於二零二三年三月推出的出生及死亡登記電子服務，讓合資格申報人可在網上辦妥整個登記程序，並可經郵遞方式或於選定的登記處領取相關證明書。

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.



經提升後的「新 1868 系統」新增即時文字通訊、聊天機械人等新功能，並以人工智能和自動化技術支援協助在外香港居民小組的 24 小時運作。

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.

環保管理

GREEN MANAGEMENT



節約能源 善用資源

ENERGY CONSERVATION BETTER USE OF RESOURCES

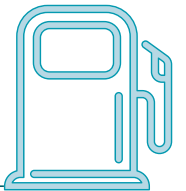
我們致力確保為市民提供的所有服務和內部運作，均遵循相關環保法例、工作守則和《清新空氣約章》的規定，符合環保原則和常規。

We are committed to ensuring that all 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，本處車隊和船隊的燃料總消耗量比二零二二年減少超過

↓ 17%

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.



減廢節能

本處在各分科委任能源管理員，確保各辦事處有效實行環保內務管理方法。能源管理員定期檢查各辦事處，並維持同事持續遵行該等內務管理方法的意識，例如關掉無須使用的辦公室器材，以及把照明設備調校至合適的亮度。本處亦將部分照明裝置改為耗電量較低的發光二極管光管，進一步節省耗電量。由於二零二三年二月初起香港與內地恢復全面通關，因此二零二三年的能源消耗量較上一年輕微增加了 3.35%。

為使員工和市民更加了解廢物回收對環境的裨益，入境事務大樓參與了環境保護署（環保署）推行的「工商業廢物源頭分類計劃」。為了節約用紙，本處充分利用資訊科技作對外及對內的溝通。除了提供部門網站的電子資訊共用平台和流動應用程式，讓市民以無紙方式快捷地查閱資訊外，亦為市民提供多項電子服務。部門亦積極採取節省紙張的措施，例如雙面列印，以及重用紙張、文件夾和信封。二零二三的用紙量較上一年減少了 9.12%。

支持《清新空氣約章》

為實踐以改善香港空氣質素為目標的《清新空氣約章》，本處積極減少部門車隊和船隊的燃料消耗量和廢氣排放量。本處亦安排定期進行室內空氣質素測試，又參加了「室內空氣質素檢定計劃」，並取得令人滿意的成績。年內，本處轄下所有已檢定處所均獲頒「良好級」或「卓越級」證書。我們會繼續致力維持獲發證書後的室內空氣質素。

提高員工的環保意識

員工的支持與合作是順利推行辦公室環保管理的關鍵。為培養員工的環保文化，本處繼續經電郵和內聯網向員工發放有關環保的最新消息和有用資料，例如鼓勵同事響應環保署的呼籲，減少使用即棄塑膠餐具。本處亦鼓勵員工參與由不同部門／機構安排的環保活動。本處會繼續加強和推廣現行的內務管理方法，在各項活動中採用環保管理準則，並會按需要推行新的環保措施及目標，務求善用能源及資源。

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

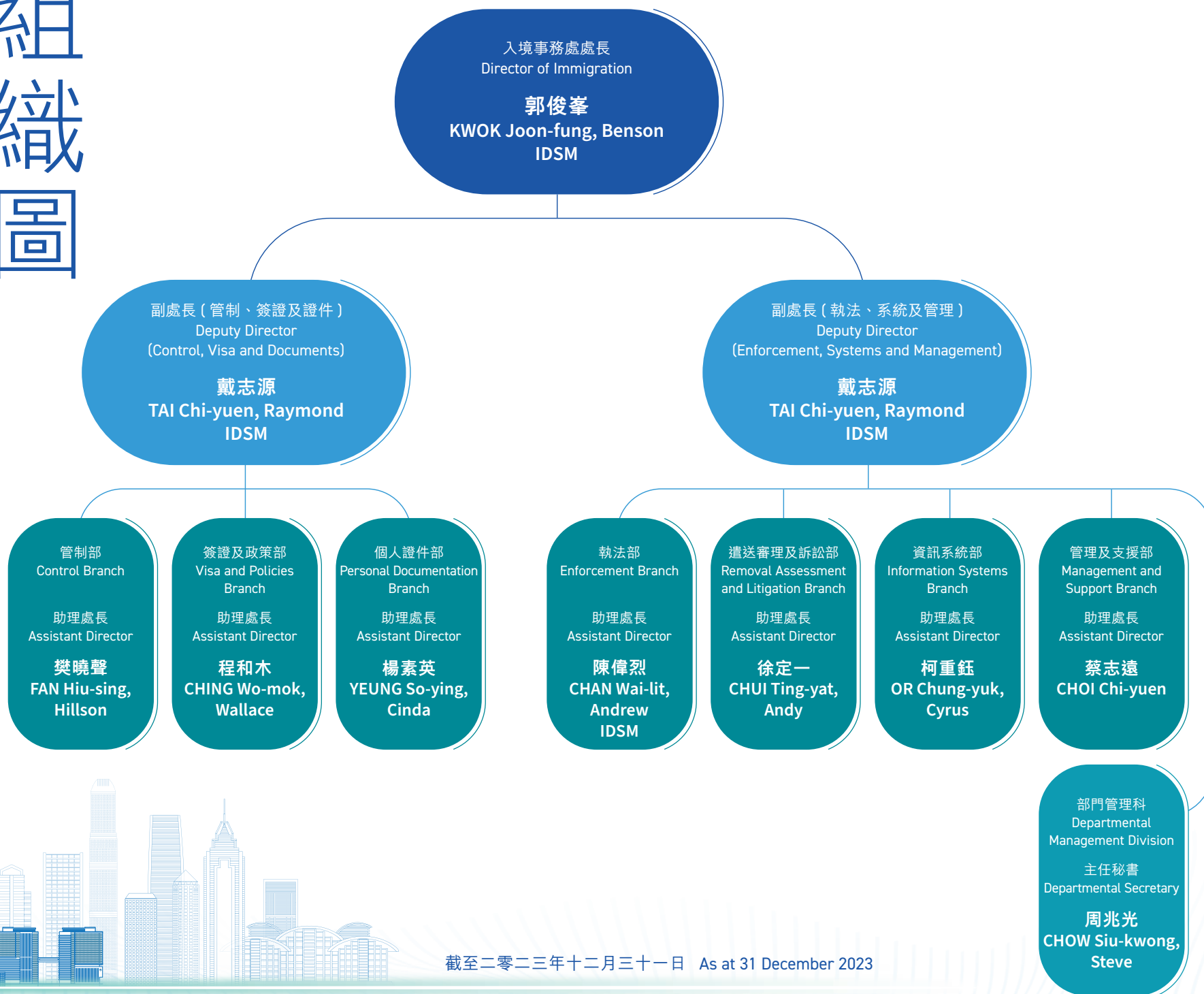
The support and cooperation of staff are the key to success in green office management. To foster a green culture among staff members, the department continued to disseminate to staff through emails and our intranet portal the latest news and useful information on environmental protection, such as encouraging 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.

部門組織圖

ORGANISATION CHART OF IMMIGRATION DEPARTMENT

ORGANISATION CHART OF IMMIGRATION DEPARTMENT

部門組織圖



截至二零二三年十二月三十一日 As at 31 December 2023

二零二三年年報

ANNUAL REPORT 2023

入境事務處部隊支援組製作

設計：精雅財經資訊有限公司

鳴謝：香港數碼港管理有限公司

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本年報內統計數字的涵蓋期間為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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入境事務處
Immigration Department

中華人民共和國香港特別行政區政府
The Government of the Hong Kong Special Administrative Region
of the People's Republic of China



資歷架構
Qualifications
Framework

