

Performance Standards and Targets 服务标准及目标

Service Type 服务类别		
Immigration Clearance 出入境检查	Standard Waiting Time (Min) 标准等候时间 (分钟)	Target 目标
Hong Kong Resident - All Immigration Control Points 香港居民-所有出入境管制站	15	98% of travellers 百分之九十八的旅客
Visitor - Airport Control Point 访客-机场管制站	15	95% of travellers 百分之九十五的旅客
Visitor - Other Immigration Control Points 访客-其他出入境管制站	30	95% of travellers 百分之九十五的旅客

Remarks:

注:

- These standards may not be achievable during certain daily peak hours or peak periods or in complicated cases.
- 在某些繁忙时段或高峰期，又或倘若个案涉及复杂情况，则未必可以达标。

Service Type 服务类别		
Nationality Matters 国籍事宜	Standard Processing Time at Counter (Min) 在柜枱的标准处理时间 (分钟)	Due Day for Issue (Upon receipt of all necessary documents) 签发证件的期限 (在收到全部所需文件后)
Declaration of Change of Nationality 申报国籍变更	30	Confirmation letter will be issued on the same day 确认函件可在即日签发
Application for Naturalisation as a Chinese National and Restoration of Chinese Nationality 加入中国国籍及恢复中国国籍的申请	-	80% of the applications will be finalised within 3 months 百分之八十的申请可在三个月内处理完毕
Application for Renunciation of Chinese Nationality 退出中国国籍的申请	-	80% of the applications will be finalised within 2 months 百分之八十的申请可在两个月内处理完毕

Remarks:

注:

- These standards may not be achievable during certain daily peak hours or peak periods or in complicated cases.
- 在某些繁忙时段或高峰期，又或倘若个案涉及复杂情况，则未必可以达标。
- Applicants will be advised, if necessary, of the time to wait before their applications are processed.
- 如有需要，申请人会获告知在他们的申请得到处理之前需等候多少时间。

Service Type 服务类别		
Registration of Births, Deaths and Marriages 出生、死亡及婚姻登记	Standard Processing Time at Counter (Min) 在柜枱的标准处理时间 (分钟)	Due Day for Issue (Upon receipt of all necessary documents) 签发证件的期限 (收到全部所需文件后)
Birth Registration 出生登记	30	Registration procedure will be completed on the same day 登记程序可在即日完成
Death Registration 死亡登记	30	Registration procedure will be completed on the same day 登记程序可在即日完成
Giving of a Notice of Intended Marriage 递交拟结婚通知书	30	Filing procedure will be completed on the same day 递交程序可在即日完成
Search of Birth or Death Records 翻查出生或死亡纪录	10	7 working days (Issued within 10 minutes if the birth or death records concerned have been converted into computer records) 七个工作日 (如有关的出生或死亡纪录已转换为电脑纪录, 则翻查结果可在十分钟内签发)
Issue of a Certified Copy of a Birth or Death Certificate (if search of records is not involved) 签发出生或死亡证明书的核证副本 (如无需翻查纪录)	10	7 working days (Issued within 10 minutes if the birth or death records concerned have been converted into computer records) 七个工作日 (如有关的出生或死亡纪录已转换为电脑纪录, 则所需的证明书可在十分钟内签发)

Service Type 服务类别		
Registration of Births, Deaths and Marriages 出生、死亡及婚姻登记	Standard Processing Time at Counter (Min) 在柜枱的标准处理时间 (分钟)	Due Day for Issue (Upon receipt of all necessary documents) 签发证件的期限 (收到全部所需文件后)
Issue of a Certified Copy of a Birth or Death Certificate (if search of records is involved) 签发出生或死亡证明书的核证副本 (如需翻查纪录)	10	10 working days (Issued within 10 minutes if the birth or death records concerned have been converted into computer records) 十个工作日 (如有关的出生或死亡纪录已转换为电脑纪录, 则所需的证明书可在十分钟内签发)
Search of Marriage Records and/or Issue of a Certified Copy of a Marriage Certificate 翻查结婚纪录及 / 或签发结婚证书的核证副本	10	7 working days 七个工作日
Application for Certificate of Absence of Marriage Record 申请无结婚纪录证明书	10	7 working days 七个工作日

Remarks:

注:

- Working days denote Monday to Friday excluding general holidays.
- 工作天指星期一至星期五，公众假期除外。
- These standards may not be achievable during certain daily peak hours or peak periods or in complicated cases.
- 在某些繁忙时段或高峰期，又或倘若个案涉及复杂情况，则未必可以达标。
- Applicants will be advised, if necessary, of the time to wait before their applications are processed.
- 如有需要，申请人会获告知在他们的申请得到处理之前需等候多少时间。

Service Type 服务类别		
Registration of Persons 人事登记	Standard Processing Time at Counter (Min) 在柜枱的标准处理时间 (分钟)	Due Day for Issue 签发证件的期限
Registration for a Hong Kong Identity Card 登记香港身份证	60	5 working days 五个工作日

Remarks:

注:

- Working days denote Monday to Friday excluding general holidays.
- 工作天指星期一至星期五，公众假期除外。
- These standards may not be achievable during certain daily peak hours or peak periods or in complicated cases.
- 在某些繁忙时段或高峰期，又或倘若个案涉及复杂情况，则未必可以达标。
- Applicants will be advised, if necessary, of the time to wait before their applications are processed.
- 如有需要，申请人会获告知在他们的申请得到处理之前需等候多少时间。

Service Type 服务类别		
Travel Documents 旅行证件	Standard Processing Time at Counter (Min) 在柜枱的标准处理时间 (分钟)	Due Day for Issue (Upon receipt of all necessary documents) 签发证件的期限 (在收到全部所需文件后)
HKSAR Passport 香港特别行政区护照	30	<p>a. First application for, or replacement of HKSAR Passport : 5 working days a. 首次申请或换领香港特别行政区护照：五个工作日</p> <p>b. Application for HKSAR Passport for children under 11 not holding a Hong Kong permanent identity card : 10 working days b. 未满 11 岁且并无持有香港永久性居民身份证的儿童申请香港特别行政区护照：十个工作日</p>
HKSAR Document of Identity for Visa Purposes 香港特别行政区签证身份书	30	5 working days 五个工作日
HKSAR Re-entry Permit 香港特别行政区回港证	30	To be issued on the same day 即日签发
HKSAR Seaman's Identity Book 香港特别行政区海员身份证	30	To be issued on the same day 即日签发

Remarks:

注:

- This standard does not apply to applications involving doubtful claims of Chinese nationality, uncertain claims of custodial rights over applicants under 18, and travel document applications due to loss, damage or amendment of personal particulars.
- 此标准并不适用于以下申请个案：申请人声称的中国国籍存疑，监管人声称对 18 岁以下申请人行使监管权而有关的声称并不明确，以及因遗失、损坏或更改个人资料而提出的旅行证件申请。
- Working days denote Monday to Friday excluding general holidays.
- 工作天指星期一至星期五，公众假期除外。
- These standards may not be achievable during certain daily peak hours or peak periods or in complicated cases.
- 在某些繁忙时段或高峰期，又或倘若个案涉及复杂情况，则未必可以达标。
- Applicants will be advised, if necessary, of the time to wait before their applications are processed.
- 如有需要，申请人会获告知在他们的申请得到处理之前需等候多少时间。

Service Type 服务类别	
Visas and Permits 签证及许可证	Target (Upon receipt of all necessary documents) 目标 (在收到全部所需文件后)
Entry Visas and Permits for Visit 来港旅游入境签证及许可证	100% of the applications will be finalised within 4 weeks 所有申请可在四个星期内处理完毕
Entry Visas and Permits for Employment 来港工作入境签证及许可证	90% of the applications will be finalised within 4 weeks 百分之九十的申请可在四个星期内处理完毕
Entry Visas under the Working Holiday Scheme 工作假期入境签证	100% of the applications will be finalised within 2 weeks 所有申请可在两个星期内处理完毕
Other Entry Visas and Permits 其他入境签证及许可证	90% of the applications will be finalised within 6 weeks 百分之九十的申请可在六个星期内处理完毕
Entry Permits for Mainland Fisherman Deckhands 内地渔工进入许可	95% of the applications will be finalised within 5 working days 百分之九十五的申请可在五个工作天内处理完毕
Pre-arrival Registration for Taiwan Residents 台湾居民预办入境登记	100% of the applications will be finalised with results made known to the applicants on the day of application 所有申请可在申请当天处理完毕并把结果通知申请人
Visit Permits for Taiwan Residents for a Stay of 30 Days 台湾居民访港 30 天的旅游许可证	100% of the applications will be finalised within 2 working days 所有申请可在两个工作天内处理完毕

Service Type 服务类别	
Visas and Permits 签证及许可证	Target (Upon receipt of all necessary documents) 目标（在收到全部所需文件后）
Multiple Entry Permits Issued to Chinese Residents of Taiwan Working, Studying or Residing in Hong Kong 发给在港工作、就读或居留的台湾华籍居民的多次入境许可证	100% of the applications will be finalised within 5 working days 所有申请可在五个工作日内处理完毕
HKSAR Travel Pass 香港特别行政区旅游通行证	100% of the applications will be finalised within 3 weeks 所有申请可在三个星期内处理完毕
HKSAR Certificate of Entitlement to the Right of Abode 香港特别行政区居留权证明书	95% of the applications will be finalised within 3 months (This standard does not apply to applications involving doubtful claims on parent/child relationship or doubtful information.) 百分之九十五的申请可在三个月内处理完毕 (此标准不适用于申请人与其声称父母的关系存疑或资料存疑的个案。)

Remarks:

注:

- Working days denote Monday to Friday excluding general holidays.
- 工作天指星期一至星期五，公众假期除外。
- These standards may not be achievable during certain daily peak hours or peak periods or in complicated cases.
- 在某些繁忙时段或高峰期，又或倘若个案涉及复杂情况，则未必可以达标。
- The service type of “Entry Permits under the Admission Scheme for Mainland Talents and Professionals” in the Performance Pledge for 2024 was included under the service type of “Entry Visas and Permits for Employment” in the above table.
- 在二零二四年服务承诺中的「输入内地人才计划入境许可证」已纳入上表「来港工作入境签证及许可证」的服务类别内。