

## **For information**

### **Legislative Council Panel on Security**

#### **Measures to Facilitate Immigration Clearance for Visitors**

### **Introduction**

This paper aims to brief Members on the measures taken by the Immigration Department (ImmD) to facilitate immigration clearance for visitors.

### **Clearance Situation**

2. In the first three quarters of this year, on average 74 100 trips are made by Mainland visitors each day, representing an increase by 24% over last year. Notwithstanding the increase in the number of Mainland visitors, the clearance situation was generally smooth at various control points. 98.6% of the visitors could have their clearance completed within 30 minutes at the land boundary control points, thus meeting the performance pledge set by ImmD (i.e. 95% of the visitors could have their clearance completed within 30 minutes). During the past National Day Golden Week, 98% of visitors by land had their clearance completed within 30 minutes.

### **Mitigating Measures at Control Points**

3. Nonetheless, ImmD was aware of visitors' queuing situation at certain control points during the peak hours of the festive periods. To cope with the demand, various measures have been put in place, including

- (a) Enhancing the computer system so as to facilitate eligible Mainland frequent visitors to use the e-Channel service after

enrollment. Enrollment service will be available for use by eligible visitors at the Lok Ma Chau Spur Line Control Point by this December. Such enrollment service will be extended to the Lo Wu, Shenzhen Bay and Lok Ma Chau control points thereafter. The new e-channel service for visitors will commence at two major control points, namely, Lo Wu and Lok Ma Chau Spur Line, in the first quarter of 2012.

- (b) Augmenting staffing and deploying departmental resources in a flexible manner. The immigration officers and rank and file staff recruited this year will be deployed to different control points to provide service to residents and visitors. ImmD will continue to flexibly deploy its service staff to meet the rising public demand.
- (c) Regarding the improvement works for the control points, the numbers of e-channels will be doubled (increased from the present 20 to 43) at the Lok Ma Chau Control Point. This improvement is scheduled for completion in 2013. In addition, the number of e-channels at the Man Kam To Control Point will be increased from 9 to 18. Additional cross-boundary coach parking bays will be provided therein. It is anticipated that the works will be completed in 2012.
- (d) Before long festive periods, ImmD, in conjunction with other departments, will assess the upcoming traffic flow with the local travel industry, especially before large-scale exhibitions and events are to be held in Hong Kong. ImmD will deploy additional staff to cater for cross-boundary passenger flow in light of the situation, and will encourage the tourism industry to make use of the clearance service during non-peak hours in arranging their tour groups.
- (e) During the festive periods, ImmD will widen publicity and encourage visitors to avoid crossing the boundary during the peak hours and to pay attention to radio and television broadcast on passenger traffic. ImmD will upload daily

arrivals statistics of various control points on its website. Such information will also be made available at the Hong Kong Tourism Board's website for visitors' reference.

4. Members are invited to note the contents of this document.

Security Bureau  
October 2011