

香港特別行政區政府  
保安局



The Government of the  
Hong Kong Special Administrative Region  
Security Bureau

香港添馬添美道 2 號

2 Tim Mei Avenue, Tamar, Hong Kong

本函檔號 Our Ref.:

來函檔號 Your Ref.:

22 November 2017

Miss Betty MA  
Clerk to Security Panel  
Legislative Council Complex  
1 Legislative Council Road  
Hong Kong

Dear Miss MA,

### **Letter from Hon Holden CHOW**

Thank you for your letter of 9 October 2017 to the Secretary for Security. I am authorised to provide a response to the letter by Hon. Holden CHOW.

The smooth operation of new control points can enhance the cross-boundary flow of passengers and goods, which is very important to the sustainable socio-economic development of Hong Kong. From January to September 2017, over 221 million passengers travelled through various control points. The Hong Kong Special Administrative Region Government has all along attached great importance to the provision of sufficient resources for control point operations. Prior to

the commissioning of new control points, the Government will, in accordance with existing mechanism, allocate additional resources to relevant departments for them to recruit and train sufficient manpower to ensure the smooth operation of new control points. Apart from creating additional posts, relevant departments will also adopt various measures, including flexible deployment of manpower, streamlining of procedures and better use of information technology, etc., to enhance the handling capacity and efficiency of control points and alleviate the work pressure of frontline staff.

The Government had already allocated additional resources to the Immigration Department (ImmD) and the Customs and Excise Department (C&ED) in 2017-18 to create around 300 posts for each department for customs clearance service, immigration control and related duties for the Hong Kong-Zhuhai-Macau Bridge (HZMB). Both ImmD and C&ED have put in place comprehensive human resource management plans, including recruitment and training plans. To meet the manpower requirement, they have launched year-round recruitment exercises for Immigration Assistant and Customs Officer since February and October 2017 respectively. Timely recruitment exercises for the officer grade will also be conducted. Meanwhile, both departments provide professional training to the newly recruited officers with a view to ensuring that they can handle their daily work effectively, including the clearance work at control points.

Apart from manpower, relevant departments have also adopted

various measures to improve the clearance procedures, enhance the handling capacity as well as the operational efficiency of control points. For example, the ImmD has commenced the implementation of the “New Immigration Control System” by phases starting from early 2016. It comprises the upgrade and integration of the hardware and software of various control point systems, the upgrade of all existing e-Channels at control points to multi-purpose e-Channels and the installation of 158 additional multi-purpose e-Channels, etc. It enables frontline staff at control points to deploy e-Channels more flexibly based on passenger flow to expedite immigration clearance of Hong Kong residents and visitors and alleviates the work pressure of the traditional counter officers. The ImmD has also launched self-service departure for visitors (Smart Departure) at the Hong Kong International Airport on October 10, 2017. Smart Departure employs face recognition technology for identity verification, which provides a more convenient immigration service for visitors, while enhancing the effectiveness of immigration control. Such measures will be extended to other control points by phases. Besides, for the commissioning of new control points, the C&ED will also introduce advanced inspection equipment, for example, large-scale vehicle X-ray inspection system, to assist their customs clearance works and enhance the clearance efficiency.

As the commissioning dates of three new control points are approaching, including those of HZMB, Hong Kong Section of the Guangzhou-Shenzhen-Hong Kong Express Rail Link, and Liantang/Heung Yuen Wai, the Government will consider allocating

additional resources to the relevant departments in 2018-19 in the light of the latest situation, thereby enabling them to create more new posts as necessary. It will also closely monitor the traffic volume of the new control points upon their commissioning and allocate additional resources, if required in the light of the latest situation, to ensure their smooth operation.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Parson Lam', written in a cursive style.

( Parson Lam )  
for Secretary for Security