

Head 70 — IMMIGRATION DEPARTMENT

Controlling officer: the Director of Immigration will account for expenditure under this Head.

| | |
|---|-------------------|
| Estimate 2019–20 | \$6,152.8m |
| Establishment ceiling 2019–20 (notional annual mid-point salary value) representing an estimated 8 920 non-directorate posts as at 31 March 2019 rising by 60 posts to 8 980 posts as at 31 March 2020 | \$4,236.4m |
| In addition, there will be an estimated 13 directorate posts as at 31 March 2019 and as at 31 March 2020. | |
| Commitment balance | \$18.6m |

Controlling Officer's Report

Programmes

Programme (1) Pre-entry Control
Programme (2) Control upon Entry
Programme (3) Control after Entry
Programme (4) Personal Documentation
Programme (5) Nationality and Assistance to HKSAR Residents outside Hong Kong

These programmes contribute to Policy Area 10: Immigration Control (Secretary for Security).

Detail

Programme (1): Pre-entry Control

| | 2017–18 (Actual) | 2018–19 (Original) | 2018–19 (Revised) | 2019–20 (Estimate) |
|---------------------------|---------------------|-----------------------|----------------------|-----------------------------------|
| Financial provision (\$m) | 331.9 | 357.9 | 364.6 (+1.9%) | 379.5 (+4.1%) |
| | | | | (or +6.0% on 2018–19 Original) |

Aim

2 The aim is to control, through the visa system, legal immigration and the entry of foreign workers and to prevent the entry of undesirable persons.

Brief Description

3 The Visa Control (Policies) Division and Visa Control (Operations) Division of the Department deal with all aspects of pre-entry immigration control through the visa and entry permit systems and related petitions/appeals/judicial reviews. The work involves:

- adopting an open immigration regime to facilitate entry of talent, professionals and entrepreneurs;
- processing applications for entry into Hong Kong for employment, investment, training, residence and study in accordance with approved policies and procedures;
- facilitating entry of bona-fide tourists and business visitors through the issue of visas, visit permits, Hong Kong Special Administrative Region (HKSAR) Travel Passes and Asia-Pacific Economic Cooperation (APEC) Business Travel Cards;
- processing applications for Pre-arrival Registration for Taiwan Residents by electronic means to facilitate Taiwan visitors to come to Hong Kong;
- processing applications for Pre-arrival Registration for Indian Nationals by electronic means to strengthen immigration control and to facilitate entry of bona-fide Indian visitors;
- processing applications for Certificate of Entitlement to the right of abode in Hong Kong;
- issuing entry permits to Mainland fisherman deckhands entering Hong Kong on board dual registered vessels for unloading catches in local fish markets under the Mainland Fisherman Deckhand Scheme;
- preventing the entry of undesirable persons who are likely to pose a threat to the security, prosperity and well-being of Hong Kong;

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- examining critically the bona fides of foreign visitors seeking to enter Hong Kong; and
- processing petitions/appeals/judicial reviews on visa control and Certificate of Entitlement matters.

4 The key performance measures are:

Targets

| | Target | 2017 (Actual) | 2018 (Actual) | 2019 (Plan) |
|---|--------|------------------|------------------|----------------|
| average processing time (upon receipt of all supporting documents) | | | | |
| entry visas and permits for visit within four weeks (%) | 100 | 100 | 100 | 100 |
| entry visas and permits for employment within four weeks (%) | 90.0 | 98.6 | 99.1 | 98.0 |
| entry permits under the Admission Scheme for Mainland Talents and Professionals within four weeks (%) | 90.0 | 99.5 | 99.9 | 98.0 |
| other entry visas and permits within six weeks (%) | 90.0 | 99.3 | 99.5 | 98.0 |
| visit permits and Pre-arrival Registration for Taiwan residents within two working days (%) | 100 | 100 | 100 | 100 |
| change of status within six weeks (%) | 90 | 100 | 100 | 98 |

Indicators

| | 2017 (Actual) | 2018 (Actual) | 2019 (Estimate) |
|---|------------------|------------------|--------------------|
| no. of applications | | | |
| entry visa | | | |
| received | 246 101 | 263 572 | 281 000 |
| processed | 258 043 | 264 984 | 281 000 |
| visit visa | | | |
| received | 74 057 | 76 462 | 79 800 |
| processed | 74 075 | 76 932 | 79 800 |
| visit permit for Taiwan residents | | | |
| received | 124 | 80 | 50 |
| processed | 121 | 80 | 50 |
| Pre-arrival Registration for Taiwan Residents | | | |
| received | 542 002 | 505 521 | 484 800 |
| processed | 542 002 | 505 521 | 484 800 |
| Pre-arrival Registration for Indian Nationals | | | |
| received | 426 876 | 418 940 | 411 000 |
| processed | 426 876 | 418 940 | 411 000 |
| APEC Business Travel Card - local applications | | | |
| received | 14 565 | 13 830 | 15 200 |
| processed | 12 706 | 15 611 | 15 200 |
| APEC Business Travel Card - referral applications | | | |
| received | 74 281 | 79 960 | 91 600 |
| processed | 75 348 | 80 234 | 91 600 |
| HKSAR Travel Pass | | | |
| received | 374 | 311 | 300 |
| processed | 392 | 313 | 300 |
| change of status | | | |
| received | 7 006 | 7 631 | 8 000 |
| processed | 7 052 | 7 659 | 8 000 |
| entry permit for Mainland fisherman deckhands | | | |
| received | 5 991 | 5 839 | 6 000 |
| processed | 6 033 | 5 823 | 6 000 |
| petition/appeal/judicial review | | | |
| received | 36 | 38 | 40 |
| processed | 28 | 30 | 40 |

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| | 2017 (Actual) | 2018 (Actual) | 2019 (Estimate) |
|--|------------------|------------------|--------------------|
| Certificate of Entitlement received..... | 3 638 | 4 681 | 5 000 |
| processed ^Ω | 4 115 | 3 456 | 5 000 |

Ω The number of applications processed includes outstanding applications brought forward from the previous year.

Matters Requiring Special Attention in 2019–20

5 During 2019–20, the Department will continue to:

- provide immigration facilitation to support the policy objective of attracting and retaining outside talent, professionals and entrepreneurs to support the economic development of Hong Kong;
- implement the new Information Technology Infrastructure (ITI) and expand the data centre capacity to upkeep service quality and enhance the handling capacity for coping with substantially growing service demands and a number of new initiatives in the coming years. The new ITI will also support services in Programmes (2) to (5); and
- develop and implement the Next Generation Application and Investigation Easy Systems to enhance operational efficiency and effectiveness in supporting services in Programmes (1) to (5) including visa and permit applications of visitors or non-permanent Hong Kong residents; assistance to Hong Kong residents in distress outside Hong Kong; birth, death and marriage registrations; right of abode applications; and enforcement and investigation cases in relation to immigration offenders, removees and deportees.

Programme (2): Control upon Entry

| | 2017–18 (Actual) | 2018–19 (Original) | 2018–19 (Revised) | 2019–20 (Estimate) |
|---------------------------|---------------------|-----------------------|----------------------|-----------------------------------|
| Financial provision (\$m) | 2,362.2 | 3,091.2 | 2,738.7 (–11.4%) | 3,356.3 (+22.6%) |
| | | | | (or +8.6% on 2018–19 Original) |

Aim

6 The aims are to exercise quantitative and qualitative control over legal immigration; prevent the entry of undesirable persons and the departure of persons wanted for criminal offences; facilitate the movement of bona-fide tourists, business visitors and local residents; and process cross-boundary vehicles.

Brief Description

7 The Border (Rail), Border (Vehicles), Harbour and Airport Divisions of the Department are responsible for operations at all control points of entry into and exit from Hong Kong via land, sea or air. The Border (Rail) Division comprises four land boundary control points, serving railway passengers at Lo Wu, Hung Hom, Lok Ma Chau Spur Line and West Kowloon Station of the Guangzhou-Shenzhen-Hong Kong Express Rail Link. Lo Wu is the busiest land passenger crossing point. The Border (Vehicles) Division covers five land boundary control points at Lok Ma Chau, Man Kam To, Sha Tau Kok, Shenzhen Bay and Hong Kong-Zhuhai-Macao Bridge Hong Kong Port, serving cross-boundary passengers and vehicles. There is also a clearance centre at San Uk Ling which deals with the processing and repatriation of illegal immigrants from the Mainland. Immigration control over people movements by passenger liners and ferries to and from the Mainland and Macao is carried out at various ferry terminals. The Kai Tak Cruise Terminal provides immigration clearance to passengers and crew members travelling by cruise liners. Control over other types of sea traffic is usually carried out at the Eastern, Western and Tuen Mun Immigration Anchorages. Operations at the Airport enforce immigration control over passengers and aircrew entering and leaving Hong Kong by air. There are designated detention quarters in the China, Macau and Tuen Mun Ferry Terminals, the Harbour Control Section, the River Trade Terminal, the Lok Ma Chau Spur Line, West Kowloon Station of the Guangzhou-Shenzhen-Hong Kong Express Rail Link, Shenzhen Bay and Hong Kong-Zhuhai-Macao Bridge Hong Kong Port control points and the Airport for detaining passengers and undesirable persons who have been refused entry and pending removal. The work involves:

- examining incoming passengers, crew, vehicles and craft in a courteous and efficient manner to detect illegal immigrants, criminals and undesirable persons;
- examining outgoing passengers, crew, vehicles and craft in a courteous and efficient manner to detect immigration offenders and persons wanted for criminal offences; and
- repatriating illegal immigrants, individuals refused landing and undesirable persons in an efficient and reasonable manner.

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8 The Border (Rail), Border (Vehicles), Harbour and Airport Divisions of the Department strive to cope with the growth of passenger traffic at control points, provide efficient immigration clearance and combat the use of forged travel documents.

9 The key performance measures are:

Targets

| | Target | 2017 (Actual) | 2018 (Actual) | 2019 (Plan) |
|---|--------|------------------|------------------|----------------|
| clearing visitors within a 30-minute waiting time in the case of travelling by land (%)..... | 95.0 | 99.9 | 99.9 | 99.9 |
| sea (%)..... | 95.0 | 99.9 | 99.9 | 99.9 |
| clearing visitors within a 15-minute waiting time in the case of travelling by air (%)..... | 95.0 | 99.9 | 99.9 | 99.9 |
| clearing residents within a 15-minute waiting time in the case of travelling by land (%)..... | 98 | 100 | 100 | 100 |
| sea (%)..... | 98 | 100 | 100 | 100 |
| air (%)..... | 98 | 100 | 100 | 100 |

Indicators

| | 2017 (Actual) | 2018 (Actual) | 2019 (Estimate) |
|--------------------------------------|------------------|------------------|--------------------|
| passengers/vehicles/vessels examined | | | |
| land..... | 237 742 034 | 251 501 533 | 292 460 000 |
| sea..... | 30 922 545 | 29 390 558 | 28 723 000 |
| air..... | 50 939 165 | 53 385 900 | 55 948 000 |
| visitors/seamen refused entry..... | 49 033 | 54 195 | 57 000 |
| secondary examination..... | 703 866 | 670 190 | 694 000 |

Matters Requiring Special Attention in 2019–20

10 During 2019–20, the Department will continue to:

- implement the complementary immigration measures on non-local pregnant visitors coming to give birth in Hong Kong;
- implement facilitation measures to ease the immigration clearance for cross-boundary students at control points; and
- plan and put in place the immigration facilities required in the new control point at Heung Yuen Wai.

Programme (3): Control after Entry

| | 2017–18 (Actual) | 2018–19 (Original) | 2018–19 (Revised) | 2019–20 (Estimate) |
|---------------------------|---------------------|-----------------------|----------------------|-----------------------------------|
| Financial provision (\$m) | 1,014.9 | 1,054.9 | 1,075.6 (+2.0%) | 1,095.0 (+1.8%) |
| | | | | (or +3.8% on 2018–19 Original) |

Aim

11 The aim is to exercise immigration control by granting or refusing extension of stay; investigating and prosecuting offenders under the Immigration Ordinance (Cap. 115), Immigration Service Ordinance (Cap. 331), Registration of Persons Ordinance (Cap. 177), Marriage Ordinance (Cap. 181), Births and Deaths Registration Ordinance (Cap. 174), and certain provisions under the Crimes Ordinance (Cap. 200); removing or deporting illegal immigrants, overstayers and undesirable persons from Hong Kong; and implementing a unified screening mechanism (USM), based on the procedures under the statutory torture claim screening mechanism, to assess non-refoulement claims made on all applicable grounds and effect timely removal of those whose claim is rejected.

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Brief Description

12 The Visa Control (Operations) Division, Enforcement Division and Removal Assessment and Litigation Division of the Department are responsible for post-entry immigration control. The work involves:

- processing and considering applications for extension of stay and change of status from visitors and temporary residents effectively and efficiently;
- taking enforcement actions against illegal immigrants and visitors engaged in unlawful employment after entry and/or overstaying, and related employers;
- maintaining vigilance in extension of stay and change of status applications from doubtful visitors so as to prevent them from prolonging their stay in Hong Kong for illicit purposes;
- arresting overstayers, illegal immigrants, illegal workers and other immigration offenders;
- investigating immigration offences and initiating prosecutions if there is sufficient evidence;
- taking enforcement actions against air passengers with forged travel documents, including those in transit, and their aiders and abettors;
- dealing with immigration offenders arrested by the Hong Kong Police Force and the Immigration Task Force;
- identifying trends in immigration offences and formulating counter measures;
- removing illegal immigrants, overstayers, immigration offenders and undesirable persons in a reasonable and cost-effective manner;
- issuing and executing removal orders against immigration offenders liable to removal and right of abode claimants not eligible for stay;
- seeking and executing deportation orders against criminals;
- conducting assessment on non-refoulement claims and dealing with related appeals/petitions and judicial reviews;
- processing petitions/appeals/judicial reviews arising from the removal or deportation of illegal immigrants, overstayers, immigration offenders and undesirable persons from Hong Kong;
- investigating and exposing the use or manufacture of forged travel documents by individuals or syndicates;
- exchanging intelligence and information with law enforcement counterparts of the Mainland and other places to prevent human smuggling by forged travel documents as well as sea borne means;
- taking proactive actions against the engagement of foreign domestic helpers in non-domestic and unapproved jobs;
- taking proactive actions against syndicates arranging the entry of underpaid foreign domestic helpers;
- detaining immigration offenders under the Immigration Ordinance or Immigration Service Ordinance pending their removal or deportation from Hong Kong; and
- managing the Castle Peak Bay Immigration Centre.

13 The key performance measures are:

Targets

| | Target | 2017 (Actual) | 2018 (Actual) | 2019 (Plan) |
|--|--------|------------------|------------------|----------------|
| time required to process extension cases (upon receipt of all supporting documents) | | | | |
| visitors within one working day (%)... | 100 | 100 | 100 | 99 |
| residents within two weeks (%) | 100 | 99.4 | 99.3 | 98.0 |

Indicators

| | 2017 (Actual) | 2018 (Actual) | 2019 (Estimate) |
|---|------------------|------------------|--------------------|
| no. of applications | | | |
| extension of stay..... | 316 510 | 323 777 | 326 400 |
| other endorsements | 14 002 | 16 530 | 18 400 |
| operations conducted by the Immigration Task Force (including investigation of forgery and illegal migration cases conducted at the Hong Kong International Airport) | 47 662 | 48 664 | 48 670 |
| investigation/removal/deportation cases processed | 42 162 | 41 607 | 42 225 |

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| | 2017 (Actual) | 2018 (Actual) | 2019 (Estimate) |
|---|------------------|------------------|--------------------|
| offenders prosecuted | 5 412 | 5 713 | 5 400 |
| persons repatriated | 8 039 | 8 300 | 8 435 |
| appeals/petitions received | 4 627 | 5 781 | 1 980 |
| deportation/removal orders issued | 2 974 | 3 107 | 3 205 |
| non-refoulement claim cases made§ | 1 663 | 1 107 | 1 200φ |

§ Since March 2014, the Department has commenced operating USM to screen non-refoulement claims lodged on all applicable grounds. The figures for 2017 and 2018 include only claim cases made by new claimants who have not previously made a torture claim with the Department and/or sought asylum with the United Nations High Commissioner for Refugees in Hong Kong, but not those cases made by previous torture claimants/asylum seekers (involving 180 and 109 claims in 2017 and 2018 respectively) which the Department also has to determine under USM.

φ Past experience indicates that the number of non-refoulement claims depends on factors most of which are subject to fluctuation beyond the Department's control, such as the economic situation in countries in the region and smuggling activities at our land and sea borders. Yet, in view of the proven effectiveness of the pre-arrival control measures implemented since 2016 to prevent the arrival of potential claimants, it is estimated that the claims intake would remain on a lower level on a par with that observed in 2018.

Matters Requiring Special Attention in 2019–20

14 During 2019–20, the Department will continue to:

- process non-refoulement claims under USM expeditiously and deal with judicial reviews and appeals/petitions lodged by claimants;
- support the Security Bureau's comprehensive review of the strategy of handling non-refoulement claims;
- step up enforcement actions to combat entry of illegal immigrants and abusers of USM;
- review removal procedures to expedite the removal of rejected or withdrawn non-refoulement claimants; and
- step up enforcement actions against persons seeking entry into Hong Kong under the disguise of marriages with Hong Kong residents.

Programme (4): Personal Documentation

| | 2017–18 (Actual) | 2018–19 (Original) | 2018–19 (Revised) | 2019–20 (Estimate) |
|---------------------------|---------------------|-----------------------|----------------------|------------------------------------|
| Financial provision (\$m) | 722.2 | 1,151.9 | 892.4 (–22.5%) | 1,291.5 (+44.7%) |
| | | | | (or +12.1% on 2018–19 Original) |

Aim

15 The aims are to counteract illegal immigration and enhance the maintenance of law and order by providing all legal residents with a secure form of identity card and all consequential services related to identity cards; to register births, deaths and marriages and provide all consequential services related to such civil registration; to assess right of abode claims; and to facilitate international travel of Hong Kong residents by providing them with travel documents.

Brief Description

16 The Registration of Persons Division of the Department is responsible for the assessment of claims to right of abode, the issue of identity cards and the maintenance of identity card records. The Documents Division of the Department receives and processes applications for various types of travel documents. It is also responsible for registering all births, deaths and marriages and providing statistics for planning purposes. The work involves:

- providing identity cards and related services to legal residents;
- operating an accessible and convenient system for birth, death and marriage registration and providing related services;
- improving customer services to registrants for identity cards, births, deaths or marriages;
- monitoring and reviewing the operation of the Civil Celebrants of Marriages Scheme and its impact on marriage services;
- providing eligible Hong Kong residents with HKSAR passports or other travel documents;
- lobbying foreign countries to grant visa-free access to holders of HKSAR passport;

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- enhancing the processing of applications for HKSAR electronic travel documents;
- assessing claims to right of abode and dealing with related matters;
- processing appeals and judicial reviews on identity card and HKSAR passport applications and related matters; and
- conducting the four-year territory-wide identity card replacement exercise.

17 The key performance measures are:

Targets

| | Target | 2017 (Actual) | 2018 (Actual) | 2019 (Plan) |
|--|--------|------------------|------------------|----------------|
| delivery of services related to identity card on the day of applicants' attendance (%)..... | 100 | 100 | 100 | 100 |
| normal processing time per application/case | | | | |
| identity card within | | | | |
| ten working days (%)..... | 100 | 100 | 100 | 100 |
| certificate of registered particulars within 25 working days (%)..... | 100 | 100 | 100 | 100 |
| verification of eligibility for permanent identity card within six weeks (%)μ..... | 100 | 100 | 100 | 100 |
| certified copy of birth/death/marriage certificate within seven working days (%)^..... | 100 | 100ψ | 100ψ | 100 |
| certified copy of adoption certificate within nine working days (%)^..... | 100 | 100 | 100 | 100 |
| HKSAR passport | | | | |
| first application or replacement within ten working days (%)μ..... | 100 | 100 | 100 | 100 |
| application from children under 11 not holding Hong Kong permanent identity cards within 14 working days (%)μ..... | 100 | 100 | 100 | 100 |
| HKSAR document of identity within ten working days (%)μ..... | 100 | 100 | 100 | 100 |
| HKSAR seaman's identity book on the day of application (%)μ..... | 100 | 100 | 100 | 100 |
| HKSAR re-entry permit on the day of application (%)μ..... | 100 | 100 | 100 | 100 |
| standard processing time at counter | | | | |
| birth/death/adoption registration within 30 minutes (%)..... | 100 | 99.5 | 99.6 | 100 |
| marriage notice within 30 minutes (%)..... | 100 | 99.9 | 99.7 | 100 |

μ The target is applied upon receipt of all necessary documents.

^ The original target "certified copy of birth/death/marriage/adoption certificate within nine working days" has been separated into two targets as from 2019. With effect from 28 June 2018, the target for issuance of birth/death/marriage certificates was shortened from nine to seven working days, while the target for issuance of adoption certificates remains at nine working days.

ψ The figures for 2017 (Actual) and 2018 (Actual) reflect the performance in meeting the previous target for issuance of birth/death/marriage certificates within nine working days before 28 June 2018 and the revised target for issuance of those certificates within seven working days from 28 June 2018 onwards.

Indicators

| | 2017 (Actual) | 2018 (Actual) | 2019 (Estimate) |
|--|------------------|------------------|--------------------|
| identity cards and certificates of registered particulars issued..... | 606 146 | 606 609 | 608 200 |
| verification of eligibility of permanent identity card applications..... | 76 626 | 83 099 | 83 500 |

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| | 2017 (Actual) | 2018 (Actual) | 2019 (Estimate) |
|---|------------------|------------------|--------------------|
| identity cards issued under the territory-wide identity card replacement exercise#..... | — | — | 2 200 000 |
| birth/death/adoption registrations..... | 102 879 | 101 916 | 99 400 |
| marriage registrations | | | |
| processing of notice of intended marriage | 54 874 | 51 246 | 49 500 |
| marriage solemnisation (by Civil Celebrants of Marriages)..... | 26 307 | 25 713 | 24 200 |
| marriage solemnisation (other than by Civil Celebrants of Marriages) | 24 596 | 23 984 | 22 800 |
| birth/death/marriage/adoption certificates issued | 175 861 | 188 100 | 194 200 |
| appointment of Civil Celebrants | 120 | 113 | 120 |
| no. of applications | | | |
| HKSAR passport..... | 739 349 | 705 853 | 740 100 |
| HKSAR document of identity..... | 59 074 | 57 030 | 57 000 |
| HKSAR seaman's identity book..... | 17 | 62 | 60 |
| HKSAR re-entry permit..... | 88 060 | 89 245 | 89 000 |

New indicator as from 2019. The territory-wide identity card replacement exercise commenced on 27 December 2018 with new smart identity cards issued from January 2019.

Matters Requiring Special Attention in 2019–20

18 During 2019–20, the Department will continue to:

- conduct the territory-wide identity card replacement exercise which is expected to be completed by the end of 2022; and
- develop and implement the Next Generation Electronic Passport System to enhance operational efficiency and effectiveness in supporting the issue of new HKSAR travel documents and meeting rising service demands.

Programme (5): Nationality and Assistance to HKSAR Residents outside Hong Kong

| | 2017–18 (Actual) | 2018–19 (Original) | 2018–19 (Revised) | 2019–20 (Estimate) |
|---------------------------|---------------------|-----------------------|----------------------|------------------------------------|
| Financial provision (\$m) | 26.3 | 27.3 | 27.8 (+1.8%) | 30.5 (+9.7%) |
| | | | | (or +11.7% on 2018–19 Original) |

Aim

19 The Department is authorised by the Central People's Government to deal with Chinese nationality matters in respect of residents in HKSAR in accordance with the Nationality Law of the People's Republic of China and the "Explanations" adopted by the Standing Committee of the National People's Congress. The Department also accepts applications outside Hong Kong for declaration of change of nationality, naturalisation as a Chinese national, and renunciation and restoration of Chinese nationality through Chinese diplomatic and consular missions. It also provides assistance to Hong Kong residents in distress outside Hong Kong.

Brief Description

20 The work on nationality-related matters and assistance to Hong Kong residents outside Hong Kong involves:

- receiving and processing declarations of change of nationality;
- receiving and processing applications for naturalisation as a Chinese national and for renunciation and restoration of Chinese nationality;
- dealing with enquiries on Chinese nationality matters;
- providing prompt assistance to Hong Kong residents outside Hong Kong in distress, or those who have been imprisoned or detained, and their family members in Hong Kong;
- operating the 24-hour Assistance to Hong Kong Residents Unit hotline with 46 lines; and
- providing the Registration of Outbound Travel Information service which enables Hong Kong residents to register their contact details and itinerary outside Hong Kong, as well as receive updates on Outbound Travel Alerts and related public information.

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21 The key performance measures are:

Targets

| | Target | 2017 (Actual) | 2018 (Actual) | 2019 (Plan) |
|---|--------|------------------|------------------|----------------|
| normal processing time per application/case | | | | |
| assistance to Hong Kong residents outside Hong Kong on day of request (%)..... | 100 | 100 | 100 | 100 |
| declaration of change of nationality in person on day of application (%)μ | 100 | 100 | 100 | 100 |
| application for naturalisation as a Chinese national within three months (%)μ | 80.0 | 80.0 | 92.8 | 80.0 |
| application for renunciation of Chinese nationality within two months (%)μ | 80 | 80 | 100 | 80 |
| application for restoration of Chinese nationality within three months (%)μ | 80 | 80 | 100 | 80 |

μ The target is applied upon receipt of all necessary documents.

Indicators

| | 2017 (Actual) | 2018 (Actual) | 2019 (Estimate) |
|--|------------------|------------------|--------------------|
| applications under the Chinese Nationality (Miscellaneous Provisions) Ordinance (Cap. 540) | | | |
| declaration of change of nationality..... | 161 | 170 | 170 |
| application for naturalisation as a Chinese national..... | 1 534 | 1 805 | 1 860 |
| application for renunciation of Chinese nationality..... | 160 | 188 | 188 |
| application for restoration of Chinese nationality..... | 3 | 4 | 4 |
| requests for assistance by Hong Kong residents in distress | | | |
| outside Hong Kong and by their family members..... | 3 311 | 3 592 | 3 900 |
| telephone calls received and made via “1868” hotlineθ | 153 053 | 145 590 | 138 000 |

θ Many 1868-hotline users only sought factual information about outbound travel in the past. As the Department has stepped up promotional campaigns to enhance public awareness of outbound travel safety, e.g. exhibitions and seminars, and enriched contents on the Department’s website by including comprehensive travelling tips and useful information on consular protection, the number of 1868-hotline calls is expected to decrease moderately.

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ANALYSIS OF FINANCIAL PROVISION

| Programme | 2017–18 (Actual) (\$m) | 2018–19 (Original) (\$m) | 2018–19 (Revised) (\$m) | 2019–20 (Estimate) (\$m) |
|---|------------------------------|--------------------------------|-------------------------------|---|
| (1) Pre-entry Control..... | 331.9 | 357.9 | 364.6 | 379.5 |
| (2) Control upon Entry..... | 2,362.2 | 3,091.2 | 2,738.7 | 3,356.3 |
| (3) Control after Entry | 1,014.9 | 1,054.9 | 1,075.6 | 1,095.0 |
| (4) Personal Documentation | 722.2 | 1,151.9 | 892.4 | 1,291.5 |
| (5) Nationality and Assistance to HKSAR Residents outside Hong Kong..... | 26.3 | 27.3 | 27.8 | 30.5 |
| | 4,457.5 | 5,683.2 | 5,099.1 (–10.3%) | 6,152.8 (+20.7%) |
| | | | | (or +8.3% on 2018–19 Original) |

Analysis of Financial and Staffing Provision

Programme (1)

Provision for 2019–20 is \$14.9 million (4.1%) higher than the revised estimate for 2018–19. This is mainly due to the salary increments for staff, filling of vacancies and the net increase of two posts for meeting operational needs.

Programme (2)

Provision for 2019–20 is \$617.6 million (22.6%) higher than the revised estimate for 2018–19. This is mainly due to the salary increments for staff, filling of vacancies, the net increase of 60 posts for meeting operational needs and increased operating expenses arising from the commissioning of three new control points at the West Kowloon Station of the Guangzhou-Shenzhen-Hong Kong Express Rail Link, Hong Kong-Zhuhai-Macao Bridge Hong Kong Port and Heung Yuen Wai.

Programme (3)

Provision for 2019–20 is \$19.4 million (1.8%) higher than the revised estimate for 2018–19. This is mainly due to the salary increments for staff and filling of vacancies, partly offset by the net decrease of six posts arising from lapse of time-limited posts.

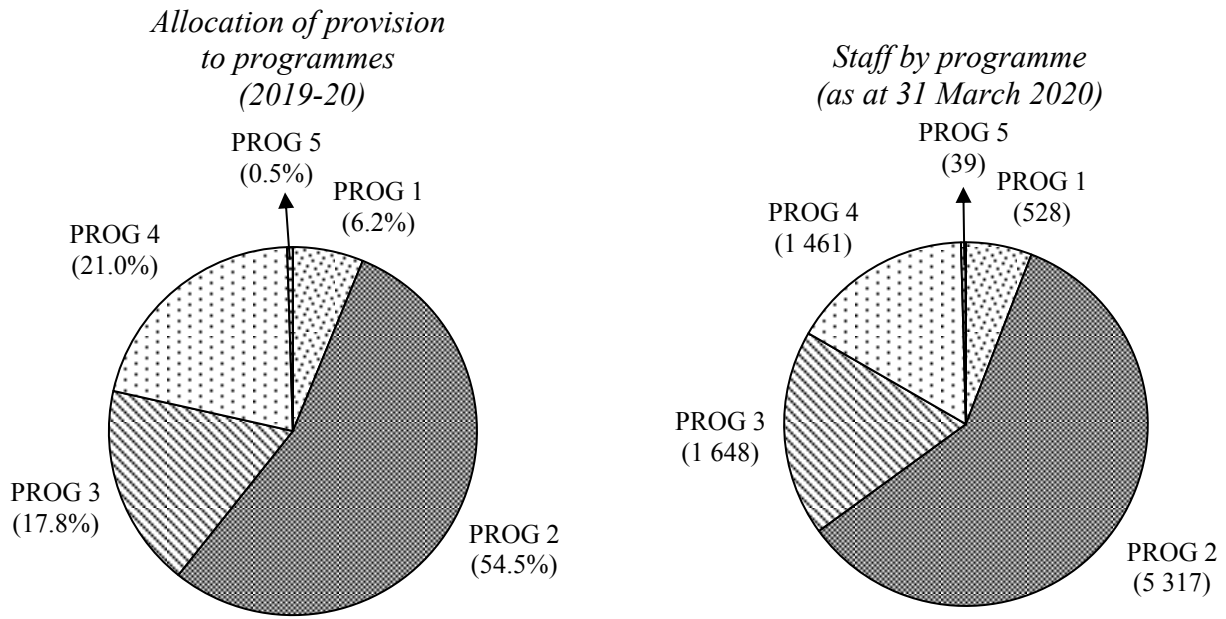
Programme (4)

Provision for 2019–20 is \$399.1 million (44.7%) higher than the revised estimate for 2018–19. This is mainly due to the salary increments for staff, filling of vacancies, the net increase of three posts for meeting operational needs and increased operating expenses arising from the launch of the territory-wide identity card replacement exercise.

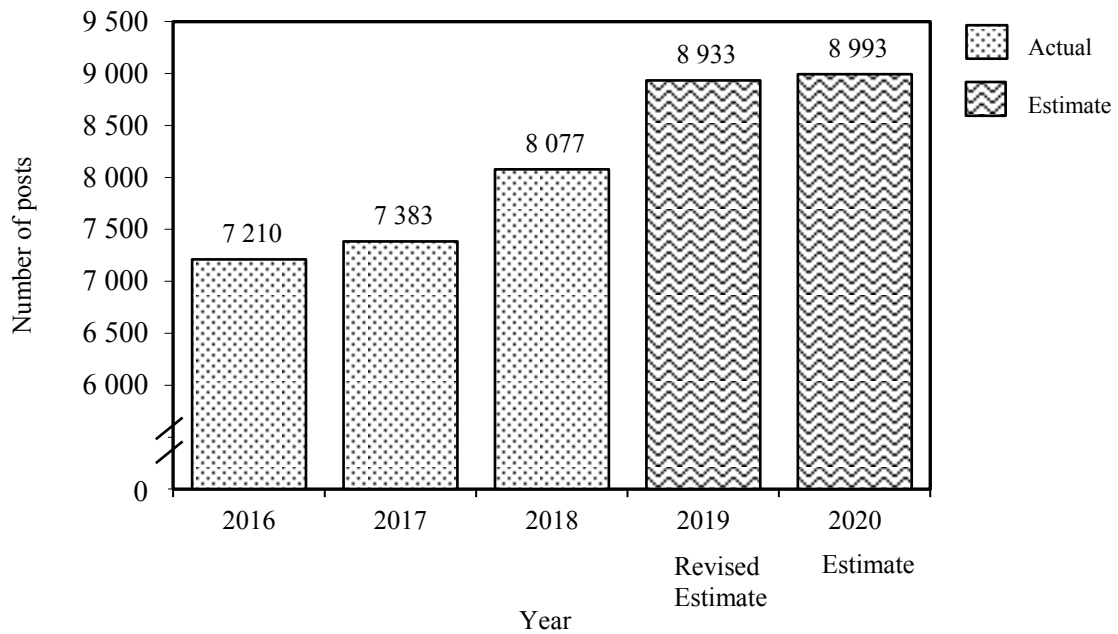
Programme (5)

Provision for 2019–20 is \$2.7 million (9.7%) higher than the revised estimate for 2018–19. This is mainly due to the salary increments for staff, the increase of one post for meeting operational needs and increased operating expenses.

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Changes in the size of the establishment (as at 31 March)



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| Sub-head (Code) | Actual expenditure 2017–18 | Approved estimate 2018–19 | Revised estimate 2018–19 | Estimate 2019–20 | |
|----------------------------|---|---------------------------------|--------------------------------|-----------------------------|------------------|
| | \$'000 | \$'000 | \$'000 | \$'000 | |
| Operating Account | | | | | |
| Recurrent | | | | | |
| 000 | Operational expenses | 4,429,230 | 5,640,629 | 5,048,715 | 6,107,537 |
| 202 | Repatriation expenses | 9,592 | 12,356 | 13,530 | 14,856 |
| | Total, Recurrent | 4,438,822 | 5,652,985 | 5,062,245 | 6,122,393 |
| | Total, Operating Account | 4,438,822 | 5,652,985 | 5,062,245 | 6,122,393 |
| Capital Account | | | | | |
| Plant, Equipment and Works | | | | | |
| 603 | Plant, vehicles and equipment | — | 5,546 | 12,175 | 3,034 |
| 661 | Minor plant, vehicles and equipment (block vote) | 18,692 | 24,709 | 24,709 | 27,326 |
| | Total, Plant, Equipment and Works | 18,692 | 30,255 | 36,884 | 30,360 |
| | Total, Capital Account | 18,692 | 30,255 | 36,884 | 30,360 |
| | Total Expenditure | 4,457,514 | 5,683,240 | 5,099,129 | 6,152,753 |

Head 70 — IMMIGRATION DEPARTMENT

Details of Expenditure by Subhead

The estimate of the amount required in 2019–20 for the salaries and expenses of the Immigration Department is \$6,152,753,000. This represents an increase of \$1,053,624,000 over the revised estimate for 2018–19 and \$1,695,239,000 over the actual expenditure in 2017–18.

Operating Account

Recurrent

2 Provision of \$6,107,537,000 under *Subhead 000 Operational expenses* is for the salaries, allowances and other operating expenses of the Immigration Department. The increase of \$1,058,822,000 (21%) over the revised estimate for 2018–19 is mainly due to the implementation of the territory-wide identity card replacement exercise and the commissioning of three new control points at the West Kowloon Station of the Guangzhou-Shenzhen-Hong Kong Express Rail Link, Hong Kong-Zhuhai-Macao Bridge Hong Kong Port and Heung Yuen Wai.

3 The establishment as at 31 March 2019 will be 8 933 posts including one supernumerary post. It is expected that there will be a net increase of 60 posts in 2019–20. Subject to certain conditions, the controlling officer may under delegated power create or delete non-directorate posts during 2019–20, but the notional annual mid-point salary value of all such posts must not exceed \$4,236,427,000.

4 An analysis of the financial provision under *Subhead 000 Operational expenses* is as follows:

| | 2017–18 (Actual) (\$'000) | 2018–19 (Original) (\$'000) | 2018–19 (Revised) (\$'000) | 2019–20 (Estimate) (\$'000) |
|--|---------------------------------|-----------------------------------|----------------------------------|-----------------------------------|
| Personal Emoluments | | | | |
| - Salaries..... | 3,398,553 | 4,146,712 | 3,816,872 | 4,227,825 |
| - Allowances..... | 65,208 | 94,252 | 90,848 | 108,982 |
| - Job-related allowances..... | 1,731 | 1,790 | 1,871 | 2,000 |
| Personnel Related Expenses | | | | |
| - Mandatory Provident Fund contribution..... | 18,786 | 31,314 | 31,804 | 36,054 |
| - Civil Service Provident Fund contribution..... | 220,853 | 261,667 | 265,737 | 315,657 |
| Departmental Expenses | | | | |
| - Information and communications technology rentals and maintenance..... | 149,822 | 214,790 | 181,706 | 262,960 |
| - Specialist supplies and equipment..... | 87,176 | 144,988 | 57,878 | 266,582 |
| - General departmental expenses..... | 482,056 | 739,624 | 596,590 | 887,042 |
| Other Charges | | | | |
| - Land usage cost..... | 4,699 | 5,100 | 5,026 | 1 |
| - Grant to the Immigration Service Welfare Fund..... | 346 | 392 | 383 | 434 |
| | 4,429,230 | 5,640,629 | 5,048,715 | 6,107,537 |

5 Provision of \$14,856,000 under *Subhead 202 Repatriation expenses* is for the repatriation of illegal immigrants, immigration offenders and convicted criminals in accordance with the relevant immigration legislation.

Capital Account

6 Provision of \$27,326,000 under *Subhead 661 Minor plant, vehicles and equipment (block vote)* represents an increase of \$2,617,000 (10.6%) over the revised estimate for 2018–19. This is mainly due to the increased requirements for new or replacement equipment.

Head 70 — IMMIGRATION DEPARTMENT

Commitments

| Sub-head (Code) | Item (Code) | Ambit | Approved commitment | Accumulated expenditure to 31.3.2018 | Revised estimated expenditure for 2018–19 | Balance |
|-------------------------------|----------------|--|------------------------|--|--|---------------|
| | | | \$'000 | \$'000 | \$'000 | \$'000 |
| <i>Capital Account</i> | | | | | | |
| 603 | | <i>Plant, vehicles and equipment</i> | | | | |
| | 801 | Replacement of Immigration Launch No. 4 | 19,170 | — | 558 | 18,612 |
| | | Total | <u>19,170</u> | <u>—</u> | <u>558</u> | <u>18,612</u> |