

## Head 70 — IMMIGRATION DEPARTMENT

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

**Estimate 2023–24** ..... **\$6,835.5m**

**Establishment ceiling 2023–24** (notional annual mid-point salary value) representing an estimated 8 960 non-directorate posts as at 31 March 2023 reducing by 81 posts to 8 879 posts as at 31 March 2024..... **\$4,916.9m**

In addition, there will be an estimated 15 directorate posts as at 31 March 2023 and as at 31 March 2024.

**Commitment balance**..... **\$74.1m**

### 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

	2021–22 (Actual)	2022–23 (Original)	2022–23 (Revised)	2023–24 (Estimate)
Financial provision (\$m)	394.1	416.9	403.5 (–3.2%)	422.6 (+4.7%)
				(or +1.4% on 2022–23 Original)

#### Aim

2 The aim is to control, through the visa and entry permit system, legal immigration and the entry of non-local persons to Hong Kong 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 prevailing policies and procedures;
- implementing the Pilot Scheme on Immigration Facilitation for Visitors Participating in Short-term Activities in Designated Sectors;
- 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;

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- preventing the entry of undesirable persons who are likely to pose a threat to the security, prosperity and well-being of Hong Kong;
  - examining critically the bona fides of non-local persons 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	2021 (Actual)	2022 (Actual)	2023 (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	99	99	99
entry permits under the Admission Scheme for Mainland Talents and Professionals within four weeks (%) .....	90.0	99.9	99.7	99.0
other entry visas and permits within six weeks (%) .....	90.0	99.2	99.3	99.0
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	100

### *Indicators*

	2021 (Actual)	2022 (Actual)	2023 (Estimate)
no. of applications			
entry visa			
received .....	186 719	241 507Δ	384 100Δ
processedΩ .....	190 139	227 281Δ	384 100Δ
visit visa			
received .....	987	9 195Δ	72 400Δ
processedΩ .....	1 031	9 180Δ	72 400Δ
visit permit for Taiwan residents			
received .....	3	12Δ	60Δ
processedΩ .....	3	10Δ	60Δ
Pre-arrival Registration for Taiwan residents			
received .....	1 433	14 955Δ	428 300Δ
processed .....	1 433	14 955Δ	428 300Δ
Pre-arrival Registration for Indian nationals			
received .....	2 445	33 256Δ	388 600Δ
processed .....	2 445	33 256Δ	388 600Δ
APEC Business Travel Card - local applications			
received .....	4 226	10 101Δ	12 300Δ
processedΩ .....	4 379	7 420Δ	12 300Δ
APEC Business Travel Card - referral applications			
received .....	20 677	50 700Δ	72 000Δ
processedΩ .....	19 849	47 222Δ	72 000Δ
HKSAR Travel Pass			
received .....	15	47Δ	280Δ
processedΩ .....	21	39Δ	280Δ
change of status			
received .....	8 507	9 453	7 600Δ
processedΩ .....	8 462	9 439	7 600Δ
entry permit for Mainland fisherman deckhands			
received .....	4 924	2 126	2 900Δ
processedΩ .....	4 883	2 154	2 900Δ
petition/appeal/judicial review			
received .....	51	24	40
processedΩ .....	47	48	40

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	2021 (Actual)	2022 (Actual)	2023 (Estimate)
Certificate of Entitlement received .....	1 402	1 551	4 200 $\Delta$
processed $\Omega$ .....	1 538	1 209	4 200 $\Delta$

$\Delta$  Substantial increase/decrease in the number of applications received/processed due to resumption of normalcy from COVID-19.

$\Omega$  The number of applications processed includes outstanding applications brought forward from the previous year.

### *Matters Requiring Special Attention in 2023–24*

5 During 2023–24, 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; and
- develop the Advance Passenger Information system for fulfilling the international obligation of the HKSAR under the Convention on International Civil Aviation.

### **Programme (2): Control upon Entry**

	2021–22 (Actual)	2022–23 (Original)	2022–23 (Revised)	2023–24 (Estimate)
Financial provision (\$m)	3,463.8	3,798.7	3,572.2 (–6.0%)	3,667.6 (+2.7%)
				(or –3.5% on 2022–23 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 Boundary (Rail), Boundary (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 Boundary (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. The Boundary (Vehicles) Division covers six land boundary control points at Lok Ma Chau, Man Kam To, Sha Tau Kok, Shenzhen Bay, Hong Kong-Zhuhai-Macao Bridge Hong Kong Port and Heung Yuen Wai, 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 and Macau Ferry Terminals, the Harbour Control Section, the River Trade Terminal, the Kai Tak Cruise Terminal, the Lok Ma Chau Spur Line, West Kowloon Station of the Guangzhou-Shenzhen-Hong Kong Express Rail Link, Shenzhen Bay, Hong Kong-Zhuhai-Macao Bridge Hong Kong Port and Heung Yuen Wai control points and the Airport for detaining passengers and undesirable persons who have been refused entry and are 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.

8 The Boundary (Rail), Boundary (Vehicles), Harbour and Airport Divisions of the Department strive to provide efficient immigration clearance and combat the use of forged travel documents.

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9 The key performance measures are:

### *Targets*

	Target	2021 (Actual)	2022 (Actual)	2023 (Plan)
clearing visitors within a 30-minute waiting time in the case of travelling by				
land (%).....	95	100#	100#	100
sea (%).....	95	N.A.#	N.A.#	100
clearing visitors within a 15-minute waiting time in the case of travelling by				
air (%).....	95	100#	100#	100
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*

	2021 (Actual)	2022 (Actual)	2023 (Estimate)
passengers/vehicles/vessels examined			
land.....	7 175 100#	3 979 799#	176 730 000β
sea.....	1 978 266#	1 571 675#	13 610 000β
air.....	677 540#	4 143 207#	34 300 000β
visitors/seamen refused entry.....	1 187#	2 373#	40 000β
secondary examination.....	45 681#	64 090#	458 000β

# In response to the COVID-19 pandemic, the Government of the HKSAR had suspended passenger clearance services at most of the control points in phases from late January 2020 to early 2023. The details of the previous suspension are as follows:

- West Kowloon Station of the Guangdong-Shenzhen-Hong Kong Express Rail Link, Hung Hom, Man Kam To, Sha Tau Kok and China Ferry Terminal (with effect from 30 January 2020);
  - Lo Wu, Lok Ma Chau Spur Line, Lok Ma Chau and Macau Ferry Terminal (with effect from 4 February 2020);
  - Tuen Mun Ferry Terminal (with effect from 30 January 2020 and ceased operation formally on 8 June 2021); and
  - Kai Tak Cruise Terminal (suspended from 5 February 2020 and resumed for Hong Kong residents between 30 July 2021 and 6 January 2022 due to the introduction of “cruise-to-nowhere” itineraries).
- β The normal travel of persons between Hong Kong and the Mainland has been resumed progressively in phases starting 8 January 2023. Apart from the Hong Kong International Airport (flights between Hong Kong and the Mainland), the Hong Kong-Zhuhai-Macao Bridge and the Shenzhen Bay Control Point that are in operation, following control points are reopened:
- Macau Ferry Terminal, China Ferry Terminal, Man Kam To and Lok Ma Chau Spur Line (with effect from 8 January 2023);
  - West Kowloon Station of the Guangdong-Shenzhen-Hong Kong Express Rail Link (with effect from 15 January 2023); and
  - Lo Wu and Lok Ma Chau (with effect from 6 February 2023).

The Heung Yuen Wai Boundary Control Point commenced operation on 26 August 2020 with cargo clearance service only. It commenced full operation (including cargo and passenger clearance services) on 6 February 2023.

### *Matters Requiring Special Attention in 2023–24*

10 During 2023–24, the Department will:

- continue to implement the complementary immigration measures on non-local pregnant visitors coming to give birth in Hong Kong;
- continue to implement facilitation measures to ease the immigration clearance for cross-boundary students at control points;

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- prepare for the extension of the operating hours for passenger clearance of the Shenzhen Bay Control Point to 24 hours;
- prepare for the extension of operating hours for cargo clearance of the Heung Yuen Wai Boundary Control Point to 24 hours; and
- closely monitor the operation situation of control points after the resumption of passenger clearance at previously suspended control points.

### Programme (3): Control after Entry

	2021–22 (Actual)	2022–23 (Original)	2022–23 (Revised)	2023–24 (Estimate)
Financial provision (\$m)	1,222.8	1,250.4	1,198.6 (–4.1%)	1,258.1 (+5.0%)
				(or +0.6% on 2022–23 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.

### Brief Description

12 The Visa Control (Operations) Division, Enforcement Division, Counter-Terrorism 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 seaborne 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;

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- facilitating early identification of potential victims of trafficking in persons and exploitation relating to foreign domestic helpers and conducting investigations on related immigration offences;
- detaining immigration offenders under the Immigration Ordinance or Immigration Service Ordinance pending their removal or deportation from Hong Kong;
- managing the Castle Peak Bay Immigration Centre; and
- formulating and reviewing departmental strategic plans, policies and standing procedures relating to counter-terrorism intelligence and liaison matters.

13 The key performance measures are:

### *Targets*

	Target	2021 (Actual)	2022 (Actual)	2023 (Plan)
time required to process extension cases (upon receipt of all supporting documents)				
visitors within one working day (%)...	100	100	100	100
residents within two weeks (%) .....	100	99.7	99.6	99.0

### *Indicators*

	2021 (Actual)	2022 (Actual)	2023 (Estimate)
no. of applications			
extension of stay.....	655 017	684 096	442 800□
other endorsements .....	3 813	3 920	22 800□
operations conducted by the Immigration Task Force (including investigation of forgery, illegal migration and counter-terrorism cases) .....	54 671	44 029	55 290
investigation/removal/deportation cases processed .....	33 104	30 038	36 815
offenders prosecuted .....	2 942	2 785	3 810
persons repatriated .....	3 222‡	3 245‡	5 280
appeals/petitions received .....	2 201	1 822φ	1 805φ
deportation/removal orders issued .....	2 205	2 131	2 395
non-refoulement claim cases made .....	2 482§	1 238§	1 800^

□ Substantial increase/decrease in the number of applications received due to resumption of normalcy from COVID-19.

‡ Intermittent suspension of international flights under COVID-19 affected the number of persons repatriated in 2021 and 2022.

φ Appeals/petitions lodged by non-refoulement claimants after the Department's rejection of their non-refoulement claims account for the majority of the total number of appeals/petitions received. Taking into account the latest number of new claims made since early 2022, it is expected that the number of appeals/petitions in 2023 will maintain at a similar level as 2022.

§ Since March 2014, the Department has commenced operating USM to screen non-refoulement claims lodged on all applicable grounds. The figures for 2021 and 2022 include only claim cases made by new claimants who had 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 exclude cases made by previous torture claimants/asylum seekers (involving 46 claims and 19 claims in 2021 and 2022 respectively) which the Department also has to determine under USM.

^ Taking into account the latest number of new claims made since the second quarter of 2022, the Department assumes the number of new claims made will increase in 2023 in view of lifting of travel restrictions around the world amidst the resumption of normalcy from COVID-19.

### *Matters Requiring Special Attention in 2023–24*

14 During 2023–24, the Department will continue to:

- process non-refoulement claims under USM expeditiously and deal with judicial reviews and appeals/petitions lodged by claimants;
- implement further enhanced measures to strengthen the handling of non-refoulement claims as follows:
  - maintain high efficiency in the screening procedures and handle all new claims received instantly;
  - expedite removal of unsubstantiated claimants under the updated removal policy implemented from 7 December 2022 onwards;

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- expand detention capacity and step up management of immigration detainees;
- strengthen enforcement actions against immigration offences and illegal employment; 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

	2021–22 (Actual)	2022–23 (Original)	2022–23 (Revised)	2023–24 (Estimate)
Financial provision (\$m)	1,359.7	1,442.0	1,381.3 (–4.2%)	1,452.1 (+5.1%)
				(or +0.7% on 2022–23 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;
- 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 territory-wide identity card replacement exercise until March 2023.

17 The key performance measures are:

### Targets

	Target	2021 (Actual)	2022 (Actual)	2023 (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 seven 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 (%) .....	100	100	100	100

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	Target	2021 (Actual)	2022 (Actual)	2023 (Plan)
certified copy of birth/death/marriage certificate within seven working days (if search of records is not involved) (%)@ .....	100	100	100	100
certified copy of birth/death certificate within ten working days (if search of records is involved) (%)@ .....	100	100	100	100
certified copy of adoption certificate within nine working days (%) .....	100	100	100	100
HKSAR passport first application or replacement within five working days (%) .....	100	100	100	100
application from children under 11 not holding Hong Kong permanent identity cards within ten working days (%) .....	100	100	100	100
HKSAR document of identity within five working days (%) .....	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	99.6	99.9	100
marriage notice within 30 minutes (%) .....	100	99.6	99.7	100

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

@ These targets replace the previous target “certified copy of birth/death/marriage certificate within seven working days” as from 2022. The key performance measure for certified copy of birth/death/marriage certificate is split into two items: (i) within seven working days (if search of record is not involved); and (ii) within ten working days (if search of records is involved) to indicate the difference in performance where search of records is involved. Extensive search of records is not required if copy of birth/death certificate can be produced upon application.

### Indicators

	2021 (Actual)	2022 (Actual)	2023 (Estimate)
identity cards and certificates of registered particulars issued .....	389 020	410 200	600 600
verification of eligibility of permanent identity card applications .....	66 350	67 910	88 900
identity cards issued under the territory-wide identity card replacement exercise .....	1 763 887	1 625 925	350 630
birth/adoption registrationsδ .....	38 757	33 012	38 200
death registrationsδ .....	51 536	61 557	51 700
marriage registrations			
processing of notice of intended marriage .....	29 541	32 871	38 700
marriage solemnisation (by Civil Celebrants of Marriages) .....	13 203	14 946	17 800
marriage solemnisation (other than by Civil Celebrants of Marriages) .....	13 566	15 037	17 600
birth/adoption certificates issuedΨ .....	71 382	63 680	71 300
death certificates issuedΨ .....	76 039	88 940	76 000
marriage certificates issuedΨ .....	26 856	28 921	26 900
appointment of Civil Celebrants .....	79	98	100



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	2021 (Actual)	2022 (Actual)	2023 (Estimate)
no. of applications			
HKSAR passport.....	312 536	684 224	1 022 000
HKSAR document of identity.....	25 223	29 149	59 200
HKSAR seaman's identity book.....	55	31	50
HKSAR re-entry permit.....	18 928	24 162	87 500

δ These indicators replace the previous indicator “birth/death/adoption registrations” as from 2022. Statistics of registration in respect of (i) birth/adoption; and (ii) death are split into individual items to better reflect the actual demand for the respective service.

Ψ These indicators replace the previous indicator “birth/death/marriage/adoption certificates issued” as from 2022. Statistics of issuance of certificate in respect of (i) birth/adoption; and (ii) death; and (iii) marriage are split into individual items to better reflect the actual demand for the respective service.

### *Matters Requiring Special Attention in 2023–24*

18 The territory-wide identity card replacement exercise will end in March 2023. Applications for identity card replacement after then will be handled at the Department's Registration of Persons Offices.

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

	2021–22 (Actual)	2022–23 (Original)	2022–23 (Revised)	2023–24 (Estimate)
Financial provision (\$m)	33.3	34.5	34.3 (–0.6%)	35.1 (+2.3%)
				(or +1.7% on 2022–23 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 and practicable 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;
- 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 providing updates on Outbound Travel Alerts and related public information to assistance seekers;
- providing support to the Security Bureau's implementation of the Outbound Travel Alert System; and
- enhancing Hong Kong residents' awareness of outbound travel safety and understanding of consular protection.

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21 The key performance measures are:

### *Targets*

	Target	2021 (Actual)	2022 (Actual)	2023 (Plan)
normal processing time per application/case				
assistance to Hong Kong residents outside Hong Kong on day of request (%).....	100	100	100	<b>100</b>
declaration of change of nationality in person on day of application (%)μ .....	100	100	100	<b>100</b>
application for naturalisation as a Chinese national within three months (%)μ .....	80	97	96	<b>80</b>
application for renunciation of Chinese nationality within two months (%)μ .....	80	100	100	<b>80</b>
application for restoration of Chinese nationality within three months (%)μ .....	80	100	100	<b>80</b>

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

### *Indicators*

	2021 (Actual)	2022 (Actual)	2023 (Estimate)
applications under the Chinese Nationality (Miscellaneous Provisions) Ordinance (Cap. 540)			
declaration of change of nationality .....	332	210	<b>250</b>
application for naturalisation as a Chinese national .....	1 233	1 497	<b>1 365</b>
application for renunciation of Chinese nationality .....	426	342	<b>356</b>
application for restoration of Chinese nationality .....	11	4	<b>6</b>
requests for assistance by Hong Kong residents in distress outside Hong Kong and by their family members .....	2 647	1 679	<b>4 370ε</b>
telephone calls received and made via “1868” hotline .....	88 418	100 740	<b>146 200ε</b>
assistance requests/enquiries received via online assistance request formλ .....	N.A.	970	<b>2 010</b>

ε It is foreseeable that the outbound travel by Hong Kong residents will resume normal level following the lifting of travel restrictions in late 2022. The figure in 2023 is thus projected by the actual figure of 2019 without travel restrictions arising from COVID-19.

λ New indicator as from 2022. The online assistance request form had been implemented with effect from 21 June 2022.

### *Matters Requiring Special Attention in 2023–24*

22 The Assistance to Hong Kong Residents Unit will enhance the promotion of consular protection and services provided by our country in the community.

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### ANALYSIS OF FINANCIAL PROVISION

Programme	2021–22 (Actual) (\$m)	2022–23 (Original) (\$m)	2022–23 (Revised) (\$m)	2023–24 (Estimate) (\$m)
(1) Pre-entry Control .....	394.1	416.9	403.5	422.6
(2) Control upon Entry .....	3,463.8	3,798.7	3,572.2	3,667.6
(3) Control after Entry .....	1,222.8	1,250.4	1,198.6	1,258.1
(4) Personal Documentation .....	1,359.7	1,442.0	1,381.3	1,452.1
(5) Nationality and Assistance to HKSAR Residents outside Hong Kong .....	33.3	34.5	34.3	35.1
	6,473.7	6,942.5	6,589.9 (–5.1%)	6,835.5 (+3.7%)
				(or –1.5% on 2022–23 Original)

#### Analysis of Financial and Staffing Provision

##### Programme (1)

Provision for 2023–24 is \$19.1 million (4.7%) higher than the revised estimate for 2022–23. This is mainly due to the salary increments for staff, filling of vacancies, increased operating expenses and a net increase of 14 posts for meeting operational needs, partly offset by the decreased cash flow requirement for capital items.

##### Programme (2)

Provision for 2023–24 is \$95.4 million (2.7%) higher than the revised estimate for 2022–23. This is mainly due to the salary increments for staff, filling of vacancies and increased operating expenses, partly offset by the decreased cash flow requirement for capital items and a net decrease of two posts.

##### Programme (3)

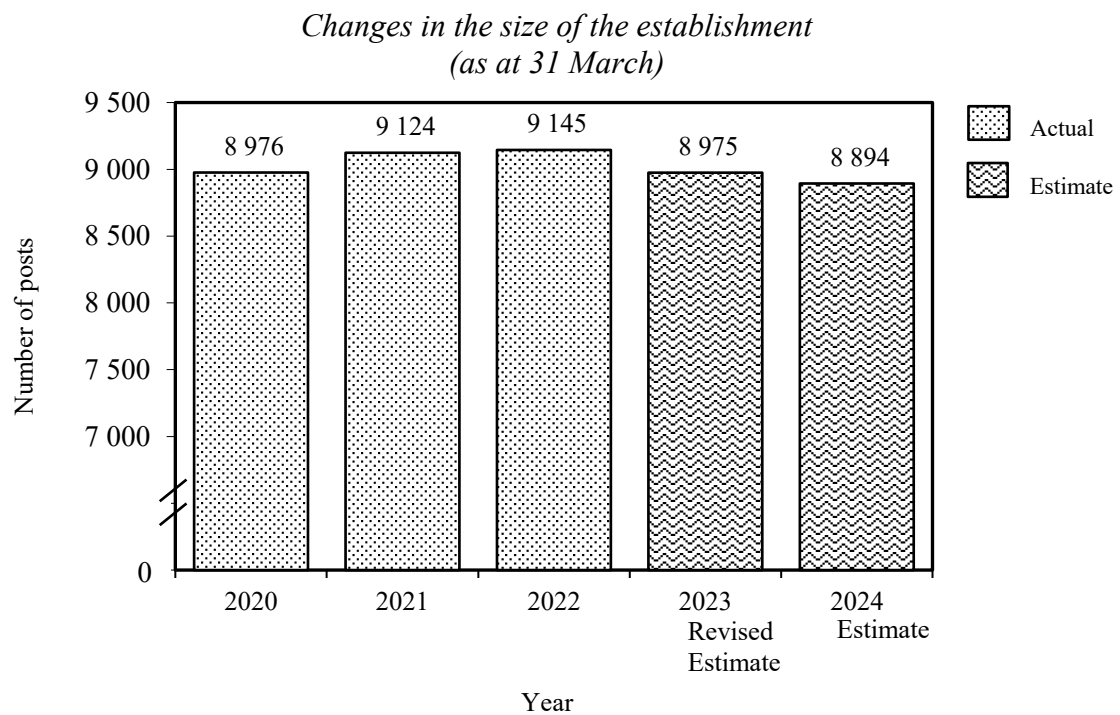
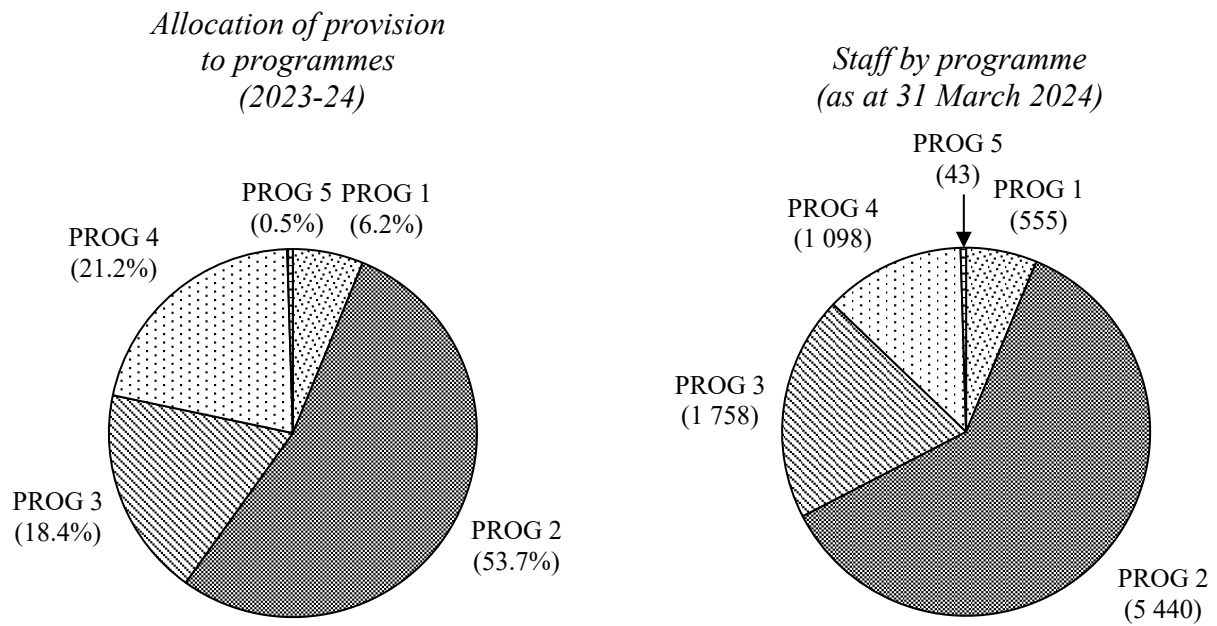
Provision for 2023–24 is \$59.5 million (5.0%) higher than the revised estimate for 2022–23. This is mainly due to the salary increments for staff, filling of vacancies, increased operating expenses and a net increase of 17 posts for meeting operational needs.

##### Programme (4)

Provision for 2023–24 is \$70.8 million (5.1%) higher than the revised estimate for 2022–23. This is mainly due to the salary increments for staff, filling of vacancies and increased operating expenses, partly offset by a net decrease of 114 posts.

##### Programme (5)

Provision for 2023–24 is \$0.8 million (2.3%) higher than the revised estimate for 2022–23. This is mainly due to the salary increments for staff, filling of vacancies, increased operating expenses and a net increase of four posts for meeting operational needs, partly offset by the decreased cash flow requirement for capital items.



## Head 70 — IMMIGRATION DEPARTMENT

Sub-head (Code)		Actual expenditure 2021–22	Approved estimate 2022–23	Revised estimate 2022–23	Estimate 2023–24
		\$'000	\$'000	\$'000	\$'000
<b>Operating Account</b>					
	Recurrent				
000	Operational expenses .....	6,435,972	6,902,534	6,548,042	<b>6,792,564</b>
202	Repatriation expenses .....	6,482	7,328	9,460	<b>12,073</b>
	Total, Recurrent.....	6,442,454	6,909,862	6,557,502	<b>6,804,637</b>
	Total, Operating Account .....	6,442,454	6,909,862	6,557,502	<b>6,804,637</b>
<hr/>					
<b>Capital Account</b>					
	Plant, Equipment and Works				
603	Plant, vehicles and equipment.....	2,670	4,993	4,704	<b>4,593</b>
661	Minor plant, vehicles and equipment (block vote).....	28,581	27,674	27,674	<b>26,251</b>
	Total, Plant, Equipment and Works.....	31,251	32,667	32,378	<b>30,844</b>
	Total, Capital Account.....	31,251	32,667	32,378	<b>30,844</b>
<hr/>					
	Total Expenditure .....	6,473,705	6,942,529	6,589,880	<b>6,835,481</b>
		<u>6,473,705</u>	<u>6,942,529</u>	<u>6,589,880</u>	<u><b>6,835,481</b></u>

## Head 70 — IMMIGRATION DEPARTMENT

### Details of Expenditure by Subhead

The estimate of the amount required in 2023–24 for the salaries and expenses of the Immigration Department is \$6,835,481,000. This represents an increase of \$245,601,000 over the revised estimate for 2022–23 and \$361,776,000 over the actual expenditure in 2021–22.

#### *Operating Account*

#### Recurrent

2 Provision of \$6,792,564,000 under *Subhead 000 Operational expenses* is for the salaries, allowances and other operating expenses of the Immigration Department.

3 The establishment as at 31 March 2023 will be 8 975 posts including one supernumerary post. It is expected that there will be a net decrease of 81 posts in 2023–24. Subject to certain conditions, the controlling officer may under delegated power create or delete non-directorate posts during 2023–24, but the notional annual mid-point salary value of all such posts must not exceed \$4,916,941,000.

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

	2021–22 (Actual) (\$'000)	2022–23 (Original) (\$'000)	2022–23 (Revised) (\$'000)	2023–24 (Estimate) (\$'000)
Personal Emoluments				
- Salaries .....	4,282,034	4,669,369	4,443,984	4,578,358
- Allowances .....	100,366	111,308	94,503	86,354
- Job-related allowances.....	13,898	22,747	18,755	17,105
Personnel Related Expenses				
- Mandatory Provident Fund contribution .....	18,122	12,782	12,844	16,128
- Civil Service Provident Fund contribution .....	468,136	531,756	534,362	574,172
Departmental Expenses				
- Information and communications technology rentals and maintenance .....	351,348	258,739	259,990	262,548
- Specialist supplies and equipment.....	198,146	93,409	90,898	92,806
- General departmental expenses .....	1,003,494	1,201,971	1,092,290	1,164,650
Other Charges				
- Land usage cost .....	1	1	1	1
- Grant to the Immigration Service Welfare Fund.....	427	452	415	442
	6,435,972	6,902,534	6,548,042	6,792,564

5 Provision of \$12,073,000 under *Subhead 202 Repatriation expenses* is for the repatriation of illegal immigrants, immigration offenders and convicted criminals in accordance with the relevant immigration legislation. The increase of \$2,613,000 (27.6%) over the revised estimate for 2022–23 is mainly due to the expected increase of repatriation expenses incurred in the removal of more unsubstantiated non-refoulement claimants, the expected resumption of normal operation with the anticipated alleviation of COVID-19 and the anticipated increase in air ticket fees.

## Head 70 — IMMIGRATION DEPARTMENT

### Commitments

Sub-head (Code)	Item (Code)	Ambit	Approved commitment	Accumulated expenditure to 31.3.2022	Revised estimated expenditure for 2022–23	Balance
			\$'000	\$'000	\$'000	\$'000
<b><i>Capital Account</i></b>						
603		<i>Plant, vehicles and equipment</i>				
801		Replacement of Immigration Launch No. 4 .....	19,170	5,899	4,614	8,657
802		Replacement of Immigration Launch No. 3 .....	21,980	136	30	21,814
803		Replacement of Immigration Launch No. 5 .....	21,980	137	30	21,813
804		Replacement of Immigration Launch No. 7 .....	21,980	137	30	21,813
		Total .....	<u>85,110</u>	<u>6,309</u>	<u>4,704</u>	<u>74,097</u>