

Head 70 — IMMIGRATION DEPARTMENT

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

Estimate 2024–25	\$7,272.5m
Establishment ceiling 2024–25 (notional annual mid-point salary value) representing an estimated 8 879 non-directorate posts as at 31 March 2024 reducing by 62 posts to 8 817 posts as at 31 March 2025	\$5,181.6m
In addition, there will be an estimated 15 directorate posts as at 31 March 2024 and as at 31 March 2025.	
Commitment balance.....	\$70.9m

Controlling Officer's Report

Programmes

<p>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</p>	<p>These programmes contribute to Policy Area 10: Immigration Control (Secretary for Security).</p>
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Detail

Programme (1): Pre-entry Control

	2022–23 (Actual)	2023–24 (Original)	2023–24 (Revised)	2024–25 (Estimate)
Financial provision (\$m)	392.1	422.6	436.2 (+3.2%)	462.1 (+5.9%)
				(or +9.3% on 2023–24 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 system 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	2022 (Actual)	2023 (Actual)	2024 (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	99.7	99.9	99.0
other entry visas and permits within six weeks (%)	90.0	99.3	99.1	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

	2022 (Actual)	2023 (Actual)	2024 (Estimate)
no. of applications			
entry visa			
received	241 507	579 777Δ	783 500Δ
processedΩ	227 281	479 920Δ	783 500Δ
visit visa			
received	9 195	64 756Δ	75 300Δ
processedΩ	9 180	63 982Δ	75 300Δ
visit permit for Taiwan residents			
received	12	375Δ	400
processedΩ	10	327Δ	400Δ
Pre-arrival Registration for Taiwan residents			
received	14 955	329 945Δ	523 800Δ
processed	14 955	329 945Δ	523 800Δ
Pre-arrival Registration for Indian nationals			
received	33 256	258 250Δ	422 900Δ
processed	33 256	258 250Δ	422 900Δ
APEC Business Travel Card - local applications			
received	10 101	22 723Δ	33 300Δ
processedΩ	7 420	23 383Δ	33 300Δ
APEC Business Travel Card - referral applications			
received	50 700	117 405Δ	129 100Δ
processedΩ	47 222	117 737Δ	129 100Δ
HKSAR Travel Pass			
received	47	187Δ	300Δ
processedΩ	39	174Δ	300Δ
change of status			
received	9 453	12 174Δ	13 400Δ
processedΩ	9 439	11 993Δ	13 400Δ
entry permit for Mainland fisherman deckhands			
received	2 126	5 146Δ	5 900Δ
processedΩ	2 154	5 160Δ	5 900Δ
petition/appeal/judicial review			
received	24	22	30
processedΩ	48	28	30

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	2022 (Actual)	2023 (Actual)	2024 (Estimate)
Certificate of Entitlement received.....	1 551	5 822 Δ	4 200
processed Ω	1 209	2 808 Δ	5 100 Δ

Δ Substantial increase in the number of applications received/processed due to resumption of normalcy from COVID-19 and implementation of and/or enhancement to immigration admission schemes.

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

Matters Requiring Special Attention in 2024–25

5 During 2024–25, the Department will:

- introduce a new Capital Investment Entrant Scheme (CIES) with a view to further enriching the talent pool and attracting more new capital to Hong Kong;
- 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
- implement the Advance Passenger Information system for fulfilling the international obligation of the HKSAR under the Convention on International Civil Aviation and strengthening border control capabilities.

Programme (2): Control upon Entry

	2022–23 (Actual)	2023–24 (Original)	2023–24 (Revised)	2024–25 (Estimate)
Financial provision (\$m)	3,584.1	3,667.6	3,785.7 (+3.2%)	3,895.5 (+2.9%)
				(or +6.2% on 2023–24 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	2022 (Actual)#	2023 (Actual)β	2024 (Plan)
clearing visitors within a 30-minute waiting time in the case of travelling by				
land (%).....	95	100	100	100
sea (%).....	95	N.A.	100	100
clearing visitors within a 15-minute waiting time in the case of travelling by				
air (%).....	95.00	100	99.99	100
clearing residents within a 15-minute waiting time in the case of travelling by				
land (%).....	98.00	100	99.99	100
sea (%).....	98	100	100	100
air (%).....	98	100	100	100

Indicators

	2022 (Actual)#	2023 (Actual)β	2024 (Estimate)γ
passengers/vehicles/vessels examined			
land.....	3 979 799	182 547 241	252 470 000
sea.....	1 571 675	10 027 604	13 610 000
air.....	4 143 207	31 725 279	41 660 000
visitors/seamen refused entry.....	2 373	23 171	55 000
secondary examination.....	64 090	385 076	611 000

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 Guangzhou-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 Guangzhou-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.

γ The passenger traffic has resumed progressively since the full resumption of passenger clearance services in early 2023. It is expected that the passenger traffic in 2024 will be fully resumed to pre-COVID-19 level and hence a substantial increase when compared to 2022 and 2023.

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Matters Requiring Special Attention in 2024–25

10 During 2024–25, 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;
- 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
- carry out planning of immigration facilities at new control points or control points under redevelopment.

Programme (3): Control after Entry

	2022–23 (Actual)	2023–24 (Original)	2023–24 (Revised)	2024–25 (Estimate)
Financial provision (\$m)	1,217.7	1,258.1	1,297.2 (+3.1%)	1,336.5 (+3.0%)
				(or +6.2% on 2023–24 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 and Intelligence Division as well as 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;

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- 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;
- 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	2022 (Actual)	2023 (Actual)	2024 (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	99.6	99.8	100

Indicators

	2022 (Actual)	2023 (Actual)	2024 (Estimate)
no. of applications			
extension of stay.....	684 096	334 861 [□]	320 100 [□]
other endorsements	3 920	8 802 [□]	15 300 [□]
operations conducted by the Immigration Task Force (including investigation of forgery, illegal migration and counter-terrorism cases)	44 029	57 690	57 690
investigation/removal/deportation cases processed	30 038	39 528	40 470
offenders prosecuted	2 785	4 050	4 050
persons repatriated	3 245 [‡]	5 369 [⊖]	5 280
appeals/petitions received	1 822	1 508 ^φ	2 400 ^φ
deportation/removal orders issued	2 131	2 435	2 630
non-refoulement claim cases made	1 238 [§]	2 111 [§]	2 400 [^]

□ Substantial increase/decrease in the number of applications in 2023 due to the resumption of normal travel. It is expected that the number of applications in 2024 will resume to pre-COVID-19 level.

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

⊖ Repatriation had been expedited since gradual resumption of international flights in 2023.

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. Given the influx of new claim intakes since the third quarter of 2023, it is expected the number of appeals/petitions will increase accordingly in 2024.

§ Since March 2014, the Department has commenced operating USM to screen non-refoulement claims lodged on all applicable grounds. The figures for 2022 and 2023 include only claims 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 19 claims and 24 claims in 2022 and 2023 respectively) which the Department also has to determine under USM.

^ Taking into account the influx of new claim intakes since the third quarter of 2023 following the full resumption of normal travel across the globe and the upsurge of intercepted non-ethnic Chinese illegal immigrants, the Department expects the number of new claim intakes in 2024 will be higher than that in 2023.

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Matters Requiring Special Attention in 2024–25

14 During 2024–25, 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;
 - optimise the use of expanded detention capacity and strengthen 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

	2022–23 (Actual)	2023–24 (Original)	2023–24 (Revised)	2024–25 (Estimate)
Financial provision (\$m)	1,380.2	1,452.1	1,499.7 (+3.3%)	1,541.3 (+2.8%)
				(or +6.1% on 2023–24 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.

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17 The key performance measures are:

Targets

	Target	2022 (Actual)	2023 (Actual)	2024 (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	11¶	75¶
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 (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	99.9	99.9	100
marriage notice within 30 minutes (%)	100	99.7	99.8	100

¶ The lower percentage in 2023 is due to the influx of applications after the resumption of normal travel in early 2023 and hence a longer-than-normal processing time.

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

Indicators

	2022 (Actual)	2023 (Actual)	2024 (Estimate)
identity cards and certificates of registered particulars issued	410 200	1 090 294θ	1 236 500θ
verification of eligibility of permanent identity card applications	67 910	129 461τ	101 600τ
identity cards issued under the territory-wide identity card replacement exerciseδ	1 625 925	348 781	—
birth/adoption registrations	33 012	33 361	39 100
death registrations	61 557	56 776	52 600

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	2022 (Actual)	2023 (Actual)	2024 (Estimate)
marriage registrations			
processing of notice of intended marriage	32 871	53 261	50 100
marriage solemnisation (by Civil Celebrants of Marriages).....	14 946	24 834	22 800
marriage solemnisation (other than by Civil Celebrants of Marriages)	15 037	22 684	22 400
birth/adoption certificates issued.....	63 680	63 301	66 000
death certificates issued.....	88 940	91 731	102 300
marriage certificates issued	28 921	51 905	53 300
appointment of Civil Celebrants	98	133	150
no. of applications			
HKSAR passport.....	684 224	1 457 553 τ	910 000 τ
HKSAR document of identity	29 149	57 752 τ	60 000 τ
HKSAR seaman's identity book.....	31	34	30
HKSAR re-entry permit	24 162	96 471 τ	91 500 τ

- θ Substantial increase in 2023 due to the resumption of normal travel. It is expected that the number in 2024 will continue to increase with the implementation of and/or enhancement to immigration admission schemes.
- τ Substantial increase in 2023 due to the resumption of normal travel. It is expected that the number of applications will gradually resume to pre-COVID-19 level.
- \diamond Target to be removed as from 2024. The territory-wide identity card replacement exercise was concluded on 3 March 2023.

Matters Requiring Special Attention in 2024–25

18 Following the conclusion of the territory-wide identity card replacement exercise in March 2023, applications for identity card replacement are now handled at the Department's Registration of Persons Offices. Four of the offices are opening in extended service hours to handle applications for identity card replacement.

19 A new and temporary Registration of Persons Office in Kwun Tong commenced service with extended service hours on 1 November 2023 to handle applications for identity card replacement.

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

	2022–23 (Actual)	2023–24 (Original)	2023–24 (Revised)	2024–25 (Estimate)
Financial provision (\$m)	44.0	35.1	36.1 (+2.8%)	37.1 (+2.8%)
				(or +5.7% on 2023–24 Original)

Aim

20 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

21 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;

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- 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.

22 The key performance measures are:

Targets

	Target	2022 (Actual)	2023 (Actual)	2024 (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	96	96	80
application for renunciation of Chinese nationality within two months (%)μ	80	100	100	80
application for restoration of Chinese nationality within three months (%)μ	80	100	100	80

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

Indicators

	2022 (Actual)	2023 (Actual)	2024 (Estimate)
applications under the Chinese Nationality (Miscellaneous Provisions) Ordinance (Cap. 540)			
declaration of change of nationality.....	210	366	300
application for naturalisation as a Chinese national.....	1 497	2 147	1 630
application for renunciation of Chinese nationality	342	261	340
application for restoration of Chinese nationality.....	4	15	10
requests for assistance by Hong Kong residents in distress outside Hong Kong and by their family members.....	1 679	3 035	3 340ε
telephone calls received and made via “1868” hotline	100 740	146 055	160 700ε
assistance requests/enquiries received via online assistance request formν	970	2 231	2 450ε
assistance requests/enquiries received via 1868 WhatsApp Assistance Hotlineλ	N.A.	6 625	10 000ε

ε The outbound travel by Hong Kong residents has resumed to normal level as the international travel has been reviving since 2023. The figure in 2024 is thus projected based on the actual figure of 2023.

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

λ New indicator as from 2023. The 1868 WhatsApp Requests/Enquiry has been implemented with effect from 3 April 2023.

Matters Requiring Special Attention in 2024–25

23 The Assistance to Hong Kong Residents Unit (AHU) will continue to enhance the promotion of consular protection and services provided by our country in the community through organising various events and activities.

24 In 2024, AHU will introduce an official WeChat channel to facilitate the assistance seekers to contact the AHU.

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ANALYSIS OF FINANCIAL PROVISION

Programme	2022–23 (Actual) (\$m)	2023–24 (Original) (\$m)	2023–24 (Revised) (\$m)	2024–25 (Estimate) (\$m)
(1) Pre-entry Control	392.1	422.6	436.2	462.1
(2) Control upon Entry	3,584.1	3,667.6	3,785.7	3,895.5
(3) Control after Entry	1,217.7	1,258.1	1,297.2	1,336.5
(4) Personal Documentation	1,380.2	1,452.1	1,499.7	1,541.3
(5) Nationality and Assistance to HKSAR Residents outside Hong Kong	44.0	35.1	36.1	37.1
	6,618.1	6,835.5	7,054.9 (+3.2%)	7,272.5 (+3.1%)
				(or +6.4% on 2023–24 Original)

Analysis of Financial and Staffing Provision

Programme (1)

Provision for 2024–25 is \$25.9 million (5.9%) higher than the revised estimate for 2023–24. This is mainly due to the increased provisions for operating expenses and a net increase of 126 posts, partly offset by the decreased cash flow requirements for capital items.

Programme (2)

Provision for 2024–25 is \$109.8 million (2.9%) higher than the revised estimate for 2023–24. This is mainly due to the increased provisions for allowances, salary increments, filling of vacancies and operating expenses and the increased cash flow requirements for capital items, partly offset by a net decrease of 173 posts.

Programme (3)

Provision for 2024–25 is \$39.3 million (3.0%) higher than the revised estimate for 2023–24. This is mainly due to the increased provisions for salary increments, filling of vacancies, operating expenses and a net increase of six posts, partly offset by the decreased cash flow requirements for capital items.

Programme (4)

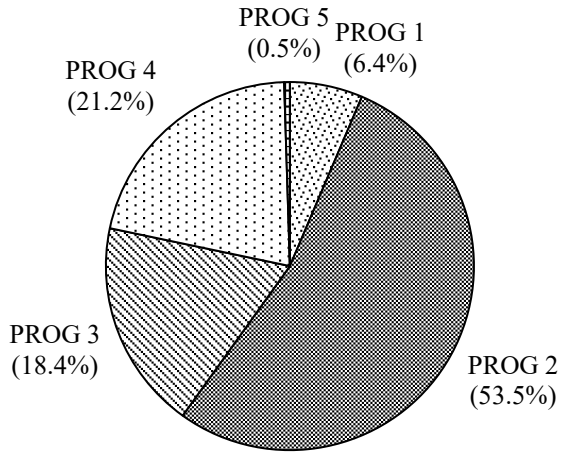
Provision for 2024–25 is \$41.6 million (2.8%) higher than the revised estimate for 2023–24. This is mainly due to the increased provisions for salary increments, filling of vacancies and operating expenses, partly offset by a net decrease of 20 posts and the decreased cash flow requirements for capital items.

Programme (5)

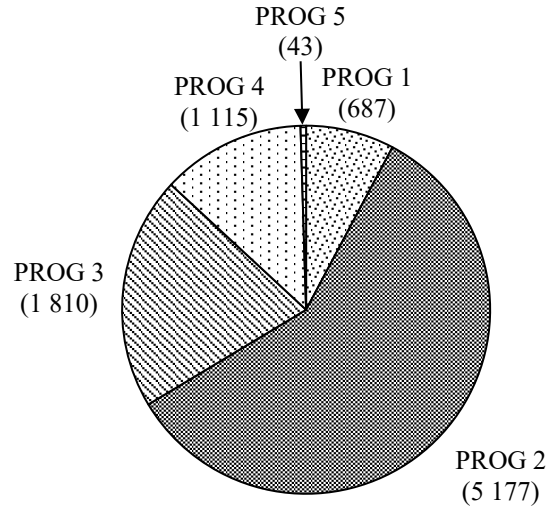
Provision for 2024–25 is \$1.0 million (2.8%) higher than the revised estimate for 2023–24. This is mainly due to the increased provisions for salary increments, filling of vacancies and operating expenses, partly offset by a net decrease of one post and decreased cash flow requirements for capital items.

Head 70 — IMMIGRATION DEPARTMENT

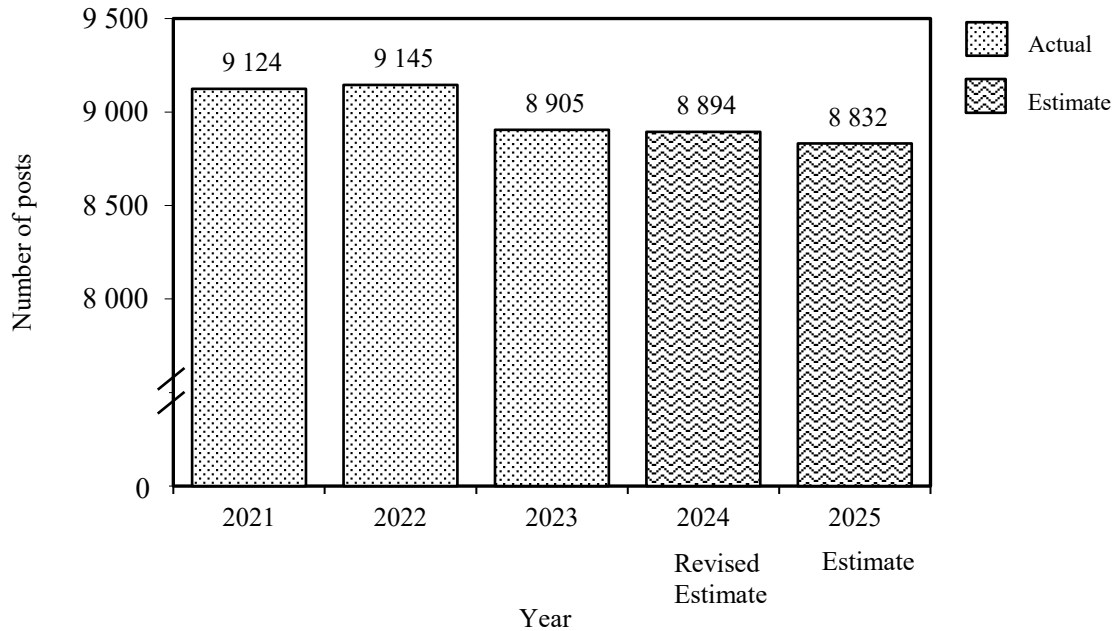
*Allocation of provision
to programmes
(2024-25)*



*Staff by programme
(as at 31 March 2025)*



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



Head 70 — IMMIGRATION DEPARTMENT

Sub-head (Code)	Actual expenditure 2022–23	Approved estimate 2023–24	Revised estimate 2023–24	Estimate 2024–25	
	\$'000	\$'000	\$'000	\$'000	
Operating Account					
Recurrent					
000	Operational expenses	6,573,592	6,792,564	7,008,197	7,213,040
202	Repatriation expenses	9,333	12,073	14,568	17,268
	Total, Recurrent.....	<u>6,582,925</u>	<u>6,804,637</u>	<u>7,022,765</u>	<u>7,230,308</u>
	Total, Operating Account	<u>6,582,925</u>	<u>6,804,637</u>	<u>7,022,765</u>	<u>7,230,308</u>
Capital Account					
Plant, Equipment and Works					
603	Plant, vehicles and equipment.....	4,631	4,593	5,905	16,568
661	Minor plant, vehicles and equipment (block vote).....	30,540	26,251	26,251	25,591
	Total, Plant, Equipment and Works.....	<u>35,171</u>	<u>30,844</u>	<u>32,156</u>	<u>42,159</u>
	Total, Capital Account.....	<u>35,171</u>	<u>30,844</u>	<u>32,156</u>	<u>42,159</u>
	Total Expenditure	<u><u>6,618,096</u></u>	<u><u>6,835,481</u></u>	<u><u>7,054,921</u></u>	<u><u>7,272,467</u></u>

Head 70 — IMMIGRATION DEPARTMENT

Details of Expenditure by Subhead

The estimate of the amount required in 2024–25 for the salaries and expenses of the Immigration Department is \$7,272,467,000. This represents an increase of \$217,546,000 over the revised estimate for 2023–24 and \$654,371,000 over the actual expenditure in 2022–23.

Operating Account

Recurrent

2 Provision of \$7,213,040,000 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 2024 will be 8 894 posts including one supernumerary post. It is expected that there will be a net decrease of 62 posts in 2024–25. Subject to certain conditions, the controlling officer may under delegated power create or delete non-directorate posts during 2024–25, but the notional annual mid-point salary value of all such posts must not exceed \$5,181,577,000.

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

	2022–23 (Actual) (\$'000)	2023–24 (Original) (\$'000)	2023–24 (Revised) (\$'000)	2024–25 (Estimate) (\$'000)
Personal Emoluments				
- Salaries	4,429,607	4,578,358	4,702,816	4,849,765
- Allowances	102,260	86,354	157,898	103,069
- Job-related allowances.....	21,906	17,105	17,685	19,543
Personnel Related Expenses				
- Mandatory Provident Fund contribution	12,112	16,128	16,317	16,863
- Civil Service Provident Fund contribution	520,178	574,172	580,918	629,344
Departmental Expenses				
- Information and communications technology rentals and maintenance	268,935	262,548	269,287	250,000
- Specialist supplies and equipment.....	92,504	92,806	174,034	182,282
- General departmental expenses	1,125,675	1,164,650	1,088,831	1,161,734
Other Charges				
- Land usage cost	1	1	1	1
- Grant to the Immigration Service Welfare Fund.....	414	442	410	439
	6,573,592	6,792,564	7,008,197	7,213,040

5 Provision of \$17,268,000 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 \$2,700,000 (18.5%) over the revised estimate for 2023–24 is mainly due to the expected increase of repatriation expenses incurred in the removal of unsubstantiated non-refoulement claimants and the anticipated increase in air ticket fees.

Head 70 — IMMIGRATION DEPARTMENT

Commitments

Sub-head (Code)	Item (Code)	Ambit	Approved commitment	Accumulated expenditure to 31.3.2023	Revised estimated expenditure for 2023–24	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	10,440	612	8,118
802		Replacement of Immigration Launch No. 3	22,848	166	1,765	20,917
803		Replacement of Immigration Launch No. 5	22,846	167	1,764	20,915
804		Replacement of Immigration Launch No. 7	22,846	167	1,764	20,915
		Total	<u>87,710</u>	<u>10,940</u>	<u>5,905</u>	<u>70,865</u>