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Transformation of Hong Kong Border Management

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TRIP
2017

Passport



Hong Kong ICAO TRIP Regional Seminar



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Topics

- Challenges in Border Management
- Evolution of Immigration Clearance Services
- E-Channel Service
- Other Facilitation Measures
- New Era of Automation and Self-service



Challenges in Border Management

- Increasing passenger traffic

Year	Passenger Traffic (Million)	Control Point Manpower (Staff)
2006	202	2 750
2016	297	3 500
Increase	47%	28%





Challenges in Border Management

Performance Pledge

Passenger Type	Control Points	Waiting Time (mins)	Target
HK residents	All Control Points	15	98%
Visitors	Airport	15	95%
	Other Control Points	30	

Solution

Effective application of IT and Business Process Re-engineering



Immigration Clearance in Early Days

- Labour-intensive traditional immigration counters
- Employ information technology to facilitate the business processes since 1970s





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Application of Information Technology

- Travel Index System (TRINDEX) in October 1976
- Travel Record And Immigration Control Enforcement System (TRAICES) and Easy Travel Scheme in May 1987





Application of Information Technology

- Conducted 1st Information Systems Strategy (ISS) Review in 1991
- Immigration Control Automation System (ICAS) implemented in September 1995
- Conducted 2nd ISS Review in 2000





Application of Information Technology

- Implemented Immigration Control Automation System Enhancement Programme in 2004

Control Point Systems	Implementation date
Entry / Exit Processing and Records System	July 2004
Automated Passenger Clearance and Automated Vehicle Clearance Systems (e-Channel)	December 2004
Face Recognition System	December 2004
Deployment Information and Command System	mid 2006





e-Channel

- Transformation to “one-officer-several-e-Channels” self-service immigration clearance
- Automated system with use of biometric verification technologies
- Clearance time reduced to **12 sec** for residents, and **20 sec** for enrolled visitors





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Extension of e-Channel Service

Passenger type	Starting date
Permanent residents	December 2004
Residents (by phases)	September 2006
Cross-boundary students	December 2007
Frequent visitors	May 2008
Express e-Channel for residents	March 2009
Macao permanent residents	December 2009
Mainland frequent visitors	December 2011
e-Channel with voice navigation function	September 2013
Mainland visitors holding electronic Exit-entry Permits	May 2014
Consular Corps Identity Card holders	September 2015
Macao non-permanent residents	December 2016



Mutual Use of Automated Clearance Services

Country	Starting date
Korea	December 2013
Singapore	September 2014
Germany	November 2014
Australia	June 2016



Automated Immigration Clearance
at e-Channel for Holders of
the Commonwealth of Australia Passport

You may enrol for e-Channel service if
you meet the following criteria:

1. Aged 16 or above;
2. Holding a valid Commonwealth of Australia Passport; and
3. Having no adverse record in the HKSAR.



Please visit www.gov.hk/vec for details



Automated Immigration Clearance
at e-Channel for Holders of
the Federal Republic of Germany Passport

With effect from 1 November 2014, you
may enrol for e-Channel services if you
meet the following criteria:

1. Aged 18 or above;
2. Holding a valid Federal Republic of Germany Passport; and
3. Having no adverse record in the HKSAR.



Please visit www.gov.hk/vec for details



Tailor-made Systems for Specific Business Needs

Sea

- Operating Sea Crew System implemented in August 2009 for handling sea crew movements and Pre-arrival clearance



Land

- Simplified clearance procedure for cross-boundary students since August 2012 with the use of portable clearance devices





Other Facilitation Measures

- Non-stamping immigration clearance for visitors and non-permanent residents
- Hong Kong Immigration Mobile Application to provide information of the estimated passenger waiting time at all land boundary control points





New Era of Automation and Self-service

- Conducted 3rd ISS Review in 2010
- Implemented Immigration Control System “ICONS” by phases since January 2016
- 595 multi-purpose passenger e-Channels at control points



Year 2016	Passenger Traffic through e-Channel (Million)
Residents	122 (81%)
Visitors	28 (19%)
Total	150 (100%)



New Era of Automation and Self-service

- Fingerprint for identity verification at e-Channel at ISS-2 era
- Facial recognition technologies and the use of electronic travel documents for identity verification at e-Channel are incorporated at the ISS-3 era
- Self-service departure (SSD) clearance for eligible visitors holding electronic passports to be implemented in 2017





Conclusion

- Relationship between technology and business sustainability
- Continually enhance immigration control and service





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Thank You





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