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

Estimate 2025–26	\$7,302.6m
Establishment ceiling 2025–26 (notional annual mid-point salary value) representing an estimated 8 817 non-directorate posts as at 31 March 2025 reducing by 26 posts to 8 791 posts as at 31 March 2026	\$5,371.1m
In addition, there will be an estimated 15 directorate posts as at 31 March 2025 and as at 31 March 2026.	
Commitment balance	\$271.3m

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

	2023–24	2024–25	2024–25	2025–26
	(Actual)	(Original)	(Revised)	(Estimate)
Financial provision (\$m)	416.2	462.1	469.8 (+1.7%)	469.2 (-0.1%)

(or +1.5% on 2024–25 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 Immigration Facilitation Scheme 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;

- 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

0			• • • •	
	—	2023	2024	2025
	Target	(Actual)	(Actual)	(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	100	100	100	100
employment within $f_{\text{supervised}} = f_{\text{supervised}} = f_{\text{supervised}} = f_{\text{supervised}}$	00	99	99	99
four weeks (%)	90	99	99	99
entry permits under the Admission				
Scheme for Mainland Talents and				
Professionals within	00.0	00.0	00.0	00.0
four weeks (%)	90.0	99.9	99.9	99.0
other entry visas and permits within	00.0	00.1	00.0	00.0
six weeks (%)	90.0	99.1	99.9	99.0
visit permits and Pre-arrival				
Registration for Taiwan residents	100	100	100	100
within two working days (%)	100	100	100	100
change of status within		100	100	100
six weeks (%)	90	100	100	100
Indicators				
		2022	2024	2025
		2023	2024	2025
		(Actual)	(Actual)	(Estimate)
no. of applications				
entry visa				
received		579 777	635 416	657 600
processed Ω		479 920	644 062	657 600
visit visa		477 720	044 002	037 000
received		64 756	90 053∆	94 600
		63 982	88 504Δ	94 600
processedΩ visit permit for Taiwan residents		03 982	00 J04Δ	24 000
		375	576Δ	600
received		373	403Δ	600
processed Ω	amta	327	4034	000
Pre-arrival Registration for Taiwan resid		329 945	561 2751	590 400
received			561 375∆	589 400 580 400
processed	. 1.	329 945	561 375∆	589 400
Pre-arrival Registration for Indian nation		259 250	440 (57)	471 100
received		258 250	448 657A	471 100
processed		258 250	$448~657\Delta$	471 100
APEC Business Travel Card - local appl		22 722	15 546	1 = 100
received		22 723	15 546	15 100
processedΩ		23 383	16 309	15 100
APEC Business Travel Card - referral ap				
received		117 405	99 258	104 200
processedΩ		117 737	96 877	104 200
HKSAR Travel Pass				
received		187	163	200
processedΩ		174	174	200
change of status				
received		12 174	18 219	10 100
processedΩ		11 993	17 334	10 100
entry permit for Mainland fisherman dec				
received		5 146	4 870	5 100
processedΩ		5 160	4 861	5 100
petition/appeal/judicial review				
received		22	34	40
processedΩ		28	35	40
•				

	2023	2024	2025
	(Actual)	(Actual)	(Estimate)
Certificate of Entitlement received processedΩ	5 822 2 808	5 099 5 705#	5 400 5 400

- Ω The number of applications processed includes outstanding applications brought forward from the previous year.
- Δ The higher numbers of applications received/processed in 2024 were mainly due to the increase in the number of visitors to Hong Kong in the year.
- # The higher number in 2024 was mainly due to the enhancement of processing capacity in view of the substantial increase in the number of applications received since 2023.

Matters Requiring Special Attention in 2025–26

- 5 During 2025–26, 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
- introduce the Immigration Facilitation Scheme for Invited Persons by mid-2025.

Programme (2): Control upon Entry

	2023–24 (Actual)	2024–25 (Original)	2024–25 (Revised)	2025–26 (Estimate)
Financial provision (\$m)	3,800.2	3,895.5	3,965.5 (+1.8%)	3,971.4 (+0.1%)
				(or +1.9% on 2024–25 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 three land boundary control points, serving railway passengers at Lo Wu, 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 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 Horg Kong Port and Heung Yuen Wai control points and HKIA 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.

9 The key performance measures are:

Targets

	Target	2023 (Actual)	2024 (Actual)	2025 (Plan)
clearing visitors within a 30-minute				
waiting time in the case of travelling by				
land (%)	95.0	100	99.9	99.9
sea (%)	95	100	100	100
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	00.0	00.0	00.0	00.0
land (%)	98.0	99.9	99.9	99.9
sea(%)	98	100	100	100
air (%)	98	100	100	100
Indicators				
		2023	2024	2025
		(Actual)	(Actual)	(Estimate)
passengers/vehicles/vessels examined				
land		182 547 241	263 606 512	276 790 000
sea		10 027 604	10 744 059	10 530 000
air		31 725 279	41 901 653	49 030 000
visitors/seamen refused entry		23 171	31 236	34 000
secondary examination		385 076	476 451	496 000

Matters Requiring Special Attention in 2025–26

- **10** During 2025–26, 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;
- · carry out planning of immigration facilities at new control points or control points under redevelopment; and
- put in place the immigration facilities required in support of the Three-Runway System at HKIA.

Programme (3): Control after Entry

	2023–24 (Actual)	2024–25 (Original)	2024–25 (Revised)	2025–26 (Estimate)
Financial provision (\$m)	1,309.9	1,336.5	1,350.4 (+1.0%)	1,335.8 (-1.1%)
				(or -0.1% on 2024–25 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 abetters;
- 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;
- 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	2023 (Actual)	2024 (Actual)	2025 (Plan)
time required to process extension cases (upon receipt of all supporting documents)				
visitors within one working day (%) residents within two weeks (%)	100 100	100 99.8	100 99.9	100 100

Indicators

	2023	2024	2025
	(Actual)	(Actual)	(Estimate)
no. of applications			
extension of stay	334 861	303 385	335 500¤
other endorsements	8 802	9 978	10 500
operations conducted by the Immigration Task Force			
(including investigation of forgery, illegal migration and			
counter-terrorism cases)	57 690	60 626	60 625
investigation/removal/deportation cases processed	39 528	48 618	48 665
offenders prosecuted	4 0 5 0	4 730	4 730
persons repatriated	5 369	6 611	6 6 2 0
appeals/petitions received	1 508 φ	2 708¢	2 7 3 0φ
deportation/removal orders issued	2 435	2 979	3 030
non-refoulement claim cases made	2 111§	2 798§	2 800

^{III} The higher number in 2025 is mainly due to the increase in the number of extension of stay applications under the Top Talent Pass Scheme expected in 2025.

- 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, the number of appeals/petitions increased accordingly in 2024. It is expected that the number of appeals/petitions in 2025 will be similar to that in 2024.
- § Since March 2014, the Department has commenced operating USM to screen non-refoulement claims lodged on all applicable grounds. The figures in 2023 and 2024 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 24 claims and 16 claims in 2023 and 2024 respectively) which the Department also has to determine under USM.

Matters Requiring Special Attention in 2025–26

- 14 During 2025–26, the Department will continue to:
- process non-refoulement claims under USM expeditiously and deal with judicial reviews and appeals/petitions lodged by claimants efficiently;
- 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

	2023–24	2024–25	2024–25	2025–26
	(Actual)	(Original)	(Revised)	(Estimate)
Financial provision (\$m)	1,482.7	1,541.3	1,552.8 (+0.7%)	1,489.0 (-4.1%)

(or -3.4% on 2024–25 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; and
- processing appeals and judicial reviews on identity card and HKSAR passport applications and related matters.
- 17 The key performance measures are:

Targets

	Target	2023 (Actual)	2024 (Actual)	2025 (Plan)
1.1	8	()	()	()
delivery of services related to identity card on the day of applicants'				
attendance (%)	100	100	100	100
normal processing time per	100	100	100	100
application/case				
identity card within				
seven working days (%)^	100	100	100	
identity card within	100	100	100	
five working days (%)#	100		100	100
certificate of registered particulars				
within 25 working days (%)	100	11¶	77¶	100
verification of eligibility for				
permanent identity card within				
six weeks (%)µ	100	100	92Ω	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	100	100	100	100
involved) (%)	100	100	100	100
certified copy of adoption certificate	100	100	100	100
within nine working days (%)	100	100	100	100
HKSAR passport				
first application or				
replacement within	100	100	100	100
five working days (%) application from children under	100	100	100	100
11 not holding Hong Kong				
permanent identity				
cards within				
ten working days (%)	100	100	100	100
HKSAR document of identity within	100	100	100	100
five working days (%)	100	100	100	100
HKSAR seaman's identity book on	100		100	100
the day of application (%)µ	100	100	100	100
HKSAR re-entry permit on				
the day of application (%)µ	100	100	100	100

Head 70 — IMMIGRATION DEPARTMENT

	Target	2023 (Actual)	2024 (Actual)	2025 (Plan)
standard processing time at counter				
birth/death/adoption registration				
within 30 minutes (%)	100	99.9	99.8	100
marriage notice within				
30 minutes (%)	100	99.8	99.7	100

Target removed as from 2025. Λ

New target as from 2024. The new target replaced the target "normal processing time per application/case – identity card within seven working days". With effect from 13 December 2024, the normal processing time per application/case has been shortened from seven to five working days. The lower percentages in 2023 and 2024 were due to the influx of applications after the resumption of normal

¶ travel since early 2023 and hence a longer-than-normal processing time.

The target is applied upon receipt of all necessary documents.

The lower percentage in 2024 was due to the longer processing time required for applications brought Ω forward from 2023 without all necessary documents upon receipt.

Indicators

	2023 (Actual)	2024 (Actual)	2025 (Estimate)
identity cards and certificates of registered particulars			
issued	1 090 294α	1 037 224α	866 000a
verification of eligibility of permanent identity card			
applications	129 461τ	100 883τ	96 700τ
birth/adoption registrations	33 361	36 836	39 100
death registrations	56 776	52 366	51 900
marriage registrations			
processing of notice of intended marriage	53 261	44 678	47 300
marriage solemnisation (by Civil Celebrants of			
Marriages)	24 834	22 321	22 400
marriage solemnisation (other than by Civil Celebrants	24 054	22 321	22 400
	22 684	22 265	21 800
of Marriages)			
birth/adoption certificates issued	63 301	52 489	57 900
death certificates issued	91 731	87 783	89 800
marriage certificates issued	51 905	45 307	43 400
appointment of Civil Celebrants	133	94	100
no. of applications			
HKSAR passport	1 457 553τ	911 329τ	770 000τ
HKSAR document of identity	57 752	50 759	54 300
HKSAR seaman's identity book	34	24	30
	96 471	48 185	48 200
HKSAR re-entry permit	904/1	40 103	40 200

The higher numbers in 2023 and 2024 were due to the resumption of normal travel. It is expected that the α number in 2025 will remain at a high level with the implementation of and enhancement to immigration admission schemes.

The higher numbers in 2023 and 2024 were due to the resumption of normal travel. It is expected that the τ number of applications will gradually resume to pre-COVID-19 level in 2025.

Matters Requiring Special Attention in 2025–26

18 Following the conclusion of the territory-wide identity card replacement exercise in March 2023, applications for identity card replacement are now centrally handled by the Registration of Persons – Kwun Tong (Temporary) Office.

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

	2023–24	2024–25	2024–25	2025–26
	(Actual)	(Original)	(Revised)	(Estimate)
Financial provision (\$m)	46.2	37.1	37.4 (+0.8%)	37.2 (-0.5%)

(or +0.3% on 2024–25 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;
- 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.
- 21 The key performance measures are:

Targets

		Target	2023 (Actual)	2024 (Actual)	2025 (Plan)		
nori	nal processing time per	C					
a	pplication/case						
	assistance to Hong Kong residents						
	outside Hong Kong on day of $(9/)$	100	100	100	100		
	request (%) declaration of change of nationality	100	100	100	100		
	in person on day of						
	application (%)µ	100	100	100	100		
	application for naturalisation as a						
	Chinese national within						
	three months (%)µ	80	96	92	80		
	application for renunciation of						
	Chinese nationality within	90	100	100	00		
	two months (%)µ	80	100	100	80		
	application for restoration of Chinese nationality within						
	three months (%)µ	80	100	100	80		
		00	100	100			
μ	The target is applied upon receipt of all neces	ssary documents.					
Ind	Indicators						

	(Actual)	(Actual)	(Estimate)
applications under the Chinese Nationality (Miscellaneous			
Provisions) Ordinance (Cap. 540)			
declaration of change of nationality	366	364	360
application for naturalisation as a Chinese national	2 147	2 123	2 100
application for renunciation of Chinese nationality	261	239	250
application for restoration of Chinese nationality	15	11	10
requests for assistance by Hong Kong residents in distress			
outside Hong Kong and by their family members	3 035	3 302	3 600
telephone calls received and made via "1868" hotline	146 055	121 614	134 000

2023

2024

2025

Head 70—IMMIGRATION DEPARTMENT

	2023	2024	2025
	(Actual)	(Actual)	(Estimate)
assistance requests/enquiries received via online assistance request form assistance requests/enquiries received via 1868 WhatsApp	2 231	1 318	1 500
assistance requests/enquiries received via 1868 WhatsApp Assistance Hotlineλ assistance requests/enquiries received via 1868 WeChat	6 625	5 896	6 500
Assistance Hotlinev	N.A.	10 036	11 000
assistance requests/enquiries received via 1868 Chatbotv	N.A.	3 613	4 000

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

v New indicator as from 2024. The 1868 WeChat Assistance Hotline and 1868 Chatbot have been implemented with effect from 18 March 2024.

Matters Requiring Special Attention in 2025–26

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

Pro	gramme	2023–24 (Actual) (\$m)	2024–25 (Original) (\$m)	2024–25 (Revised) (\$m)	2025–26 (Estimate) (\$m)
(1)	Pre-entry Control	416.2	462.1	469.8	469.2
(2)	Control upon Entry	3,800.2	3,895.5	3,965.5	3,971.4
(3)	Control after Entry	1,309.9	1,336.5	1,350.4	1,335.8
(4) (5)	Personal Documentation Nationality and Assistance to HKSAR	1,482.7	1,541.3	1,552.8	1,489.0
(-)	Residents outside Hong Kong	46.2	37.1	37.4	37.2
		7,055.2	7,272.5	7,375.9 (+1.4%)	7,302.6 (-1.0%)

ANALYSIS OF FINANCIAL PROVISION

(or +0.4% on 2024–25 Original)

Analysis of Financial and Staffing Provision

Programme (1)

Provision for 2025–26 is \$0.6 million (0.1%) lower than the revised estimate for 2024–25. This is mainly due to the decreased provisions for operating expenses and a net decrease of seven posts in 2025–26, partly offset by the increased provision for full-year effect of vacancies filled in 2024–25.

Programme (2)

Provision for 2025–26 is \$5.9 million (0.1%) higher than the revised estimate for 2024–25. This is mainly due to the increased provisions for allowances, full-year effect of vacancies filled in 2024–25, a net increase of 40 posts in 2025–26 and the increased cash flow requirements for replacement of launches and equipment, partly offset by the decreased provision for operating expenses.

Programme (3)

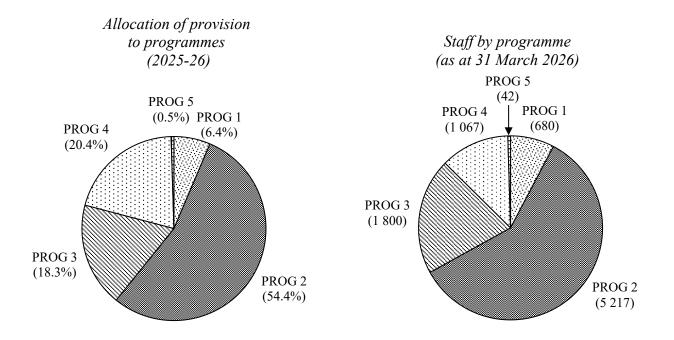
Provision for 2025-26 is \$14.6 million (1.1%) lower than the revised estimate for 2024-25. This is mainly due to the decreased provisions for operating expenses and a net decrease of ten posts in 2025-26, partly offset by the increased provision for full-year effect of vacancies filled in 2024-25.

Programme (4)

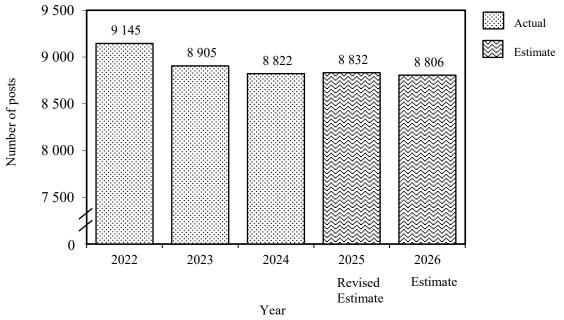
Provision for 2025–26 is \$63.8 million (4.1%) lower than the revised estimate for 2024–25. This is mainly due to the decreased provisions for operating expenses and a net decrease of 48 posts in 2025–26, partly offset by the increased provision for full-year effect of vacancies filled in 2024–25.

Programme (5)

Provision for 2025–26 is \$0.2 million (0.5%) lower than the revised estimate for 2024–25. This is mainly due to the decreased provisions for operating expenses, a net decrease of one post in 2025–26, and decreased cash flow requirement for the replacement of plant and equipment, partly offset by the increased provision for allowances.



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



Sub- head (Code)		Actual expenditure 2023–24	Approved estimate 2024–25	Revised estimate 2024–25	Estimate 2025–26
		\$'000	\$'000	\$'000	\$'000
	Operating Account				
	Recurrent				
000 202	Operational expenses Repatriation expenses	7,008,041 11,314	7,213,040 17,268	7,327,149 11,745	7,228,969 14,982
	Total, Recurrent	7,019,355	7,230,308	7,338,894	7,243,951
	Total, Operating Account	7,019,355	7,230,308	7,338,894	7,243,951
	Capital Account				
	Plant, Equipment and Works				
603	Plant, vehicles and equipment	5,905	16,568	11,400	30,130
661	Minor plant, vehicles and equipment (block vote)	29,906	25,591	25,591	28,499
	Total, Plant, Equipment and Works	35,811	42,159	36,991	58,629
	Total, Capital Account	35,811	42,159	36,991	58,629
	Total Expenditure	7,055,166	7,272,467	7,375,885	7,302,580
	-				

Details of Expenditure by Subhead

The estimate of the amount required in 2025–26 for the salaries and expenses of the Immigration Department is \$7,302,580,000. This represents a decrease of \$73,305,000 against the revised estimate for 2024–25 and an increase of \$247,414,000 over the actual expenditure in 2023–24.

Operating Account

Recurrent

2 Provision of \$7,228,969,000 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 2025 will be 8 832 posts. It is expected that there will be a net decrease of 26 posts in 2025–26. Subject to certain conditions, the controlling officer may under delegated power create or delete non-directorate posts during 2025–26, but the notional annual mid-point salary value of all such posts must not exceed \$5,371,092,000.

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

	2023–24 (Actual) (\$'000)	2024–25 (Original) (\$'000)	2024–25 (Revised) (\$'000)	2025–26 (Estimate) (\$'000)
Personal Emoluments				
- Salaries - Allowances - Job-related allowances Personnel Related Expenses	4,650,930 133,054 16,678	4,849,765 103,069 19,543	4,967,955 134,728 18,279	5,060,806 110,099 18,363
- Mandatory Provident Fund contribution - Civil Service Provident Fund	13,198	16,863	16,863	20,788
contribution Departmental Expenses	566,257	629,344	629,344	679,560
 Information and communications technology rentals and maintenance Specialist supplies and equipment General departmental expenses 	301,525 230,484 1,095,504	250,000 182,282 1,161,734	293,393 135,899 1,130,271	290,000 184,606 864,253
Other Charges - Land usage cost - Grant to the Immigration Service	1	1	1	1
Welfare Fund	410	439	416	493
	7,008,041	7,213,040	7,327,149	7,228,969

5 Provision of \$14,982,000 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 \$3,237,000 (27.6%) over the revised estimate for 2024–25 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.

Capital Account

Plant, Equipment and Works

6 Provision of \$28,499,000 under *Subhead 661 Minor plant, vehicles and equipment (block vote)* represents an increase of \$2,908,000 (11.4%) over the revised estimate for 2024–25. This is mainly due to the increase in cash flow requirement for replacement of plant and equipment in 2025–26.

Commitments

Sub- head (Code)	Item (Code)	Ambit	Approved commitment \$'000	Accumulated expenditure to 31.3.2024 \$'000	Revised estimated expenditure for 2024–25 %'000	Balance \$'000
Cupita	и лесои					
603		Plant, vehicles and equipment				
	802	Replacement of Immigration Launch No. 3	22,848	1,931	3,800	17,117
	803	Replacement of Immigration Launch No. 5	22,846	1,931	3,800	17,115
	804	Replacement of Immigration Launch No. 7	22,846	1,931	3,800	17,115
	805	Replacement of Immigration Launch No. 18	110,0008		_	110,000
	806	Replacement of Immigration Launch No. 2δ	110,0008	_	_	110,000
		Total	288,540	5,793	11,400	271,347

 δ This is a new item, funding for which is sought in the context of the Appropriation Bill 2025.