

SCS visits Immigration Department (with photos)

The Secretary for the Civil Service, Mrs Ingrid Yeung, visited the new headquarters of the Immigration Department (ImmD) in Tseung Kwan O today (October 24) to gain a first-hand understanding of the department's services, latest developments and the work of its frontline staff.

Mrs Yeung and the Permanent Secretary for the Civil Service, Mr Clement Leung, first met with the Director of Immigration, Mr Benson Kwok, and other directorate staff, and received a briefing on the latest developments of the department. They also met with staff representatives from various grades in the department to hear their concerns and views.

Mrs Yeung said that "The Chief Executive's 2024 Policy Address" has put forward various initiatives to strengthen the governance capabilities and management of the civil service with a view to forming a high-quality and efficient government team. She encouraged the ImmD colleagues to stay united and continue to provide quality and efficient services with a team spirit striving for innovation and progression.

She then visited the Registration of Persons Office where ImmD staff briefed her on the self-service personal documentation services at the ImmD headquarters. The new Personal Documentation Submission Kiosks allow citizens to apply for Hong Kong Special Administrative Region passports on a self-service basis, and in the future, self-application services for Hong Kong identity cards will be introduced for the first time to save time and provide more convenience. The Personal Documentation Collection Kiosks integrate various functions of the existing collection kiosks. The new kiosks will further facilitate the submission of applications and collection of personal documentations in a self-service manner, thereby providing public services of higher quality.

Mrs Yeung then visited the new Marriage Registry at the headquarters. Its marriage hall adopts a novel design with various photo-taking spots set up in the outdoor area such as the heart-shaped garden for newlyweds and guests to pose for photos. It has been very popular since its opening in June this year.

During her visit, she also toured the Enterprise System Management Centre, which is responsible for monitoring the operation of the computer systems of all control points and offices. The centre operates around the clock and monitors the status of various computer systems in real time. It provides prompt response and co-ordination where necessary to ensure the smooth operation of the computer systems.

She said, "The strategic leverage of technology to streamline workflow, and digitalisation to improve the efficiency of processing document applications is both a trend and a more effective use of manpower resources.

Most importantly, it brings more convenient public services and experiences to the public. In the face of enormous service demand, the ImmD's efforts in actively developing new information technology systems to enhance service quality are commendable."

