

ICA Annual 2007



People
System
Organisation

Celebrating 5 Years of
Organisational Growth

ICA ANNUAL 2007



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ICA ONE

...celebrates the coming of age of a young
and dynamic organisation

ICA ONE

People System Organisation

... marks the genesis of a single identity five years after the merger of the former SIR and the checkpoint operations of the former CED. Guided by our shared departmental values of Integrity, Commitment and Accountability, united by our strong solidarity of spirit, we perform our duties and responsibilities surely, effectively and proudly as One People.







ICA ONE



People **System** Organisation

... is the integration and refinement of work processes, IT systems and structures from two distinct organisations. Robust, adaptable and versatile, One System has enabled us to perform our duties effectively and to the best of our abilities, striding confidently forward to achieve our shared vision of Inspiring Confidence in All.



ICA ONE



People
System

Organisation

... is One People and One System moving in synchronicity, unwavering in our determination to fulfil our mission, steadfast in our belief that we are more than able to face the challenges of tomorrow.





ICA ONE

Annual 2007

ICA from here forward...

In our initial stages of formation, ICA was put through a trial by fire - the SARS outbreak. This first crisis helped forge a camaraderie in us which bound us together as an organisation.

Today, ICA has come a long way with the many obstacles that we had overcome. With people and systems in place, we can now confidently stride forward, ready and able to take on any new challenges ahead.



CONTENTS

10	Our Mission
12	Commissioner's Message
14	Our Vision
16	On the Watch
20	Our Values
22	Standing Guard
35	ASEM
36	Major Markers
46	Red Carpet
50	Honoured
53	Life Story
54	Scrapbook
56	Services Centres & Checkpoints
60	For the Record
62	Looking Forward
64	Acknowledgements



Our Mission

We ensure that the movement of people, goods and conveyances through our checkpoints is legitimate and lawful.

We administer and uphold our laws on immigration, citizenship and national registration fairly and effectively.





Message from the Commissioner: ICA has come of Age

ICA will turn 5 in April 2008.

Yes, time does fly when we have been busy ensuring border security and tightening up the identification of individuals. In retrospect, we can see just how much we have achieved and how far we have come. In these five years, we have witnessed how people from two very distinct organisations came together, grew as one organisation and moved closer towards realising our potential as a leading identification and border security agency. We have also seen the change in mindsets of our officers as we met and overcame many challenges that came our way.

ICA continues to grow as an organisation and as a force to be reckoned with. With a "can-do" mindset, our officers continue to take on challenges, viewing them as opportunities for us to improve our capabilities and competencies through continual innovation and learning.

I sense the public is now more supportive of our efforts in contributing to the larger cause of keeping Singapore safe and secure. In the past couple of years, we have strengthened our border security with numerous security initiatives like Biometric Database for Immigration Clearance (BDIC), iMATCH and Automated Mobile Fingerprint Identification System (AMFIS). It is a challenge to continually meet high public expectations for our services. In this regard, we have also been very innovative in our service delivery without compromising security with award-winning solutions such as the enhanced Immigration Automated Clearance System (eIACS) and the Electronic Extension of Social Visit Pass (e-XTEND).

ICA has broken new ground in redefining conventional wisdom, balancing the seemingly

dichotomous twin objectives of security and service. In our quest to excel in both, we have become a trailblazer in the management of border security for others to emulate. In this field, we have made much progress and are highly regarded by foreign government agencies and dignitaries as professionals in border security and identification. Since 2004, we have facilitated more than 400 visits to ICA by foreign VIPs and officials. Moreover, we have also provided training to our foreign counterparts upon their request. For example, we conducted a 5-day goods-checking competency course for Bahraini customs officers as the President of the Bahraini Customs was greatly impressed with the proficiency of ICA officers during his earlier visit to ICA.

It is vital for us as an organisation to strive for continuous improvements in the face of today's dynamic environment. We have reached new heights in 2007 co-hosting the Asia-Europe Meeting (ASEM) on Biometrics and Border Control in which 26 countries participated. ICA is also the first Home Team agency that made it to the top ten ranking in the Pro-Enterprise Ranking Survey, ranking eighth in 2007. In fact, we are the only law enforcement agency to have done so.

We have come a long way and I am proud to say that ICA has come of age.



Mr Eric Tan Chong Sian
Commissioner ICA

ICA has broken new ground in redefining conventional wisdom, balancing the seemingly dichotomous twin objectives of security and service. In our quest to excel in both, we have become a trailblazer in the management of border security for others to emulate.”



Our Shared Vision

Inspiring confidence in all

Community	We have gained the trust of our nation and community by providing a high standard of security and customer services and by rising above all challenges.
Partners	We are valued as a strategic partner by government and community agencies in Singapore and by our international counterparts.
Officers	We are a choice employer and a professional organisation.







**Deputy Commissioner
(Policy & Administration)**

Mr Koh Chong Hwa

Commissioner

Mr Eric Tan Chong Sian

**Deputy Commissioner
(Operations)**

Mr Clarence Yeo



DIRECTORS

From left:

**Director
(Corporate Services)**

Mr Tung Leng Kei

**Director
(Planning & Technology)**

Mr Eric Chua Poh Keyong

**Director
(Manpower)**

Mrs Pravina Jit

**Director
(Policy)**

Mrs Lee-Ho Sow Heng

**Director
(Intelligence)**

Mr Lee Chian Tak

**Director
(Operations)**

Mr Bhopinder Singh



COMMANDERS

From left:

Commander Tuas

Mr Wong Kong Wa

Commander Airport

Mr Tan Poh Kee

Commander Woodlands

Mr Nam Liang Chia

Commander Coastal

Ms Julia Sng Gek Lian

Commander Ports

Mr Lim Wei Meng

Commander Air Cargo

Mr Tan Hang Tjong

Commander Enforcement

Mr Ong Choo Kee



SENIOR MANAGERS

From left:

Senior Manager

(Citizen Services Centre)

Mr Tan Kok Guan

Senior Manager

(Permanent Resident Services Centre)

Mr Kng Eng Kiat

Senior Manager

(Visitor Services Centre)

Mr Jaswant Singh



DEPUTY DIRECTORS

Standing from left:

**Deputy Director
(HR Planning &
Development)**

Mrs Evelyn Wu Khuek Lan

**Deputy Director
(Finance)**

Ms Loh Sock Tuan

**Deputy Director
(Corporate
Communications)**

Ms Eunice Chu

**Deputy Director
(Planning)**

Mrs Sharon Wee

**Deputy Director
(Technology)**

Ms Tan Sor Hoon

Seated from left:

**1 Deputy Director
(Intelligence)**

Mr Boon Sian Meng

**Deputy Director
(Policy)**

Mr David Tan

**1 Deputy Director
(Operations)**

Mr Tan Hock Guan

**2 Deputy Director
(Operations)**

Mr Ng Loh Siah

**2 Deputy Director
(Intelligence)**

Mr Mohd Farhad
Bin Mohd Shariff

Our Departmental Values

Integrity

Commitment

Accountability

Integrity We are honest, just and courageous in our decisions and actions.

Commitment We are committed to serve our nation, our community and our organisation.

Accountability We are accountable for our actions and for adding value to our organisation, colleagues and ourselves.





Standing Guard

ICA plays a vital role as Singapore's first line of defence at all her Land, Sea and Air Checkpoints. The infiltration and entry of undesirable persons and cargoes stop at our borders. The following are some significant cases that highlight the success ICA has had in protecting the security of our homeland.



Eggs, Cigarettes & Illegal Immigrants

On 20 June 2007, a seemingly innocent-looking tanker was declared to be empty, but officers from Intelligence Operations Branch 1 and Woodlands Command conducting a joint operation found it to be otherwise.

Besides the 4,500 eggs from an unknown source and 500 cartons of contraband cigarettes, six illegal immigrants of Nepalese origin were found hiding amongst the neatly stacked illegal consignment. The illegal immigrants claimed that they paid between RM2,000 to RM5,000 to a syndicate agent for this service.

The driver was also promised an unspecified sum of money should he be successful in his attempt to pass through the checkpoint.

The eggs were handed over to the Agri-Food and Veterinary Authority of Singapore. The cigarettes were handed over to Singapore Customs for follow-up investigations. The illegal immigrants were charged and sentenced to six weeks' imprisonment and four strokes of the cane. The driver was sentenced to 18 months' imprisonment.

The tanker was forfeited by the court.



Besides 4,500 eggs from an unknown source and 500 cartons of contraband cigarettes, six illegal immigrants of Nepalese origin were found hiding amongst the neatly stacked illegal consignments.

Professional Sponsor Racket Busted

Since August 2004, a male Singaporean by the name of Chew Lai King was identified to be providing escort services to facilitate the re-entries of foreigners, especially Chinese nationals, to extend their stay in Singapore via the land checkpoints. Investigation Branch (IB) began to collate and data-mine information while waiting for a chance to nab him.

Our break came when a Chinese national Wang, who was arrested in April 2006 for producing a misleading passport, was traced to Chew. Wang positively identified Chew as the person who facilitated her extension of stay in December 2004. He brought her in his car to Johor to make a U-turn. Chew was interviewed and admitted to the following offences:

ICA: *Making false declaration in the DE card to obtain a Social Visit Pass*

LTA: *Using a motor vehicle as a public service vehicle without a licence; using a vehicle that was not covered with the requisite Third party insurance*

CPIB: *Corruptly obtaining for himself a gratification as an inducement.*

Chew was sentenced to a total fine of S\$7,100 and disqualified from driving for a period of 12 months. The investigation team worked over a period of 15 months to nab the professional sponsor. Without the dedication and determination of the team, Chew would still be out there plying his illicit trade.

The successful prosecution of this case was possible only because the officers had not given up despite the difficulties encountered in securing the evidence to support the charges.

Chew facilitated Wang's extension of stay in December 2004 by bringing her in his car to Johor to make a U-turn.



He helped woman extend her stay here for \$300

By TRACY SUA

CHEW Lai King drove a Chinese national to Malaysia and back so that she could renew her social visit pass. He falsely stated in her immigration form that she was staying at his home.

His fee for the "U-turn" service and the false information: \$300.

But the deal proved a costly one for the unemployed Chew as he was yesterday fined \$7,100, penalised another \$300 and disqualified from driving for a year for ferrying the woman, for giving false information and for taking a bribe.

"U-turn" refers to a method by which foreigners leave the country temporarily and return so that they can extend their stay here.

When their social visit passes are about to expire, they travel across the border for a few hours and then apply for a new social visit pass.

The Immigration and Checkpoints Authority said that the practice of "U-turns" is not in itself an offence, but it added that the proper procedure is to apply for an extension of the pass in Singapore.

Wang Lazhen, the Chinese national whom Chew helped, was banned from entering Singapore for a year beginning June 19, 2004, for engaging in vice activities.

But she sneaked into the country six months later under the name of Wang Shuzhen.

On Dec 23 last year, Wang met Chew at about 9pm. They then went to Malaysia in his Mercedes, returning after midnight.

Chew helped Wang fill her immigration card, putting down his home as her local address even though she was not staying there.

Wang succeeded in obtaining a 14-day social visit pass.

Chew pleaded guilty to a corruption charge.

He also pleaded guilty to using his vehicle to ferry her without a public service vehicle licence and for not having third party risks vehicle insurance.



Initial difficulties in getting the suspects to talk were overcome when they were caught red-handed while trying to destroy some evidence.



Starry Starry Night

The name “Vincent” kept coming up during the preliminary investigation following a raid on a worksite in June 2006 where 31 immigration offenders were arrested. The case was initially classified as an illegal immigrant/overstayer case and referred to the Investigation Branch (IB). Apparently, this particular “Vincent”, later identified to be the co-owner and director of a construction company, was found to be the employer of 22 of the immigration offenders arrested that night. Further investigations revealed that Vincent had six other accomplices. Three were his relatives and three others were his employees. They were all rounded up and investigated.

The initial difficulties in getting the suspects to talk were overcome when one of them was caught red-handed trying to destroy evidence. Despite Vincent putting up a stubborn stand and his securing the services of two senior defence

counselors, he folded under the weight of evidence and the testimony of two prosecution witnesses. Vincent pleaded guilty to all his charges. He was finally convicted on 16 July 2007 on 25 counts of employing 22 immigration offenders and 22 counts of harbouring 22 immigration offenders. He was sentenced to 16 months’ imprisonment and five strokes of the cane.

From a seemingly straightforward raid, we unearthed a plot which was very convoluted. It was only due to the persistence and determination of IB officers that this case was unravelled.

The Deputy Public Prosecutors were impressed by the diligence and tenacity of IB officers. In their minute to ICA, they praised IB officers for their thorough investigation and assistance which resulted in the successful prosecution of the offenders.

Hide and Seek at the Checkpoint

On 8 October 2007, officers from Intelligence Operations Branch 1 and Woodlands Command conducted an operation at the Woodlands Checkpoint's Departure Lorry Bay. They targeted an empty refrigerated container lorry for thorough checks and found three Chinese nationals hidden amongst the empty baskets in the cargo compartment of the vehicle.

The three Chinese nationals were established to be immigration

offenders. They were charged and convicted on 10 October 2007. On the same day, the two drivers were also charged. One driver was convicted in November 2007 for engaging in the business of conveying prohibited immigrants out of Singapore and sentenced to two years' imprisonment and three strokes of the cane. As the other driver was only 17 years old, he was sentenced to the Reformatory Training Centre for a period between 18 months to 3 years.



Found hidden amongst empty baskets in the said vehicle's cargo compartment were three Chinese nationals.



Lo and Behold, What's in the Manhole!

When the welded metal plates under the tanker were removed, a manhole was revealed with contraband cigarettes hidden inside.

On 5 November 2007, a Malaysian-registered tanker declared as empty was directed for thorough checks after the scanned images revealed anomalies not seen in empty tankers.

When the welded metal plates under the tanker were removed, a manhole was uncovered revealing contraband cigarettes inside. The total amount of Customs Duties and

Goods & Services Tax involved were estimated to be S\$563,300 and S\$50,400 respectively.

The driver denied knowledge of the contraband items found in the vehicle and claimed that he was paid RM100 to drive the tanker to Singapore. This was the biggest haul of contraband cigarettes detected at the Cargo Section of Woodlands Command in 2007.



Bundles of 'Joy'



On 31 October 2007, a Malaysian-registered car was profiled for detailed checking during an operation by Woodlands' Anti-Smuggling and Profiling Team 2 and Task Force Officers from Team B at Woodlands Checkpoint.

One bundle wrapped with black masking tape was found hidden in the tool compartment at the right side of the car boot. A white powdery substance of unknown origin was revealed when the tape was removed.

When the velvety cloth covering the tool compartment was removed,

another six bundles wrapped with black tape were found at the bottom of the compartment. Tablets suspected to be controlled drugs were found inside these six bundles.

The case was referred to the Central Narcotics Bureau for further investigation. ICA was informed that 62 sachets (490gms) of heroin, four sachets (210gms) of Ketamine, 100 sachets x 10 tablets of Erimin 5 and 100 tablets of Ecstasy pills were found in the seven bundles uncovered.

This was the biggest drug case in 2007 for Woodlands Command.

One bundle wrapped with black masking tape was found hidden in the tool compartment at the right side of the car boot. A white powdery substance of unknown origin was revealed when the masking tape was removed.





Household Items on the Huff-Puff Express



On 27 February 2007, the Operations and Intelligence Unit of Woodlands Command targeted three consignments for thorough checks. These parcels had arrived on Train 11D (from Kuala Lumpur) and had been declared as "household effects", "TV racks" and "computer tables".

Physical inspection of the parcels uncovered cartons of duty-unpaid

cigarettes wrapped in black trash bags and tin-foil paper. A total of 2,125 cartons x 200 sticks of duty-unpaid cigarettes of assorted brands with total Customs Duty and Goods & Services Tax amounting to S\$149,600 and S\$9,562 respectively were uncovered.

This was the biggest detection of duty-unpaid cigarettes on a train in 2007.

Physical inspection of the parcels uncovered cartons of duty-unpaid cigarettes wrapped in black trash bags and tin-foil paper. This was the biggest detection of duty-unpaid cigarettes on a train in 2007.



A Bargeload of Cigarettes

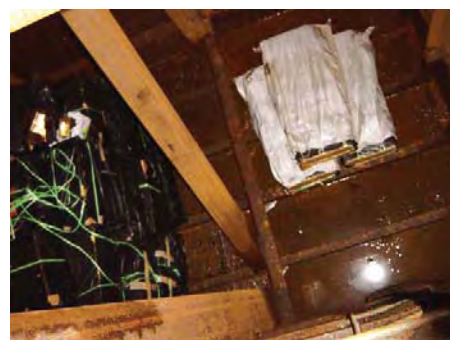
On 24 September 2007, a joint operation was conducted by officers from the Anti-Smuggling Team (AST) of Coastal Command, Intelligence Operations Branch 1 (IOB1) and the Police Coast Guard (PCG) based on intelligence received.

The officers boarded a tugboat and a barge at Pasir Ris Aggregate Terminal for checks. When AST officers opened the third ballast tank located at the port side of the barge, they uncovered a total of 2,090 cartons of duty-unpaid cigarettes packed in cardboard

boxes and black plastic bags.

Two members of the crew admitted ownership of the contraband. They were charged and convicted of their offences and sentenced to 34 months' imprisonment for the Customs offence and 20 months' imprisonment for the Goods & Services Tax offence.

This is just one of the many success stories which showcase teamwork, co-operation and intelligence sharing between ICA and the other Home Team agencies.



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Found! Needle in a Haystack

Besides the consignment of electronic parts declared in the Cargo Clearance Permit presented for clearance, the trailer was also ferrying a male Bangladeshi hidden amongst the crates and boxes in a corner that was difficult to reach.

On 14 June 2007, a Malaysian-registered 40-foot trailer was checked during a joint operation between Tuas Command and Intelligence Operations Branch 1 (IOB1) as it was suspected to be involved in conveying illegal immigration offenders out of Singapore. It was soon revealed that besides the consignment of electronic parts declared in the Cargo Clearance Permit presented for clearance, the trailer was also ferrying a male Bangladeshi hidden amongst the crates and boxes in a corner that was difficult to reach.

The male Bangladeshi was found not to be in possession of any travel document and claimed to have entered Singapore illegally by boat at an earlier date. The driver admitted to his involvement in trying to smuggle the said Bangladeshi out of Singapore for a fee of \$S200.

The Bangladeshi illegal immigrant was sentenced to six weeks' imprisonment and four strokes of the cane. The driver was charged for harbouring an illegal immigrant and sentenced to six months' imprisonment.



Enforcement at the Services Centres with BDIC



On 24 September 2007, an Indian female - Kothandapani approached our officers at Visitor Services Centre at ICA Building to report the loss of her travel document. She was subjected to screening with the Biometric Database for Immigration Clearance (BDIC) as part of our routine checks. Results of the screening revealed that she had entered Singapore on several occasions under different names and dates of birth.

Identity 1: Entered as Ranjitham, a missing worker who was subsequently arrested for overstaying in 2001 and sentenced to one month's imprisonment and a fine of \$S2,000 in default of two weeks' imprisonment. She was repatriated on 4 April 2002 with a permanent entry ban.



Identity 2: Returned as Parimala, a social visitor who overstayed for 77 days on her 14-day social visit pass granted on arrival in April 2003. She was sentenced to one month's imprisonment and repatriated in September 2003 with a one-year entry ban.

Identity 3: Returned as Chinnaiya who entered Singapore in December 2005. She was subsequently arrested for soliciting and repatriated with a three-year entry ban.

She was charged on one count of unlawful return and one count of making a false statement. She was sentenced to one year's imprisonment.

The use of the BDIC for screening of suspicious travellers was rolled out in various stages since 2005. Since then, the system has been proven to be useful in the detection of previous offenders who attempted illegal entry using multiple identities.

Screening with the Biometric Database for Immigration Clearance (BDIC) revealed that Kothandapani had entered Singapore on several occasions under different names and dates of birth.



Kill Bill



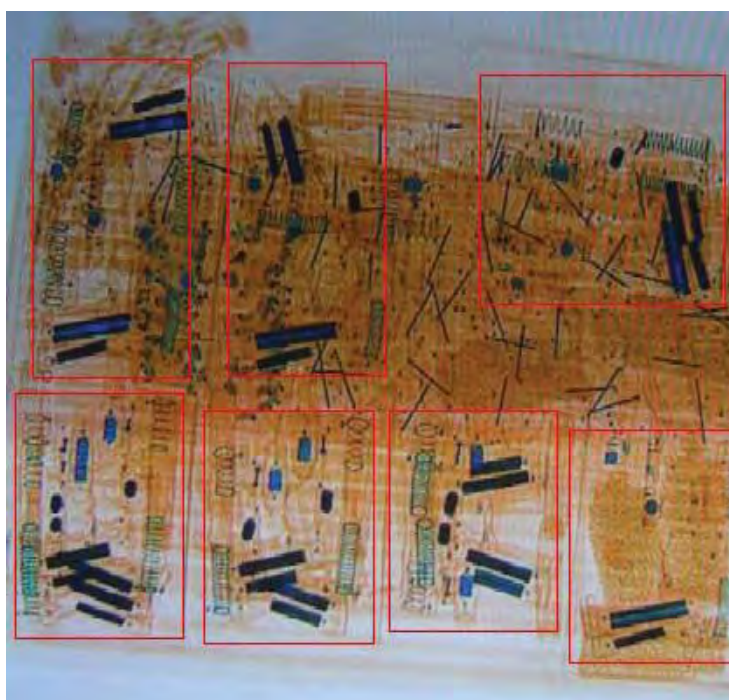
On 14 February 2007, a businessman arrived at Changi Airport Budget Terminal and was referred for X-ray screening. He claimed that he had nothing to declare but the X-ray images of his luggage revealed otherwise. Suspecting the businessman to be carrying guns in his luggage, officers directed him for detailed checking.

A search of his luggage uncovered 20 sets of pellet guns and bottles of

pellets hidden beneath a layer of plastic toy windmills. The guns were replicas that came attached with silencers and laser attachments. The businessman was immediately referred to the Singapore Police Force for further action.

For his attempt in trying to sneak in these controlled items that were estimated to cost less than \$S100, the businessman was sentenced to a fine of \$S15,000.

A search of his luggage uncovered 20 sets of pellet guns and bottles of pellets hidden beneath a layer of handheld plastic toy windmills. The guns were replicas that came attached with silencers and laser attachments.



Cigarettes with your Drinks, Sir?



On 4 October 2007, a 20-foot container targeted by the Pre-Clearance Unit of Ports Command was pulled in for radiographic scanning at the Pasir Panjang Scanning Station after images retrieved did not correspond with the declaration of 220 cartons of canned pineapple juice in the Cargo Clearance Permit.

Officers found the container stuffed to the brim with assorted canned drinks, some of which were even damaged. The unstuffing operation

that followed revealed cartons of duty-unpaid cigarettes after the first few stacks of canned drinks were removed.

A total of 128 boxes containing 6,396 cartons x 200 sticks of duty-unpaid cigarettes were uncovered. The total estimated value of the Customs Duty and Goods & Services Tax involved was S\$450,278 and S\$40,294 respectively. The contraband cigarettes were referred to Singapore Customs for further investigations.



Images retrieved did not correspond with the declaration of canned pineapple juice. Officers found the container stuffed to the brim with assorted canned drinks. The unstuffing operation revealed cartons of duty-unpaid cigarettes after the first few stacks of canned drinks were removed.





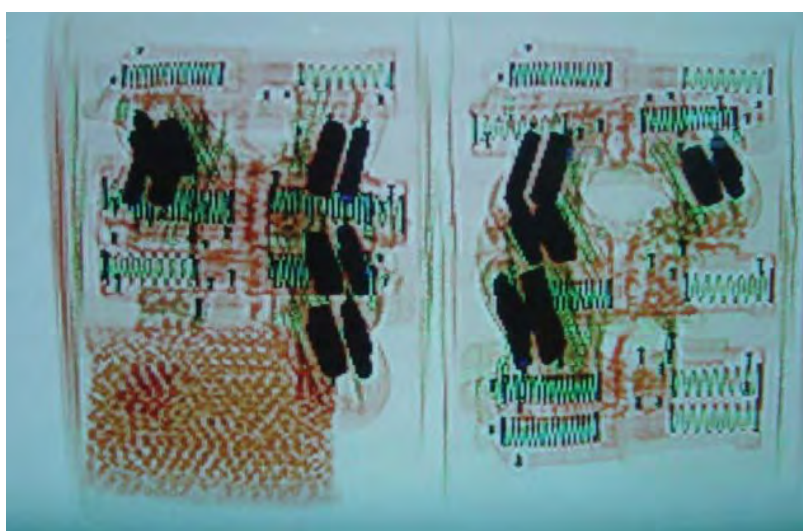
ICA officers noticed objects with images similar to pistols inside the parcel. Ten airsoft guns together with pellets were found. The sender had declared them as toys in the import consignment note.

A parcel was pulled out for detailed examination in February 2007 at the Parcel Post Section after ICA officers noticed objects with images similar to pistols inside the parcel. Ten airsoft guns together with pellets were found. The sender had declared them as toys in the import consignment note. Airsoft guns are classified as prohibited items under the Arms and Explosives Act.

As the quantity of the items suggested that they could not be for personal use, the Singapore Police Force was activated and the items were handed over to

Lethal Weapons

them for follow-up. ICA also managed to do a screening on the importer, a male Singaporean who was traced in the Criminal Record Office. The case and preliminary findings were forwarded to the Singapore Police Force.



ASEM Biometrics and Border Control Conference 2007

Asian and European countries share experiences and learn more about biometric technology



The Senior Minister of State for Home Affairs, Associate Professor Ho Peng Kee raised the curtain on the ASEM (Asia-Europe Meeting) Biometrics Border Control Conference on 26 March 2007. The Conference, co-hosted by ICA and the UK Home Office, was held from 26 to 28 March 2007 at the Grand Plaza Park Hotel. The objective of the conference was to allow countries to learn from each other and understand the use and value of biometric technology in identity management and border control. The conference also provided an opportunity for countries to share their experiences in the implementation of e-passports.

A total of 57 delegates, including ambassadors, senior government officials and representatives, from foreign embassies of 26 countries in Asia and Europe including the

UK, US, Singapore, the Netherlands and Japan, attended the conference. Experiences in the biometrics technology arena was shared and issues such as identity management using biometrics technology, countries' experiences in implementing technology and how countries apply biometrics technology at their borders were discussed.

The programme for the conference also included a tour of Woodlands Command to give the delegates a first hand view of the deployment of biometrics and non-biometrics technologies by ICA to facilitate clearance of travellers without compromising security at our borders. Delegates also attended the Global Security Asia Exhibition 2007 before being brought on a cultural tour of Singapore on the third day of the Conference.



Major Markers

We present several major initiatives that were introduced in the past year that have contributed significantly to the efficiency and effectiveness of ICA's border security control, identity and registration systems.

In July 2002, the then-SIR initiated the Central Identification and Registration Information System (CIRIS) project to replace the existing National Identification Databank/ Passport and Employment (NID/PEM) System used by all Services Centres, Checkpoints and Enforcement Command. The CIRIS project involved a complete application re-write and database re-design of the NID/PEM system that was developed almost 20 years ago.

CIRIS is a web-based IT system that is designed to support the immigration and registration functions and all other related transactions, such as

the issuing of identification cards and travel documents as well as the various immigration passes.

The objectives of CIRIS are:

- a) to improve public service;
- b) to better responsive operations;
- c) to reduce technology obsolescence.

To users, the benefits are plenty. Being a web-based application, CIRIS can be launched in an internet browser and has a user-friendly Graphical User Interface (GUI) that supports multi-coloured graphics and text.



ICA UPGRADES TO NEW IT SYSTEM Various public services will be temporarily suspended

The Immigration & Checkpoints Authority (ICA) will be carrying out an upgrade of its entire national database, which currently holds millions of records of all Singapore Citizens, Permanent Residents and foreigners, to a new IT system. The upgrade is necessary to meet ICA's current and future operational needs.

Temporary suspension of services

E-services will not be available from 6pm, 21 July 2007 (Saturday) and counter services will be closed from 23 July 2007 (Monday).

Some of the key services and facilities that will be affected include citizenship and PR applications, birth registration, collections for passports, entry visas, and various foreign visitor passes such as student's pass, long-term social visit pass and professional visit pass. The full list of affected services will be available at ICA's website at <http://www.ica.gov.sg>.

The Public is advised to submit applications early

The public is advised to submit any applications for immigration or registration facilities early, well before 20 July 2007 (Friday) to avoid the last-minute rush. For members of the public who need to contact ICA urgently during the period of suspension, they may call us at 6391 6100.

All counter services and e-services will resume on Friday, 27 July 2007, at 8am.



CIRIS also allows greater productivity by automating mundane tasks and minimising data entry through drop-down lists, and promotes seamless workflow by automatically routing applications or cases between users.

Information is available at the click of a button. Information is integrated in one central repository and can be retrieved with a single search. Data security has always been of utmost interest to ICA. Thus in CIRIS, security is enhanced through authentication control and data encryption.

Planning for the upgrade began as early as mid-2006. The deployment of CIRIS was planned to span over six days. As the deployment would require a suspension of services, ICA's Corporate Communications Division (CCD) rolled out several communication campaigns to inform the public about the major system upgrade over a period of

four weeks before the upgrade exercise.

The key messages which were delivered through all major newspapers and radio channels to the public included the suspension of ICA services and e-services, the resumption of services and information on the ICA hotline.

Roadshows were also organised for ICA officers to allow them to understand more about the new system and the benefits it would bring.

Round the Clock Deployment

With all communications and preparations done, the deployment commenced on 21 July 07. Driving the CIRIS deployment were two control groups which operated round the clock to ensure smooth progress and coordination across the entire organisation.

The Tech Cell managed and coordinated all technical-related activities during the deployment while the Command Cell synchronised and tracked the efforts of all ICA personnel. On 27 July 07, the CIRIS deployment was over and a big success.

Voluminous Traffic

With CIRIS in operation, all counter services opened and e-services went online. Preparations were made to control the expected voluminous human traffic at the ICA HQ on CIRIS Live! opening day.

CIRIS will no doubt help to improve process effectiveness and operation efficiency. With this, ICA has leap-frogged to the next stage of technological advancement where many service enhancement possibilities await.

Security is enhanced through authentication control and data encryption. Information is integrated in one central repository and can be retrieved with a single search.



CASS

New intelligent cargo screening system analyses and pre-identifies target consignments

An important function of CASS is that it allows screening criteria to be customised so that the targeting instructions can be conveyed to the ground officers for checks.

On 29th Oct 2007, the ICA CARGO Screening System (CASS) was rolled out. Designed to meet the operational needs of ICA as a border security agency, the security-focused CASS allows ICA to conduct intelligence analysis and pre-identify target consignments through its cargo pre-clearance and scanning updating capabilities.

After the formation of ICA in April 2003, ICA continued to use the Cargo Clearance System (CCS) of Singapore Customs (SC) to perform targeting of consignments and clearance. However, the more security-focused role of ICA as opposed to the revenue-oriented role of SC had given rise to problems and deficiencies in ICA's use of CCS.

In 2006, a decision was made for ICA to develop a system to incorporate the cargo clearance modules of CCS and customised modules to be purpose-built to meet ICA's needs. These will be designed such that they could be easily integrated with other ICA systems. While being a security-focused system, the system to be known as CASS would work in tandem with Singapore Customs' new system (known as eCustoms) while combining the pre-clearance decisions imposed separately by ICA and SC for each consignment and integrating them as one. This would ensure that both the interests of ICA (border security) and SC (revenue enforcement) are served in arriving at an integrated decision.





CASS would draw information from diverse sources and utilise advanced tools to carry out the pre-clearance process which would result in reliable decision-making. This would facilitate trade by speeding up the clearance of legitimate cargoes but at the same time minimise the risk of illicit cargoes passing through the checkpoints. The system would also introduce customisable screening criteria so that targeting instructions could be formulated and sent down to the ground officers to carry out physical checks and scanning.

The working committee to develop and implement CASS comprised officers from the Operations Division, Technology Branch, Intelligence Division and essential users from Ports, Air-Cargo, Tuas and Woodlands commands.

Between January to early February 2007, users' requirements were gathered and qualifying sessions were held between the vendor and the working committee to lay the foundation for CASS. As the system would be highly dependent on external systems of MHA, SC and port operators, regular meetings and numerous ad-hoc discussions

were held with these agencies to address technical and operational issues of the systems to ensure seamless flow of cargo screening information without impeding ICA's ground operations and the trading community.

Given the tight timeline of ten months, the working committee displayed remarkable cooperation and dedication by collaborating closely to minimise conflicts in system designs during the development stage and User Acceptance Test (UAT) sessions between February and August 2007. Despite several changes arising from external systems that would directly impact ICA's operations, the working committee was focused on delivering the system by the end of the stipulated timeline and were undeterred by the arduous challenges. As CASS was a web-based system with a totally different graphical user interface compared to the CCS mainframe, the working committee, on top of their existing duties, also helped to equip their respective work units with the necessary internal training and technical capabilities before system deployment.

CASS's parallel run with SC's eCustoms and TradeNet 4.0 was successfully rolled out on 29 Oct 2007. Prior to the parallel run, ICA worked closely with SC on the communication with the trading community to ensure smooth implementation.

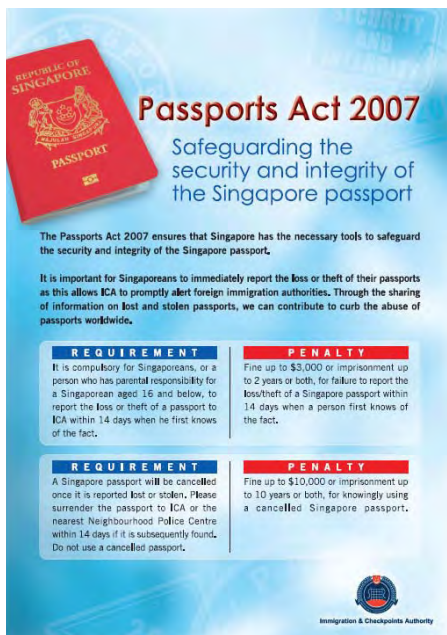
Under Phase 2 of the project, CASS will also be interfaced with the Truck Tracking System (TTS) to ensure a smoother cargo clearance process at checkpoints with radiographic scanners.





Passports Act 2007

New laws to tighten control and deter abuse of Singapore passports



Passports Act 2007
Safeguarding the security and integrity of the Singapore passport

The Passports Act 2007 ensures that Singapore has the necessary tools to safeguard the security and integrity of the Singapore passport.

It is important for Singaporeans to immediately report the loss or theft of their passports as this allows ICA to promptly alert foreign immigration authorities. Through the sharing of information on lost and stolen passports, we can contribute to curb the abuse of passports worldwide.

REQUIREMENT	PENALTY
It is compulsory for Singaporeans, or a person who has parental responsibility for a Singaporean aged 16 and below, to report the loss or theft of a passport to ICA within 14 days when he first knows of the fact.	Fine up to \$3,000 or imprisonment up to 2 years or both, for failure to report the loss/theft of a Singapore passport within 14 days when a person first knows of the fact.
A Singapore passport will be cancelled once it is reported lost or stolen. Please surrender the passport to ICA or the nearest Neighbourhood Police Centre within 14 days if it is subsequently found. Do not use a cancelled passport.	Fine up to \$10,000 or imprisonment up to 10 years or both, for knowingly using a cancelled Singapore passport.

Immigration & Checkpoints Authority



To keep abreast of changes to the security landscape and to be able to tackle passport abuse cases involving Singapore passports here and overseas, ICA, in consultation with the Ministry of Home Affairs (MHA) and the Attorney-General's Chambers (AGC), conducted a review of the Passports Act in December 2003. The old Passports Act and Regulations were thus repealed, with a new Passports Act 2007 enacted and passed in Parliament on 16 July 2007. The new Act subsequently came into effect on 1 December 2007.

The new Passports Act 2007 sets out the legislative framework for the issue and refusal of Singapore passports and travel documents, the various powers of enforcement and the various offences relating to the Singapore passport, Singapore travel document and foreign travel documents. A comprehensive regime is enacted to combat identity fraud and the possible misuse of Singapore passports and other Singapore travel documents, in Singapore and elsewhere,

particularly by creating new offences and widening the scope of old offences.

A new travel document known as the Temporary Travel Document or TTD is introduced to replace the Document of Identity (DOI). The Act further safeguards the security and integrity of Singapore passports by providing comprehensive legal latitude for ICA to deal effectively with a broadened range of passport abuses and increasing the related penalties meted out for such offences. The Act also makes it compulsory for the loss or theft of passports to be reported within 14 days.

The Passports Act 2007 would certainly play a significant part in Singapore's contribution towards the fight against international terrorism and transnational crime. With its outreach, it would help restrict the space for terrorists' and criminals' movement as it is primed to tighten passport controls and deter the abuse of Singapore passports and Singapore travel documents.

The Act provides comprehensive legal latitude for ICA to deal effectively with a broadened range of passport abuses... The Act also makes it compulsory for the loss or theft of passports to be reported within 14 days.

A MIND to interface with ICA's Enquiry and Immigration Clearance Systems

ICA now plugged into international database for lost or stolen travel documents

Interpol manages a database of passports, identity cards and visas reported as stolen or lost by countries all over the world known as the stolen and lost travel documents (SLTD) database. The Mobile Interpol's Network Database or MIND was developed to help countries connect into an existing computer-assisted verification system in a country to enable front-line officers at the border control to screen travellers' passports against the SLTD database to detect travel documents which have been reported stolen or lost.

To strengthen ICA's screening capabilities against mala-fide travellers using stolen or lost genuine passports, ICA accepted Interpol's offer to tap on their SLTD database

to screen suspected passports during secondary screening. This is done using ICA's enquiry system (WISE) which is connected to Interpol's MIND server set up locally in Singapore. The interfacing of the SLTD database with WISE was implemented in March 2007, allowing ICA to screen suspected stolen or lost travel documents at all the checkpoints.

Currently, ICA is carrying out trials to interface MIND with our immigration clearance system at the primary screening counters. This essentially means that passports of all travellers entering Singapore will be screened through Interpol's SLTD database, effectively preventing stolen and lost travel documents from being used by undesirables to enter Singapore.



Bahrain Training Programme

ICA conducts training course on goods clearance at checkpoints

The inaugural Bahrain training programme 'Checkpoint Competencies Goods Clearance Module' was conducted by ICA from 13 till 17 August 2007. During a recent visit to ICA's Ports Command, the President of Bahrain Customs, Ports and Free Trade was so impressed with ICA's clearance systems and procedures and also our officers' proficiency, that he suggested this training programme for Bahrain Customs officers. At his request, ICA conducted the course for 20 Bahrain Customs officers.

The main aim of the course was to equip our Middle Eastern participants with the necessary competencies to effectively carry out their border security duties in terms of cargo

clearance. Conducted over a period of five days, participants underwent training sessions and practical exercises at the various air, land and sea checkpoints. Training was delivered in English with Arabic translation.

There was good feedback for the course. Participants felt that they had a fruitful experience and gained much knowledge thus cementing our friendship with our Middle Eastern counterparts. The participants expressed their appreciation and gratitude to ICA for the efforts put in to make the course a successful one, and for the hospitality extended to them during their stay in Singapore.



ICIS - Integrated Container Inspection System

New portal system can continuously scan contents of containers and vehicles

The Integrated Container Inspection System (ICIS) is used by ICA to scan cargoes passing through our checkpoints. It consists of a portal Vehicle and Cargo Inspection System (VACIS) which is able to scan and produce an image of the contents inside the cargo vehicle or container; and a radiation portal to detect radioactive materials such as weapons of mass destruction, nuclear or 'dirty' bombs.

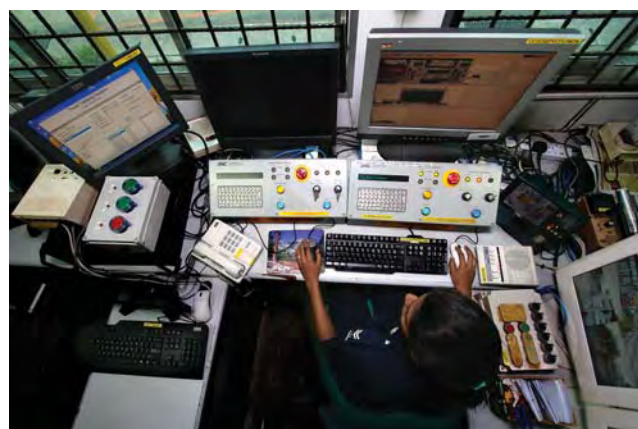
The ICIS is currently deployed at the two land checkpoints of Woodlands and Tuas Commands. To further improve ICA's screening capacity and capability for cargoes, the ICIS will also be deployed at Ports Command's Tanjong Pagar Scanning Station (TPSS), Pasir Panjang Scanning Station (PPSS) and Jurong Scanning Station (JSS) as well as the Changi Airfreight Centre (CAC) under Air Cargo Command. While

the installation of an ICIS at the PPSS was completed in 2007, installations at the remaining checkpoints will be carried out in 2008.

ICIS incorporates x-ray transmission and radiation detection components which will produce on-screen scanned images and radiation readings simultaneously for evaluation by our image analysts. The portal system will produce a higher throughput than the existing radiographic scanners as it is able to scan a continuous flow of cargoes or vehicles. With the use of these scanners, our ICA officers will be able to "see" the contents of a container swiftly without having to conduct a physical inspection of the container. The scanners thus allow containers to be screened effectively and efficiently with minimal disruption to the trading community.



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New Woodlands Mini-Checkpoint

New counters for motorcyclists to cope with morning peak period

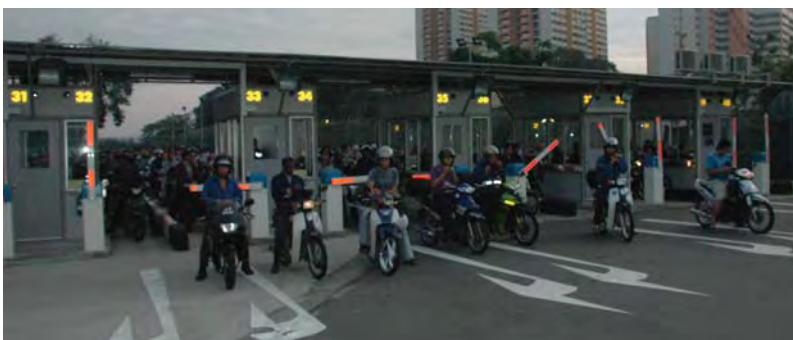
The new Woodlands Mini-Checkpoint was officially opened by Deputy Secretary (Security) for Home Affairs, Dr Choong May Ling on 5th July 2007. The Mini-Checkpoint consists of ten immigration counters built on the strip of land located between the New Woodlands Checkpoint and Old Woodlands Checkpoint. It is mainly used to perform immigration clearance of arriving motorcyclists during the morning peak period from 5am to 10am daily.



With the opening of the Mini-Checkpoint, there will be a greater holding area for motorcycle traffic, thus preventing the build up of motorcycle traffic on the Causeway. The traffic load is also better distributed; the flow of motorcycles during the morning peak is smoother with a dedicated clearance zone and better traffic management. Feedback from the public has revealed that the

waiting time for motorcyclists had been reduced by as much as 30 minutes. More importantly, the use of the mini-checkpoint allows security to be tightened for the clearance of motorcyclists. For example, the design and layout of the mini-checkpoint enables our officers to have a clearer view of the area of operations to prevent any evasion of clearance.

The Mini-Checkpoint is part of Woodlands Command's efforts to manage the daily traffic problem during the morning peak period. There are already plans to make improvements to the Mini Checkpoint. These include the installation of convex mirrors at the junctions and the installation of humps and speed strips for better traffic control and safety. Woodlands Command will continue to look for other initiatives to further improve traffic management.



NET for PR & Citizenship

Online service makes it easier to assess eligibility

The Naturalisation Eligibility Tool (NET) was created as part of the Singapore Government's efforts to encourage suitable foreigners who can identify with our way of life and who wish to contribute to our society to take up Singapore Permanent Residency and eventually Singapore Citizenship.

The NET is a password-free online self-assessment system and consists of a questionnaire for the user to provide information about himself or his spouse and children, if

applicable. The information that is supplied by the user will determine the eligibility of a foreigner for permanent residence or citizenship.

By assessing one's eligibility for permanent residence or citizenship prior to the submission of an application, applications that are likely to be rejected will be reduced. There are also cost-savings as foreigners who know that they are not eligible to apply will be able to save on the application cost of S\$90.



Online Service for LT PASS

Long term visit pass online facility for visitors and sponsors

On 26 November 2007, the Visitor Services Centre (VSC) launched a new e-service known as the Online Long Term Social Visit Pass System or LT PASS. The LT PASS allows visitors to apply, renew or enquire about the Long Term Social Visit Pass (LTSVP) issued by ICA. Those who wish to seek employment under the Employment Pass Eligibility Scheme (EPE) are also eligible to apply for a new LTSVP under LT PASS.

The sponsor will use his or her SingPass to log into LT Pass to sponsor the applicant. This obviates the need for the sponsor to report in person to VSC. With this e-service, visitors only need to make one trip to VSC for their LTSVP applications instead of the current two or three trips. Processing of applications is also made easier and a faster turnaround time is ensured for customers using this service.



Red Carpet

In the last four years, ICA welcomed over 400 visitors, including foreign dignitaries and our counterparts from other countries. These visits provided a unique opportunity to learn, exchange information and share insights on a wide range of matters. ICA also accommodated requests for training on border control as the proficiency of its systems and officers are recognised by our counterparts.



Vice-Minister Ministry of Public Security, Vietnam



Maj Gen Truong Hoa Binh, Vice-Minister of the Vietnam Ministry of Public Security (MPS), led an 8-member delegation to Singapore for the signing of a MOU, in conjunction with his visit to the Global Security Asia 2007. During his stay in Singapore, the Vice-Minister visited Tuas Checkpoint on 29 March 2007 to learn more about border control at the land checkpoints.



Minister of Public Security, Lao PDR



A 10-member delegation led by Mr Thongbanh Sengaphone, Minister of Public Security (MPS), Lao People's Democratic Republic (PDR), visited Singapore from 22 - 25 July 2007. Mr Thongbanh and his delegation visited Woodlands Checkpoint on 24 July 2007 to enhance their understanding of Singapore's immigration systems and technologies that contribute to our effective border control management.

Additional Secretary Ministry of Interior, Pakistan



A five-member delegation led by Mr Imtiaz Qazi, Additional Secretary for the Ministry of Interior, Pakistan, attended the inaugural focal point meeting in Singapore on 10 May 2007. As part of the programme for the visiting delegation, the delegates visited Woodlands Checkpoint

and were hosted to a lunch by Commissioner ICA. The visit to Woodlands Checkpoint showcased Singapore's immigration systems and technologies that contribute to our effective border control management.



Under Secretary for Science & Technology, US Department of Homeland Security



A group of US Department of Homeland Security (DHS) officials led by Admiral Jay Cohen, Under Secretary for Science & Technology was in Singapore to attend the MHA-DHS Science and Technology Meeting 1/2007. During their stay in Singapore, the delegation visited the Pasir Panjang Scanning Station

at Ports Command and Woodlands Checkpoint on 7 August 2007. The main objective of the visit was to enhance their understanding of Singapore's immigration systems and the use of technologies that contribute to our effective border control management.





Assistant Vice-Minister Ministry of Land, Infrastructure and Transport, Japan



Mr Keiji Fukumoto, the Assistant Vice-Minister from Ministry of Land, Infrastructure and Transport of Japan led a seven-member delegation to Singapore to attend the ASEAN and Japan Transport Minister Meeting. While in Singapore, the delegation

visited Tuas Checkpoint on 1 November 2007 to understand the clearance procedure of vehicles at the land border and ICA's use of biometric technologies. The visit was hosted by Mr Koh Chong Hwa, Acting Commissioner.



Secretary Department of Immigration and Citizenship (DIAC), Australia



Mr Andrew Metcalfe, Secretary of the Department of Immigration and Citizenship of Australia (DIAC), was in Singapore for the opening of the ASEAN-Australia Workshop on Immigration Training Cooperation,

jointly co-hosted by ICA and DIAC, on 27 August 2007. After the opening ceremony, Mr Metcalfe visited Woodlands Checkpoint on the invitation of Commissioner.

Secretary Ministry of Internal Administration, Sri Lanka



Dr U. Vidanapathirana, Secretary of the Ministry of Internal Administration, Sri Lanka visited ICA HQ on 4 October 2007 to study the Citizen Registration Model of the Citizen Services Centre.

This visit offered a learning platform for Sri Lanka as the country was then embarking on a National Identification Card Implementation project. The visit was hosted by Commissioner.



Secretary of State Ministry of Interior, Cambodia



H.E. Tep Nannory, Secretary of State of the Ministry of Interior (MOI), Cambodia and his delegation comprising of Siem Reap and Battambang Provincial Police Chiefs and two MOI senior officials from the Passport Department visited ICA HQ on 13 December 2007 to learn

about Singapore's experience in implementing a national identity card system. The visit was hosted by Mr Koh Chong Hwa, Acting Commissioner. During the visit, the delegation was brought on a tour to our NRIC Production Room and the Citizen Services Counters.



Honoured

An organisation of distinction is made up of visionary leadership and staff who are dedicated professionals with a personal sense of duty and integrity. We are proud of the recognition accorded to ICA through external awards such as the SAS 2007 Enterprise Intelligence Award and being listed in the top ten for the Pro-Enterprise Ranking.

SAS 2007 Enterprise Intelligence Award

ICA was awarded the SAS 2007 Enterprise Intelligence Award for the WAREHOUSE FOR STATISTICS AND PROFILING (WASP) in September 2007. This award is an annual IT business intelligence award to honour organisations that have pioneered the use of SAS enterprise business intelligence (BI) applications to enable decision makers across the organisation to act with the highest level of confidence and knowledge to meet defined goals. In winning this award, ICA has shown leadership in the innovative use of advanced enterprise BI applications as a key technology enabler to help accomplish her mission-critical role

of managing Singapore's border control security.



Pro-Enterprise Ranking

In the Pro-Enterprise Ranking survey conducted by Action Community for Entrepreneurship (ACE), ICA was ranked amongst the top ten in the ranking of government regulatory agencies on their responsiveness to the needs of business enterprises. This exercise aims to raise the awareness of government agencies towards how businesses perceive

their regulations and regulatory processes, identify areas for improvement, and provide a benchmark for agencies through a cross-agency ranking. Five main attributes were measured - compliance costs, review of rules, transparency, customer responsiveness and pro-enterprise orientation.



Winners of the “Officer of Integrity” Award

The Commissioner’s Testimonial for Officer of Integrity is conferred on officers in recognition of their efforts and contributions towards anti-bribery acts and their pro-active provision of leads on corruption. In 2007, a total of five officers were awarded the Commissioner’s Testimonial for Officer of Integrity.



Ang Siew Eng
SICS
Repatriation
Branch

for refusing a red packet by a foreigner she was serving in Mar 2007.



Arizal Bin Safri
HICS2
Woodlands
Command

for display of integrity in refusing a RM20 bribe offered by a traveller in an attempt to request for entry at Woodlands Checkpoint in Jun 2007.



Chan Chong Choy
SICS
Repatriation
Branch

for refusing a red packet offered by a foreigner in Sep 2007.



**Harjit Singh s/o
Dhian Singh**
SICS
Woodlands
Command



Ho Chong Kin
SICS
Woodlands
Command

for refusing a bribe of RM100 offered to them for the return of one counterfeit IC in Aug 2007.

Winners of Excellent Service Award (EXSA) - Star Level

The Excellent Service Award (EXSA) is a national award that recognises individuals who have delivered outstanding service. The awards are presented by Spring Singapore. The EXSA 'Star' level awards honours the ICA staff here as 'service champions' who serve as role models for other staff to emulate. Organisations with EXSA staff are committed to achieving service excellence.



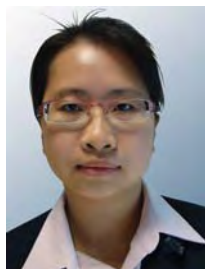
**Amarjit Singh s/o
Darshan Singh
HICS2**
Airport Command



**Khatijah Bee d/o
Mahabob Khan
CSO Gr II**
Citizen Services
Centre



**Rosni binte
Ahmad
CSO Gr IV**
Citizen Services
Centre



**Chew Gek Kiang
CSO Gr IV**
Citizen Services
Centre



**Masita binte
Mohamed
CSO Gr IV**
Customer Relations
Branch



**Sin Fook Heng
SICS**
Airport Command



**Goh Ee Ghor
CSO Gr III**
Citizen Services
Centre



**Ong Chew Mee
CSO Gr III**
Citizen Services
Centre



**Siti Attyka binte
Mohamed Salleh
CSO Gr IV**
Citizen Services
Centre

When Eddy Met Rainah...

A wonderful mirror of organisational life - SIR and CED were not the only two entities that merged in 2002 and have nicely progressed till today.



It was the year 2001. Eddy was then a relatively new SIR (Singapore Immigration & Registration) officer attached to the then-World Trade Centre (currently known as the Singapore Cruise Centre). In the course of his duties, he would sometimes brush shoulders with officers from the CED (Customs and Excise Department). Amongst the many CED officers that he soon got to know and befriend, a very special girl - Rainah - stood out.

Eddy and Rainah dated, got engaged and were married in September 2002. It was around the same time that the merger between SIR and the CED was announced. As husband and wife learnt to adjust to

each other's way of life, they were also learning from each other at work, in anticipation of the merger to come.

In April 2003, the Immigration & Checkpoints Authority (ICA) was formed.

In June 2003, a little boy was born to the couple.

Eddy is now deployed at Airports and Rainah at VSC. Wherever they may be, the couple now works together as one for the organisation, giving their best and always reminded of the fact that in a strange way, the story of their love will always be closely linked to that of ICA.



They are always reminded of the fact that in a strange way, the story of their love will always be closely linked to that of ICA!



Scrapbook

Looking back at the year in review, it won't be complete if we did not also look at some of the highlights of ICA's 2007 social calendar. A balanced approach to life also includes some R&R.



Cross country competition shows we are fit for work and play



Our cross country runner the winning at



Doing our part for charity – a cheque presentation for MINDS



ICA staff raising funds



ICA Day 2007 was at the Singapore Zoo



ICA Day 2007 – a time and their family to p



Runners definitely have a good attitude



Regular staff health screenings form part of ICA's welfare benefits



Happy to have health screening



Funds for MINDS



ICA staff made friends with MINDS students at the fund raiser



Soccer action at the Inter-Command Football Competition



Time for colleagues to play together



ICA Dinner and Dance - a time to let our wigs down and party



D&D – the 80s action on the dance floor

Our Services Centres & Checkpoints

Over 143 million passengers (arriving and departing), almost 880,000 inward containers and 3 million inward conventional consignments were cleared by ICA in 2007. This is an increase of 5.9% for passengers and 9.3% for inward containers over the previous year.

ICA is also the issuing authority for Singapore Identity Cards and passports; the Registrar for births and deaths and is in charge of all visitor and permanent resident services. In 2007, for passports alone, ICA issued almost half a million.

ICA has to stay ahead of this growing volume of trade and travel without compromising on its comprehensive coverage at its land, sea and air checkpoints and stay vigilant against the threat of regional and international crime and terrorism.

Services Centres

- Citizen Services Centre
- Permanent Resident Services Centre
- Visitor Services Centre



Land Checkpoints

- Tuas Checkpoint
- Woodlands Checkpoint / Train Checkpoint



Our Services Centres & Checkpoints

Sea Checkpoints

- Brani Gate
- Changi Ferry Terminal
- Jurong FTZ Gate
- Jurong Fishing Port
- Keppel Distripark Gate
- Marina South Pier
- Pasir Panjang Terminal Gate
- Pasir Panjang Scanning Station
- Pasir Panjang Gate
- Sembawang Gate
- Singapore Cruise Centre
- Tanjong Pagar Gate
- Tanjong Pagar Scanning Station
- Tanah Merah Ferry Terminal
- West Coast Pier



June 29 & 30 2007
Glasgow & London, UK
**Car Bombs - UK
Police Uncovers
Terror Plot (CNN)**

A car rams into Glasgow Airport's main terminal causing injuries and setting off a blaze. In London's West End, an attempt to set off two car bombs by suspected cell phone triggers fail.



Air Checkpoints

- Airport Logistic Park of Singapore
- Changi Airport

- Changi Airfreight Centre
- Parcel Post Section
- Seletar Airport



6 December 2007
Paris, France

Deadly Parcel Bomb explodes in Paris (AFP Report)

It kills one, seriously injuring another, and injuring several other people at a legal office.

For the Record

The statistics highlight the scale and responsibility of the work ICA has been tasked in the areas of Security, Service and Enforcement. Apart from checkpoint security, ICA also conducts inland enforcement against immigration offenders. The security of our Homeland is the top priority.

Enforcement Operations			
	2007	2006	2005
Number of illegal immigrants arrested	3,000	3,800	4,600
Number of overstayers arrested	4,800	5,200	5,500
Number of harbourers arrested	190	200	170
Number of employers of immigration offenders arrested	130	170	170
Number of contraband cases detected	37,800	20,700	17,000
Number of vehicles used in the smuggling of illegal immigrants seized	5	2	3

Checkpoint Operations

	2007	2006	2005
<i>Number of passengers cleared at the checkpoints</i>			
<i>Arriving</i>	72,159,800	67,870,300	66,313,400
<i>Departing</i>	71,520,400	67,801,000	66,730,100
<i>Number of inward containers</i>	879,700*	804,900	782,500
<i>Number of inward consignments (non-containerised) cleared at the checkpoints</i>	2,991,900*	2,973,800 (Revised)	2,990,100
<i>Number of parcels cleared at the Parcel Post Centre</i>	1,346,800	1,190,400	1,148,900

*Estimated - owing to the decommissioning of the Cargo Clearance System in late 2007

Services Centres Operations

	2007	2006	2005
<i>Number of applications for citizenship approved</i>	16,000	13,900	12,900
<i>Number of identity cards issued</i>	98,900	94,100	92,000
<i>Number of Singapore passports issued</i>	435,000	353,600	269,000
<i>Number of certificates of identity issued</i>	1,000	2,100	3,100
<i>Number of passes and permits (excluding re-entry permits) granted to foreigners</i>	522,800	519,700	476,600
<i>Number of live-births registered</i>	39,400	38,200	37,600
<i>Number of deaths registered</i>	17,100	16,400	16,200

“ We can learn from the European Community’s experience to work closely with our other ASEAN partners... ICA has already proactively sought to build up capacity within ASEAN with programmes like partnering the MFA to conduct several Singapore Co-operation Programmes for immigration and customs officials.”



Looking Forward – the Challenges of a Global Hub

by Mr Eric Tan, Commissioner ICA

ICA will have to meet many challenges in the coming years as Singapore is becoming internationally recognised as a global hub in many areas. This is amidst the safety and security issues as well as the constant threats of terrorism.

We began 2008 with the opening of Terminal 3 at Changi Airport in January. Later in the year in September, Singapore will host the Singapore Formula 1 Grand Prix. The Integrated Resorts are slated to be ready by 2009, Singapore will host the Youth Olympics in 2010 and further down the horizon are plans to integrate ASEAN into an economic bloc. Along with the expected increase in trade and travel, an optimistic economic outlook will result in a greater demand for our services. Whether at our checkpoints or services centres, we must continually delight our customers without compromising security.

As the world becomes globalised, we will have to actively engage our international partners and

counterparts as a leading border security and identification authority especially within our region. We can learn from the European Community's experience to work closely with our other ASEAN partners in not just ensuring our own security but that of the larger ASEAN community. ICA has already proactively sought to build up capacity within ASEAN with programmes like partnering the MFA to conduct several Singapore Co-operation Programmes for immigration and customs officials.

Greater Demands & Expectations

To stay ahead in the fast-moving world, whether it is in terms of service or security, ICA must continuously innovate and make major improvements. Biometric identification will continue to be an important area for us. Meeting the challenges of greater demand for our services and higher public expectations means that we will need to be more effective and efficient in the use of our limited manpower and resources. Constant innovation, reviews and fine-tuning

of our current policies and processes can also lead to breakthroughs that benefit both the organisation and our customers. A good example is our e-XTEND.

While we can celebrate the success we have achieved thus far, we must not forget that without our people, we will not be what we are today. I am happy to note that our officers have distinguished themselves as competent Home Team professionals. In our continual journey to establish ourselves as a leading border security and identification agency, we will strive to remain nimble in the ever-changing operational environment. More importantly, we must continue to grow as an organisation, believing in the same set of core values and working together to achieve our shared vision.

ICA turns 5 in 2008. We will not forget our humble beginnings. We have good reasons to celebrate our present achievements and we eagerly await the challenges that the future will bring in our service to the Nation.





Acknowledgements

We would like to thank all ICA colleagues who had, in one way or another, contributed to the production of this Annual.

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