

ANNUAL 2008

# Forging Ahead



IMMIGRATION & CHECKPOINTS AUTHORITY





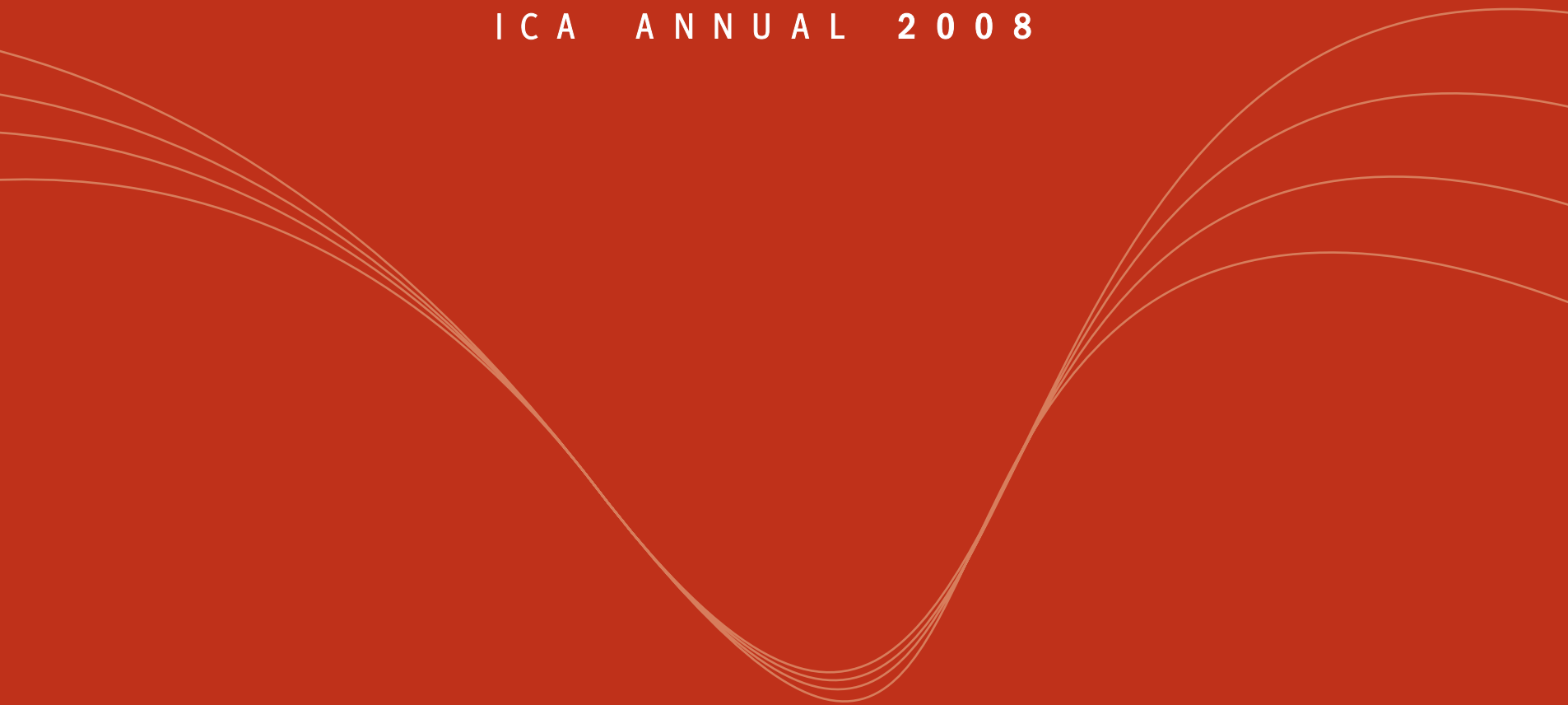
# in a wave of synergy

as the first line of defence for Singapore

## IMMIGRATION & CHECKPOINTS AUTHORITY

**Integrity, Commitment and Accountability** are our departmental values. In this annual report, we will represent these values with a series of waves transcending the pages of people and events; to depict the synergy of these values which interconnect within ICA and move us forward as a team.

ICA ANNUAL 2008





# contents

about us	2
our mission	3
our vision	4
our values	5
<b>tuas &amp; woodlands commands</b>	6-7
commissioner's foreword	8-9
commissioner & deputy commissioners	10
directors	11
commanders & senior managers	12
deputy directors	13
<b>coastal &amp; ports commands</b>	14-15
significant cases	16-27
major initiatives	28-37
<b>air cargo &amp; airport commands</b>	38-39
distinguished visitors	40-43
foreign training exchanges	44-45
statistics	46-47
<b>ICA headquarters &amp; services centres</b>	48-49
awards	50-53
ICARE	54
SWC	55
after office hours	56-57
human interest stories	58-59

# about us



## Immigration & Checkpoints Authority

The Immigration & Checkpoints Authority (ICA) is a government agency under the Ministry of Home Affairs. ICA has brought together the former Singapore Immigration & Registration (SIR) and the enforcement work performed by the former Customs & Excise Department (CED) at the various checkpoints.

Operational on 1 April 2003, ICA is responsible for the security of Singapore's borders against the entry of undesirable persons and cargo through our land, air and sea checkpoints. ICA also performs other immigration and registration functions such as issuing travel documents and identity cards to Singapore citizens and various immigration passes and permits to foreigners. It also conducts operations against immigration offenders.

# 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.**





# our vision



Inspiring  
**Confidence**  
in All

## 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.

# our values

## Integrity

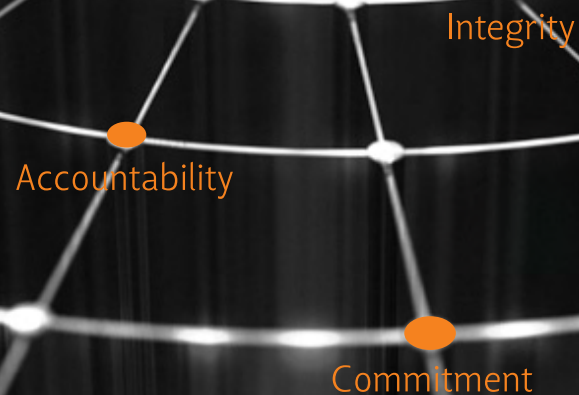
We are honest, just and courageous in our decisions and actions.

## Commitment

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

## Accountability

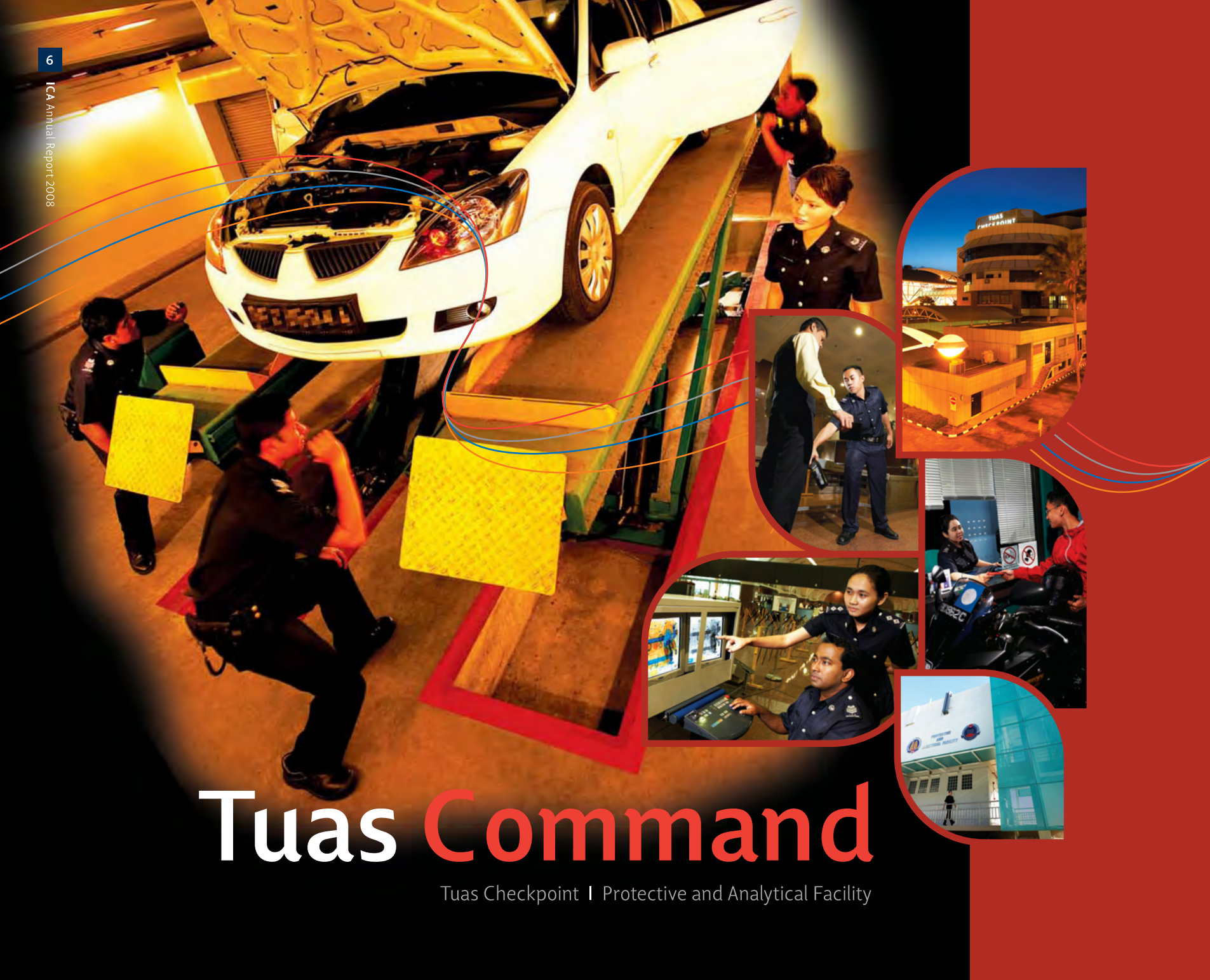
We are accountable for our actions and for adding value to our organisation, colleagues and ourselves.





# Tuas Command

Tuas Checkpoint | Protective and Analytical Facility





# Woodlands Command

Old Woodlands Checkpoint | Woodlands Checkpoint | Woodlands Train Checkpoint



## COMMISSIONER'S FOREWORD

# Forging Ahead

**2008 was a challenging year for ICA.**

Notwithstanding the painful lessons learnt from the crisis that hit Home Team agencies, ICA has done well as part of the Home Team's response to the escape of Mas Selamat. We were quick to heighten checks and tighten border security. We were innovative in our use of biometric technology in tackling the tedious task of ascertaining that none of the travellers seeking clearance at our checkpoints was Mas Selamat.

We have done well in other areas as well. In dealing with the ever increasing traffic and traveller volumes, we have been nimble and flexible as we successfully brought the Old Woodlands Checkpoint, disused since 1999, back into operation. In our pursuit of service excellence, we ensured the needs of our customers and their convenience as we rolled out more new e-services like e-Visa, e-REP and other initiatives like e-lobby@ICA.

This year's theme, Forging Ahead, echoes the ICA spirit in staying ahead in the face of more challenges and opportunities. We will continue to leverage on and invest in technology like the implementation of Border Watch and e-Visitor to stay ahead. This will not only involve system enhancements but more importantly, a change in the security and service mindsets of our officers.

As ICA improves and enhances our competencies in the global arena that is increasingly more mobile and networked, we will remain engaged in our key focuses on border security and

identification. We are now much sought after as a partner in many regional and global initiatives. Our involvement in capacity building for the region with partners such as Australia continues to bring ASEAN border agencies closer together. Our active participation in ICAO especially with the New Technologies Working Group and the Public Key Directory is appreciated and bears testimony to our standing.

In our fast changing and sometimes chaotic world, maintaining the status quo is not an option. However, as we forge ahead, we must learn from the lessons of the tragic Charge of the Light Brigade. We will have to muster our collective skills, knowledge and experience to ensure that we do not blindly venture forward. We will need to be able to accurately scan the horizon and adapt quickly to new technologies, changing social or political realities, a fluid environment and also battle our own personal demons.

Forging ahead, each and every ICA officer will need to successfully embrace change to fulfil our Mission.



**Mr Eric Tan Chong Sian**  
Commissioner ICA





“ This year's theme, Forging Ahead, echoes the ICA spirit in staying ahead in the face of more challenges and opportunities. We will continue to leverage on and invest in technology like the implementation of Border Watch and e-Visitor to stay ahead. This will not only involve system enhancements but more importantly, a change in the security and service mindsets of our officers. ”



## LEADERSHIP GROUP\*

# Commissioner & Deputy Commissioners



Mr Vijakumar Senthuraj  
Deputy Commissioner  
(Policy)



Mr Koh Chong Hwa  
Deputy Commissioner  
(Administration)



Mr Eric Tan Chong Sian  
Commissioner



Mr Clarence Yeo  
Deputy Commissioner  
(Operations)

\* as at 31 December 2008



# Directors



**Mr Tung Leng Kei**  
Director  
(Corporate Services)

**Mr Lee Chian Tak**  
Director  
(Intelligence)

**Mrs Lee-Ho Sow Heng**  
Director  
(Policy)

**Mr Bhopinder Singh**  
Director  
(Operations)

**Mrs Pravina Jit**  
Director  
(Manpower)

**Mr Eric Chua Poh Keyong**  
Director  
(Planning & Technology)

## LEADERSHIP GROUP

# Commanders



# Senior Managers



Mr Lim Wei Meng  
Commander  
(Ports)

Mr Nam Liang Chia  
Commander  
(Woodlands)

Mr Tan Poh Kee  
Commander  
(Enforcement)

Ms Cora Chen Chian  
Commander  
(Airport)

Mr Tan Kok Guan  
Senior Manager  
(Citizen Services Centre)

Mr Wong Kong Wa  
Commander  
(Tuas)

Ms Julia Sng Gek Lian  
Commander  
(Coastal)

Mr Tan Hang Tjong  
Commander  
(Air Cargo)

Mr Kng Eng Kiat  
Senior Manager  
(Permanent Resident Services Centre)

Mr Jaswant Singh  
Senior Manager  
(Visitor Services Centre)

# Deputy Directors



Mr David Tan  
Deputy Director  
(Policy)

Mrs Evelyn Wu Khuek Lan  
Deputy Director  
(HR Planning & Development)

Ms Loh Sock Tuan  
Deputy Director  
(Finance)

Ms Tan Sor Hoon  
Deputy Director  
(Technology)

Mr Boon Sian Meng  
1 Deputy Director  
(Intelligence)

Mr Ong Choo Kee  
2 Deputy Director  
(Intelligence)

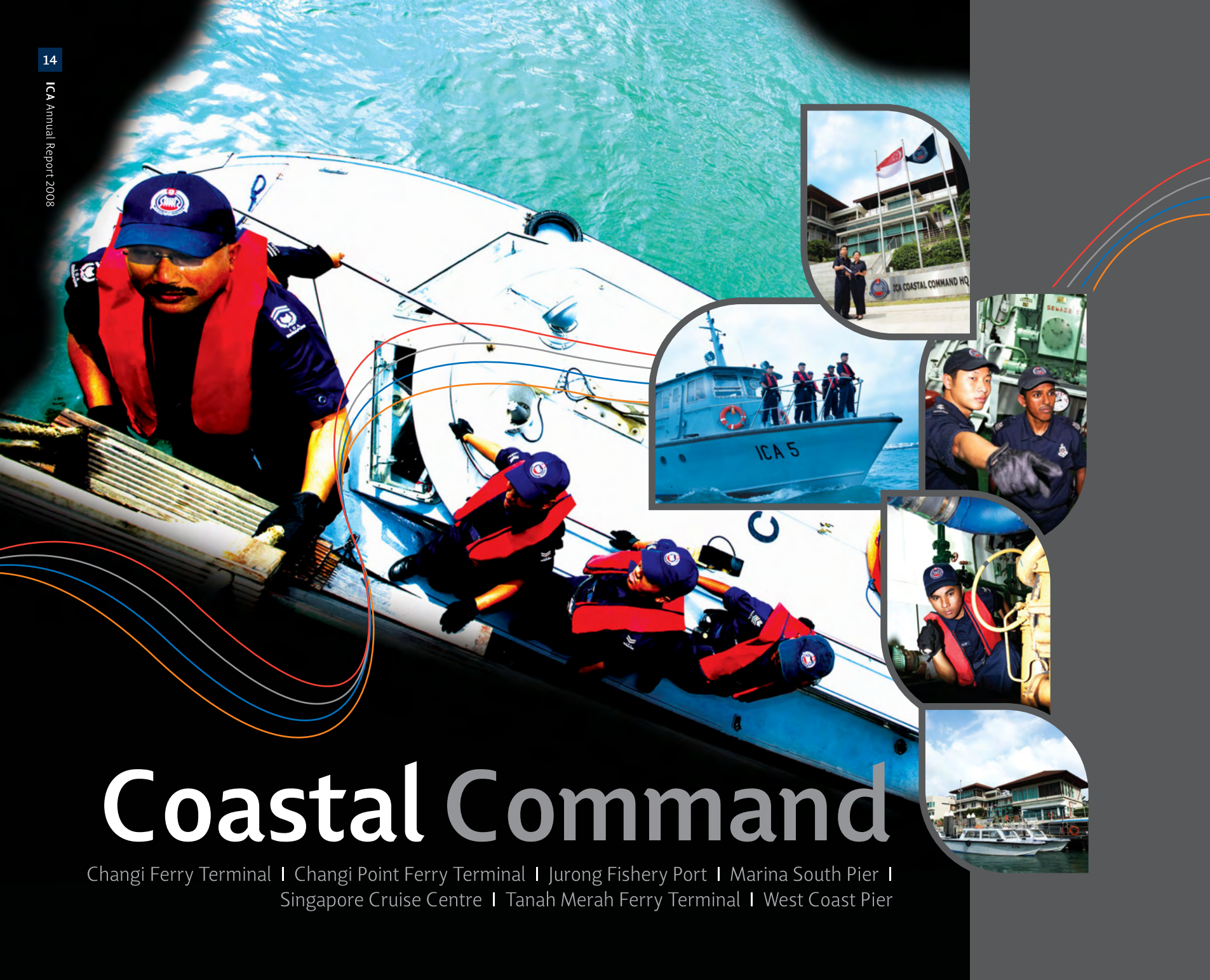
Mr Tan Hock Guan  
1 Deputy Director  
(Operations)

Ms Eunice Chu  
Deputy Director  
(Corporate Communications)

Mr Ng Loh Siah  
2 Deputy Director  
(Operations)

Mrs Sharon Wee  
Deputy Director  
(Planning)





# Coastal Command

Changi Ferry Terminal | Changi Point Ferry Terminal | Jurong Fishery Port | Marina South Pier |  
Singapore Cruise Centre | Tanah Merah Ferry Terminal | West Coast Pier



# Ports Command

Brani Gate 2 | Jurong Port Main Gate | Jurong West Gate |  
Keppel Distripark Gate | Pasir Panjang Gate 3 | Pasir Panjang Terminal Gate 4 |  
Pasir Panjang Scanning Station | Sembawang Gate | Tanjong Pagar Gate 1 |  
Tanjong Pagar Scanning Station



## SIGNIFICANT CASES

### Case 1

Air Cargo Command  
23 January 2008, 1505hrs  
ALPS, Secondary Inspection Bay

ITEMS: 40 SETS OF NIGHT VISION BINOCULARS

HOW: CONSIGNMENT DECLARED AS "SPECTACLES, GOGGLES AND THE LIKE".

RESULT: REFERRED TO ARMS AND EXPLOSIVES BRANCH, SPF FOR FURTHER INVESTIGATIONS.



### Case 2

Intelligence Division  
13 February 2008, 0120hrs  
Yio Chu Kang Road &  
Lorong 13 Geylang

OFFENCE: 27 MALE INDIAN / BANGLADESHI OVERSTAYERS, S PASS HOLDERS / ABSCONDERS AND WORK PERMIT HOLDERS INVOLVED IN ILLEGAL CATERING.

HOW: RECEIVED INFORMATION THAT INDIAN AND BANGLADESHI IMMIGRATION OFFENDERS AND S PASS HOLDERS WERE INVOLVED IN ILLEGAL CATERING. JOINT OPERATION WITH NEA AND MOM.

RESULT: SUBJECTS REFERRED TO SPF AND MOM FOR FURTHER ACTION. FOODSTUFFS AND UTENSILS SEIZED BY NEA.





## Case 3

Woodlands Command

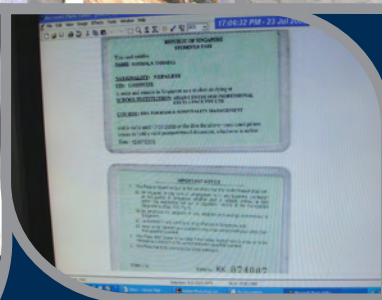
22 February 2008, 0320hrs

Woodlands Checkpoint, Arrival Bus Bay

ITEMS: 1,700 CARTONS OF DUTY-UNPAID CIGARETTES

HOW: FOUND HIDDEN UNDER THE FLOORBOARDS OF A TOUR BUS.

RESULT: REFERRED TO SINGAPORE CUSTOMS FOR FURTHER INVESTIGATIONS.



## Case 4

Intelligence Division

25 February 2008, 1830hrs

Punggol Plaza

ITEMS: ONE FORGED STUDENT'S PASS AND FORGERY PARAPHERNALIA OF ONE LAPTOP AND ONE THUMBDRIVE

HOW: PRODUCTION OF FORGED STUDENT'S PASS CARDS USING GRAPHICS PROGRAMME, SAVING SOFTCOPIES INTO THUMBDRIVE AND PRINTING FORGED CARDS AT INTERNET CAFES.

RESULT: SUBJECT REFERRED TO SPF FOR FURTHER INVESTIGATIONS.

## SIGNIFICANT CASES

### Case 5

Airport Command  
6 April 2008, 1550hrs  
Changi Airport, Terminal 1, Arrival

ITEMS: 6 LIVE MANTILLA LAEVIGATA  
6 MADAGASCAN BURROWING FROGS  
13 GECKOS  
1 CLOWN FISH

HOW: ITEMS WERE FOUND IN A CAMERA BAG  
AND OTHER LUGGAGE.

RESULT: HANDED OVER TO AVA.



### Case 6

Intelligence Division  
16 April 2008, 1800hrs  
Woodlands Checkpoint, Arrival Car Bay,  
Green Channel

OFFENCE: 2 FEMALE PRC NATIONALS EX-IMMIGRATION OFFENDERS  
ATTEMPTING ILLEGAL ENTRY.

HOW: FOUND HIDDEN IN A SECRET COMPARTMENT UNDER THE REAR  
SEAT OF A CAR.

RESULT: DRIVER AND ILLEGAL IMMIGRANTS REFERRED TO INVESTIGATION  
BRANCH FOR FURTHER INVESTIGATIONS.







## Case 7

Coastal Command  
2 May 2008, 1640hrs  
Marina Wharf M03

- ITEMS:** 11 CARTONS OF ASSORTED JAMU  
12,140 SEA TURTLE EGGS  
23,420 STICKS OF DUTY-UNPAID CIGARETTES
- HOW:** ITEMS UNCOVERED ON BOARD A CARGO VESSEL DURING JOINT OPERATION BETWEEN COASTAL COMMAND, INTELLIGENCE DIVISION AND SINGAPORE CUSTOMS.
- RESULT:** JAMU AND SEA TURTLE EGGS WERE HANDED OVER TO HSA AND AVA. DUTY-UNPAID CIGARETTES WERE HANDED OVER TO SINGAPORE CUSTOMS FOR FURTHER INVESTIGATIONS.

## Case 8

Intelligence Division  
25 May 2008, 1905hrs  
Along Rochor Canal

- ITEMS:** 24 VALID WORK PERMIT CARDS  
6 PINK MRICs  
1 BLUE MRIC  
14 SAFETY ORIENTATION COURSE CARDS  
2 MARINE SHIPYARD PASSES  
\$1,586 IN CASH
- HOW:** ONE MALE INDIAN NATIONAL SELLER ARRESTED FOR SELLING WORK PERMIT CARDS TO FOUR INDIAN NATIONAL BUYERS.
- RESULT:** SUBJECTS REFERRED TO INVESTIGATION BRANCH FOR FURTHER INVESTIGATIONS.

## SIGNIFICANT CASES

### Case 9

Intelligence Division

29 May 2008

A karaoke bar at North Bridge Road

**OFFENCE:** 26 FEMALE PRC NATIONALS ON VISIT PASS, STUDENT'S PASS AND WORK PERMIT SUSPECTED TO BE WORKING AS FREELANCE HOSTESSES.

**HOW:** JOINT OPERATION WITH SPF AND CMB.

**RESULT:** PARTICULARS OF SUBJECTS SENT TO ICA FOR FURTHER ACTIONS.



### Case 10

Intelligence Division

11 June 2008, 0715hrs

Vicinity of Jalan Bahtera

**OFFENCE:** 5 FEMALE PRC NATIONALS ATTEMPTING ILLEGAL ENTRY BY SEA. ONE MALE MALAYSIAN CHINESE AGENT FACILITATING ILLEGAL ENTRY.

**HOW:** RECEIVED INFORMATION THAT A FOREIGN SYNDICATE WAS SMUGGLING PEOPLE INTO SINGAPORE BY SEA. JOINT OPERATION WITH PCG.

**RESULT:** SUBJECTS REFERRED TO INVESTIGATION BRANCH FOR FURTHER INVESTIGATIONS.





## Case 11

Enforcement Command  
June 2008

OFFENCE: VISIT PASS SCAM

HOW: STUDY-MAMA "LOANED" HER SON TO A FORMER OVERSTAYER TO FRAUDULENTLY OBTAIN A LONG-TERM VISIT PASS.

RESULT: STUDY MAMA FINED \$3,500 OR IN DEFAULT 2 WEEKS' IMPRISONMENT. FORMER OVERSTAYER IMPRISONED 2 YEARS AND 3 MONTHS AND FINED \$4,000, OR IN DEFAULT 1 MONTH'S IMPRISONMENT FOR PRODUCING A MISLEADING DOCUMENT, FALSE DECLARATION, UNLAWFUL RETURN AND ILLEGAL ENTRY.



## Case 12

Woodlands Command  
7 July 2008, 0250hrs  
Woodlands Checkpoint, Arrival Car Bay, Green Channel

ITEMS: 1,400 TABLETS OF SUSPECTED ERIMIN 5  
150 G SUSPECTED KETAMINE  
30 G SUSPECTED 'ICE'

HOW: FOUND HIDDEN IN TWO SOFT TOYS AND ONE PILLOW.

RESULT: SUBJECT SENTENCED TO 5 YEARS' IMPRISONMENT.



## SIGNIFICANT CASES

### Case 13

Intelligence Division  
15 July 2008, 1530hrs  
Pasir Panjang Scanning Station

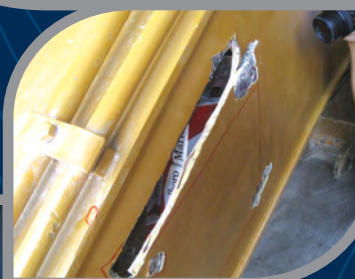
- ITEMS:** 6,320 CARTONS OF DUTY-UNPAID CIGARETTES
- HOW:** FOUND HIDDEN BEHIND LAYERS OF SOYA BEAN CANNED DRINKS IN CONSIGNMENT TARGETED BY BOTH ICA AND SINGAPORE CUSTOMS. CHECKS CONDUCTED AFTER ABNORMALITIES CONFIRMED BY ICIS SCANNING.
- RESULT:** FURTHER INVESTIGATIONS CONDUCTED BY SINGAPORE CUSTOMS.



### Case 14

Intelligence Division  
29 July 2008, 0930hrs  
Defu Lane 1

- ITEMS:** 3,678 CARTONS OF DUTY-UNPAID CIGARETTES
- HOW:** JOINT OPERATION WITH SINGAPORE CUSTOMS. CONTRABAND FOUND HIDDEN IN EXCAVATOR ARM IN TARGETED CONTAINER. AS REQUESTED BY SINGAPORE CUSTOMS, IT WAS EARLIER RELEASED FOR CONTROLLED DELIVERY.
- RESULT:** FURTHER INVESTIGATIONS CONDUCTED BY SINGAPORE CUSTOMS.





## Case 15

Intelligence Division  
22 August 2008, 0610hrs  
Changi Airport, Terminal 1, Departure

OFFENCE: *ATTEMPTED ILLEGAL EXIT BY IMPERSONATION.*

HOW: *A PRC NATIONAL WHO ENTERED SINGAPORE IN 2002 CLAIMED TO HAVE LOST HIS PASSPORT. TO RETURN HOME, HE BOUGHT A PASSPORT FROM ONE PRC NATIONAL WITH ANOTHER ACTING AS AGENT.*

RESULT: *IMPOSTER, AGENT AND ACTUAL OWNER OF PASSPORT ARRESTED AND REFERRED TO INVESTIGATION BRANCH FOR FURTHER INVESTIGATIONS.*



## Case 16

Air Cargo Command  
22 August 2008, 1345hrs  
Changi Airfreight Centre, Green Lane

ITEMS: *330 CARTONS OF DUTY-UNPAID CIGARETTES*

HOW: *FOUND HIDDEN IN 3 BOXES CARRIED IN THE BACK PASSENGER SEAT OF A SINGAPORE-REGISTERED CAR.*

RESULT: *REFERRED TO SINGAPORE CUSTOMS FOR FURTHER INVESTIGATIONS.*





## SIGNIFICANT CASES

### Case 17

Coastal Command

12 September 2008, 0845hrs

On board a barge at East Jurong Fairways

**ITEMS:** 1,717 CARTONS OF DUTY-UNPAID CIGARETTES

**HOW:** FOUND HIDDEN IN A CONTAINER DECLARED AS EMPTY.

**RESULT:** REFERRED TO SINGAPORE CUSTOMS FOR FURTHER INVESTIGATIONS.



### Case 18

Intelligence Division

29 October 2008, 0530hrs

Forested area along Sengkang Road

**OFFENCE:** 30 MYANMESE SUBJECTS - 29 ILLEGAL IMMIGRANTS AND ONE VISIT PASS HOLDER SUSPECTED OF BEING AN ILLEGAL WORKER.

**HOW:** INFORMATION RECEIVED THAT MYANMESE ILLEGAL IMMIGRANTS WERE SEEKING REFUGE IN A FORESTED AREA IN SENGKANG.

**RESULT:** ILLEGAL IMMIGRANTS REFERRED TO INVESTIGATION BRANCH. AND VISIT PASS HOLDER REFERRED TO REPATRIATION BRANCH FOR REPATRIATION AS A SUSPECTED ILLEGAL WORKER.







## Case 19

Tuas Command

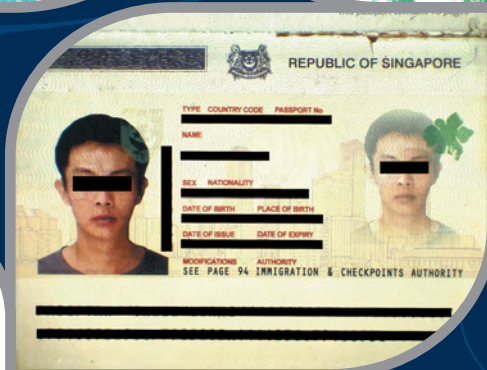
30 October 2008, 1530hrs

Tuas Checkpoint, Arrival Cargo

ITEMS: 5,100 CARTONS OF DUTY-UNPAID CIGARETTES

HOW: FOUND HIDDEN IN 34 OUT OF 150 OIL DRUMS DECLARED AS EMPTY. CHECKS CONDUCTED AFTER ABNORMALITIES DETECTED DURING SCANNING BY VACIS.

RESULT: REFERRED TO SINGAPORE CUSTOMS FOR FURTHER INVESTIGATIONS.



## Case 20

Enforcement Command

7 November 2008

Woodlands Checkpoint

OFFENCE: POSSESSION OF FORGED SINGAPORE PASSPORT

HOW: REPATRIATED FOR DRUG OFFENCES OVERSEAS AND FOUND IN POSSESSION OF FORGED SINGAPORE PASSPORT BY WOODLANDS OFFICER.

RESULT: 1 YEAR'S IMPRISONMENT UNDER THE PASSPORT ACTS 2007 AND 3 YEARS' AND 6 MONTHS' IMPRISONMENT FOR POSSESSION OF CONTROLLED DRUGS (PARALLEL INVESTIGATIONS BY SPF AND ICA, ENFORCEMENT COMMAND).

## SIGNIFICANT CASES

### Case 21

Ports Command  
4 December 2008, 2140hrs  
Jurong Port Main Gate

**ITEMS:** 4 UNITS OF STABILISING BINOCULARS  
2 UNITS OF NIGHT VISION MONOCULARS  
1 UNIT OF DIGITAL NIGHT VISION MONOCULAR  
4 UNITS OF MILITARY HELMETS  
4 UNITS OF BODY ARMOUR  
1 UNIT OF LASER MODULE RIFLESCOPE  
1 SET OF PROTECTIVE GOGGLES

**HOW:** ITEMS FOUND IN A CONSIGNMENT OF SHIP SPARES COVERED ONLY BY A JURONG PORT PASS-OUT NOTE. THEY WERE PRODUCED WITH OTHER GOODS FOR GST PAYMENT.

**RESULT:** HANDED OVER TO SPF AND SINGAPORE CUSTOMS FOR FURTHER INVESTIGATIONS.



### Case 22

Tuas Command  
10 December 2008, 2240hrs  
Tuas Checkpoint, Arrival Cargo

**ITEMS:** 3,597 CARTONS OF DUTY-UNPAID CIGARETTES

**HOW:** FOUND HIDDEN INSIDE 24 PALLETS OF WASTE PAPER WHICH WERE COMPRESSED AND SECURED TIGHTLY WITH METAL WIRES.

**RESULT:** REFERRED TO SINGAPORE CUSTOMS FOR FURTHER INVESTIGATIONS.







## Case 23

Tuas Command

16 December 2008, 0200hrs

Tuas Checkpoint, Arrival Cargo

ITEMS: 3,720 CARTONS OF DUTY-UNPAID CIGARETTES

HOW: FOUND HIDDEN IN FROZEN FISH CONSIGNMENT. CHECKS CONDUCTED AFTER ABNORMALITIES DETECTED DURING SCANNING BY VACIS.

RESULT: REFERRED TO SINGAPORE CUSTOMS FOR FURTHER INVESTIGATIONS.



## Case 24

Woodlands Command

23 December 2008, 1240hrs

Woodlands Checkpoint, Arrival Cargo

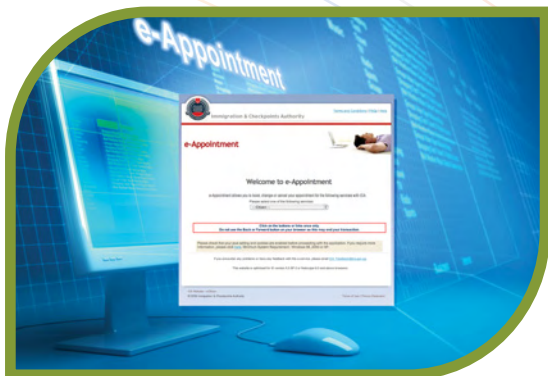
ITEMS: 8,110 CARTONS OF DUTY-UNPAID CIGARETTES

HOW: FOUND HIDDEN INSIDE BUNDLES OF SAWN TIMBER DURING JOINT OPERATION WITH SINGAPORE CUSTOMS.

RESULT: FURTHER INVESTIGATIONS CONDUCTED BY SINGAPORE CUSTOMS.

## MAJOR INITIATIVES

### e-Services



#### e-Appointment

**Launched in March 2008, the e-Appointment system is an online service** that manages the appointment slots for all three services centres of ICA. The system has the capability to pre-allocate appointments for applicants, as well as to allow them to book an appointment with ICA to complete their application processes. After the electronic appointment is made, the details of the appointment are transmitted to ICA's queue system to facilitate the issuance of an *e-Appointment* queue ticket to the applicant. He will then be given priority over walk-in customers.

*e-Appointment* helps our customers better manage their time when planning a trip to the ICA Building and also shorten their waiting time. It has also helped to alleviate the heavy workload of ICA officers by spreading the flow of customers more evenly throughout the day.

The following services were identified for Phase 1 implementation:

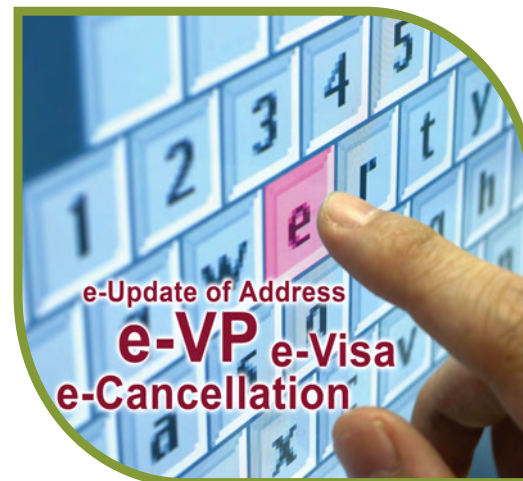
- Collection of Long Term Visit Pass (VSC) for application through e-VP, with effect from 1 March 2008;
- Completion of PR Formalities (PRSC) with effect from 15 April 2008; and
- Collection of Passports (CSC) with effect from 1 May 2008.

The system was successful in cutting down the waiting time for *e-Appointment* applicants: to an average of 10 minutes for the first service, 25 minutes for the second service and 15 minutes for the third service. This is a marked improvement for our customers who used to have to wait for more than an hour.

With the successful implementation of Phase 1, Phase 2 was rolled out on 15 July 2008 for:

- Collection of Identity Cards (CSC);
- Application for Singapore Permanent Residence (PRSC);
- Collection of Long Term Visit Pass for over-the-counter applications (VSC); and
- Collection of Student's Pass for electronic applications (VSC).

Since implementation, the number of applicants with prior electronic appointments has been increasing steadily. As at 31 December 2008, a total of 176,776 customers had benefited from the deployment of the system. Continuous efforts to encourage applicants to use *e-Appointments* are ongoing in order for us to serve the public better and for them to enjoy shorter waiting times.



#### e-Visa

**e-Visa is an innovative approach** which challenges the conventional wisdom that a visa must be issued in a physical form. Soft launched on 26 August 2008, the system allows foreigners who require a visa to apply and “collect” their visa on-line without the need for visa stickers for arrival immigration clearance. Only applications for Level 1 countries processed by ICA headquarters were included in this phase. The target timeline to extend *e-Visa* applications submitted at overseas missions is the first quarter of 2009. The benefits of the system are great: saving about 500,000 trips to ICA or missions by our customers; saving of about \$80,000 by ICA in not having to print the visas; positive impact on the tourism industry (medical hub and education hub) and most of all enhanced border security through eradicating risk of syndicates using forged/tampered visa stickers to enter Singapore. External agencies such as airlines can also leverage on the system to check if the passenger has a valid visa.

## e-VP

**e-VP is a facility** which allows on-line submissions of applications for Long Term Visit Passes. Launched on 11 June 2008, the system accepts new applications from holders of employment pass eligibility certificate and renewal applications for children, parents and spouses of Singapore Citizens or Singapore Permanent Residents; parents and grandparents of Student's Pass (STP) holders.

## e-Cancellation

**e-Cancellation of Student's Pass (STP) is a new service** within *SOLAR* and *SOLAR+*. Introduced on 3 November 2008, it allows schools or local sponsors to apply electronically for cancellation of the STP on the student's behalf. The approval and granting of a visit pass (where applicable to enable the student sufficient time to wrap up his affairs or apply for another course) will be granted on-line in the form of a cancellation notification. The cancellation notification will serve as a Visit Pass and an Embarkation Card.

## e-Update

**e-Update of Address for Student's Pass (STP) is another e-service** within *SOLAR* and *SOLAR+* which schools may use to update the new address of their students. It was launched on 17 November 2008.

## e-Lobby @ ICA



**The e-Lobby at ICA Building was officially opened** for public use on 30 October 2008. Located at the ground floor of the ICA Building, the *e-Lobby* is another step forward to empower our customers with the ability to transact some of the common over-the-counter functions on-line by using our e-services. These four touch-screen self-service kiosks bring together the capability to perform on-line services offered by our three Service Centres.

The establishment of the *e-Lobby* is part of the iGov2010 Masterplan which calls for "Increasing Reach and Richness of e-Service" whereby anyone wishing to transact electronically will be provided with easy and convenient access to do so. In addition, the Services Centres now no longer need to provide dedicated workstations for related e-services at their work units.

## LTP Card



**The LTP Card was launched** on 23 September 2008 to all foreigners on Long Term Visit Pass (LTVP). The polycarbonate LTP card replaces the stamped endorsement on the travel documents of the LTVP holders and the paper-laminated Disembarkation/Embarkation (D/E) card issued to them.

The LTP Card incorporates fingerprint biometrics and a photo image which are not found on the old paper-laminated card. The photo and fingerprints allow for easy identification by enforcement officers thereby reducing identity frauds. It also has various enhanced security features similar to the NRIC to deter forgery. In addition, card holders who have registered their fingerprints for the LTP Cards and in possession of foreign-issued passports which are International Civil Aviation Organisation (ICAO) compliant can also use the automated lanes at the checkpoints to clear immigration.

The passes are manufactured in the vPass Production Room at the Visitor Services Centre, where two laser engravers and a quality check system are housed. Each of the cards is printed within 60 seconds for issue to the public at the counters.



## MAJOR INITIATIVES

# Protective and Analytical Facility at Tuas Checkpoint



**The concept of having a Protective and Analytical Facility (PAF)** at our borders was crystallised in 2007, with the aim of supporting MHA's mission in keeping Singapore a safe and secure best home for our people. The PAF will serve as another important layer of validation and defence against undesirable threats and also to provide protection for our frontline officers at the borders in the form of a fast decontamination and on-site analytical facility to confirm the presence of chemical or biological agents.

The PAF, a two-storey building, is located at Tuas Checkpoint next to the cargo clearance area where hazardous materials are designated for clearance. The "Protective Facility" is a quick decontamination area for washing down people who are exposed to toxic substances in the event of a chemical

spill or a deliberate terrorist attack involving chemical or biological weapons.

The "Analytical Facility", also known as the Tuas Laboratory, provides on-site analysis of chemical agents, toxic industrial chemicals and biological agents using advanced scientific equipment and analytical tools. The Tuas Laboratory will enhance ICA's capabilities in verifying and confirming the contents of the hazardous materials or toxic industrial chemicals against the declared cargo to prevent unauthorised importation of security sensitive materials or chemicals.

The PAF started operations on 1 December 2008. The development of such a facility at the border crossing of a country is considered to be one of the first in the world.



## eIACS and BIKES Enhancements

**The former Singapore Immigration & Registration** was one of the first in the world to introduce a biometric system, the Immigration Automated Clearance System or the *IACS* for secure immigration clearance at the checkpoints in 1997. The system authenticated a traveller's identity by matching his live fingerprint with that stored in the smart card issued to registered users. Clearance through the automated gates was a mere 12 seconds.

In 2006, ICA enhanced the *IACS* to *eIACS* (enhanced Immigration Automated Clearance System) to enable Singapore Citizens to clear immigration via the automated gates using their machine-readable passports without the need to apply for a separate smart card. During the same year, ICA also introduced the Biometric Identification of Motorbikers System or *BIKES* to enable registered travellers on their motorcycles to clear through the automated lanes at the motorcycle zones of our land checkpoints using their passports. The system will read the machine-readable zone of the traveller's passport to retrieve his fingerprint record from the registration database for authentication.

# eIACS and BIKES Enhancements & Revised Procedure for Reporting of Change of Address for Identity Card Holders

## Revised Procedure for Reporting of Change of Address for Identity Card Holders

**Under the National Registration Act, an IC holder is required to report** his change of residential address within 28 days. With effect from 1 April 2008, the holder is required to provide documentary evidence when reporting the change of address as a security measure to deter false reporting in order to protect bona fide residents.

The change of address can still be done at ICA Building and at any Neighbourhood Police Post or Centre but the IC holder has to produce a correspondence document addressed to him with the new address. Supporting documents include telecoms bill, utilities bill, TV/radio licence bill or CPF statement. The full name of the IC holder should be reflected on the document.

If the IC holder is unable to produce an acceptable document of correspondence, a submission can be made to ICA directly or through any NPC or NPP to enable ICA to generate a pre-notification letter for sending to the new address. This letter can then be used as documentary evidence. This application can also be sent via the On-line Pre-notification of Change of Address (OPAD) at the ICA website.

To ensure the efficient movement of goods and conveyances through our checkpoints, part of ICA's strategy is to segregate travellers and cargo into genuine and doubtful categories. This facilitates genuine travellers and allows our officers to be re-deployed to conduct more focused security checks on doubtful ones. From 18 August 2008, ICA has thus extended the *eIACS* to Singapore Permanent Residents. *BIKES* can be used by all Singapore Citizens and Permanent Residents without the need for registration from 18 August 2008.

A trial to extend *eIACS* and *BIKES* to Long Term Pass holders was also carried out between October and November 2008. Immigration Long Term Pass holders who have been issued with the new polycarbonate LTP card are now able to use *eIACS* and *BIKES* without having to enrol to use the automated immigration clearance facilities.

These enhancements will enable smoother, quicker and more secure clearance of legitimate travellers at our checkpoints.



## MAJOR INITIATIVES

# Opening of Singapore Changi Airport Terminal 3

**As part of Singapore's continual drive to maintain our status as an international air hub,** Singapore Changi Airport Terminal 3 opened its doors to the world on 9 January 2008. After 8 years of development costing \$1.75 billion, T3 is set to enhance Singapore Changi Airport's status as a leading airport in the world.

ICA Airport Command worked closely with partner agencies to ensure that we were ready for the opening. At T3, Airport Command operates two Arrival Immigration Halls, a centralised Departure Immigration Hall and two Baggage Examination Areas. The Command took over the facilities in early 2007 to prepare for the eventual operations. By August 2007, all operational equipment and systems were deployed and commissioned for use. To further assess our readiness and capabilities, Airport Command participated in all the trial flights organised by the Civil Aviation Authority of Singapore (CAAS).

The Command also worked with CAAS and Singapore Airlines to operate the Special Immigration Hall (SIH) for departing First Class SIA passengers. The SIH provides seamless convenience for

passengers moving from SIA's First Class Check-in to ICA Departure Immigration and SIA's First Class Lounge in the transit area.

Airport Command welcomed the first passengers in Terminal 3 when SQ 001 landed on 9 January 2008 and operations have continued smoothly since. ICA Airport Command is proud to be a part of this iconic development in Singapore's advancement.





# Operationalisation of Old Woodlands Checkpoint

## The design of the Woodlands Checkpoint

was conceived in 1997, years before the 11 September 2001 terror attacks on New York City. The checkpoint was designed to be compact and layered with different levels stacked one on top of the other to maximise the use of space.

Woodlands Checkpoint handles the bulk of the land traffic entering Singapore (passengers: 80% and cargo: 67%). The annual traffic volume has surpassed the optimum projected capacity since commissioning. Nevertheless, ICA has coped with the demands by improving productivity through leveraging on technology and process re-engineering.

International events like the Formula 1 Grand Prix and future events like the Youth Olympics 2010 and APEC 2009 will increase the workload at Woodlands Checkpoint. In addition, the commissioning of the new Malaysian CIQ complex which is many times larger than the old Malaysian CIQ complex could lead to a faster flow of traffic through the Causeway.

Although the Old Woodlands Checkpoint (OWC) was decommissioned in 2000, it was held as a strategic reserve ever since. In order to cope

with the increasing volume in terms of travellers and cargo, OWC was re-gazetted for use on 28 March 2008 to clear departing lorries during the afternoons. Since 1 December 2008, we have expanded the use of OWC to clear arriving lorries in the mornings. After the first quarter of 2009, OWC will be used for the clearance of motorcycles in the mornings.



## MAJOR INITIATIVES

# Relocation of Seamen's Section and the Formation of Crew Services Branch

**Seamen's Section of Coastal Command**, previously situated at ICA Building was relocated to Marina South Pier (MSP), on 18 July 2008.

With the full roll out of the Computerisation of Records for Crew Clearance System (*CREW*) on 18 April 2008, over-the-counter crew-related transactions at Seamen's Section had been reduced. Hence, with the decrease in the number of manual transactions, the relocation

of Seamen's Section to MSP served to provide the opportunities for Coastal Command to reallocate its resources.

In tandem with the relocation of Seamen's Section was a re-organisation of the various work units within Harbour Branch of the Command. A new unit - Crew Services Branch (CSB), which comprises Seamen's Section, Pre-Clearance Section, MSP and West Coast Pier (WCP), was formed to facilitate the

clearance of crew without compromising security. Officers from CSB underwent a cross-training programme to familiarise themselves with the functions of the 4 work units to enable them to possess a range of skills pertaining to the clearance of crew. With the cross-training, officers could be easily cross-deployed between the work units whenever the need arises.





# New Jurong Port Main Gate



**A new cargo gate known as the Jurong Port Main Gate (JPMG)** was opened to traffic on 1 December 2008. Built at an estimated cost of \$9.6m by Jurong Port Pte Ltd, the new gate provides bigger and improved infrastructural facilities to handle the increasing cargo traffic using the Jurong Free Trade Zone (JFTZ).

Sited about 150m in front of the previous gate, it replaced the older gate as the main gateway for people, goods and conveyances moving in and out of JFTZ. Unlike the old checkpoint which operated from 0700hrs to 1900hrs daily, except on Sundays and public holidays, JPMG is open 24 hours daily.

JPMG has six lanes each at the import and export sections, with three each for conventional and containerised cargo. In addition, there are also dedicated inspection bays for ICA officers to conduct secondary checks and unstuffing operations on targeted or dubious consignments. Located away from the main lanes, these inspection bays do not impede general traffic flow. This is starkly different from the previous arrangement where officers carried out all their work on one single platform serving two import lanes and one export lane.



## MAJOR INITIATIVES

# Revamp of IADA Laboratory and Setting Up of IADA Gallery

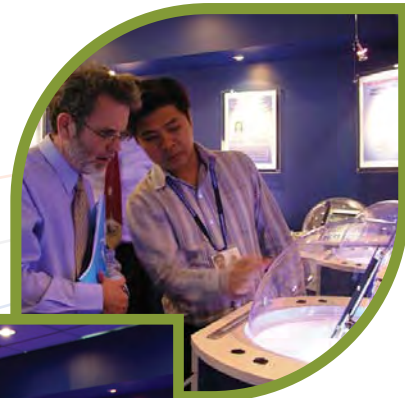
**The effective examination of travel documents** is of paramount importance in ensuring that our borders are well-guarded and safe. With this in mind, the IADA Gallery was set up to provide ICA officers and invited guests a one-stop centre to learn more about security features and forgeries of travel and identity documents. The adjoining IADA Laboratory was also revamped to allow it to double up as a classroom for document examination training and serve as a resource room for ICA's passport specimen collection.

The Gallery and the revamped Laboratory were officially opened on 16 June 2008.

Since the opening, the new facilities received numerous visitors ranging from ICA recruits and the Singapore Cooperation Programme participants to key officials from MHA and foreign immigration agencies. Some notable visitors included the Permanent Secretary of MHA, Directors from the Australia Department of Immigration and Citizenship, as well as Riau Islands Head of Department of Law & Human Rights.

The passport showcases, with the different built-in light sources and magnifying glass, enthused the visitors to try their hand at uncovering special features or forgery signs

in the passport exhibits. The visitors were also impressed by IADA's e-learning platform for document examination (Forgery Detection Web Portal), as well as the sophisticated equipment and huge repository of passport specimens at the Laboratory.



## Review of ICA Scheme of Service

**With effect from 1 March 2008**, the ICA schemes of service were restructured and officially renamed the Home Affairs Services – ICA Senior and Specialist schemes.

As part of the Home Team schemes of service, the restructuring of the ICA schemes of service essentially recognises the enhanced security role which ICA has been entrusted with in checkpoint security and protection. The new schemes ensure the continued competitiveness of ICA and our ability to attract and retain our officers.

The scheme review included an enhanced and competitive pay package and a new rank structure which provides for more ranks at Division I and II levels. The rank structure has also been aligned to those of the other Home Team departments such as the Singapore Police Force, Singapore Civil Defence Force, Singapore Prisons Service and Central Narcotics Bureau.







# Air Cargo Command

Changi Airfreight Centre | Airport Logistic Park of Singapore | Parcel Post Section | Seletar Airport



# Airport Command

Changi Airport Terminal 1 | Changi Airport Terminal 2 | Changi Airport Terminal 3 |  
Budget Terminal



## DISTINGUISHED VISITORS



### 8 January 2008

**A high level US Congressional delegation, led by Mr James Clyburn, House Majority Whip, visited Singapore on 8 January 2008.**

The delegation was hosted to a briefing of the port operations and a tour of the port by Minister for Transport, Mr Raymond Lim. As part of the port tour, the delegates visited the Pasir Panjang Scanning Station where they were briefed on the Radiation Detection Initiative and the Container Security Initiative in Singapore as well as the operations of the Mobile VACIS and Backscatter scanners.



### 21 January 2008

**The National Security Co-ordination Secretariat hosted a visit to Singapore by a multi-agency delegation from Bahrain, led by HE Adel Khalifa Al-Fathel, Undersecretary of the National Security Agency from 21 to 23 January 2008.** The delegation visited Woodlands Checkpoint on 21 January 2008. Together with the representative from the Police Coast Guard, ICA gave a briefing on our efforts in border control and maritime security. The delegates were also brought on a site tour of the Woodlands Checkpoint to view the various technologies deployed in ensuring border security.







## 19 March 2008

The Vietnamese Minister of Public Security, HE Le Hong Anh, led a delegation of 10 senior officers to Singapore from 17 to 20 March 2008. During the Minister's stay in Singapore, ICA briefed the Minister and the senior officials on the Lost and Stolen Passports project (*iPASS*). Commissioner ICA hosted the briefing of the Minister and his delegation.



## 10 April 2008

Mr Bob Correll, Deputy Secretary of Department of Immigration & Citizenship (Australia) visited ICA HQ to share with ICA their APEC Business Travel Card and biometric identification initiatives, as well as opportunities for the use of the Singapore biometric passport and the Smart Gate technology used at Australian airports to clear people for entry. During the meeting, ICA took the opportunity to brief Mr Correll on some of ICA's initiatives such as *eIACS* and *iPASS*.



## 31 March – 1 April 2008

The third ICA-Indonesian Directorate General of Immigration bilateral meeting was held on 31 March to 1 April 2008. During the two-day meeting, the DGI delegation was brought on a site tour of the Home Team Academy and Airport Terminal 3. The meeting was a success as it resulted in more areas for cooperation between the two departments.





## DISTINGUISHED VISITORS

### 23 April 2008

**Dasho Penden Wangchuk, the Secretary of Home and Cultural Affairs of Bhutan, visited Singapore from 21 to 25 April 2008.**

Dasho visited ICA to learn about our airport operations as well as the visa-processing mechanism and controlling systems. VSC and Airport Command conducted the briefings.



### 11 August 2008

**Australia's Minister for Immigration and Citizenship, Senator Chris Evans was invited by Commissioner ICA to visit the Airport Command** before departing Singapore

after calling on the DPM. During the visit, Senator Chris Evans was briefed on ICA's airport operations and was shown our technical systems.



### 16 – 18 September 2008

**The Director of Immigration of the Hong Kong SAR, Mr Simon Peh Yun-lun, was in Singapore from 16 to 18 September 2008.** This was his first visit to ICA since assuming the Director post in April 2008. While in Singapore, Mr Peh visited ICA HQ, Woodlands Checkpoint, Pasir Panjang Scanning Station, Singapore Cruise Centre and Changi Airport Terminal 3.



## 13 November 2008

**A Hong Kong delegation led by Ms Eva Cheng, Secretary for Transport and Housing, visited Tuas Checkpoint on 13 November 2008.**

She was hosted by Commissioner ICA and was briefed on ICA's border control efforts. Following the briefing and discussion session, the delegation was brought on a site tour to view the e/ACS and VACIS scanners.



## 17 December 2008

**The Minister of Public Administration from Trinidad and Tobago, the Honourable Kennedy Swaratsingh visited ICA** to learn about ICA's e-passport application & processing systems, and the efficient and effective immigration and customs clearance through the use of technology. On 17 December 2008, ICA hosted the delegation at the Woodlands Checkpoint to share our experience in performing immigration and customs clearance using technology. During the visit, the Citizen Services Centre also gave a presentation on Singapore's e-passport application and processing experiences.



## FOREIGN TRAINING EXCHANGES



### Checkpoints Competencies Programme for Goods and People Clearance under the Singapore Cooperation Programme

The Checkpoints Competencies Programme for Goods and People Clearance under the Singapore Cooperation Programme (SCP) provided an excellent platform for ICA to share our border control expertise and experiences with the participating countries. This has led to strengthening our regional border control agencies' capacities in border security. The training programmes also provide the opportunities for ICA to network and learn from other countries' experiences and to promote cooperative relationships with these participating countries. There were two runs in 2008 – the Goods Clearance module, from 26 February to 3 March 2008, was attended by 16 trainees and the People Clearance module, from 4 to 10 March 2008, was attended by 21 trainees. The trainees were from all the ASEAN countries.

### Customised Training Course on Goods Clearance for Bahrain Customs

A Customised Training Course on Goods Clearance for Bahrain Customs was conducted from 7 to 11 April 2008. The training course aimed to equip the participants with the necessary competencies to effectively carry out their border security duties in terms of goods and cargo clearance. This course included a combination of training sessions and practical exercises at the various air, land and sea checkpoints. The course, delivered in English with delayed interpretation in Arabic language, was attended by 20 Bahraini Customs officers.







### Checkpoint Competencies – Passenger Clearance for Indonesian Directorate General of Immigration

As part of the bilateral relations between the Indonesian Directorate General of Immigration (DGI) and ICA, two customised training programmes on Checkpoint Competencies – Passenger Clearance were rolled out by ICA for DGI officers. The inaugural programme was conducted from 13 to 15 May 2008 for 20 officers at the DGI Academy in Jakarta and a subsequent run was conducted from 29 to 31 October 2008 for 18 officers stationed at Batam. The latter programme also incorporated a one-day local component in Singapore where DGI officers visited Airport Command and the IADA Laboratory which allowed the DGI officers to apply their knowledge on document examination with the array of documents at the laboratory.



### Immigration & Checkpoints Competencies Training Programme (ICCTP)

In 2008, the ICCTP was extended to all ten ASEAN countries as well as Australia and Hong Kong SAR. Prior to this, only officials from Brunei, Hong Kong SAR, Indonesia, Malaysia and Thailand participated in the programme. The ICCTP aimed to provide training for the Foreign Immigration Officers (FIO) on the necessary competencies to effectively carry out their border security duties in terms of people and goods clearance functions. The 2008 ICCTP, conducted from 4 to 15 August 2008, was attended by 17 officers from Australia, Brunei, Hong Kong SAR, Indonesia, Malaysia, Philippines and Thailand.

## STATISTICS

### Checkpoint Operations

Number of passengers cleared  
at the checkpoints:

Arriving  
Departing

#### 2008

74,419,500

74,216,800

#### 2007

72,159,800

71,520,400

#### 2006

67,870,300

67,801,000

Number of inward containers

886,300

874,700\*

804,900

Number of inward consignments  
(non-containerised) cleared at  
the checkpoints

3,131,800

2,988,900\*

2,973,800

Number of parcels cleared  
at the Parcel Post Centre

1,432,700

1,346,800

1,190,400

*\* Updated figures*

### Enforcement Operations

Number of illegal immigrants arrested

2,400

3,000

3,800

Number of overstayers arrested

3,600

4,800

5,200

Number of harbourers arrested

110

190

200

Number of employers of immigration  
offenders arrested

110

130

170

Number of contraband cases detected

38,600

37,800

20,700

Number of vehicles used in the smuggling  
of illegal immigrants seized

8

5

2



## Services Centres Operations

	2008	2007	2006
Number of applications for citizenship approved	22,000	16,000	13,900
Number of identity cards issued	114,200	98,900	94,100
Number of Singapore passports issued	456,800	435,000	353,600
Number of certificates of identity issued	1,300	1,000	2,100
Number of passes and permits (excluding re-entry permits) granted to foreigners	562,300	522,800	519,700
Number of live-births registered	39,900	39,400	38,200
Number of deaths registered	17,200	17,100	16,400



# ICA Headquarters



# Services Centres

Citizen Services Centre | Permanent Resident Services Centre | Visitor Services Centre





## AWARDS

# Singapore HR Awards 2008

### Singapore HR Awards 2008

ICA has been recognised as one of the leading organisations in Human Resource Excellence in Singapore. On 4 July 2008, ICA was conferred several awards during the Singapore HR Awards 2008 Presentation Gala organised by the Singapore HR Institute. Commissioner ICA was awarded the Leading HR CEO Award 2008 for demonstrating the ability to support, champion and endorse effective and innovative HR practices in ICA. In his speech at the ceremony, Commissioner recognised the crucial support and active involvement of our officers. He attributed the award to the dedication, support and active participation of every ICA officer. ICA itself was conferred a Leading HR Practices Award and four Special Mention Awards in recognition of overall effectiveness in our HR processes and contribution to the needs of our officers. The four Special Mention awards were for the areas of:

- Talent Management, Retention and Succession Planning
- Learning & Human Capital Development
- Health & Employee Wellness
- Internationalisation/Globalisation of Business





# Government Technology Awards & The Home Team National Service Awards 2008



## Government Technology Awards 08

ICA won the Government Technology Award for Service Innovation in 2008 for our e-Visitor Programme. This award, open to public sector organisations in Asia Pacific, is presented by FutureGov. It recognises the creative use of technology in the public sector organisation and organisations that align people, processes and technology to deliver best practice outcomes. Other winning government agencies included South Korea (Digital Inclusion Award for Programmes Supporting Information for the Disabled

Groups), Hong Kong SAR (Green Government for Free Downloading of Statistical Publications and Tables) and Malaysia (Wireless Government for Command and Control, Communications and Computer Integration System).

The e-Visitor programme consists of a spectrum of e-services like the *e-Visa*, *e-VP*, *e-XTEND* and *SOLAR*. With streamlined processes to make it more convenient for foreigners to visit and stay in Singapore, this seamless programme integrates the various immigration e-services with the *e-Appointment* system where a pre-allocated appointment will be given to successful applicants to minimise their waiting time. In short, the e-Visitor programme creates a delightful and wholesome experience for visitors during their stay in Singapore.



## The Home Team National Service Awards 2008

Since 1997, the Ministry of Home Affairs (MHA) has been giving out the Home Team National Service Awards for Employers to recognise employers of Home Team NSMen for their strong support to National Service (NS). For the first time since our formation six years ago, ICA clinched the Meritorious Home Team Partner Award (formerly known as Commendation) at the Home Team NS Awards Presentation Ceremony 2008 held on 13 November 2008.

## AWARDS

## Excellent Service Award - Star Level

SCI (1) Nirmala Subramaniam



CI (1) Lim Cheng Kai



CSO I Clementina Chia



CSO III Halima Bte Mohamed



CSO II Tay Boon Seng



CSO III Rafi Bin Sa'at



CI (2) Chew Ngan Ling



CSO III Zubaidah Bte Khalid



CSO IV Lee Boon Choo



MSO Ang Chee Seng



CSO III Sabaratnam Kularatnam



CSO IV Angeline Tan



CSO IV Sahara Bte Muhammad Nor



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 award honours "service champions" who will serve as role models for other staff to emulate. Organisations with EXSA winners are committed to achieving service excellence.



# Officer of Integrity Award



**SSgt Rodney Chua Han Lin**  
**Coastal Command**

For refusing a bribe from a foreign seaman requesting to be released after being found to be in possession of two daggers and 37 packets of duty-unpaid cigarettes at West Coast Pier on 17 April 2008.



**Sgt Abdilhafeezh  
Bin Abu Bakar**  
**Woodlands Command**

For refusing a RM25 bribe offered by a female traveller in exchange for granting her entry into Singapore at Woodlands Checkpoint on 12 May 2008.



**CI(1) Wong Khian Hin**  
**Airport Command**

For refusing a bribe offered by a male traveller in exchange for his release after being detained for using a suspected tampered passport on 29 Oct 2008.



## ICARE

The ICA Recreation Club (ICARE) is very much like its acronym, ICA cares for its staff.

As the recreation club of ICA, ICARE brings our officers together during their off-duty hours by organising a whole host of activities and events from the departmental level such as the Annual Dinner & Dance, ICA Family Day, Cross Country, Football and the Bowling League to smaller scale social activities like tours, movie nights and workshops.

These activities not only promote a work-life balance for our officers, they also bring our officers together in fun and laughter thus forging that important team spirit spanning the department - crossing commands', services centres' and branches' divide.

ICA ANNUAL DINNER & DANCE



ICA FAMILY DAY



ICA CROSS COUNTRY DAY





### ICA FUND-RAISING FOR CHARITY



Since the formation of ICA in 2003, ICA has been committed to looking into the needs of the community through the Staff Well-being Committee (SWC) by launching the "Societal Responsibility Framework". This framework allows for more guided and focused planning of activities by our officers who wish to volunteer their services to the community.

### ICA BLOOD DONATION DRIVE



In 2008, ICA through SWC continued to support our adopted charity, the Movement for the Intellectually Disabled (MINDS) Towner Gardens School which caters to the needs of intellectually disabled children. Our officers helped raise funds through various activities and also hosted the children in activities like a visit to Sentosa and their Family Day.

SWC also organised its inaugural blood donation drive in July 2008.

### AN OUTING FOR THE MINDS STUDENTS



SWC subscribes to the intrinsic value of sharing and extending our resources to the less fortunate and will continue to engage our officers through the various community outreach initiatives.



## AFTER OFFICE HOURS

ICA has always prided itself as a professional agency with its officers carrying out their duties firmly but fairly.

However, ICA officers are more than no-nonsense officers. After office hours, our officers enjoy games during events organised within the Command, be they healthy activities like Active Hour exercises or celebrations such as year end parties.

With the balance between mind and body achieved through these activities, the ICA officer is more than just an effective officer at work. He is also better able to contribute to the well-being of his family, community and society.









## HUMAN INTEREST STORIES

# Emerging Stronger: Agnes Ong

by DSP Nazeera Ebrahim



**For ICA's Corporate Communications Division,**

10 March 2007 was a Saturday that was a little different from usual – it was the day of its annual mini-retreat. Agnes Ong however remembers the date for a very different reason.

In our chat with her, she harked back to how she had to forego the retreat for an appointment with an urologist after she was suspected of suffering from a tumour in her bladder. It all started in August 2006 when a severe pain in her stomach caused her to be hospitalised. Preliminary tests at the hospital had yielded negative results. So did a second opinion and a PAP smear.

New symptoms however began to surface. She finally confided her symptoms to her regular orthopaedic doctor who then arranged for a consultation with the urologist. Meanwhile, the symptoms like bloating, a feeling of fullness, vomiting and sudden high fevers continued. The operation which followed a battery of tests confirmed her worst fears. She had contracted stage 1 ovarian cancer.



Having braced herself for the battle ahead, she underwent six rounds of chemotherapy from May to August 2007. Thanks to the early diagnosis, each session lasted only several hours while her appetite remained stable. Over time, the chemotherapy took its toll on her - she was no longer able to walk and she lost 14 kg.

Throughout the gruelling period, her husband's and children's support gave Agnes the mental and emotional strength to carry on with the therapy. Even her brother-in-law, a taxi-driver, pitched in by driving her to the hospital for treatment. What touched her even more was the steadfast support from her colleagues, both at CRB and other work units, her Head and her Deputy Director. Without them, her battle might have a different outcome.

At her end, she had remained positive. She wanted to be well again – for her family, her friends, her colleagues and herself.

At the end of the interview, we had asked Agnes what had changed since then. She said: "Life is short. I no longer worry about trivial matters." To everyone, she has this to say: "Prevention is always better than cure. Eat healthily and exercise. If in doubt of a doctor's diagnosis, always seek a second opinion".

Indeed, no one knows this better than Agnes – her doggedness to seek multiple opinions had been so instrumental in saving her life!





# Strengthening of Body, Broadening of Mind

## Officers' experience at Outward Bound Course, South Africa

by DSP Teng Ai Wei



**Four ICA officers attended an Outward Bound Course in South Africa from 24 November 2008 to 19 December 2008.**

They were: DSP Damien Gan, DSP Nana Wong, DSP Teng Ai Wei and ASP Muhammad Nagib Ali. Organised by Outward Bound Singapore (OBS), the 21-day course was based in the outskirts of Cape Town. The course consisted of the Adventure Course and Community Service. The officers recounted their experience thus:

Our bodies were sorely tested by the Adventure Course. The land expeditions and water-based activities like kayaking and water-rafting were exciting but drained us of every single ounce of our energy and stretched every single muscle in our bodies. The height challenges like abseiling and rock-climbing were more than exciting – they were heart stopping. But we still did it!!

As part of Community Service, we visited the Monteith Primary School. We interacted with the children during the play sessions. Our little gifts of candy, balloons, notepads and stationery helped break the ice and brighten the children's day. To leave something concrete behind, we then helped refurbish the school by doing some painting, carpentry, installation

of computers and cataloguing books and reading materials to create a more conducive learning environment for the children.

We also did some community service at the Kogelberg Biosphere, a well-protected mountainous region of endemic floral species, where, under the blazing sun we helped rake and clean up the only main road leading up to the Reserve HQ.

Our participation at this program had enriched us – we gained not just knowledge of another culture, customs and lifestyles; skills to survive the rough outdoors but also an appreciation of life itself and what true happiness is.





# Editorial Team

**Advisor** Ms Eunice Chu

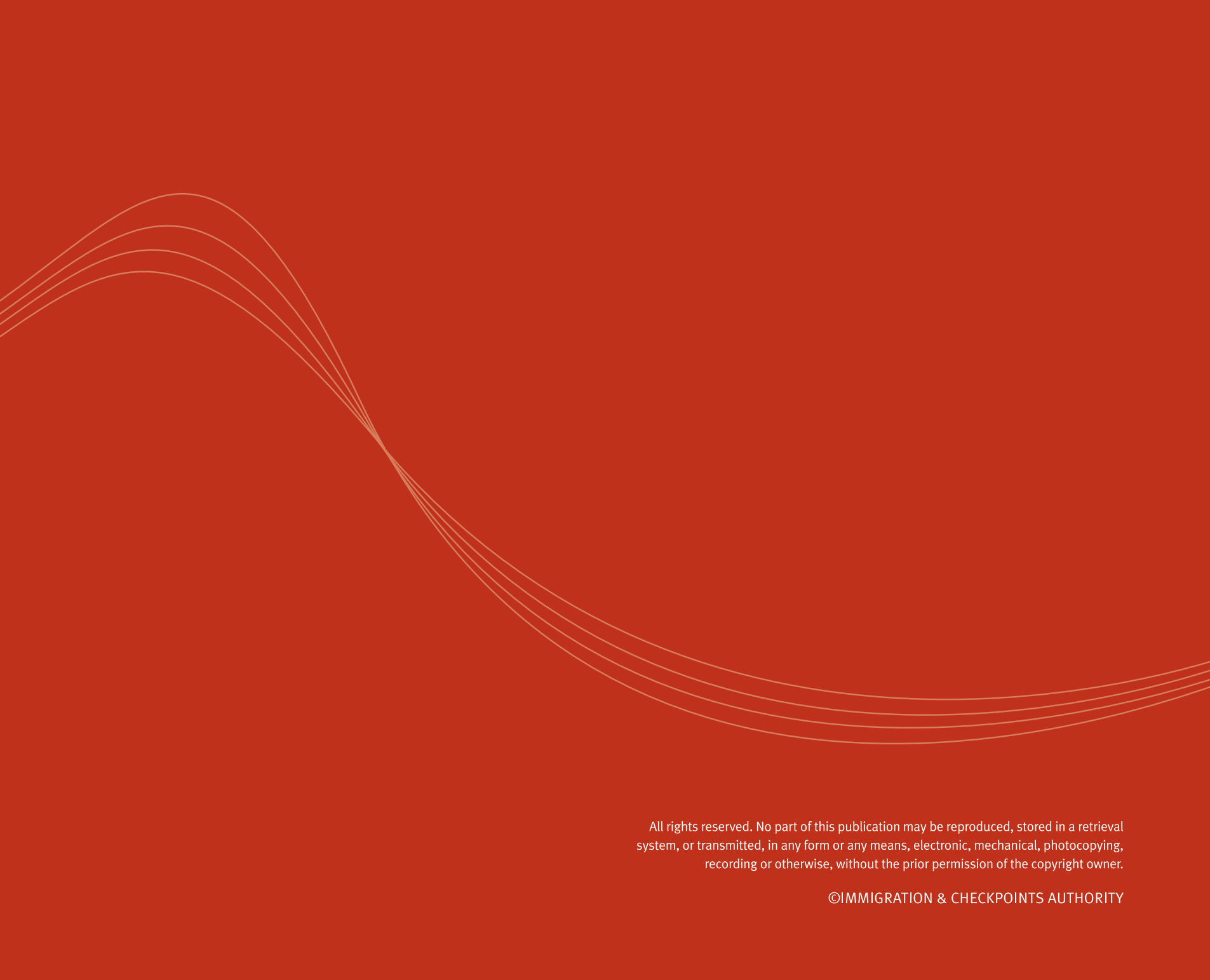
**Members** Ms Nazeera Ebrahim  
Ms Roslinda Ahmad  
Mr Bernard Seow  
Mr Kenneth Sim  
Mdm Teng Mui Mui  
Mr Golfred Tham











All rights reserved. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or any means, electronic, mechanical, photocopying, recording or otherwise, without the prior permission of the copyright owner.

©IMMIGRATION & CHECKPOINTS AUTHORITY

**IMMIGRATION & CHECKPOINTS AUTHORITY**

ICA Building, 10 Kallang Road #08-00, Singapore 208718

**[www.ica.gov.sg](http://www.ica.gov.sg)**