



IMMIGRATION & CHECKPOINTS AUTHORITY

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

www.ica.gov.sg

PLEDGE TO OUR NATION

IMMIGRATION & CHECKPOINTS AUTHORITY ANNUAL 2010

PLEDGE

TO OUR NATION

PLEDGE TO OUR

NATION

A hand holding a map of the United States, positioned behind the word 'NATION'.

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It is apt that the theme for this year's Annual is **"Pledge to our Nation"**. As we pledge to carry out our duties diligently and professionally, we also pledge to serve and protect our nation well, keeping it safe and secure. TOGETHER, we can achieve this objective and uphold ICA's Mission and Vision of **"Inspiring Confidence in All"**.



Commissioner's Foreword

A Year of Consolidation

ICA celebrated our 7th anniversary in 2010 and we continued to consolidate our position in all aspects of ICA's operations. As we reflected on our Singapore Quality Award in 2009, ICA did not rest on our laurels.

ICA went on to claim the inaugural Web Excellence Award and the Singapore H.E.A.L.T.H (Helping Employees Achieve Life-Time Health) Platinum Award. In May 2010, we attained the Public Service Premier Award for organisational excellence. Our e-Visitor Programme bagged the Asia-Oceania Computing Industry Organisation (ASOCIO) ICT Best Practice Award and demonstrated ICA's ability to harness technology in pursuit of service excellence and border security. ICA was also ranked first for airport incoming passport control and airport customs clearance by the Business Traveller (UK & Europe) (Asia Pacific) in 2010. The awards are a testament to ICA's commitment to provide excellent service with a security mindset. On the security scorecard front, I am proud to note that immigration offences are at a ten-year low. The total number of foreigners arrested for immigration offences fell by 23 percent from the previous year. Smuggling attempts were successfully thwarted at our checkpoints with a record high of 67,600 cases detected, clearly exhibiting ICA officers' continued vigilance at the checkpoints.

On 1 September 2010, I took over the helm of ICA from then Commissioner Eric Tan. I count myself blessed to have been a member of his team of committed men and women. I see it now as my duty and service to carry on with ICA's never-ending journey for operational and service excellence. It is a never-ending journey because we must always strive to do better. Together with our strategic partners within the Home Team, as well as partners and friends in the public and private sectors, ICA will continue to innovate, reinvent and chart a new future that will be shaped by more secure and enhanced user-friendly services.

The ICA Way

Safeguarding our borders will always be ICA's topmost priority as we bear the honour and responsibility entrusted to us by the nation. As terrorism and security concerns remain key driving forces in the regional and global security landscape, ICA must continue to be resilient as well as reinvent and re-energise to remain at the fore. Our belief is that we must not only stay ahead of our adversaries but also be better than we were yesterday. To achieve this, ICA will dig deeper into the hardware (infrastructure and systems) and software (processes and procedures) application and embrace innovation to stay ahead.

ICA's strategy goes beyond enacting effective laws and investing in cutting-edge technology. More importantly, we believe in investing in our people (humanware), the life-blood

of ICA's heartware. Our officers are our most valued assets and we will continue to bring out the best in every ICA officer. For this, I am grateful to our local and overseas counterparts. Our officers' perspective and potential have been enhanced through training programmes developed in-house as well as those conducted in collaboration with our local strategic partners and international counterparts.

ICA's definition of "people" is not only confined to ICA officers, but also our local and foreign strategic partners and customers whom we serve in delivering accurate and quality identification, immigration and checkpoint-security services. In this respect, I would like to thank all the ICA "Ambassadors", supporters and friends for the constructive contributions and continued support.

ICA believes in investing in relationships as we are confident that quality relationships will produce quality results. In 2010, ICA co-hosted the Bali Process Workshop on Immigration Aspects of Seaport Security with Australia and hosted the ASEAN Border Leadership Exchange (ABLE) Programme. We also hosted the Singapore Co-operation Checkpoint Competencies module for our ASEAN immigration and customs counterparts. These workshops are excellent capacity building platforms for immigration and security specialists from the region to come together to innovate, network and share experiences and best practices. Team ICA is gearing itself up to host the ASEAN Directors-General of Immigration Departments and Heads of Consular Affairs Division of Ministries of Foreign Affairs Meeting (DGICM) later this year. We look forward to a time of fruitful discussions in the ASEAN way of friendship and collaboration.

A Pledge to our Nation

As we celebrated our 7th anniversary last year, we unveiled the ICA Pledge. I am proud that the pledge did not come from the "few at the top" but was conceptualised in consultation with all our officers. The Pledge captures the essence of our call of duty and it echoes our commitment to uphold ICA's Mission and Vision.

It is apt that the theme for this year's Annual is "Pledge to our Nation". As we pledge to carry out our duties diligently and professionally, we also pledge to serve and protect our nation well, keeping it safe and secure. TOGETHER, we can achieve this objective and uphold ICA's Mission and Vision of **"Inspiring Confidence in All"**.

Mr Clarence Yeo
COMMISSIONER ICA

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.

VISION

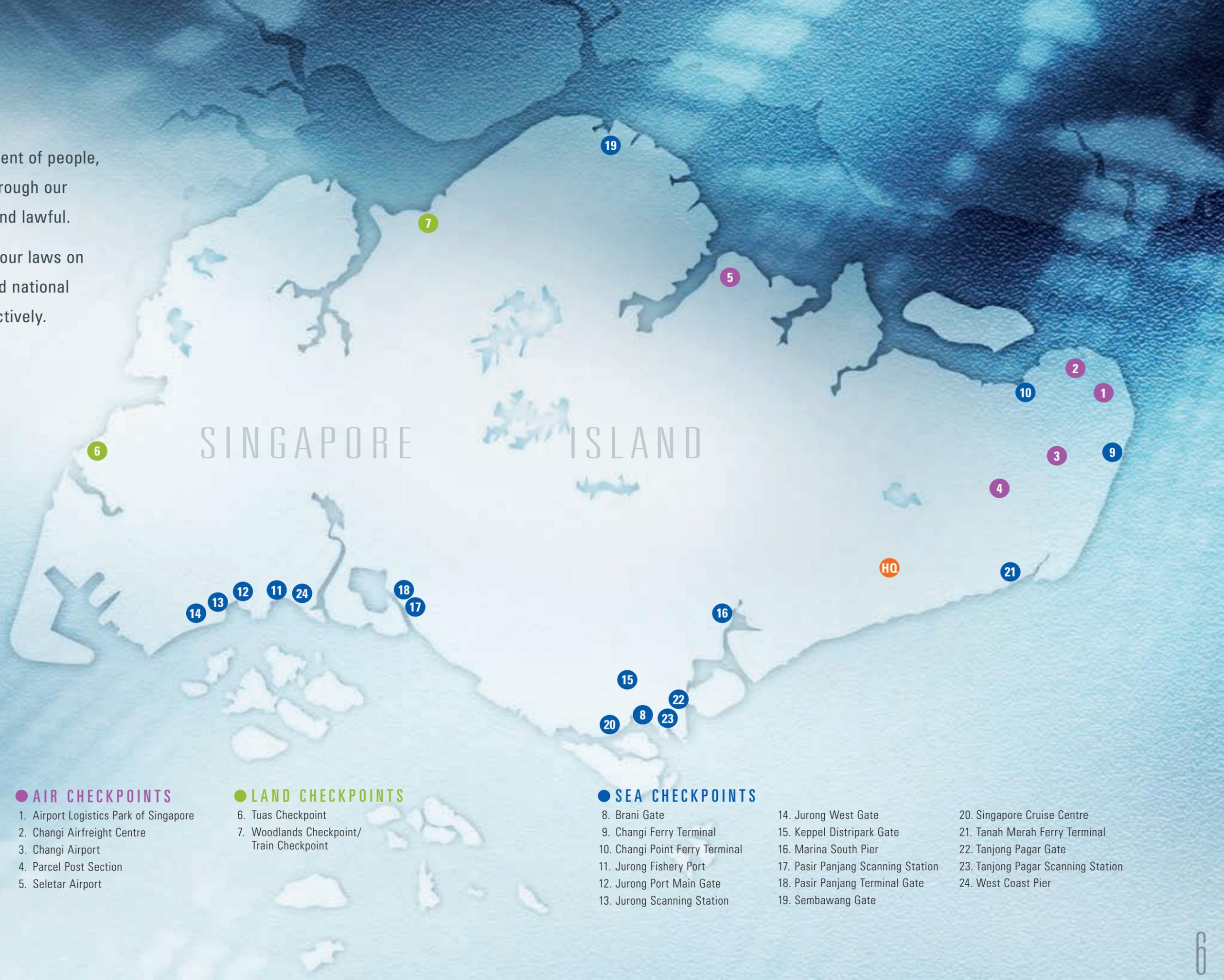
Inspiring **Confidence** in **All**

VALUES

Integrity

Commitment

Accountability



HQ ICA HEADQUARTERS

● AIR CHECKPOINTS

1. Airport Logistics Park of Singapore
2. Changi Airfreight Centre
3. Changi Airport
4. Parcel Post Section
5. Seletar Airport

● LAND CHECKPOINTS

6. Tuas Checkpoint
7. Woodlands Checkpoint/
Train Checkpoint

● SEA CHECKPOINTS

8. Brani Gate
9. Changi Ferry Terminal
10. Changi Point Ferry Terminal
11. Jurong Fishery Port
12. Jurong Port Main Gate
13. Jurong Scanning Station
14. Jurong West Gate
15. Keppel Distripark Gate
16. Marina South Pier
17. Pasir Panjang Scanning Station
18. Pasir Panjang Terminal Gate
19. Sembawang Gate
20. Singapore Cruise Centre
21. Tanah Merah Ferry Terminal
22. Tanjong Pagar Gate
23. Tanjong Pagar Scanning Station
24. West Coast Pier

Our Leaders



Mr Vijakumar Sethuraj

DEPUTY COMMISSIONER
Policy & Administration

Mr Clarence Yeo

COMMISSIONER

Mr Christopher Ng

DEPUTY COMMISSIONER
Operations

Mr Koh Chong Hwa

DIRECTOR
Corporate Services/
Special Projects

Mrs Lee-Ho Sow Heng

DIRECTOR
Policy

Mr Bhopinder Singh

DIRECTOR
Operations

Mrs Pravina Jit

DIRECTOR
Manpower



Our leaders



Mr Lee Chian Tak

DIRECTOR
Intelligence

Mr Eric Chua Poh Keyong

DIRECTOR
Planning & Research

Ms Eunice Chu

DIRECTOR
Corporate Communications

Ms Tan Sor Hoon

DIRECTOR
Technology

Mr Tan Kok Guan

DIRECTOR
Citizen Services

Mr Jaswant Singh

DIRECTOR
Visitor Services

Mr Kng Eng Kiat

DIRECTOR
Permanent Resident Services



Our leaders



Mr Tan Poh Kee

COMMANDER
Enforcement

Mr Nam Liang Chia

COMMANDER
Woodlands

Ms Julia Sng Gek Lian

COMMANDER
Coastal

Mr Lim Wei Meng

COMMANDER
Ports

Mr Tan Hang Tjong

COMMANDER
Air Cargo

Mr David Tan

COMMANDER
Tuas

Ms Cora Chen Chian

COMMANDER
Airport





ICA PLEDGE

We, as ICA officers, pledge to uphold our values of integrity, commitment and accountability.

We pledge to ensure secure checkpoint clearance, and effective administration of our laws on immigration and registration.

We pledge as part of the Home Team to make Singapore a safe and secure best home.

No matter who they are,
where they are and
what they do,
ICA officers are there to
ensure the safety and
security of our nation.

PROTECT
OUR
NATION



Airport Command



Integrity acts as a marker in decision making by questioning if each decision made or action taken is the right one. Our commitment to the mission allows us to reflect if we have done our best in each situation or encounter that arises. As for accountability, we weigh each decision carefully so that we have greater ownership of the outcome of that decision whatever it may be.

As a border security agency, we are the first line of defence against terrorist threats. Our contributions through our vigilance and co-operation with our partners enable us to accomplish our goal to keep the nation secure.

DSP Gopinath Tamotharan



I can do better everyday by cultivating good habits where I constantly remind myself to be punctual for work and ensure that all the decisions I make are for the benefit of the organisation instead of for personal gains.

INSP Chua Yi Ying



Play a part in mentoring younger officers by imparting to them the relevant skills and knowledge in specific areas of work. In this way, it would shorten the learning curve of newly recruited young officers.

SSGT Fadli Ali



Air Cargo Command



Our pledge is an assurance to the public of our commitment and a constant reminder to ourselves that we are committed to uphold ICA's mission and departmental values.

Having an effective pre-clearance system will complement the efforts of our ground officers to sieve out undesirable goods more efficiently and effectively.

ASP Seah Choon Huat



Always treat each day as a new day and a new challenge. Having a positive work attitude will positively influence my fellow colleagues to have the same attitude.

CI(1) Mohd Nawawi Salam



I will strive to be competent in whatever tasks that are given to me and improve on my areas of weakness.

SSGT Noorhayani Bte Abdul Rahim

Woodlands Command



We should maintain a “hunger” for new knowledge and skills. It is inevitable for humans to make mistakes. Just learn from it and emerge a stronger man, better still, share it with others so that they can learn too.

Teamwork and unity help us to turn the most audacious goals into reality. An environment of trust is essential to form a highly collaborative team where there is individual commitment and group effort.

ASP Goh Songlin



I make an effort to guide and mentor the younger officers and am always there to lend a listening ear when needed. Unity and teamwork can be developed easily by understanding and empathising with one another. It’s something that comes from the heart.

SCI(1) Sama’ah Bte Mahwee



We can build teamwork by sharing knowledge and expertise among fellow ICA officers. Officers should share similar mindsets and work towards common goals.

SSGT Fahme Kadir Maideen



Tuas Command



Our pledge embodies our ideals for building an ICA that is aligned to its mission and vision, and of course, our aspiration to be a world-class border security agency. In reciting the pledge, we reaffirm our unity and commitment as ICA officers, and serve our nation by performing our duties with integrity and professionalism.

As an individual officer of ICA, I must constantly adopt a positive mindset and stay self-motivated. I will take every opportunity to hone pertinent skills that I need in order to perform my work better. As a supervisor, I cannot be divorced from the well-being and performance of my officers. It is very important that I ensure the best performance from these wonderful officers.

SUPT Koh Wee Sing



Our pledge is our binding promise and assurance to all Singaporeans that ICA officers will stay committed and determined in working towards the common mission and goal of keeping our homeland safe and secure.

Understanding that our defence against terrorism is only as strong as our weakest link. Only by staying vigilant, looking ahead and keeping abreast of the challenges are we able to deter the threat of terrorism.

DSP Pang Chin Han



Within my ability, I will ensure that no security vulnerabilities of the checkpoint are left unaddressed and security equipment is well maintained, so that border security will not be compromised. The values encompassed in the ICA Pledge will act as a guide to my everyday work.

SGT Neo Eck Thiam

Coastal Command



As ICA officers, we have to be security-focused and service-conscious. Not only do we need to be good gatekeepers to prevent the entry of undesirable persons and goods into Singapore, we also have to provide service in a professional manner so as to help shape the public's perception of ICA.

ASP Tai Yue Zhen



I will uphold our value of integrity at all times. I am committed to help out whenever the need arises. I will also be responsible for my own actions as a form of accountability.

SSGT Umi Kalsom Samuri



As an ICA Officer, I must always stay alert and vigilant at all times. As an AST officer, prior to ship rummaging, I must carry out profiling and assess the behaviour of crew and passengers and take the necessary actions.

CPL Mohamed Noorul Ameen



Ports Command



Our values of Integrity, Accountability and Commitment always guide and remind me to work efficiently and effectively in an upright manner. Be attentive to changes in our environment, be positive and confident, and be considerate and co-operative with teammates. Lastly to share and care among officers.

DSP Toh Chew Geok



As a Primary Screening Officer performing security screening at the checkpoint, I need to stay alert and vigilant at all times. I never resort to shortcuts which could cause irreparable damage to the organisation's reputation or compromise the security of our nation.

SSGT Mohamed Norizal Bin Ibrahim



I can contribute to the safety of our nation by staying vigilant at all times, following protocols and being alert to anything that may be suspicious. I must always bear in mind that security is of utmost importance. I will do everything to ensure the security of Singapore.

SSGT Lim Kian Keong

Enforcement Command



Citizen Services Centre



Integrity: Never take anything belonging to persons in custody. Commitment: Put our heart and soul to the job. Be punctual at all times and also maintain a high level of discipline. Accountability: Safeguard persons in custody and also ensure that all guidelines are adhered to.

SSGT Muhamad Yazid Bin Hadi

A day at Investigation Branch encompasses the self-discipline that we have to uphold when we are working to ensure that the interests of our department are safeguarded at all times. We are dealing with people and hence it is important that we are accountable for the decisions we made. We are always committed to perform the assigned tasks well so that justice is served.

SSGT Mohd Tahir

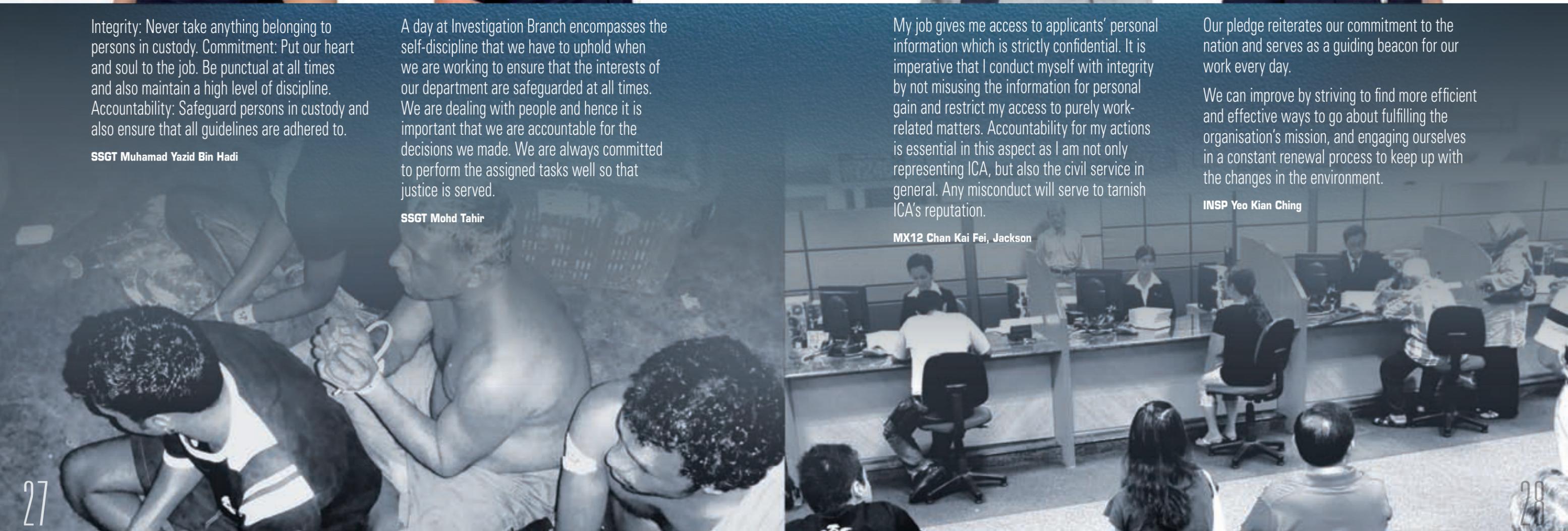
My job gives me access to applicants' personal information which is strictly confidential. It is imperative that I conduct myself with integrity by not misusing the information for personal gain and restrict my access to purely work-related matters. Accountability for my actions is essential in this aspect as I am not only representing ICA, but also the civil service in general. Any misconduct will serve to tarnish ICA's reputation.

MX12 Chan Kai Fei, Jackson

Our pledge reiterates our commitment to the nation and serves as a guiding beacon for our work every day.

We can improve by striving to find more efficient and effective ways to go about fulfilling the organisation's mission, and engaging ourselves in a constant renewal process to keep up with the changes in the environment.

INSP Yeo Kian Ching



Visitor Services Centre



Teamwork means assisting colleagues with their workload and being always ready to lend a helping hand.

SSGT Rainah Mohamad

Just like a nation, an organisation should have a pledge that encapsulates its core values and functions. ICA's values of upholding integrity, staying committed and being accountable are captured in our pledge.

CS05 Shajitha Beham

Permanent Resident Services Centre



I believe one of the major challenges posed to any modern institution, including ICA, is confronting the ever-changing world. To be of value to my organisation in achieving its goals and aims, I will strive to adapt to the changing times and even break norms to deliver services of higher standards to my customers. And to prepare myself for the changes, I have to embark on a journey of continuous learning which will equip me with new skills and updated knowledge to confront the changes.

ASP Tan Wee Kwang, Ricky

I can contribute to the nation's security by being vigilant, ensuring accuracy of my work at all times and maintaining secrecy of information that I have access to.

CS02 Zainab Bte Mohamed



Planning & Research Division



By embracing each task with a positive attitude, any challenge can be overcome, no matter how daunting it may seem to be. After all, I believe that one can only truly appreciate the beauty of something if one has worked hard for it.

Border security is the collective effort of every member of ICA, regardless of rank or work unit. Having the mentality that everyone matters, right from the onset, would ensure that we remain united and resilient as an organisation.

ASP Siti Salmah Haji Abu Samah

One of my duties involves providing critical immigration statistics to ICA's management or ministry for further analysis. When generating such figures, it is important to adopt checks to ensure accuracy. In the event of any errors detected after the provision, one must be honest and quickly follow up with the amended figures to ensure timeliness and data accuracy.

MX12 Lee Hon Wai

Technology Division



Information technology has always played an integral role in ICA's operations. One of the ways I can contribute to the security of our nation is to keep abreast of the emerging technologies in the global and local arena. This will identify new capabilities that can enhance ICA's operational excellence and capacity to meet the mounting security challenges posed by the growing arms of terrorism in the region.

ASP Lin Kaizhen

The pledge is ICA's commitment to our nation. With the pledge as our guide, we will be constantly reminded to stay focused on our call of duty.

I challenge myself as an officer today to do even better tomorrow, performing and excelling in my level of productivity. It is a conscious effort and with determination, I can achieve it.

ASP Ang Lay Sung, Angela

Manpower Division



For effective teamwork, I endeavour to leverage on the strengths of fellow colleagues and at the same time help them to overcome their weaknesses, so that as a team, we can work together effectively and achieve our desired targets. In this way, trust and rapport among team members will be further enhanced and teamwork brought to a higher level.

DSP Koh Hong Chee

I believe that active learning helps to make a person better and we should have an inquisitive mind to unlearn and re-learn every day. By acquiring new knowledge and sharing it with my fellow colleagues, it helps to promote active learning within the organisation and make ICA better.

ASP Lau Ching Chuan

Corporate Services Division



When handling daily operations, we maintain proper records to ensure that actions can be tracked and accounted for.

I will ensure the confidentiality of the security-related procurement and give priority to operational-critical logistical requirements.

MX12 Lim Pek Yin

Ensuring that payment for all procurement are in accordance with financial procedures, for official purpose and made to the rightful party, thus helping to protect the security of our nation's financial resources.

CS01 Lucia Koh

Policy Division



Constantly remind myself that nothing is perfect and there is always room for improvement. Caution myself against becoming complacent and drive myself to always strive for greater heights. Dare to try out new things or make a change even if it means challenging conventional thinking or requiring additional effort.

ASP Aw Jia Jie

Commitment: Understanding that personal sacrifices and putting the organisational needs before oneself are inevitable at times. **Accountability:** Striving for my utmost at all times during the course of my duty and ensuring that all my actions are for the benefit of ICA.

INSP Ang Kar Heng

Corporate Communications Division



The pledge is a collective effort of "We are One", what each and every individual ICA officer believes in and the common vision that all of us work towards. The pledge keeps all ICA officers moving in the same beat.

It all begins with the individual mindset to see each other as part of a team. Be concerned and sensitive towards the needs of fellow colleagues, be it work or non-work related issues.

ASP Brenda Tham

I strongly believe that all officers regardless of their substantive grade can make a contribution towards the organisation. I strive to explore innovative ideas to improve our workflow thereby increasing our productivity.

CS04 Tan Sok Hian



Intelligence Division



Our daily work is directly relevant to the security of our nation as we help to prevent the infiltration of terrorists or smuggling of bomb-making materials and explosives into Singapore. By raising the knowledge and awareness of ground officers, improving their capabilities and skills in sieving out dubious travellers (who may be potential terrorists) and detecting contraband or security-related items at the checkpoints, the terrorism threat can be mitigated.

SUPT Ong Kak Wee

One must always be mindful that there is no guarantee that what has worked well now will continue to work well for the future. One must constantly be well-read and innovate and stay ahead of one's adversary.

We are all in a profession that can make a difference to Singapore's safety and security, and make an impact on the lives and well-being of our loved ones. One must always possess a "hunter" mentality rather than a "fisherman" mentality and hunt actively rather than sit passively for the prey.

DSP Ong Boon Kwan

Operations Division



The pledge embodies who we are, what makes us unique and what we aspire to be. It reaffirms our commitment to carrying out our duties with integrity and professionalism as we serve our nation.

We can contribute by discharging our work diligently and conscientiously, and ensuring that the secure framework painstakingly put in place is not compromised at any stage.

ASP Tay Tian Hock

The importance of a pledge can be compared to that of a ship's rudder. An ICA officer might lose his or her focus and clarity while being engrossed in daily work. The pledge helps to crystallise ICA's values, focus and corporate mission. Hence, the pledge is like a ship's rudder which reminds and steers ICA officers towards a common goal.

At Operations Development Branch, we work with multiple parties, both internal and external. Integrity ensures that we do not compromise our department's interest despite undue influence from interested parties. Commitment ensures that projects are properly implemented as planned, and having a sense of accountability at the personal level serves to guide us towards desired outcomes.

ASP Chua Chee Beng, Dennis

Our Milestones



ICA's Change of Command

On 31 August 2010, ICA bade goodbye to Mr Eric Tan and ushered in the new Commissioner, Mr Clarence Yeo. The change of command was effected through a symbolic ceremony presided by Permanent Secretary (Home Affairs) Mr Benny Lim,

who handed the ICA mace, the symbol of command, to Commissioner Clarence Yeo. Commissioner Yeo recited the Oath of Office and the ICA Pledge, witnessed by guests from ministry headquarters and Home Team departments.



ICA's Symbol of Command

ICA adopted the ceremonial mace as the symbol of command, signifying the passing of authority, responsibility and accountability. The head of the mace comprises the ICA logo on one side and the outline of the Singapore island on the other to signify ICA's islandwide presence and responsibility in safeguarding Singapore's borders. ICA's vision, "Inspiring Confidence in All" is engraved on the shaft. For generations to come, this iconic symbol will continue to represent ICA's leadership and our leader's commitment to lead the organisation to a future of success.



Operationalisation of Cargo Clearance Centre & Image Analysis Centre at Old Woodlands Checkpoint

A Cargo Clearance Centre (CCC) incorporating an Image Analysis Centre was built at Old Woodlands Checkpoint (OWC) to mirror the operational capability of the existing CCC at Woodlands Checkpoint. This enhances the capabilities of OWC further.

The new CCC comprises a cargo checking bay with six dedicated checking platforms. The specialists working in the Image Analysis Centre receive images for analysis from the mobile radiographic scanner via a LAN network.

The new facility began full operation on 1 February 2010.



Additional Departure Booths for Motorcycles at Woodlands Checkpoint

Since the checkpoint became operational in July 1999, the actual number of departing motorcycles cleared at Woodlands Checkpoint has exceeded its projected volume annually. In 2010, the number of motorcycles passing through the checkpoint reached a record high of 7.33 million.

To alleviate the traffic congestion during the evening peak hours, Woodlands Command constructed four additional booths at the Departure Motorcycle Zone to enhance the checkpoint's clearance capacity. Since the four additional booths began operations in October 2010, the motorcycle queues leading to the checkpoint have been shorter. Woodlands Command has received numerous positive feedback from the public on this initiative.



Operationalisation of BIKES II at Woodlands and Tuas Checkpoints

Launched in 2006, the Biometrics Identification of Motorbikers System (BIKES) was initiated to expedite the automated immigration clearance of single-rider motorcyclists during peak traffic conditions without compromising security. Motivated by the resounding success of BIKES, the system was enhanced to clear pillion riders as well. BIKES II was thus established.

BIKES II was rolled out at Tuas Checkpoint on 21 June 2010 and subsequently, at Woodlands Checkpoint on 21 October 2010. In total, ten arrival and six departure BIKES II counters were installed at Woodlands Checkpoint while Tuas Checkpoint offered an additional five counters each for arrivals and departures.

Positive reviews of BIKES II from regular users of the land checkpoints have not stopped since. Many welcome the added convenience. Woodlands Checkpoint has experienced a two-fold increase in the total number of BIKES user enrolment since the introduction of BIKES II.

Our Milestones

Additional Boarding Bays at Arrival and Departure Bus Zones at Tuas Checkpoint

Comparing 2009 and 2010, Tuas Checkpoint had seen an increase of 22.28% in arrival bus volume and 19.17% in departure bus volume. The holding capacity of 22 arrival bus bays and 16 departure bus bays were insufficient to cope with the increasing bus traffic at the checkpoint.

The backflow of these buses within and around the checkpoint's premises had resulted in longer waiting times for the travellers. With insufficient boarding bays, the safety of travellers was also compromised as some attempted to run across the bus lanes so as to board their coaches which were still in the queue to the boarding bays. The additional seven boarding bays constructed at the Arrival Bus Zone, and five more at the Departure Bus Zone have improved the bus traffic flow at the checkpoint significantly.



800 Megawatts Smile of Airport Command

The "800 Megawatts Smile" is an initiative launched on 28 September 2010 by ICA's Airport Command to promote service awareness among officers. The "800 Megawatts Smile" symbolises the smile and sincere service from each of the 800 Airport Command's officers as ICA extends its warm greetings to travellers at the Singapore Changi Airport.

The "800 Megawatts Smile" wall mural, measuring 2.2m by 5.5m, is fashioned from the individual photographs of the officers, each wearing a smile. It decorates the walls of Terminal 3 Departure Hall, as well as the Arrival and Departure Halls of Terminal 1 and Terminal 2. An "800 Megawatts Smile Mirror" is also affixed at every immigration counter in the airport, reminding officers to be ever ready to serve.



Threat-Oriented Passenger Screening Integrated System (TOPSIS)

The Threat-Oriented Passenger Screening Integrated System (TOPSIS) is spearheaded by the Homefront Security Division of the Ministry of Home Affairs with the aim to detect, disrupt and deter persons preparing for acts of terrorism and other criminal activities. Using cognitive techniques to identify telltale indicators (TTIs), TOPSIS leverages on both the security and non-security communities working at various locations in the checkpoints to spot and flag out telltale signs exhibited by travellers.

In collaboration with ICA and other key partners at the checkpoints, such as operators, ground handlers and the auxiliary police, TOPSIS has been progressively introduced since 2009 at major immigration checkpoints: Tanah Merah Ferry Terminal, Singapore Cruise Centre, Changi Airport and Woodlands Checkpoint. TOPSIS is scheduled for implementation at Marina South Pier and Tuas Checkpoint in 2011.



Alternate Site Collection of Singapore Passports

Since 15 October 2010, successful Singapore passport applicants have the option to collect their passports from any of the 20 designated Singapore Post Limited (SingPost) outlets strategically located across the island. ICA will notify applicants who are eligible for this option under the Alternate Site Collection (ASC) initiative. A service fee is payable to SingPost upon collection.

SingPost has provided good service by ensuring prompt delivery, secure custody and collection of Singapore passports at its outlets. Users of the service have been very satisfied especially with the accessibility of the collection centres and extended operating hours.

In the pipeline is the collection of identity cards and Long-Term Pass (LTP) cards from SingPost outlets which is scheduled for implementation in 2011. More participating SingPost outlets will be included to manage the additional demand.



ICA's Continuous Education Programme (iCEP)

In ICA, officers are given opportunities to achieve their career aspirations as well as pursue and fulfil their academic dreams. Under ICA's Continuous Education Programme (iCEP), officers from the Home Affairs Services-ICA (HAS-ICA) and Corporate Support Officer (CSO) Schemes can be sponsored for diploma programmes at local polytechnics.

Since its introduction in 2009, the iCEP has sponsored two Specialists and four CSOs for diploma courses. Sponsorships for degree courses are also available, such as the part-time degree sponsorship programme and the Home Affairs Learning & Growth Opportunities Programme (HALO). HALO sponsors outstanding HAS-ICA Specialists for full-time undergraduate studies, while the part-time degree sponsorship programme allows officers to study for a degree while working.

Those who had gone through iCEP have benefited from the knowledge and insights gained from their respective courses of study.



ICA Firearms Trainers

The development of ICA's team of firearms trainers is part of the effort to enhance the overall capabilities of firearms handling.

In the past, all instruction and training related to firearms were provided by either the Singapore Police Force or the auxiliary police force. Since May 2010, ICA's home-grown firearms trainers have been overseeing the smooth operations and delivery of the Basic Firearms Training course as well as the Classification Shoot Training Course for all ICA officers. These trainers are attached to the Firearms Training Unit of ICA Training School, which was set up in February 2010. Trained by the Police Training Command, the unit has a total of 24 firearms trainers, of whom seven are full-time trainers.

The enthusiasm and professionalism of these dedicated trainers have inspired their trainees to gain greater proficiency and confidence in handling firearms.

Our Milestones



Bali Process Workshop on Immigration Aspects of Seaport Security 2010

The Bali Process Workshop on Immigration Aspects of Seaport Security was successfully held in Singapore from 13 to 15 July 2010 at the Novotel Singapore Clarke Quay. A total of 45 government officials from the immigration, customs and foreign affairs departments of 19 member countries attended the workshop which was co-hosted by ICA and Australia's Department of Immigration & Citizenship (DIAC). Amongst them were six participants from ICA.

The workshop focused on threats posed by terrorism and transnational crimes, as well as measures to improve seaport security from an immigration perspective. Subject experts from Singapore and Australia spoke on various topics of interest. Participants also visited the Tanah Merah Ferry Terminal to gain a better understanding of border security enforcement at the seaports. During the visit, participants were briefed on the Biometric Database for Immigration Clearance (BDIC) system and the Enhanced Immigration Automated Clearance System (eIACS). The workshop served as an excellent platform for networking and strengthening of relationships among counterparts from participating countries.



Fraud Document Training by French Document Experts

In partnership with ICA Training School, the French embassy in Singapore conducted a 3-day Fraud Document Training Course at the Home Team Academy from 15 to 17 March 2010. The training course was attended by 20 officers from the checkpoint commands as well as the Intelligence Division. Mr Philippe Singharaj, Deputy Regional Police Attaché from the French embassy, together with Mr Jean Claude Schiehle and Mr Philippe Coyard from the French Border Police Provinces conducted the training. ICA officers had the opportunity to examine various fraudulent documents as well as share their personal experiences. In the process, they had gained knowledge and honed their skills on the detection of fraudulent documents.



Training Attachment with the Australian Customs and Border Protection Service

Two officers from the Anti-Smuggling Team in Coastal Command attended the Merchant Vessel Search course conducted by the Australian Customs and Border Protection Service (ACBP) from 8 to 12 February 2010 in Sydney. The course enhanced their detection skills and techniques in conducting thorough and safe checks on ships for smuggling. The highlight of the course proved to be the daunting task of scaling a 5-storey tower which overlooked the Sydney Harbour. Our officers successfully scaled the high tower and returned to Singapore with pride and self-confidence.

iEnquiry

iEnquiry, a one-stop online enquiry system that allows applicants to check the application status for ICA services any time of the day was launched on 15 November 2010. With the introduction of iEnquiry, an applicant or a local sponsor can simply log on to check the application status for immigration facilities. There is no longer the need to call or email ICA, or even access the portal used for their applications.

Besides enabling applicants to check the status of the different immigration services, iEnquiry has also subsumed the functions of iCHECK and VERIFI - the two online tools used to verify the validity of identity cards and immigration passes respectively. The existing iCHECK and VERIFI functions are now available through the same portal as an added convenience to the users.

iEnquiry provides a fuss-free experience for users as it enables them to better manage their time by performing the checks themselves in a few simple steps online anytime, anywhere.



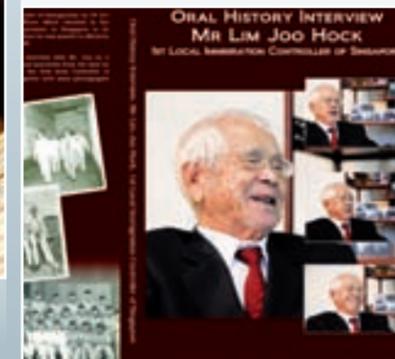
Heritage Preservation

The heritage preservation journey in ICA is hastened with the formation of the ICA Heritage Preservation Committee (HPC) on 30 September 2009. ICA may be a young organisation but it has a rich history and heritage. The HPC has formalised the process of creating a veritable ICA heritage collection including oral history interviews and a heritage log and scrapbook.

The Oral History Programme captures the thoughts and reflections of key appointment holders who had served during trying times or periods of significance, as well as officers who were key players in major incidents and events. Assisted by the MHA Heritage Development Unit, ICA has begun our Oral History Programme with the interviews of Singapore's first local Controller of Immigration, Mr Lim Joo Hock on 2 September 2010, and ICA's first Commissioner, Mr Lock Wai Han on 26 November 2010.

The heritage log and scrapbook which will be hosted on our intranet will create an awareness of our history and heritage among our officers.

Preserving our heritage and appreciating our history will leave a lasting legacy for future generations of ICA officers.



MediaCorp Production "Point of Entry"

MediaCorp's English drama serial "Point of Entry" (POE) came onto the small screen on 2 December 2010. Through an enthralling storyline, the 20-episode drama serial portrayed the lives and work of Team Epsilon - a group of ICA Intel officers, and ICA's efforts to keep Singapore's air, land and sea borders safe from illegal immigration and smuggling activities. Inspired by real-life cases, POE captured the imagination of the viewers week after week as many began to appreciate the nature and importance of ICA's work and the responsibilities shouldered by its dedicated officers.

It all began in October 2009, when the MediaCorp Channel 5 drama production team approached ICA on a collaboration to produce a drama serial on ICA's work. With the green light to go ahead, production of the drama was set in motion with several site visits to the checkpoints and briefings on case detections to help the production team understand and appreciate the work of ICA. Suitable filming locations also had to be identified while the cast was given training on conducting operations and protocols. These have resulted in an exciting drama serial and an excellent corporate branding opportunity for ICA.

With POE, the public has come to appreciate the onerous nature of ICA's role as well as the commitment and vigilance of ICA officers in protecting our borders, and making Singapore a safe and secure best home.



Awards



NTUC May Day Medal of Commendation Award

The NTUC May Day Awards is an esteemed recognition of individuals who have made significant contributions to the Trade Union Movement. In 2010, our then Commissioner Eric Tan was nominated by AUPE and subsequently conferred the Medal of Commendation Award by NTUC during the May Day Dinner on 29 April 2010.

The Medal of Commendation Award recognises senior management personnel who have spearheaded positive industrial relations, emphasised employees' training and skills upgrading as well as supported welfare initiatives.



Public Service Premier Award

The Public Service Premier Award, the most prestigious of the Public Service Awards, recognises public officers (for their excellent service), public organisations (for their achievements in organisational excellence) and members of public (who have made significant contributions as customers).

ICA had met the qualifying criteria of attaining SQA and class-level standards of Singapore Innovation Class, Singapore Service Class, People Developer and ISO. Commissioner Clarence Yeo was among the many proud winners who received the award from Deputy Prime Minister, Minister in charge of the Civil Service and Minister for Defence, RADM Teo Chee Hean at the inaugural Excellence in Public Service Awards Ceremony held on 21 May 2010.



Web Excellence Award

On 1 June 2010, ICA was conferred the Merit Award for the inaugural Singapore Government Web Excellence Award 2009 (WEA). Jointly organised by the Ministry of Finance and the Infocomm Development Authority, the WEA accords recognition to websites of government agencies with outstanding levels of user-friendliness, content presentation, overall website-management and effective delivery of electronic services.

Of the 39 government agencies which participated in this first-of-its-kind competition, ICA emerged as one of its 10 winners. Commissioner Clarence Yeo received the award from Chairman of the MICA Government Parliamentary Committee, Mr. Zaqy Mohamad, at the awards ceremony held on 1 June 2010.

Business Traveller 2010 (UK, Europe) (Asia Pacific)

1st – Incoming Passport Control; 1st – Airport Customs Clearance

ICA's Airport Command's constant efforts of satisfying passengers' demand for aviation security and their wish of a hassle-free travelling experience has spurred its quest to adopt and maintain world-class processes and facilities. This, in no small part, has contributed to Changi International Airport's reputation for setting standards in the quality of airport and security.

Despite keen competition from newer airports in the region, Changi International Airport has managed to defend its title in the top position of the world's best airports in 2010 by Business Traveller (UK, Europe) and Business Traveller (Asia Pacific). For ICA, the leading business magazine has acknowledged our immigration and customs clearance as the best in the world.



Singapore Health Award

The Singapore H.E.A.L.T.H (Helping Employees Achieve Life-Time Health) Award gives national recognition to organisations with commendable Workplace Health Promotion (WHP) programmes.

Presented by the Health Promotion Board, the Awards comprise four categories: Platinum, Gold, Silver and Bronze. ICA was a Silver Award recipient in 2004 and 2005 and a Gold Award recipient in 2006 and 2008. In 2010, ICA attained the Platinum Award, the highest accolade for the Award. Commissioner Clarence Yeo received the Platinum Health Award from Minister for Health Khaw Boon Wan at the Awards Ceremony on 26 November 2010.



ASOCIO (Asia-Oceania Computing Industry Organisation) ICT Best Practice Award

ICA's e-Visitor Programme, which was already a finalist at the Stockholm Challenge 2010, bagged another accolade in December 2010 – the ASOCIO (Asia-Oceania Computing Industry Organisation) ICT Best Practice Award 2010.

ASOCIO is a group of IT industry associations from 29 economies in Asia and the Oceania region representing more than 10,000 ICT companies.

A suite of systems combining online services and backend support systems which provides a complete solution for visitors, ICA's e-Visitor Programme successfully showcased our emphasis on innovation and ability to harness technological solutions for the pursuit of service excellence and border security.



Distinguished Visitors



20 January 2010

The Ukraine Minister for Foreign Affairs, H.E. Mr. Petro Poroshenko, visited ICA to learn more about Singapore's experience in producing and issuing ordinary and diplomatic passports. The Minister was also given a site tour of the passport production room.



21 January 2010

The Oman Undersecretary for Development Affairs, Ministry of National Economy, H.E. Alfadhl Al Harthy, visited ICA to learn more about the e-Visa and e-Visitor systems. The Information Technology Authority (ITA) of Oman was also reviewing and implementing their corresponding systems.



25 – 26 February 2010

A delegation from the UAE Ministry of Interior (Moi), led by Brigadier Dr Abdullah Ali Sahoh, Director General of General Directorate of Residency and Foreigners Affairs, Sharjah, visited ICA HQ, where they were briefed on Singapore's immigration laws and regulations. On 26 February, the delegation visited the Home Team Academy to view the Checkpoint Security Training Suite, followed by Woodlands Command to view the Enhanced Immigration Automated Clearance System (eIACS) and X-ray machine.

18 – 19 March 2010

Ms Christine Desloges, Chief Executive Officer of Passport Canada, visited ICA HQ, Airport Command and Woodlands Command from 18 to 19 March. She was given a site tour of the passport production room at ICA HQ and the immigration clearance systems at both the checkpoints.



7 April 2010

ICA hosted a seven-member delegation, led by US Congresswoman Loretta Sanchez, of the US House of Representatives. They visited Ports Command, where they were briefed on the security clearance of maritime cargo, ICA's involvement in the various US initiatives (Container Security Initiative), and the functions of the various scanning equipment deployed at Pasir Panjang Scanning Station.



30 April 2010

Mr Bill Paterson, Australian Ambassador for Counter-Terrorism, Department of Foreign Affairs and Trade, visited Tuas Command together with three other senior officials. They were briefed on the operations of Tuas Command and ICA's BorderWatch Unit.



Distinguished Visitors



10 May 2010

A nine-member Tanzanian National Identification Authority delegation, led by the Permanent Secretary from the Tanzanian President's Office, Constitutions and Good Governance, Mr Maalim Mahadhi Juma, visited ICA on 10 May. They were briefed on the National Identity Card (IC) System and brought on a site tour of the IC production room at ICA HQ.



3 August 2010

A seven-member delegation from the Bhutan Ministry of Home and Cultural Affairs (MHCA) visited ICA to study the civil registration system of Singapore. Led by the Secretary of MHCA, Dasho Penden Wangchuk, the delegation was briefed on ICA's civil registration processes and brought on a site tour of the IC and passport production rooms at ICA HQ.



24 – 25 May 2010

The Commander of Immigration (Airports), Pol MG Visanu Hin Prasattongosoth, and the eight-member Royal Thai Police Immigration Bureau delegation visited ICA. The two-day programme included a courtesy call on Commissioner ICA followed by a visit to Airport Command to learn about its operations.



28 September 2010

The Prime Minister of Mauritius, Dr Navinchandra Ramgoolam, was in Singapore from 24 to 28 September for the F1 Grand Prix Night Race. On 28 September, ICA hosted the PM and the accompanying eight-member delegation. They were briefed on the National Identity Card (IC) System and brought on a site tour of the IC production room.



25 June 2010

A ten-member Malaysian Immigration (MI) delegation, led by Director-General Dato Abdul Rahman, was brought on a site tour of the passport production room at ICA HQ. They also visited Woodlands Command, where they were briefed on ICA's border operations.



1 October 2010

The Bruneian Home Affairs Minister, Pehin Dato Ustaz Haji Badaruddin Othman, visited Singapore from 30 September to 2 October. On 1 October, the Minister and his delegation visited Tuas Command and were briefed on the technologies employed at the checkpoint and the Integrated Cargo Inspection System.

Significant Cases

Intelligence Division and Coastal Command

16 January 2010 @ 1830 hours

Location

Vicinity of Senoko Way

Offence

Illegal entry

How

In a joint operation between ICA's Intelligence Division, Coastal Command and the Police Coast Guard, one male and three females were arrested for illegal entry by a motorised sampan. They were spotted on a passageway along a drain at Senoko Way. Their clothing was drenched and none of their passports had a valid Singapore entry endorsement.

Result

All four subjects were sentenced to between three to 18 months' imprisonment. The male illegal immigrant was also meted with six strokes of the cane.

CASE 1

Air Cargo Command

23 January 2010 @ 1100 hours

Location

Changi Airfreight Centre

Offence

Attempted transhipment of 271 pieces of assorted air-soft guns and accessories without prior approval from the Singapore Police Force's (SPF) Arms & Explosives Branch (AEB)

How

Detected during scanning of a transhipment consignment declared as "consolidated goods for transhipment".

Result

Referred to the Airport Police Division for further investigation.

CASE 2

Tuas Command

05 February 2010 @ 0540 hours

Location

Tuas Checkpoint, Arrival Cargo Bay

Offence

Attempted smuggling of 8,349 cartons of duty-unpaid cigarettes

How

Checks conducted after abnormalities detected during scanning. Found hidden in a consignment of tupperware products. Joint operation by ICA and Singapore Customs.

Result

Referred to Singapore Customs for further investigation.

CASE 3

Woodlands Command

26 February 2010 @ 1230 hours

Location

Woodlands Checkpoint, Cargo Clearance Centre, Departure Bay

Offence

Attempted illegal departure and abetment

How

A male Indian national without valid travel document was found hiding behind a curtain located behind the driver's seat. The lorry was driven by a male Malaysian accompanied by another male Malaysian.

Result

The male Indian immigration offender was sentenced to five months' imprisonment and six strokes of the cane. The male Malaysian driver was sentenced to two years' imprisonment and three strokes of the cane while the other male Malaysian was fined \$1,000.

CASE 4

Ports Command

12 March 2010 @ 1030 hours

Location

Keppel Distripark Gate

Offence

Attempted smuggling of 5,996 cartons of duty-unpaid cigarettes

How

Detected during manual inspection of a consignment of ventilators.

Result

Referred to Singapore Customs for further investigation.

CASE 5

Enforcement Command

22 March 2010

Offence

Making and abetting of false statement in visit pass application

How

A male Singaporean had sought the assistance of another male Singaporean to "marry" his female PRC partner so that the "husband" could sponsor her application for extension of stay. He had made contributions to the latter's CPF account and also provided him with a letter of gainful employment.

Result

The female PRC national was sentenced to four months' imprisonment for making a false statement in her visit pass application. Her "husband" was sentenced to two months' imprisonment for making false statement in the application too. The other Singaporean was sentenced to two months' imprisonment for abetting her.

CASE 6



Significant Cases

Airport Command

24 March 2010 @ 1645 hours

Location

Changi Airport Terminal 1, Arrival East Wing

Offence

Possession of stun gun in the shape of a cell phone

How

Detected during X-ray screening of checked-in luggage, revealing a stun gun in the shape of a cell phone in each of the three travellers' bags.

Result

Referred to the Airport Police Division for further investigation.

CASE 7

Enforcement Command

30 March 2010

Offence

Visa Scam

How

A male Malaysian had facilitated the entry of PRC nationals into Singapore by using numerous SingPasses provided by a female Singaporean to apply for visas through Submission of Visa Applications Electronically (SAVE). The male Malaysian had learnt the "trade" from a male Singaporean who was also involved in such scams.

Result

The Malaysian was sentenced to 10 months' imprisonment. The female Singaporean was sentenced to 12 weeks' imprisonment and the male Singaporean to eight months' imprisonment.

CASE 8

Woodlands Command

20 April 2010 @ 1545 hours

Location

Woodlands Checkpoint, Cargo Clearance Centre, Arrival Bay

Offence

Attempted smuggling of 9,791 cartons of duty-unpaid cigarettes

How

Found hidden in a consignment of plywood. Checks conducted after detection of abnormalities during scanning. Joint operation by ICA and Singapore Customs.

Result

Referred to Singapore Customs for further investigation.

CASE 9

Intelligence Division

12 May 2010 @ 1900 hours

Location

Vicinity of Selegie Road

Offence

Overstaying and practising medicine without licence

How

A male Indian national practising medicine without licence was found to have treated a male Indian overstayer. Joint operation by ICA and Ministry of Health.

Result

The male Indian overstayer was sentenced to three months' imprisonment and \$3,000 fine. The medical "practitioner" was referred to the Health Sciences Authority (HSA) for further investigation.

CASE 10

Ports Command

12 May 2010 @ 2230 hours

Location

Pasir Panjang Scanning Station

Offence

Attempted smuggling of 1,050 kg of dried meat of bovine and porcine origins

How

Detected during scanning of a 20-footer container of bamboo chopsticks and dried yellow tailfish.

Result

For being a repeat offender, the importer was sentenced to the maximum fine of \$100,000 or in default of 10 weeks' imprisonment.

CASE 11

Airport Command

10 June 2010 @ 0750 hours

Location

Changi Airport Terminal 1, Arrival East Wing

Offence

Attempted smuggling of 43.3 kg of duty-unpaid dried tobacco leaves and 47 pieces of gold jewellery

How

Detected during X-ray screening of luggage.

Result

Referred to Singapore Customs for further investigation.

CASE 12



Significant Cases

Enforcement Command

30 June 2010

Offence

Harbouring of an overstayer

How

A male Singaporean was found harbouring a female PRC overstayer in a HDB flat he rented

Result

The PRC overstayer was sentenced to two months' imprisonment and \$5,000 fine. The Singaporean was sentenced to nine months' imprisonment for harbouring her.

CASE 13

Coastal Command

15 July 2010 @ 1800 hours

Location

Vicinity of Jurong Fishery Port

Offence

Attempted smuggling of 2,200 cartons of duty-unpaid cigarettes

How

In a joint operation between ICA's Intelligence Division and Coastal Command's Anti-Smuggling Team with the Clementi Police Division's Intelligence Branch and the Police Coast Guard's Intelligence Branch, two Singaporeans and four foreigners were arrested for smuggling a total of 44 packages of duty-unpaid cigarettes in two sampans.

Result

Five of the subjects were sentenced to between 29 and 41 months' imprisonment. The sixth suspect was released unconditionally as investigations later revealed that he was not involved in the smuggling.

CASE 14

Ports Command

10 August 2010 @ 1130 hours

Location

Jurong Scanning Station

Offence

Attempted smuggling of 4,800 cartons of duty-unpaid cigarettes

How

Detected during scanning of a 20-footer container of printers.

Result

Referred to Singapore Customs for further investigation.

CASE 15

Tuas Command

17 August 2010 @ 0050 hours

Location

Tuas Checkpoint, Arrival Cargo Bay

Offence

Attempted smuggling of 1,764 cartons of duty-unpaid cigarettes

How

Checks were conducted after detection of abnormalities during scanning. The cigarettes were found hidden in modified fish tanks containing live fish.

Result

Referred to Singapore Customs for further investigation.

CASE 16

Airport Command

18 August 2010 @ 2055 hours

Location

Changi Airport Terminal 2, Arrival North Wing

Offence

Possession of one forged Singapore passport, one forged Malaysian identity card and 16 forged credit cards

How

Detected during a body and baggage search.

Result

Sentenced to 48 months' imprisonment for possession of the forged Singapore passport and other forged documents.

CASE 17

Intelligence Division and Tuas Command

25 August 2010 @ 1930hrs

Location

Tuas Checkpoint, Departure Car Bay

Offence

Attempted illegal departure and abetment

How

Two male Indian immigration offenders were found hiding inside the boot of a car driven by a male Malaysian. Joint operation by ICA Intelligence Division and Tuas Command.

Result

The Indian immigration offenders were sentenced to between 10 to 14 weeks of imprisonment and five to six strokes of the cane. The driver was sentenced to two years' imprisonment and three strokes of the cane.

CASE 18



Significant Cases

Coastal Command

05 September 2010 @ 1300 hours

Location

Singapore Cruise Centre

Offence

Attempted importation of 16 kg of ant eggs and 11 species of live birds

How

The items, found hidden in two bulky hand-carried boxes, were meant for sale to a bird shop.

Result

Referred to the Agri-Food and Veterinary Authority of Singapore for further investigation.

CASE 19

Air Cargo Command

18 October 2010 @ 0845 hours

Location

Changi Airfreight Centre

Offence

Attempted smuggling of 1,080 cartons of duty-unpaid cigarettes

How

Detected during scanning of a consignment of men's shirts.

Result

Referred to Singapore Customs for further investigation.

CASE 20

Air Cargo Command

30 October 2010 @ 1050 hours

Location

Changi Airfreight Centre

Offence

Attempted importation of 546 kg of duty-unpaid "ang hoon"

How

Detected during scanning of two consignments declared as "parts of garments and undergarments" and "bags, blouses and shirts" respectively.

Result

Referred to Singapore Customs for further investigation.

CASE 21

Intelligence Division

01 November 2010

Location

23 food establishments across various parts of Singapore

Offence

Illegal entry, overstaying and working without work pass

How

In an islandwide joint operation between ICA, Ministry of Manpower (MOM) and Singapore Police Force (SPF), 33 illegal workers from food establishments were arrested together with the four personnel from the company supplying the illegal workers.

Result

Of the 33 illegal workers arrested, eight who overstayed were sentenced to between one to three months' imprisonment and fined between \$1,000 to \$3,000; one who entered Singapore illegally was sentenced to five months' imprisonment and eight strokes of the cane; 24 who worked illegally were referred to MOM for further investigation. The four company personnel were referred to SPF for further investigation.

CASE 22

Woodlands Command

30 November 2010 @ 1515hrs

Location

Woodlands Checkpoint, Arrival Car Bay

Offence

Attempted smuggling of 1,891 pieces of uncensored / suspected obscene optical discs

How

Hidden in the left and right panels, under and within the backrest of the rear passenger seat.

Result

Referred to Singapore Police Force (SPF) and Singapore Customs for further investigation.

CASE 23

Intelligence Division and Tuas Command

25 December 2010 @ 1210hrs

Location

Tuas Checkpoint, Arrival Cargo Bay

Offence

Attempted smuggling of 1,625 cartons of duty-unpaid cigarettes

How

Hidden in the floorboard compartment of two low-bed trailers carrying huge boring machines. Joint operation by ICA Intelligence Division and Tuas Command.

Result

Referred to Singapore Customs for further investigation.

CASE 24



Statistics

Checkpoint Operations

	2010	2009	2008
Number of passengers cleared at the checkpoints			
Arriving	83,361,600	74,230,400	74,419,500
Departing	83,262,900	74,357,500	74,216,800
Number of inward containers cleared at the checkpoints	1,029,300	902,500	886,300
Number of inward consignments (non-containerised) cleared at the checkpoints	3,238,100	2,911,600	3,131,800
Number of parcels cleared at the Parcel Post Centre	1,564,000	1,527,400	1,432,700

Enforcement Operations

	2010	2009	2008
Number of illegal immigrants arrested	1,430	1,800	2,390
Number of overstayers arrested	2,830	3,760	3,620
Number of harbourers arrested	77	84	107
Number of employers of immigration offender arrested	26	53	111
Number of contraband cases detected	67,600	52,800	38,600
Number of vehicles used in the smuggling of immigration offenders seized	18	8	8

Services Centre Operations

	2010	2009	2008
Number of applications for citizenship granted	18,800	19,900	20,500
Number of identity cards issued	67,100	99,800	114,200
Number of Singapore passports issued	657,300	469,500	456,800
Number of certificates of identity issued	490	500	1,300
Number of passes and permits (excluding re-entry permits) granted to foreigners	552,600	492,200	562,300
Number of live-births registered	38,000	39,700	39,800
Number of deaths registered	17,500	17,100	17,200