Pledge to Our 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”.

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 scoreboard 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 57,600 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 able to be 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.

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

**ICA HEADQUARTERS**

**AIR CHECKPOINTS**
1. Airport Logistics Park of Singapore
2. Changi Airfreight Centre
3. Changi Airport
4. Parcel Post Section
5. Seletar Airport
6. Tuas Checkpoint
7. Woodlands Checkpoint/Train Checkpoint

**LAND 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

**SEA CHECKPOINTS**
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
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.
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 Tamoharan

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
Our pledge is an assurance to the public of our commitment and a constant reminder to ourselves that we are committed to uphold ICAS 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
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
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 defense 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
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

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

Coastal Command

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
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
Our 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
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.

CSO2 Zainab Bte Mohamed
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 Kazhen

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

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, Angels
Manpower Division

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

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.

CSO1 Lucia Koh

Corporate Services 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

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.

CSO1 Lucia Koh
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.

CSO4 Tan Sok Hian

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

I 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 An Jia Jie
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 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 Kai Wei

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

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SUPT Ong Kai Wei
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.

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.

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.

ICA’s Symbol of Command

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.
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.

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 fulfill 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 have gone through ICEP have benefited from the knowledge and insights gained from their respective courses of study.
Our Milestones

The 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 (DlCA). 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 intelligence division as well as the intelligence division. Mr. Philippe Sinharaj, 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.

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.

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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 MHHA Heritage Development Unit, ICA has begun its 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 28 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.

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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.

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.

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 MHHA Heritage Development Unit, ICA has begun its 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 28 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.

The POE cast was given training on conducting operations 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.

MediaCorp Production ‘Point of Entry’

MediaCorp’s English drama serial ‘Point of Entry’ (POE) was aired 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

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.

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.

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.

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.

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.

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.
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.

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.

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.

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.

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.

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.

24 – 25 May 2010
The Commander of Immigration (Airports), Pol MG Visanu Hin Prasatongsooth, 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.

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.

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.

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.

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.

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### Significant Cases

<table>
<thead>
<tr>
<th>Case</th>
<th>Location</th>
<th>Offence</th>
<th>How</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. <strong>Intelligence Division and Coastal Command</strong>&lt;br&gt;16 January 2010 @ 1830 hours</td>
<td>Vicinity of Senoko Way</td>
<td>Illegal entry</td>
<td>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.</td>
<td>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.</td>
</tr>
<tr>
<td>2. <strong>Air Cargo Command</strong>&lt;br&gt;23 January 2010 @ 1100 hours</td>
<td>Changi Airfreight Centre</td>
<td>Attempted smuggling of 8,349 cartons of duty-unpaid cigarettes</td>
<td>Checks conducted after abnormalities detected during scanning. Found hidden in a consignment of tupperware products. Joint operation by ICA and Singapore Customs.</td>
<td>Referred to Singapore Customs for further investigation.</td>
</tr>
<tr>
<td>3. <strong>Tuas Command</strong>&lt;br&gt;05 February 2010 @ 0540 hours</td>
<td>Tuas Checkpoint, Arrival Cargo Bay</td>
<td>Attempted transhipment of 271 pieces of assorted air-soft guns and accessories without prior approval from the Singapore Police Force’s (SPF) Arms &amp; Explosives Branch (AEB)</td>
<td>Detected during scanning of a transhipment consignment declared as “consolidated goods for transhipment”.</td>
<td>Referred to the Airport Police Division for further investigation.</td>
</tr>
<tr>
<td>4. <strong>Woodlands Command</strong>&lt;br&gt;26 February 2010 @ 1230 hours</td>
<td>Keppel Distripark Gate</td>
<td>Attempted illegal departure and abetment</td>
<td>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.</td>
<td>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.</td>
</tr>
<tr>
<td>5. <strong>Ports Command</strong>&lt;br&gt;12 March 2010 @ 1030 hours</td>
<td>Woodlands Checkpoint, Cargo Clearance Centre, Departure Bay</td>
<td>Attempted making and abetting of false statement in visit pass application</td>
<td>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.</td>
<td>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.</td>
</tr>
<tr>
<td>6. <strong>Enforcement Command</strong>&lt;br&gt;22 March 2010</td>
<td>Keppel Distripark Gate</td>
<td>Attempted smuggling of 5,996 cartons of duty-unpaid cigarettes</td>
<td>Detected during manual inspection of a consignment of ventilators.</td>
<td>Referred to Singapore Customs for further investigation.</td>
</tr>
</tbody>
</table>
Significant Cases

**Airport Command**

24 March 2010 @ 1845 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.

**Enforcement Command**

30 March 2010
Location
Woodlands Checkpoint, Cargo Clearance Centre, Arrival Bay
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.

**Woodlands Command**

20 April 2010 @ 1545 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.

**Intelligence Division**

12 May 2010 @ 1900 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.

**Ports Command**

12 May 2010 @ 2230 hours
Location
Changi Airport Terminal 1, Arrival East Wing
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.

**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.
### Significant Cases

<table>
<thead>
<tr>
<th>Case</th>
<th>Date and Time</th>
<th>Location</th>
<th>Offence</th>
<th>How</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Enforcement Command</strong></td>
<td><strong>30 June 2010</strong></td>
<td></td>
<td>Harbouring of an overstayer</td>
<td>A male Singaporean was found harbouring a female PRC overstayer in a HDB flat he rented</td>
<td>The PRC overstayer was sentenced to nine months’ imprisonment and $5,000 fine. The Singaporean was sentenced to nine months’ imprisonment for harbouring her.</td>
</tr>
<tr>
<td><strong>Coastal Command</strong></td>
<td><strong>15 July 2010 @ 1800 hours</strong></td>
<td>Vicinity of Jurong Fishery Port</td>
<td>Attempted smuggling of 2,200 cartons of duty-unpaid cigarettes</td>
<td>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.</td>
<td>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.</td>
</tr>
<tr>
<td><strong>Ports Command</strong></td>
<td><strong>10 August 2010 @ 1130 hours</strong></td>
<td>Jurong Scanning Station</td>
<td>Attempted smuggling of 4,800 cartons of duty-unpaid cigarettes</td>
<td>Checks were conducted after detection of abnormalities during scanning. The cigarettes were found hidden in modified fish tanks containing live fish.</td>
<td>Referred to Singapore Customs for further investigation.</td>
</tr>
<tr>
<td><strong>Tuas Command</strong></td>
<td><strong>17 August 2010 @ 0850 hours</strong></td>
<td>Tuas Checkpoint, Arrival Cargo Bay</td>
<td>Attempted smuggling of 1,764 cartons of duty-unpaid cigarettes</td>
<td>Checks were conducted after detection of abnormalities during scanning. The cigarettes were found hidden in modified fish tanks containing live fish.</td>
<td>Referred to Singapore Customs for further investigation.</td>
</tr>
<tr>
<td><strong>Airport Command</strong></td>
<td><strong>18 August 2010 @ 2055 hours</strong></td>
<td>Changi Airport Terminal 2, Arrival North Wing</td>
<td>Possession of one forged Singapore passport, one forged Malaysian identity card and 16 forged credit cards</td>
<td>Detected during a body and baggage search.</td>
<td>Sentenced to 48 months’ imprisonment for possession of the forged Singapore passport and other forged documents.</td>
</tr>
<tr>
<td><strong>Intelligence Division and Tuas Command</strong></td>
<td><strong>25 August 2010 @ 1930hrs</strong></td>
<td>Tuas Checkpoint, Departure Car Bay</td>
<td>Attempted illegal departure and abetment</td>
<td>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.</td>
<td>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.</td>
</tr>
</tbody>
</table>
Significant Cases

Coastal Command
05 September 2010 @ 1200 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.

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.

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.

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.

Woodlands Command
30 November 2010 @ 1515hrs
Location
Woodlands Checkpoint, Arrival Cargo Bay
Offence
Attempted smuggling of 1,891 pieces of unclassified / 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.

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.
## Statistics

### Checkpoint Operations

<table>
<thead>
<tr>
<th></th>
<th>2010</th>
<th>2009</th>
<th>2008</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of passengers cleared at the checkpoints</td>
<td>83,361,600</td>
<td>74,230,400</td>
<td>74,419,500</td>
</tr>
<tr>
<td></td>
<td>83,262,900</td>
<td>74,357,500</td>
<td>74,216,800</td>
</tr>
<tr>
<td>Number of inward containers cleared at the checkpoints</td>
<td>1,029,300</td>
<td>902,500</td>
<td>886,300</td>
</tr>
<tr>
<td>Number of inward consignments</td>
<td>3,238,100</td>
<td>2,011,600</td>
<td>3,131,800</td>
</tr>
<tr>
<td>(non-containerised) cleared at the checkpoints</td>
<td>1,564,000</td>
<td>1,527,400</td>
<td>1,432,700</td>
</tr>
</tbody>
</table>

### Enforcement Operations

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

### Services Centre Operations

<table>
<thead>
<tr>
<th></th>
<th>2010</th>
<th>2009</th>
<th>2008</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of applications for citizenship granted</td>
<td>18,800</td>
<td>19,900</td>
<td>20,500</td>
</tr>
<tr>
<td>Number of identity cards issued</td>
<td>67,100</td>
<td>99,800</td>
<td>114,200</td>
</tr>
<tr>
<td>Number of Singapore passports issued</td>
<td>657,300</td>
<td>460,500</td>
<td>456,800</td>
</tr>
<tr>
<td>Number of certificates of identity issued</td>
<td>490</td>
<td>500</td>
<td>1,300</td>
</tr>
<tr>
<td>Number of passes and permits (excluding re-entry permits) granted to foreigners</td>
<td>552,600</td>
<td>492,200</td>
<td>562,300</td>
</tr>
<tr>
<td>Number of live-births registered</td>
<td>38,000</td>
<td>39,700</td>
<td>39,800</td>
</tr>
<tr>
<td>Number of deaths registered</td>
<td>17,500</td>
<td>17,100</td>
<td>17,200</td>
</tr>
</tbody>
</table>