



IMMIGRATION & CHECKPOINTS AUTHORITY

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Singapore 208718

www.ica.gov.sg

AGILITY
Security
Honour LEADERSHIP
Efficiency
PERSEVERANCE
Innovation Diligence
INTEGRITY
respect **Courage**
CONFIDENCE
DEDICATION
Inspiring Excellence
Security Team work
COMMITMENT
Effective Safe
Service Resilience
Excellence Legitimate
Partnership
SYNERGY
Helpful **creativity**
Motivation
Reliability Hard work
RESOLUTENESS
Professional
Loyalty Honesty
Unity
ACCOUNTABILITY



COMING OF AGE, SCALING NEW HEIGHTS
THE ICA JOURNEY

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 ICA Headquarters

 Land Checkpoints

 Air Checkpoints

 Sea Checkpoints

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'S ACHIEVEMENTS



Enhanced Immigration Automated Clearance System (eIACS)

Mar 2006



Biometrics Identification of MotorBikers System (BIKES)

Oct 2006



Protective & Analytical Facility (PAF) at Tuas Checkpoint

Dec 2008

Aug 2006

Singapore Biometric Passport (BioPass)



Dec 2006

Electronic Extension of Short-Term Visit Pass (e-XTEND)



Jan 2009

Electronic Re-Entry Permit (e-REP)





iReturn

Jul 2010



eLobby@ICA

Jul 2011



Mobile Automated Verification and Identification System (MAVIS)

Jul 2012

Oct 2010

Alternate Site Collection of Singapore Passports



May 2012

Flexible Immigration Clearance System (Flex-i) at Marina Bay Cruise Centre Singapore



April 2013

iCOLLECT



COMMISSIONER'S FOREWORD



A Sterling Year

2012 has proven to be another eventful and successful year for ICA. As we look forward to an exciting 2013, let us first review our achievements in 2012.

In terms of checkpoint operations, we cleared about 196 million travellers, an increase of about 7% compared to 2011. The number of immigration offenders (overstayers and illegal immigrants) arrested fell by 17% from 3,110 in 2011 to 2,580 in 2012, bringing the number to an all-time low. The number of illegal immigrants arrested fell by 26%, from 930 in 2011 to 690 in 2012. The number of overstayers also registered a decline of 13%, from 2,180 in 2011 to 1,890 last year.

The positive results can be attributed to the effectiveness of checkpoint and inland enforcement efforts, collaboration with Home Team members and other enforcement agencies, as well as the support and cooperation of the community.

ICA continues to face a complex operating landscape resulting from the convergence of globalisation, changing demographics and global security developments. To meet these challenges, ICA has leveraged on technology to provide innovative and effective solutions that will enhance our operational capabilities in a security-focused, service-conscious manner. For

example, in May 2012, we introduced the Flexible Immigration Clearance System (Flex-i) at the new Marina Bay Cruise Centre Singapore (MBCCS). The Flex-i consists of counters that can easily be toggled between manual and automated clearance mode to best meet operational requirements flexibly, efficiently and effectively.

Our innovation extends to the services centres as well. We will be launching iCOLLECT this year. It is a self-help service-kiosk that allows eligible applicants to collect their Singapore Biometric passports, identity cards or Long-Term Pass (LTP) cards. This is another example of ICA's efforts to ensure security checks are in place whilst providing greater accessibility and convenience to our customers.

ICA's good work did not go unnoticed. In October 2012, our Prime Minister posted a comment on his Facebook page from a Singaporean who complimented ICA for our efficient passport system. In addition, at the 2012 Administrative Service Dinner and Promotion Ceremony, DPM Teo Chee Hean mentioned ICA's contribution to an orderly and well-functioning Singapore as well as our role in keeping "a close watch on our borders". We are encouraged by our leaders' recognition and affirmation of ICA's role in border security and identification.

Awards received are also a testament to the innovative systems implemented by ICA. ICA obtained the Merit Award in the category of Most Innovative Use of Infocomm Technology (Public Sector) at the National Infocomm Awards 2012 for Mobile Automated Verification and Identification System (MAVIS). We also clinched the "Innovation in HR" Award for introducing multi-faceted learning platforms for our officers.

ICA recognises the contributions of all ICA officers and is committed to developing our human capital. In 2012, 80 officers received the Excellent Service Awards and three officers received the PS21 Star Service Awards for providing exceptional customer service. In addition, 14 Specialists were awarded sponsorships under the ICA Continuous Education Programme (iCEP). More officers will benefit from such sponsorships as we believe that our officers are ICA's most valuable asset.

As a leader in border security and identification, ICA continues to actively contribute in the international arena. We successfully co-hosted the Bali Process Workshop on Document Examination Education in Immigration with Australia in October 2012, attracting participants from more than 30 countries. 2012 was indeed another year in which our officers kept the ICA flag flying high.

Coming of Age, Scaling New Heights

The theme for this year's Annual is "Coming of Age, Scaling New Heights". It is an Annual that has added significance since ICA will be celebrating our 10th anniversary on 1 April 2013. As the theme suggests, this Annual will feature our past and present achievements and the significant moments shared. This year's Annual will also provide a glimpse into our plans for the future.

The ICA Journey began on 1 April 2003 with the merger of Singapore Immigration & Registration (SIR) and part of the Customs & Excise Department (CED). Officers from diverse backgrounds came together to forge a common identity, creating an organisation that will provide more effective and efficient border security in a heightened security climate.

For the past 10 years, ICA has worked resolutely to put in place systems, processes, legislation and immigration facilities to ensure the effective and efficient enforcement of our border security and identification functions. With a "Can-Do" mentality, a "Be-Better" attitude and an "ICA/Home Team-Centric" instinct, we have managed to scale new heights year after year – in capacity-building, capability-development and human capital transformation, supported by a culture of innovation and our readiness to reinvent and redefine our work.

We have garnered numerous local awards since ICA's formation. The most prestigious being the Singapore Quality Award in 2009 and the Public Service Premier Award in 2010 for our organisational excellence. In the international arena, ICA has continuously received accolades for our passport and customs clearances at the airport. We have been ranked number one for Airport Incoming Passport Control by Business Traveller (Asia-Pacific) for 10 consecutive years since 2003.

Even as ICA pursues operational and service excellence, we make it a point to ensure that our practices are environmentally-friendly. ICA successfully attained the Eco-Office certification in March 2012 for ICA HQ, Tuas Checkpoint and Woodlands Checkpoint, thus endorsing our efforts towards being a green organisation.

We have indeed come of age but we must continue to scale new heights to be future-ready. Some of our exciting developments include extending the alternate site collection for identity cards and Long-Term Pass cards as well as our i-Borders system. These two projects are featured in this Annual.

ICA's achievements can be attributed to the relentless efforts by ICA officers. More importantly, ICA has been able to achieve positive results because of the effective collaboration and engagement of Home Team departments and the community. ICA remains committed to working with them in keeping Singapore safe and secure. I would like to thank all Home Team members and our community leaders and strategic partners for their strong support.

To our leaders and counterparts, past and present, thank you for penning your thoughts and reflections on ICA's journey over the last 10 years. We are grateful to you for your guidance and support. Your insights and views will inspire ICA officers to do even better.

To my fellow ICA officers, you have worked tirelessly for the past decade to ensure the safety and security of our country. I am proud and privileged to lead a team of dedicated and committed professionals. I look forward to your continued support and urge each and every ICA officer to take this special journey with me as we shape and co-create an even better ICA for the future. As we discharge our duties with integrity, commitment and accountability, we pledge to live up to our vision of "Inspiring Confidence in All" as we keep Singapore safe and secure.

MR CLARENCE YEO
COMMISSIONER ICA



MESSAGES FROM OUR LEADERS

MR TEO CHEE HEAN

Deputy Prime Minister,
Coordinating Minister for National Security and Minister for Home Affairs



ICA was formed on 1 April 2003 through the merger of the Singapore Immigration & Registration and the checkpoint operations of the Customs & Excise Department, against the backdrop of a volatile global security landscape. Having a single border control authority has resulted in a stronger and more coordinated border security infrastructure, enabling Singapore to keep key external threats at bay. This task is made more difficult because our borders are among the busiest in the world, with some 500,000 people crossing our borders every day.

ICA thus has to find the right balance between protecting us against those who would do us harm, and welcoming friendly visitors to our shores. ICA officers have done well to ensure that Singapore remains a safe home for Singaporeans and an attractive destination for visitors.

Over the years, ICA has grown and adapted quickly to the increasingly complex and challenging global security landscape. Today, ICA is a “future-ready” 5,400-strong force that deploys innovative solutions in border security and customer service. These include the effective use of biometric technology for immigration clearance, and the use of online services for the application and collection of passports.

I am proud that ICA has a team of dedicated officers who are committed to keeping Singapore safe and secure. I congratulate ICA on its 10th anniversary and wish ICA every success in the years ahead.



MR S ISWARAN

Minister in Prime Minister's Office,
Second Minister for Home Affairs,
Second Minister for Trade and Industry

Singapore's economic success over the years has been built on our safe and secure environment. ICA's role in securing an efficient flow of people, goods and services has contributed significantly to this. Over the past decade, ICA has leveraged on technology to address the evolving needs of diverse checkpoint users. ICA's readiness to reinvent the way work is performed, and its openness to identify synergies and explore how technology can be used, are highly commendable. ICA's implementation of its "Flex-i" immigration hall to better address travellers' movements at our newly-opened Marina Bay Cruise Centre Singapore, is an example of how ICA continues to keep pace with increasing expectations using technology as an enabler.

Security is critical to businesses and families alike. It is a key reason why a young country like Singapore has been able to progress and develop so quickly.

Therefore, it is essential that ICA continues to be far-sighted and agile in its response to the evolving operational environment. On this 10th anniversary milestone, I would like to extend my heartfelt appreciation to our ICA officers for their commitment, dedication and resilience in their line of duty. Happy 10th anniversary and I wish ICA continued success.



MR MASAGOS ZULKIFLI

Senior Minister of State,
Ministry of Home Affairs

Since it was set up in 2003, ICA has had an eventful ten years. From the management of Severe Acute Respiratory Syndrome (SARS) in 2003 to the conferment of the Singapore Quality Award in 2009, ICA has made great progress and continues to do so. Against the backdrop of an increasingly complex and evolving security landscape, ICA has managed the increase in traveller and cargo volume well despite having to provide quality service amidst rising public expectations. Indeed, ICA has overcome these challenges with innovative solutions, dedication and commitment. However, the security climate continues to pose challenges for all and we cannot rest on our laurels.

I encourage ICA to continue fostering close relationships with strategic partners and the community through its various outreach programmes, such as “Singapore Insights” and “Learning Journeys”, to garner the community’s support and to enhance partnerships with them. ICA has done well and must continue to converge its twin challenges of providing quality service while ensuring security. Keep up the good work, you have done the Home Team proud!



MR TAN TEE HOW
Permanent Secretary,
Ministry of Home Affairs

The Immigration & Checkpoints Authority (ICA) has within a short decade since its formation, established an ethos of excellence and innovation. Key to this has been ICA's focus on developing its people and their values.

I am impressed by the many initiatives ICA has embarked on to develop and train its officers. In particular, ICA has provided innovative learning platforms for its officers to remain current in their knowledge of border security and identification. ICA has also imbued in its officers the values of integrity and accountability, which together, underpin the Authority's strong commitment towards public service.

Most importantly, ICA has worked closely with the rest of the Home Team and contributed significantly to fulfilling our mission of keeping Singapore safe and secure.

As an alumnus of one of the predecessor departments, I am especially proud of ICA's progress and development. I commend all ICA staff for their achievements and I wish them an even more successful decade ahead.

Happy 10th anniversary!

ICA BUILDING

MR WONG KAN SENG

Minister for Home Affairs (1994 - 2010)

I congratulate ICA as it celebrates its 10th anniversary on 1 April 2013. ICA is a young organisation. But its roots as an immigration authority date back more than a hundred years when Singapore was a colony. In 1998, the National Registration Department was merged with Singapore Immigration to form the Singapore Immigration & Registration Department. The September 11 terrorist bombing in New York emphasised the importance of total border control. Hence, the customs function at the checkpoints was added to immigration control to form the Immigration & Checkpoints Authority (ICA).

Within a span of ten years, ICA has achieved international recognition for world class standards in its systems, work processes and products. ICA officers are amongst the most innovative in the Home Team. I see this in the many services it has rolled out over years. For example, the introduction of the numerous e-Services and launch of the Singapore Biometric Passport, Long-Term Pass Card and Biometrics Identification of MotorBikers System (BIKES) exemplified ICA's determination and zest to use technology to raise the level of services to the public whilst ensuring security. These were achieved even as ICA sought to forge a new identity, battle Severe Acute Respiratory System (SARS) and face rising expectations of the public it serves. It has established an excellent organisation through continuous learning and development.

I commend the unwavering dedication of ICA's officers who stood together in difficult times for keeping our borders safe and secure. I am proud of your many achievements. Each of you as a member of the Home Team has contributed to making Singapore an excellent place to work, live and play.

The future will bring new and greater challenges, but I am confident that you can rise above them. You have done well and I am sure you will continue to do so. On ICA's 10th anniversary, I wish all ICA officers many more successful years ahead!

MR K SHANMUGAM**Minister for Home Affairs (2010 - 2011)**

Underpinning ICA's varied roles and responsibilities is a single vision, that of "Inspiring Confidence in All". ICA plays a frontline role in keeping Singapore safe, while at the same time ensuring that our borders remain open. Every year, millions of people and billions of dollars worth of goods pass through our borders. To ensure the efficiency and effectiveness of its screening procedures, ICA has tapped on technology and worked tirelessly at improving its work processes. Its staff are professional and personable - they not only help to keep Singapore safe, but are also the first to welcome Singaporeans home when they return from work or travel overseas.

On the occasion of ICA's 10th anniversary, I wish to acknowledge the hard work and dedication of all ICA officers. What they do is important to the safety and well-being of all Singaporeans, and must not be taken for granted.

ASSOCIATE PROFESSOR HO PENG KEE

Senior Minister of State,
Ministry of Home Affairs (2001 - 2011)

It has been ten years now since the Singapore Immigration & Registration was merged with the checkpoint operations of the Customs & Excise Department to form the Immigration & Checkpoints Authority (ICA). These have been momentous ten years with many milestones achieved along the way!

Over this time, ICA officers have sharpened their focus and upgraded their skills. They are now competent and compassionate professionals, passionate about their work and discharging their duties with pride and efficiency.

Our ICA officers play a key role in keeping Singapore safe and secure by deterring and apprehending those who flout our laws at our land, sea and air checkpoints. Compared to the many thousands of law-abiding travellers every day, those who do so may not be large in number, but every effort is made to deter and detect them. The challenge ICA officers face is how to do this effectively and at the same time provide good service to the vast majority of law-abiding travellers, both tourists and citizens/residents alike, and doing so with a pleasant disposition to boot! Given the rising volume and diverse backgrounds of those who enter and leave Singapore every day, ICA officers strive to strike the right balance between maintaining security and providing quality service. To their credit, they have got it right!

Leveraging on technology, properly trained and working as a team, ICA officers are equipped and motivated to do their best wherever they are deployed. This may be at its HQ, handling the many immigration services available or at one of our many checkpoints, dealing with the high volume of human traffic as well as vehicular or marine craft traffic. They stay composed, calm and alert at all times. Every effort is made to identify weaknesses in the system and steps are taken early to address them.

A key achievement is to win the trust and confidence of the discerning Singapore public who have high expectations. ICA has received many compliments, especially for its prompt and efficient service rendered to applicants of various passes at its HQ. This is no mean feat! Also, ICA has received numerous prestigious awards and accolades, both locally and overseas.

I congratulate Commissioner, ICA and all ICA staff (both past and present) for the strides they have made in making ICA a premium organisation. Please press on. Remember, the best is yet to come!

MR MOHAMAD MAIDIN BIN PACKER MOHD

Senior Parliamentary Secretary,
Ministry of Home Affairs (2001 - 2006)

ICA - the product of the merger of Singapore Immigration & Registration and the checkpoint operations of the Customs & Excise Department on 1 April 2003 - was meant to consolidate our border checks. Since then, ICA has had to overcome challenges: forging a distinct identity; coping with the growing demand for its services at its air, land and sea checkpoints and its services centres, and enforcing our border security effectively. ICA has done well on all fronts. Besides emerging as a force to be reckoned with in border security and identification, ICA has also worked hard to achieve organisational excellence, obtaining numerous accolades and awards for its clearance of people, goods and conveyances.

ICA's success can be attributed to resilient officers who maintain a high level of vigilance at the checkpoints round-the-clock, innovating to enhance capability and competency, and leveraging on technology to stay ahead. On ICA's 10th anniversary, I congratulate all who have contributed to the department's success and wish you continued success in the years ahead.

MR TAN GUONG CHING

Permanent Secretary,
Ministry of Home Affairs (2000 – 2005)

I was fortunate to be involved in the formation of ICA on 1 April 2003.

The move was speeded up by the global threat of terrorism. Considering the difficult and ever-changing security landscape, it is commendable that ICA has kept Singapore's borders safe and secure over these ten years. ICA's success can be attributed, in no small part, to the close ties that it has forged with its strategic partners, the Home Team departments and the community. This cooperation has allowed ICA to leverage on the strengths of its partners to overcome the many challenges of the past decade. By the clever use of technology, ICA has also been able to meet the challenges posed by the tremendous growth in the number of people, goods and conveyances clearing through its checkpoints. I also salute the many committed and hardworking officers of ICA. Their vigilance round the clock has meant that all residents of Singapore can sleep peacefully at night. As ICA prepares to celebrate its 10th anniversary on 1 April 2013, I wish to commend all ICA officers for making Singapore a safe and secure best home for all.

MR BENNY LIM

Permanent Secretary,
Ministry of Home Affairs (2005 – 2011)

ICA is one of the most innovative agencies I know. Whether it is Biometrics Identification of MotorBikers System (BIKES) or Enhanced Immigration Automated Clearance System (eIACS) to enhance efficiency and security standards in the clearance of travellers at the checkpoints or insightfully simple things like working with schools to conduct NRIC registration of students en masse on the year they turn 15 (rather than on their birthdays), ICA has consistently produced creative and workable solutions which set the bench-mark for innovation and best practices in the Singapore public service and even beyond our borders.

Such high quality yet grounded solutions cannot come about except from a population of officers who are engaged and motivated at work, in a culture of experimentation fostered by leaders who are not risk-averse.

Maintaining a high level of vigilance of border security through people, systems and processes will no doubt continue to be a challenge for ICA as cargo and travel volumes across all modes are poised to grow. Likewise its commitment to citizen-centric service efficiency as expectations, demand and population grow.

But if the past is anything to go by, I know that ICA officers will continue to surprise us.

MR LOCK WAI HAN

Commissioner, ICA (2003-2005)

In early 2003, I was honoured to have been given the opportunity to lead the establishment of the Immigration & Checkpoints Authority, a merger of the former Singapore Immigration & Registration and the checkpoint operations of the Customs & Excise Department. Right from Day 1, even as we were dealing with merger details and a new identity, ICA had to immediately contend with the twin threats of rising terrorism and the outbreak of Severe Acute Respiratory Syndrome (SARS), and was tasked to ensure the integrity of our border security as Singapore's first line of defence. ICA officers were put to the test as all of us worked together single-mindedly to overcome these challenges and threats. We emerged from these experiences with greater strength and commitment towards our mission.

Over the past ten years, I have witnessed ICA's rapid growth in capacity-building, capabilities-development and innovative application of technologies. During this time, ICA has played an important part in the lives of Singaporeans and foreigners living, working or studying in Singapore. ICA has established itself as a leader in border security and identification, domestically and internationally. ICA's success is due in no small part to the able leadership, dedication and sense of accountability of its officers at all levels of the organisation. Its values, strengths and human capital will continue to ensure ICA's readiness and success for the future. On this note, I wish to congratulate ICA on your 10th anniversary. Keep up the good work!

MR ERIC TAN CHONG SIAN

Commissioner, ICA (2005 - 2010)

ICA was set up to contribute to Singapore's homeland security. Even from the onset, the challenges were daunting and I am glad that ICA has risen to the occasion and achieved so much in just ten years. ICA officers can now stand tall amongst fellow Home Team colleagues for their contributions to national security. ICA continues to have a well-earned and excellent international reputation and the respect of its counterparts. Much of this is attributable to each and every ICA officer's hard work. Their culture of innovation and the strong desire to improve has made ICA the world class organisation it is today. Over the past ten years, ICA has rolled out many security and service-oriented initiatives such as the BDIC, iMatch, iFACES and BIKES. With award winning solutions such as the e-XTEND, eIACS, e-REP and e-VISA, it is not surprising that ICA attained the Singapore Quality Award in 2009. Operationally, Team ICA has gone through many difficult challenges and trials in the past decade but have emerged stronger and more resilient. ICA's 'Can-Do' mindset and cutting edge innovations have indeed established its strong foothold in the arena of organisational excellence and border security. ICA officers can be proud of their achievements and can confidently face future challenges. I wish ICA a happy 10th anniversary and every success in its future endeavours.

DR LEE FOOK KAY

Chief Science and Technology Officer,
Ministry of Home Affairs

My heartiest congratulations to Commissioner ICA and all ICA officers on your 10th anniversary celebration.

Since the inception of the Office of the Chief Science and Technology Officer (OCSTO), MHA in 2008, we have strongly partnered ICA to develop game-changing scientific and technological solutions for border security. Over these years, I have witnessed the transformation of ICA into a CBRE-enabled and Science and Technology (S&T)-savvy force, and I am humbled that OCSTO has been able to play a part in that transformation. As ICA and OCSTO rolled out new capabilities ranging from Security Sensitive Material countermeasures to surveillance and recognition based on advanced analytics, I continue to be amazed by the perseverance, downright can-do and forward-looking attitude of ICA officers. More importantly, ICA's enthusiasm and thirst for appraising new knowledge, science and technology have been overwhelming. In scientific training, ICA officers have shown themselves to be progressive with technology assessment and competent in keeping abreast with technological advances. In launching new systems, I have continued to be awed by the compelling sense of mission and meticulousness of ICA officers when deploying new technologies to meet dynamic challenges.

I look forward to continuing this important partnership and journey with ICA in harnessing the infinite potential of Science and Technology to keep Singapore secure and safe.

MR LOH NGAI SENG

Director, Internal Security Department

Singapore's prosperity is built on the foundation of a safe and secure home. The Immigration & Checkpoints Authority or ICA has played a pivotal role in creating this environment, even though the landscape in which it operates has become more challenging and complex. Singaporeans today live and work in peace because ICA officers are keeping a vigilant watch over our border checkpoints 24 hours a day, 365 days a year. On behalf of my colleagues, I would like to convey our sincere appreciation to all ICA officers and their families for the hard work and sacrifices that they have made over the past ten years in keeping Singapore safe and secure. Happy 10th anniversary ICA, and may you grow from strength to strength.

MESSAGES FROM OUR FOREIGN COUNTERPARTS



MR AZMI BIN HAJI HAFNEH
Acting Director of Immigration and
National Registration
BRUNEI DARUSSALAM

We would like to take this opportunity to congratulate the Commissioner ICA on the 10th anniversary of ICA. We have high regard for ICA as one of the successful border agencies in the world that has shown tremendous developmental changes and improvements in enhancing its roles and responsibilities towards protecting Singapore's borders. Much of this is due to the perseverance and strong leadership reflected within ICA in ensuring improved outcomes for effective border security and its services.

Over the years, we have acknowledged the value of friendship and cooperation between our departments through the exchange of information and training programmes. The ABLE programme and ICCTP organised by ICA are exemplary programmes, for both our top level management and operational officers to get together in sharing the best practices and forge a good relationship between us.

We look forward to a continuous friendship and to enrich our cooperation at all levels for the mutual benefit of both countries, and towards a safe and secure region.



POL. MAJ. GEN. PIN PISETH
Director
Department of Immigration
Cambodian National Police
KINGDOM OF CAMBODIA

On behalf of the Department of Immigration of Cambodian National Police, we greatly appreciate your good cooperation and recognise your professionalism and the achievement that the Immigration & Checkpoints Authority (ICA) has made in the past decade. It is a great privilege to be your partner in international and regional collaboration.

ICA has contributed a lot to enhancing the capacity of Cambodian Immigration officers through various training programmes such as the JSPP and ICCTP. These programs have benefitted our officers tremendously and some of them have become trainers at our Department Training Center. With these initiatives, we have built an excellent relationship with ICA as well as established opportunities to learn from each other.

Once again, we would like to congratulate ICA on your 10th anniversary and look forward to continuing our close cooperation in the name of our law enforcement agencies as well as in the ASEAN community.



MR BAMBANG IRAWAN
Director-General of Immigration
REPUBLIC OF INDONESIA

Our heartiest congratulations to Commissioner ICA and your officers on your 10th anniversary!

We acknowledge ICA as one of the leading immigration agencies in the ASEAN region/South East Asia through its achievement in managing the borders and providing excellent services.

We value the friendship that Indonesia and Singapore have forged over the years. We have reaped mutual benefits from cooperation through the sharing of intelligence and training programmes. Through programmes such as the Passenger Clearance Modules, officers from both countries are able to come together to innovate and network.

Our relationship has mutually developed and indeed proven that we have been a good neighbour and a great partner in fostering our cooperation on strengthening our border, as well as protecting and serving the citizens of both countries.

Let's continue to build up efforts to forge a stronger friendship to ensure a safe and secure region for trade and tourism to prosper.



COL. DR. BOUNLAME PHAXAYSOMBATH
 Director-General of Immigration
LAO PEOPLE'S DEMOCRATIC REPUBLIC

Congratulations on your 10th anniversary!

We are heartened to be your partner in international and regional collaboration this past decade.

Through programmes such as the Passenger Clearance Modules, officers from both countries are able to come together to learn from one another, innovate and network.

We look forward to forging a stronger friendship and enriching our cooperation at all levels for the mutual benefit of both countries as well as the region.



DATO' HAJI ALIAS BIN HAJI AHMAD
 Director-General of Immigration
MALAYSIA

It gives me great pleasure to convey my heartfelt congratulations and best wishes to Commissioner, ICA and your staff on ICA's 10th anniversary.

It is an honour for the Immigration Department of Malaysia to be a partner of ICA since independence and in the years to come. The collaboration has solved various issues that arise regionally and at international level. The Immigration Department of Malaysia highly appreciates this sincere partnership and hopes it will further enhance and redefine immigration issues and strategies for mutual benefit.

The implementation of programmes such as ICCTP and ABLE has been the connecting point between Malaysian Immigration officers and ICA officers. These programmes have generated knowledge sharing and the learning experience has also created excellent networking opportunities between the nations.

It will be a great experience for us to explore various areas of cooperation for the benefit of our countries. I look forward to working closely with you to strengthen the existing relationship and commitments that have existed within the ASEAN region.

Thank you and warmest regards.



MR MAUNG MAUNG THAN
 Director-General of Immigration and National
 Registration Department
REPUBLIC OF THE UNION OF MYANMAR

Heartiest congratulations to ICA on your 10th anniversary!

We are indeed honoured to be your partner in international collaborative efforts over the past decade. Our collaborative efforts have allowed us to expand our networking and learn from each other's experiences. The training activities conducted by Singapore such as the ABLE programme and JSPP have provided exposure to our officers to different environments.

Be proud not only for your own accomplishments but also of your contribution to the regional partners, in achieving a prosperous ASEAN community.

I am confident that ICA will go on with as much enthusiasm and idealism as it has in the last decade to crown more triumphs in the future. We look forward to closer ties and cooperation with Singapore for many years to come.



ATTY. SIEGFRED MISON
Associate Commissioner of the
Bureau of Immigration
PHILIPPINES

Heartiest congratulations to ICA on the 10th anniversary!

We are indeed honoured to be your partner in international collaborative efforts over the past decade. Our collaborative efforts have allowed us to expand our networking and learn from each other's experiences. Training activities conducted by Singapore such as the ABLE programme and JSPP have provided exposure to our officers to different environments.

We look forward to closer ties and cooperation with Singapore for many years to come.



POL. LT. GEN. WIBOON BANGTHAMAI
Former Commissioner of Immigration Bureau
Royal Thai Police
KINGDOM OF THAILAND

On behalf of the Immigration Bureau, Royal Thai Police, we would like to congratulate the Immigration & Checkpoint Authority (ICA) on your 10th anniversary.

Over the past decade, we have indeed been honoured to be part of your international collaborative efforts and training activities such as the ASEAN Border Leadership Exchange Programme (ABLE) and Immigration and Checkpoints Competencies Training Programme (ICCTP).

Our efforts have allowed us to expand our networking and learn from each other's experience and strengthen our relationship.

We look forward to closer ties and cooperation with Singapore for our mutual benefit in the future.



COLONEL LE THANH DZUNG
Director-General of the
Immigration Department of Vietnam
SOCIALIST REPUBLIC OF VIETNAM

We are delighted to congratulate ICA on your 10th anniversary.

It has been truly a great honour to Vietnam to be a partner of ICA in international and regional collaboration this past decade. We would like to take this opportunity to express our thanks to ICA for your useful training programs like ICCTP and ABLE, which have always been enjoyable and beneficial to our participating officers.

We believe that through our efforts, we have built and will strengthen an excellent cooperative relationship between ICA and Vietnam's Immigration Department as well as establish opportunities to learn from each other for the common purpose of a stronger ASEAN community.



The 16th DGICM

And

The 8th AIIF Meeting



OUR WISHES

I am proud to be a part of ICA's success story because I had the privilege to be part of the pioneer leadership group that was entrusted with the formation of ICA. I am deeply honoured to be the first home-grown ICA officer to helm the department as Commissioner ICA. Moving forward, we need to uphold ICA's world-class status as a leader in border security and identification and TOGETHER, we will co-create a future-ready ICA. My hopes and dreams for ICA are to inspire, co-create and achieve HOPE:

- a Happy and Healthy work environment for the ICA Family;
- Opportunities for all ICA officers in learning and development;
- a Purposeful career as we keep Singapore safe and secure; and
- an Enriching and Exciting experience as we 'Inspire Confidence in All'.

Mr Clarence Yeo Commissioner ICA

ICA is a leader in identification and border security because there is a deep sense of mission, dedication and spirit among officers and ICA is an integral part of Home Team in keeping Singapore safe and secure – making it a home we can all be proud of and I will contribute to ICA's continued success by enhancing customer contact and experience across both the services centres and checkpoints, extend our reach and capability to deny and neutralise terrorist and criminal organisation efforts, groom and grow leaders to lead ICA tomorrow, keep the excitement and pride of being a part of ICA alive and united always.

Mr Vijakumar Sethuraj Deputy Commissioner (Policy & Administration)

I am glad to be part of the ICA family in its unrelenting pursuit of excellence. The next decade will see advancements in technology that will transform the security landscape. My wish is for ICA to keep up its spirit of innovation and embrace technology in accomplishing its mission. I also hope to see better integration with the Home Team and other law enforcement agencies, and for ICA officers to rise to greater heights of professionalism.

Mr Christopher Ng Deputy Commissioner (Operations)

I have been deeply involved and participated in each and every step ICA took in its journey in the last 10 years. My hopes and dreams for ICA are for it to be a world leader in border security and world's first in introducing cutting edge technology in border security and immigration clearance. More importantly, ICA is an organisation with one heartbeat in meeting the challenges of the next era.

Mr Bhopinder Singh Director (Operations Division)

Our organization is like a tree. It has grown well; it is solid and reliable, flourishing from the constant showers of tender loving care and a nurturing environment. My birthday wish for ICA in its 10th year, is to become a formidable and respectable outfit that is confident and ever ready to secure the safety of the people of Singapore like a maturing tree with luxuriant foliage and a wide protective canopy.

Mrs Lee-Ho Sow Heng Director (Policy Administration & International Affairs Division)

ICA has been my "home" for the last 10 years :) It was my first departmental posting after starting out my career at the Ministry of Home Affairs Headquarters (MHQ) and I am happy that I had many opportunities to play a part in its exciting journey since its inception. My hopes and dreams for ICA are that having laid a strong foundation over the last 10 years, together let's create a new future... for ourselves, our families and our home.

Mrs Pravina Jit Director (Manpower Division)

ICA is a caring organisation as it treats everyone fair and equal and focuses on developing one's potential. My hopes for ICA is for it to get the SQA Special Commendation in 2014.

Mr Lee Chian Tak Director (Intelligence Division)

I take pride in being part of an important and outstanding outfit keeping constant vigil at our borders and keeping Singaporeans safe. My hopes and dreams for ICA are for it to evolve into a dynamic and confident organisation, always 'Inspiring Confidence in All'!

Mr Jaswant Singh
Director (Corporate Services Division)

ICA is a leader in identification and border security because we want to have the say on what we do and I will contribute to ICA's continued success by being ICA-centric and better to stay ahead.

Mr Eric Chua
Director (Planning & Review Division)

I am proud to be a part of ICA's success story because we have done well for the last decade and have kept the ICA flag flying high. Locally and internationally, we are recognised as a leader in border security and identification. For the last 10 years, we have worked tirelessly together and have shown resilience and overcome many challenges that we faced. My hope and wish are for ICA to be a successful organisation with confident officers. One where the hearts of our passionate and committed ICA officers are unified and beating strongly in rhythm as one – Team ICA .

Ms Angie Wong
Director (Corporate Communications Division)

ICA is a leader in identification and border security because we are always eager to innovate and are bold in action. We are committed to pursue fresh heights of excellence. We make strategic adjustments and consider the new capabilities ICT can provide upfront in the design of our business strategy. We adopt more advanced and unbelievably breaking technologies. We act as an enabler and a means to the business. I will contribute to ICA's continued success by relentlessly driving ICA's ICT vision to support its business, implement effective ICT governance and act as a bridge between business and technology. Challenging as it may be, I am driven by the powerful impulse to excel. I am convinced we can do this successfully, especially with so many talented members of the ICA community around me. I remain motivated and driven to pursue excellence in my field. I continue to live up to my motto: "Strive for excellence at all times!"

Ms Tan Sor Hoon
Director (Technology Division)

I am part of the ICA family because the Services Centre I am overseeing with its mission to identify and register residents is inseparable from ICA. My hopes and dreams for ICA are that:

- ICA will be the leader in border control internationally and that the Singapore Biopass will become the benchmark for other passport issuing authorities to follow.
- Our citizens will have a safe and smooth journey when travelling overseas with the "secure" and "trusted" travel document.

Mr Tan Kok Guan
Director (Citizen Services Centre)

ICA is a young and strong organisation which plays a key role in identification and border security, and a place where its officers find strength and courage to build on their ambitions and make it a reality. My hopes and dreams for ICA are that it will continue to display solidarity in our quest for excellence and find the right answers to meet future challenges. I also wish for ICA to be a place that embraces equal opportunities and where its officers are highly committed and never afraid to be ambitious, working in an organisation that has faith in them.

Mr Tan Poh Kee
Director (Enforcement Division)

Together, as members of Team ICA, we can achieve more to "Inspire Confidence in All" and make Singapore a safe and secure best home! My hopes and dreams for ICA are for it to continue to grow in strength, continue to be a respected leader in border security and identification; and to continue to "Inspire Confidence in All".

Mr Kng Eng Kiat
Director (Permanent Resident Services Centre)

ICA has grown over the the last 10 years from two distinct cultures to now a united, stronger and capable Border Security and Identity Authority. With the guidance and leadership of the resourceful, goal setters and objective driven leaders, ICA would emerge stronger and recognisable. My wishes are for ICA to continue employing state-of-the-art technology to enhance border security with less manpower deployed. All 6 strategic thrusts would certainly place ICA on the right track.

Mr Nam Liang Chia
Senior Deputy Director (Operations)

ICA has played a defining role in keeping Singapore safe and secure. We have, through the commitment, passion and innovative spirit of our leaders and officers, grown from strength to strength, clearly establishing ourselves as a leader in identification and border security. My hopes and dreams for ICA are for us to continue to be committed to our mission, shared vision and values and for ICA officers to always serve with our hearts.

Ms Julia Sng
Commander (Coastal Command)

I am part of a family which believes in pushing the frontier of technology by applying innovative solutions to achieve our mission of serving the public with integrity, commitment and accountability, and contribute to keeping Singapore safe and secure. My hopes and dreams for ICA are for it to be a force to be reckoned with and for our officers to be in a profession where their vigilance and contribution can make a difference to Singapore's safety and security as well as those of our loved ones and friends. Every ICA officer is to take this special journey to shape and create an even better ICA for the future and to be driven by our mission; inspired by our vision; and guided by our values.

Mr Lim Wei Meng
Commander (Ports Command)

My hope is for ICA to become a leading organisation in border security that will make all officers proud to be part of it.

Over the past 10 years, I believed that ICA has provided a GOLDEN opportunity to all of the staff. ICA has always defined its Goals and its mission clearly and distinctly. ICA has evolved to become an Organisation that provides world class services. Our leaders in ICA Lead by example and our staff never fail to Deliver our services smoothly. Efficiency and Effectiveness are our guiding principles when serving our local and foreign customers. Nurturing our younger officers have been a continuous effort in ICA and there are ample opportunities for our officers to grow and mature in the organisation.

Without a doubt, our competency in our work will earn the respect of both Singaporeans and foreigners. It is also a family-friendly workplace for ICA officers.

Happy 10th Year Anniversary ICA!

Mr Wong Kong Wa
Senior Deputy Director (Intelligence)

I feel a sense of pride when I look back and see that ICA had done so well in the past 10 years, developing into one of the key agencies within the Home Team (HT). ICA is now able to stand side-by-side proudly with other HT agencies such as the SPF, SCDF and SPS. My hopes and dreams for ICA are for each and every ICA officer to have the following 5Cs so as to create a happy and healthy work environment for the ICA Family:

- To Compare; and
- To Complain less;
- But to Cherish more of what we have in hand; and
- To constantly Change and Improve ourselves and the circumstances rather than feeling frustrated and helpless at times; and
- Finally, to Choose our attitude since we might not be able to change the circumstances sometimes but we can definitely change our attitude toward the issues.

Mr Tan Han Tjong
Commander (Tuas Command)

ICA is an organisation that believes in its people and helps them to contribute in their own meaningful way. My hopes and dreams for ICA are that together, we will embrace ICA as family members do and to uphold the ICA Spirit so that as an organisation, we will continue to remain dynamic, nimble and forward looking in "Inspiring Confidence in All".

Mr David Tan
Director (Visitor Services Centre)

I have played an active role in some of the initiatives – the merger, the development of Gateway@Risk and introduction of the multi-faceted learning platforms and my hopes and dreams for ICA are in this simple 4 "HUAT":

- H - Happy and Healthy workforce, serving with our Hearts;
- U - United, all in sync and serving towards a common vision;
- A - Always Aspiring to be the best, serving with pride and flying our ICA flag high; and
- T - Thinking what we can do for ICA and not what ICA can do for us and finally to be Threat-free so that we never will have to deal with a crisis, whether small or big.

Mrs Evelyn Wu Khuek Lan
Senior Deputy Director (ICA Training School)

My best experience working in ICA is being part of the team which made a difference in the lives of fellow citizens during the SARS crisis. Putting aside our own fears, our officers continued to carry out their duties professionally at the checkpoints and services centres. I will contribute to ICA's continued success by being true to the departmental values of integrity, commitment and accountability. My wish for ICA is for officers to come together, progress together and work together for success.

Mdm Siew Chui Lin
Commander (Air Cargo Command)

It is fulfilling to be a part of a meaningful cause, and protecting the borders of Singapore is definitely a cause worth working hard for. My hopes and dreams for ICA are that:

- It continues to shine and be the trailblazer in border security;
- It has a united and happy force which rallies behind her; and
- Due to the good results, ICA gains recognition and support from the community.

Ms Cora Chen
Commander (Airport Command)

ICA has come a long way since our formation 10 years ago, rising above all challenges and confounding our critics and skeptics. My wish for ICA is that we will continue to amaze others with the strength of our capabilities, our "Can Do" attitude and our tireless determination to always want to do better, so that we will "Inspire Confidence in All".

Mr Ong Choon Beng
Commander (Woodlands Command)

I am proud to be a part of ICA's success story because I can always look back and smile knowing that we have always "Inspired Confidence in All." My hopes and dreams for ICA are for it to dream things that never were and to constantly aspire and improve the present state of things.

Mr Chua Sze How
Deputy Commander (Tuas Command)

I am proud to be a part of ICA's success story because the effort put in by all staff in the last 10 years has made ICA grow and continued to excel in many areas which we can be proud of. My hopes and dreams for ICA is for it to succeed in reaching new heights of border security and service excellence.

Mr Kok Wing Kee
Deputy Commander (Tuas Command)

ICA is a leader in identification and border security because we have a team of strong leadership which is very focused at excelling in our core operations to lead our team of dedicated officers to do better and have a "Can Do" spirit. Well done ICA! I will contribute to ICA's continued success by doing my best to innovate, explore and exploit new cutting edge technology to advance ICA's technical capabilities to support and boost our efficiency and effectiveness.

Ms Charlotte Lee
Deputy Director (Technology Division)

I am part of the ICA family because I belong to ICA and ICA belongs to me. My thoughts and actions affect ICA. Hence, my success is ICA's success. Likewise, ICA's success is also my success. Each of us may represent a small part of ICA, but when we combine, ICA becomes so much greater than the sum of its individual parts. My hopes and dreams for ICA are for ICA to reach even greater heights in its never ending journey as a Leader in Border Security and Identification; for ICA to nurture the skills, talents and potential of all the officers in its family to the fullest, I dream of a future where each and every officer burns with passion for ICA, where he/she exudes the professional pride of being an ICA officer, where he/she has internalised the "Can Do" mentality and "Be Better" instinct to tackle challenges with courage and resilience, thus making a positive difference to the safety and security of Singapore.

Mr Dominic Chua
Deputy Director (Planning & Review Division)

ICA is a leader in identification and border security because we believe in the work we do, invest in our people and trust our leaders. I will contribute to ICA's continued success by believing that hard work will one day pay off, building on the passion for the work we do and expect the unexpected.

Mr Rodin Tan
Corporate Communications Division

My best experience working in ICA is to be able to experience and enjoy different aspects of work, from customer service to formulating policies. I will contribute to ICA's continued success by giving my best in my work in supporting my bosses, staff and the various stakeholders.

Ms Serene Lim Kah Ghee
Policy Administration & International Affairs Division

I am proud to be a part of ICA's success story because of what we have achieved, what we can achieve and what we will achieve in the years to come. My hopes and dreams for ICA are "Ready, Steady, Go!" – Ready for all challenges ahead, Steady in the face of adversity, Going for greater heights.

Ms Tan Sok Khee
Operations Division

I am proud to be a part of ICA's success story because ICA has grown by leaps and bounds from a new organisation to one which is an acknowledged leader in border security and identification. My hope and dream for ICA are that it will continue to grow and innovate while remaining a people-centric organisation.

Ms Marie Mathews
Planning & Review Division

I am part of the ICA family because we believe in securing a safe and conducive environment for Singapore and in upholding our values of Integrity, Commitment and Accountability. ICA values and cares for its people. We adapt, adopt and are a resilient bunch who believe in what we do. My hopes and dreams for ICA are:

- Technological improvements to increase work and office efficiency and office mobility.
- The creation of a change committee to constantly monitor what's out there to adopt the best practices available.
- Evolve into the best that we can be and show the world what Singaporeans are truly capable of being "The best of the best".

Ms Tan Siok Choo
Corporate Services Division

ICA is a leader in identification and border security because it has a competent and committed workforce who know what they are doing and are very sure of ICA's mission and vision and I will contribute to ICA's continued success by doing my best at MP Div to improve manpower matters and issues and hopefully benefit all of our officers eventually.

Mr Lim Chiang Hong
Manpower Division

I am part of the ICA family because it allows me to play a role in the introduction of initiatives and changes to enhance the way ICA operates and bring about benefits to the members of public. In this way, I am part of the past, present and future of Team ICA. My hopes and dreams for ICA are for it to continue being a leader in Border Security, to be an organisation where every officer thinks with Intel mindset and handles customers professionally to leave a lasting impression not only about ICA but about Singapore.

Mr Maran s/o Subrahmaniyan
Policy Administration & International Affairs Division

ICA is a leader in identification and border security because it has well trained staff and advanced IT systems. I will contribute to ICA's continued success by putting my best effort.

Mr Goh Har Chyang
Intelligence Division

I am part of the ICA family because the organisation treats me as part of its family and I have met and made very good friends and colleagues. My hopes and dreams for ICA are that ICA will grow from strength to strength and maintain its reputation as the front runner in border security across the globe.

Mr Yeow Kheng Tiong
Intelligence Division

ICA is a leader in identification and border security because of its continuous efforts to be better and I will contribute to ICA's continued success by giving my utmost best during my time at ICA.

Ms Lily Yong
Technology Division

ICA is a leader in identification and border security because every ICA officer prides himself as a leader in his role as an immigration officer. I will contribute to ICA's continued success by doing my best to stay as a "leader" in immigration, identification and border security.

Mr Roger Leong
Enforcement Division

I am proud to be a part of ICA's success story because it is a forward-looking organisation. It has won many awards and will achieve more in the future. My hopes and dreams for ICA are for it to be globally recognised. ICA officers should take their job with pride and feel proud that they are ICA officers.

Ms Noriah bte Md Hanafiah
Ports Command

I am part of the ICA family because I believe that a country's security greatly depends on its first line of defence and in Singapore's context, it is our immigration service. I'm proud and confident in being part of the ICA family because I know that I can contribute to my country's and family's security. My hopes and dreams for ICA are that it excels and improves on its services and also its operational procedures in every department. I sincerely hope that ICA will consistently be the number 1 immigration agency in the world. I will do my part to help ICA achieve it.

Mr Alamsyah-Dzulkifli Swee Yung
Airport Command

I am part of the ICA family because this is where I feel at home, where I can develop my potential and the potential of other officers. My hopes and dreams for ICA are for ICA to be a force to be reckoned with nationally and internationally and also for ICA to be the leader in coaching and mentoring other countries in terms of identification and border security.

Mr Muhd Noor Latasa
Coastal Command

I am part of the ICA family because I am committed to make ICA to be one of the world's best border security organisations. My hopes and dreams for ICA are for it to be recognised as one of the world's best border security organisations.

Ms Nur Fadhilah
Coastal Command

I am proud to be a part of ICA's success story because we always uphold our vision and values. My hopes are for ICA to excel and reach greater heights in the years to come.

Mr Srikisan s/o Ramdas
Air Cargo Command

I am proud to be a part of ICA's success story because ICA has achieved the trust and confidence of our strategic partners. My hopes and dreams for ICA are for it to enhance our current detection capabilities through more training.

Mr Ganesh Nithyaseelan
Woodlands Command

I am part of the ICA family because ICA is a leader in identification and border security. My hope and dreams for ICA are for it to achieve world class recognition.

Ms Chan Yoke Leng
Visitor Services Centre

My best experience working in ICA was at Woodlands Checkpoint, I enjoyed the hustle and bustle of it all. I felt such pride knowing that I am defending the nation's borders and I will contribute to ICA's continued success by being an officer who is forward thinking with Initiative, Comprehensive in delivering ICA's vision and mission and thus Achieving greater heights for ICA.

Ms Tabitha Isaac Benjamin
Visitor Services Centre

I am proud to be a part of ICA's success story because...
Our E-appt system is so efficient and benefits both staff and public

Ms Sujatha d/o Gunasegaran
Permanent Resident Services Centre

My best experience working in ICA is meeting people from all walks of life and I will contribute to ICA's continued success by providing efficient service to all my customers.

Ms Margaret Tay Guay Hoot
Citizen Services Centre

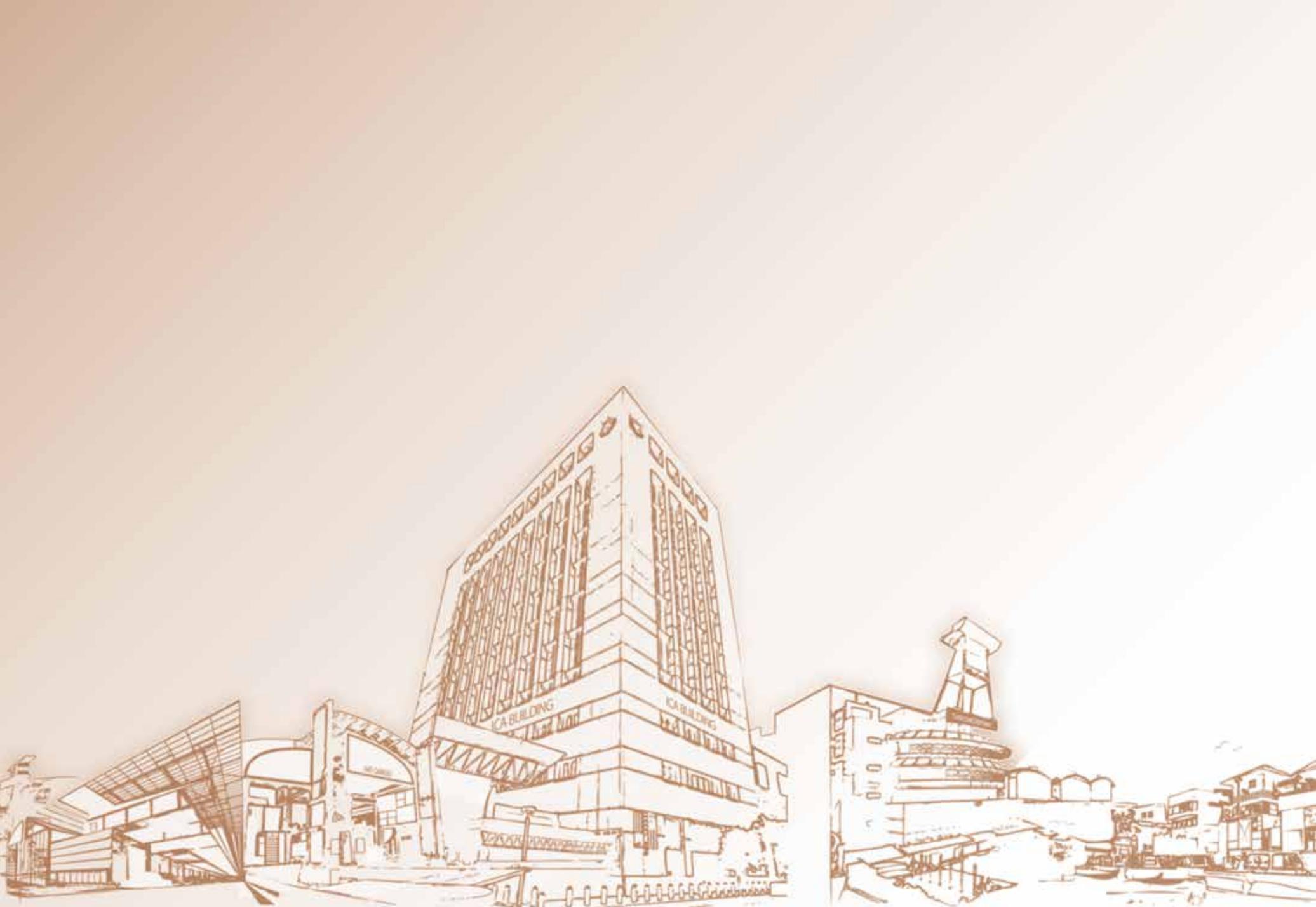


THE PRECONDITION TO FREEDOM IS **SECURITY.**

– RAND BEERS

PAST





PAST ACHIEVEMENTS: MILESTONES (2003–2011)

Submission of Application for Visa Electronically (SAVE)

Welcome to SAVE

This facility allows you to submit a visa application online through our authorised visa agents in Singapore or your local contact.

Submission through Authorised Visa Agent

You may submit your application through our authorised visa agents in the following

- Bangladesh
- Egypt

2003

SEVERE ACUTE RESPIRATORY SYNDROME (SARS)

The outbreak of SARS in 2003 coincided with the formation of ICA. ICA's crisis management capabilities were immediately put to the test to contain and mitigate the threat of SARS. While SARS struck fear in every Singaporean, our officers did not flinch from their core responsibilities. Our officers displayed courage, commitment and grace under enormous stress to maintain border security. We worked with the Ministry of Health and the domain owners to institute border health control measures to detect travellers with suspected symptoms of SARS and refer them for further screening at the hospitals. The SARS outbreak was a defining moment in Singapore's history, and ICA emerged stronger and better prepared to manage similar crises in the future, such as the H1N1 outbreak in 2009.

2004

THE ICA GALLERY

The ICA Gallery, also known as "Insight ICA", was officially opened on 1 April 2004 to commemorate ICA's first anniversary. This gallery showcases our heritage and our commitment to keep Singapore safe and secure. "Insight ICA" serves as a platform for us to reach out to the public and also for ICA officers to learn the history of ICA.

INTEGRATED CONTAINER INSPECTION SYSTEM (ICIS)

The use of ICIS to scan cargoes passing through Woodlands Checkpoint since 2004 and Tuas Checkpoint since 2005 was expanded to the scanning stations of Ports Command and the Changi Airfreight Centre of Air Cargo Command by 2008. It consists of a portal – the Vehicle and Cargo Inspection System which scans cargo vehicles or containers, and a radiation portal to detect radioactive materials. These scanners allow the containers and other cargo vehicles to be screened efficiently and effectively.

SUBMISSION OF APPLICATION FOR VISA ELECTRONICALLY (SAVE)

SAVE was launched in October 2004 at ICA's Visitor Services Centre, as well as at the Singapore Missions in Bangladesh, China, Hong Kong, India, Iran, Pakistan and Saudi Arabia. SAVE makes the visa application a breeze for end users. Instead of making two trips to ICA to submit the documents and collect the visa, applicants can perform both steps at the same time, thanks to SAVE. It shortens the waiting time and also offers the convenience of making payments via credit card. By early 2006, the use of this system was expanded to the Singapore Missions in Egypt and United Arab Emirates (UAE), and in Russia and the South East Asian countries in the later part of 2006.



2005

CHANGE OF COMMAND

Mr Eric Tan Chong Sian succeeded Mr Lock Wai Han as Commissioner, ICA on 1 April 2005.



BIOMETRIC DATABASE FOR IMMIGRATION CLEARANCE (BDIC)

The BDIC, rolled out on 1 June 2005, is a biometric database containing biometric records of immigration offenders and police criminal records. By screening the live biometrics of a suspect traveller against the database, any undesirable person whose biometric record is found in the database would be flagged out even if he were to present a fraudulent passport with a new identity to evade text-based blacklist screening.

ASIA-PACIFIC ECONOMIC COOPERATION (APEC) BUSINESS TRAVEL CARD (ABTC) SCHEME

On 1 October 2005, the ABTC scheme was implemented to facilitate business travel between APEC countries. Business travellers who hold the ABTC can enjoy streamlined clearance at major airports and entry points of participating economies. Designated lanes have been set up at all checkpoints to provide quick and efficient immigration clearance for foreign cardholders who have been pre-cleared by Singapore. Cardholders can also travel to the participating economies for business purposes for a period of up to 60 or 90 days, without the need for separate visa applications.

2006

ENHANCED IMMIGRATION AUTOMATED CLEARANCE SYSTEM (eIACS)

Introduced in March 2006 and a world's first, the eIACS enables all Singapore citizens who have registered for their National Registration Identity Cards and who have valid machine-readable Singapore passports, including the Singapore Biometric Passport since August 2006, to use the automated lanes to clear immigration. This was extended to Permanent Residents in 2008; and Long-Term Pass holders and Employment and Dependant Pass holders in 2011.



2006

SINGAPORE BIOMETRIC PASSPORT (BIOPASS)

The biometric passport is a passport containing unique biological data such as fingerprint data, facial image, and passport details on a contactless chip. It is an integral part of ICA's efforts to ensure the integrity and security of the Singapore passport. Besides upholding the reputation of a secure Singapore passport, it also strengthens our fight against terrorism and passport abuse. The BioPass was launched on 15 August 2006.

BIOMETRICS IDENTIFICATION OF MOTORBIKERS SYSTEM (BIKES)

A world's first, the BIKES uses biometrics and human detection technologies to authenticate single travellers on motorcycles. It was launched at the Tuas Checkpoint in October 2006 and Woodlands Checkpoint in February 2007. It was subsequently enhanced to allow the use to be extended to motorcyclists with pillion riders. Known as BIKES II, it was implemented in Tuas Checkpoint in June 2010 and Woodlands Checkpoint in October 2010.

ELECTRONIC EXTENSION OF SHORT-TERM VISIT PASS (e-XTEND)

The e-XTEND, launched on 1 December 2006, is the first e-service in the world to allow visitors to apply for a one-time extension of short-term visit passes without having to physically make a trip to ICA Building.



INTERNATIONAL MONETARY FUND (IMF)/WORLD BANK ANNUAL MEETING

The IMF / World Bank annual meeting was Singapore's biggest international event ever hosted with more than 23,000 registered participants from 184 countries. During the IMF meetings, ICA officers played a vital role, especially at the checkpoints where a high level of vigilance was maintained to prevent the smuggling of undesirable persons, weapons, explosives and other security items that could compromise the security of Singapore.



2007

ASIA EUROPE MEETING (ASEM) BIOMETRICS AND BORDER CONTROL CONFERENCE

The Conference was co-hosted by ICA and the UK Home Office from 26 to 28 March 2007 at the Grand Plaza Park Hotel. The objective of the conference was to allow countries to learn from each other and understand the use and value of biometric technology in identity management and border control. The conference also provided an opportunity for countries to share their experiences in the implementation of e-passports.

NEW WOODLANDS MINI-CHECKPOINT

The new Woodlands Mini-Checkpoint was officially opened on 5 July 2007. The Mini-Checkpoint consists of ten immigration counters built on the strip of land located between the New Woodlands Checkpoint and Old Woodlands Checkpoint. It is used mainly to perform immigration clearance of arriving motorcyclists during the morning peak.

CENTRAL IDENTIFICATION AND REGISTRATION INFORMATION SYSTEM (CIRIS)

The system replaced the legacy proprietary mainframe-based processing system – the “National Identification Databank/Passport and Employment (NID/PEM) System” with a web-based IT system. It was designed to support the immigration and registration functions and all other related transactions, such as the issuing of identification cards and travel documents as well as the various immigration passes. The system deployment commenced on 21 July 2007 and was completed on 27 July 2007.

CARGO SCREENING SYSTEM (CASS)

CASS is a cargo screening system which allows ICA to gather information and conduct analysis on selected consignments through its cargo pre-clearance and scanning updating capabilities. Following the formation of ICA in April 2003, ICA continued to use the Cargo Clearance System (CCS) of Singapore Customs (SC) to perform security screenings and checks on consignments and clearance. In 2006, ICA commenced work to develop a system to be known as CASS which incorporated the cargo clearance modules of the CCS and customised modules to be purpose-built to meet ICA's needs. CASS was rolled out on 29 October 2007.

THE PASSPORTS ACT

The re-enactment of the Passports Act sets out a legislative framework and comprehensive regime for the issuance and handling of Singapore passports and travel documents. The amendments of the Act also covered powers of enforcement and offences relating to the Singapore Passport, Singapore travel document and foreign travel documents. The Act also makes it compulsory for the loss or theft of passports to be reported within 14 days. The Passports Act 2007 aims to restrict the space for terrorists and criminals' movement by tightening passport controls and to deter the abuse of our passports and travel documents. The Act came into effect on 1 December 2007.



e-Appointment

Welcome to e-Appointment

IADA
Gallery

2008

e-APPOINTMENT

Launched in March 2008, the e-Appointment system is an online service that manages the appointment arrangements for the three Services Centres of ICA: Citizen Services Centre, Permanent Resident Services Centre, and Visitor Services Centre. The system has the capability to pre-allocate appointments for applicants, as well as to allow them to book an appointment with ICA in advance to complete their application procedures and processes.

OPERATIONALISATION OF OLD WOODLANDS CHECKPOINT (PHASE 1)

The old Woodlands Checkpoint (OWC) was decommissioned in 2000. In order to cope with the increasing volume of cargo, OWC was re-gazetted for use on 28 March 2008 to clear departing lorries.

DOCUMENTARY PROOF FOR CHANGE OF RESIDENTIAL ADDRESS ON NRICs

With effect from 1 April 2008, an NRIC holder is required to provide documentary evidence of his residential address when reporting a change of address. This requirement was put in place as a security measure to deter any false reporting and to protect bona fide residents. Examples of such documentary proof include telecommunications bills, utilities bills or CPF statements.

IDENTITY AUTHENTICATION & DOCUMENT ANALYSIS (IADA) GALLERY

The IADA Gallery was officially opened on 16 June 2008 to provide ICA officers and invited guests a one-stop centre to learn more about security features and forged travel documents.

e-VISA

First implemented in August 2008 at ICA's Visitor Services Centre, the e-VISA was successfully launched at 51 of Singapore's Overseas Missions and Honorary Consulate-Generals on 13 September 2012. By April 2013, the number will increase from 51 to about 72. e-VISA enhances security in visa screening and border control. It enables ICA officers to use the information residing in ICA's database to verify the identities of visa holders instead of relying on visual inspection of visa stickers or endorsements. Information on visa issuance can be shared instantly and electronically between the checkpoints and the issuing centres.





Name
WANG DI

Date of Birth
06-07-1970

Nationality
CHINESE

SPECIMEN

G0696569K



2008

LONG-TERM PASS (LTP) CARD

The LTP card incorporating fingerprint biometrics, a photo image and various security features is a polycarbonate card which replaces the stamped endorsement on foreigners' travel documents and paper-laminated Disembarkation/Embarkation (D/E) cards. The photo and fingerprints allow for easy identification by enforcement officers thereby reducing identity frauds. The LTP card was launched on 23 September 2008.

PROTECTIVE & ANALYTICAL FACILITY (PAF) AT TUAS CHECKPOINT

The PAF is a two-storey building at Tuas Checkpoint which allows the quick decontamination of people exposed to chemical or biological agents and on-site analysis of any such agents. The facility enhances ICA's capabilities in verifying and confirming the contents of hazardous materials or toxic industrial chemicals against the declared cargo to prevent unauthorised importation of security sensitive materials or chemicals. The PAF started operations on 1 December 2008.

JURONG PORT MAIN GATE

A new cargo clearance checkpoint, known as the Jurong Port Main Gate (JPMG), came into operation on 1 December 2008. The new checkpoint provides bigger and improved infrastructural facilities to handle the increasing cargo traffic using the Jurong Free Trade Zone (JFTZ). The JPMG is open 24 hours daily and has six lanes each at the import and export sections, with three each for conventional and containerised cargo.

2009

NRIC REGISTRATION OF 15 YEAR-OLDS AT SCHOOLS

Since January 2009, schools are able to electronically book a date and time for the Citizen Services Centre's (CSC) Mobile Registration Team to conduct the NRIC registration of their students who are 15 years of age, on the school premises. CSC notifies the parents of the students two weeks before the registration. One month after the registration, the NRICs are despatched to the schools for the registrants' collection. This service brings much convenience to the students and their parents.



Immigration & Checkpoints Authority

Electronic Re-Entry Permit (e-REP)

Welcome to e-REP

This facility allows Singapore Permanent Residents (PR) to renew and transfer Re-Entry Permits (REP) online.



2009

ELECTRONIC RE-ENTRY PERMIT (e-REP)

With e-REP, rolled out on 2 January 2009, Permanent Residents (PR) can renew, transfer, or enquire about their Re-Entry Permit (REP) applications online. It can also be used to verify whether a particular PR is in possession of a valid REP.

RADIOGRAPHIC SCANNER PORTAL (RSP) SYSTEM

The RSP system deployed to scan air shipments at the Changi Airfreight Centre (CAC) of Air Cargo Command, commenced operations on 10 February 2009. The deployment of the RSP system has enabled the Command to subject all cargo vehicles using the CAC checkpoint to x-ray screening without compromising security.

JURONG SCANNING STATION

The Jurong Scanning Station was officially opened on 5 May 2009. It is the 11th checkpoint and the third scanning station to be operated by Ports Command. The JSS is equipped with a portal system, made up of an integrated scanning system to scan containers for contraband as well as a Passive Radiation Detection System to detect radioactive materials hidden in containers.

ICA'S CHECKPOINT SECURITY TRAINING SUITE

The Checkpoint Security Training Suite was opened on 16 June 2009 and is aptly named to denote a learning facility that addresses the multiple facets of checkpoint security competencies required of ICA officers. It was jointly developed by ICA's Training & Development Branch and the Research & Analysis Branch to address the need to provide our officers with interactive learning.



2009

IDENTIFICATION AND BORDER CONTROL WORKSHOP

ICA hosted the “Identification and Border Control Workshop” from 4 to 5 August 2009 in conjunction with Singapore’s hosting of APEC 2009. The Workshop was held under the ambit of the APEC Business Mobility Group, an APEC sub-forum where Singapore was represented by ICA. Chaired by Commissioner ICA, the closed-door event was held over one and a half days.

CLOSURE OF PASIR PANJANG GATE 3 (PPG3)

On 30 September 2009, the PPG3 ceased operations after more than three decades of operation to make way for the construction of additional container berths under the Master Plan of the Maritime & Port Authority (MPA) and Port of Singapore Authority Corporation (PSAC). With the closure of PPG3, the clearance of car carriers and vehicles transporting taxable ship spares and sea stores to vessels was transferred to Pasir Panjang Terminal Gate 4.

OPERATIONALISATION OF OLD WOODLANDS CHECKPOINT (PHASE 2)

Operations at the Old Woodlands Checkpoint (OWC) were further expanded to clear arriving motorcycles from April 2009 and arriving lorries from December 2009.

2010

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 the Old Woodlands Checkpoint (OWC) to mirror the operational capability of the existing CCC at Woodlands Checkpoint. This enhanced the capabilities of the OWC further. The new CCC comprises a cargo checking bay with six dedicated checking platforms. The specialists working at the Image Analysis Centre would receive images for analysis from the mobile radiographic scanner. The new facility became operational on 1 February 2010.



2010

OPERATIONALISATION OF BIKES II AT TUAS AND WOODLANDS CHECKPOINTS

Launched in 2006, the Biometrics Identification of Motor Bikers 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 rolled out at Tuas Checkpoint on 21 June 2010 and at Woodlands Checkpoint on 21 October 2010.

iRETURN

iReturn offers customers an alternative avenue for returning the Long Term Pass (LTP) cards through a self-service kiosk located at our eLobby at ICA Building. From July 2010, LTP card holders can return their expired or cancelled LTP cards in a secured and convenient manner following the cancellation of their immigration passes or upon the cessation of their stay in Singapore.



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).

CHANGE OF COMMAND

Mr Clarence Yeo succeeded Mr Eric Tan Chong Sian as Commissioner, ICA on 1 September 2010.





iEnquiry

Welcome to iEnquiry

This e-service allows users to enquire their ICA-related applications online. The following services are available: iEnquiry (Inquiry on Lost/Stolen/Cancelled Singapore Passport (iPass) Facility) and VERIFI (Verification of Foreigner Immigration Status) are also available.



Inquiry on Lost/Stolen/Cancelled Singapore Passport (iPass)

Welcome to iPass

This facility allows you to submit an enquiry on the status of your passport.

Please note that this facility is applicable only for Singapore Passports issued from 1980 onwards.

Please visit the ICA website for more information on the iPass service.

Please visit the ICA website for more information on the iPass service.

Please visit the ICA website for more information on the iPass service.

Home

2010

ALTERNATE SITE COLLECTION OF SINGAPORE PASSPORTS

The Alternate Site Collection of Singapore Passports initiative, introduced on 15 October 2010, allows the secure collection of the Singapore passport at Singpost outlets through biometric identification. Eligible Singapore citizens can now conveniently collect their passports at selected SingPost outlets. As at 31 December 2012, there are 29 Singpost outlets located islandwide offering this service.

iENQUIRY

The iEnquiry, a one-stop online enquiry system that allows applicants and sponsors to check the application status for ICA services, was launched on 15 November 2010. It also integrates the function that allows users to validate identity documents as well as the e-Appointment facility that prompts applicants to make appointments with ICA online as soon as the application is approved.

2011

DOUBLE-BARRELLED RACE REGISTRATION OPTION

On 1 January 2011, ICA implemented the registration of double-barrelled race options for Singaporean children born to parents of different ethnic groups. This change, first announced in Parliament on 12 January 2010, gives parents of inter-ethnic marriages greater flexibility and choice to reflect both their races for their child. The option is in line with the Government's continual review of its policies in recognition of evolving societal changes such as the increasing number of inter-ethnic marriages in Singapore.

iPASS

The iPass, with Phase I in 2008 and Phase II in 2011, is an e-service which is available 24/7 that allows authorised officers to enquire on a real-time basis, whether a Singapore Passport has been listed as lost, stolen or cancelled in ICA's database.





2011

RELOCATION OF THE KERETAPI TANAH MELAYU BERHAD (KTMB) STATION AT TANJONG PAGAR TO WOODLANDS TRAIN CHECKPOINT (WTCP)

Following an agreement between the Prime Ministers of Malaysia and Singapore on 24 May 2010, the KTMB and Malaysian Customs, Immigration and Quarantine (CIQ) agencies were relocated to WTCP on 1 July 2011. With the relocation, all arrival and departure trains terminate and start at WTCP. On 14 July 2011, Deputy Prime Minister, Coordinating Minister for National Security and Minister for Home Affairs, Mr Teo Chee Hean, officially opened the co-located CIQ facility at WTCP, marking an important chapter in the bilateral ties between Singapore and Malaysia.

OPERATIONALISATION OF BI-DIRECTIONAL eIACS LANES AT WOODLANDS TRAIN CHECKPOINT (WTCP)

With the relocation of the Malaysian Customs, Immigration and Quarantine (CIQ) facilities to WTCP on 1 July 2011, Woodlands Command modified the existing ten manual immigration counters to cater for the bi-directional clearance of train travellers arriving or departing via WTCP. The Command also worked closely with ICA's Technology Division to install bi-directional eIACS lanes to provide automated immigration clearance for eligible arriving or departing train travellers. On 22 September 2011, three bi-directional eIACS lanes at WTCP were opened for use.

COMMON COUNTER SERVICES FOR SUBMISSION OF PERMANENT RESIDENT (PR) APPLICATIONS AND COMPLETION OF PR FORMALITIES

Under this initiative, a single set-up was implemented across the two previously independent counters. Officers from the two groups were cross-trained and deployed to perform the integrated job functions at these two common counters. Since the implementation of the initiative on 27 October 2011, members of the public have enjoyed a relatively shorter wait during their visit to the Permanent Resident Services Centre (PRSC) to submit their Permanent Resident (PR) applications or to complete PR formalities.

eLOBBY@ICA

The eLobby@ICA was officially launched on 29 July 2011. The eLobby@ICA is equipped with 13 self-service kiosks and one iReturn kiosk. The opening of the eLobby@ICA marks another milestone in ICA's journey in providing greater convenience and accessibility to our customers without compromising on security.





2011

FLEXI BUS HALL AT WOODLANDS CHECKPOINT

On 4 August 2011, the Flexi Bus Hall was opened for operation at Woodlands Checkpoint. There are twelve manual counters in the Flexi Bus Hall, and these counters are used to clear either arrival or departure travellers, depending on travellers volume during the peak periods.

OPERATIONALISATION OF NEW EXIT LANE FOR ARRIVAL CAR GREEN CHANNEL AT WOODLANDS CHECKPOINT

The new car exit lane at Woodlands Checkpoint was operationalised on 19 September 2011. The purpose of the new car exit lane is to facilitate the flow of cars out of the checkpoint during peak hours.

THE 15TH MEETING OF THE ASEAN DIRECTORS-GENERAL OF IMMIGRATION DEPARTMENTS AND HEADS OF CONSULAR AFFAIRS DIVISIONS OF THE MINISTRIES OF FOREIGN AFFAIRS (DGICM)

The DGICM meeting is an annual gathering of the Heads of immigration departments of the ASEAN member states to discuss and coordinate regional cooperation on immigration matters towards achieving ASEAN goals. It meets annually and the chairmanship is rotated in alphabetical order among each member state. Singapore successfully hosted the event from 3 to 6 October 2011 at the Carlton Hotel.



PAST ACHIEVEMENTS: AWARDS (2003–2011)



2006

DISTINGUISHED PUBLIC SERVICE AWARD

ICA was awarded the Distinguished Public Service Award for achieving the following: ISO 9001, People Developer Standard, Singapore Innovation Class, Singapore Service Class, and Singapore Quality Class.

NATIONAL INFOCOMM AWARD (PUBLIC SECTOR)

Jointly organised by the Infocomm Development Authority of Singapore (IDA) and the Singapore infocomm Technology Federation (SiTF), the award is the industry's highest accolade for infocomm innovation in Singapore. ICA received the award for "Most Innovative Use of Infocomm Technology" in 2006.

2008

GOVERNMENT TECHNOLOGY AWARD FOR SERVICE INNOVATION FOR "e-VISITOR PROGRAMME"

Presented by FutureGov, this award recognises the creative use of technology in the public sectors in the Asia Pacific region. ICA won the award for our e-Visitor programme. The programme consists of a spectrum of e-services like the e-VISA, e-VP, e-XTEND and SOLAR. This seamless programme integrates the various e-services with the e-Appointment system, where a pre-allocated appointment time will be given to successful applicants to minimise their waiting time.

2009

SINGAPORE INFOCOMM TECHNOLOGY FEDERATION (SiTF) AWARD (GOVERNMENT CATEGORY)

Presented to ICA for the e-Visitor Programme, the SiTF award recognises the most innovative infocomm technology solutions developed in Singapore.

2009

SINGAPORE QUALITY AWARD (SQA)

The SQA is the highest national award given to organisations which have achieved all-round business excellence. ICA embarked on the SQA journey in 2004. The award received, in 2009, just six years after ICA's formation, is an affirmation that ICA has come of age – a leader in border security and identification.

2010

PUBLIC SERVICE PREMIER AWARD

The Public Service Premier Award recognises public officers (for their excellent service), public organisations (for their achievements in organisational excellence) and members of the public (who have made significant contributions as customers). ICA was conferred the award as we had met the qualifying criteria of attaining SQA and class-level standards of Singapore Innovation Class, Singapore Service Class, People Developer Standard and ISO.

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 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. ICA's e-Visitor programme was a winner as the programme successfully showcased our emphasis on innovation and ability to harness technological solutions for the pursuit of service excellence and border security.

2011

SINGAPORE INFOCOMM TECHNOLOGY FEDERATION (SiTF) MERIT AWARD

The award is an important accolade in recognition of infocomm innovations in Singapore, providing multi-national companies, local enterprises and institutions an opportunity to showcase their innovative products and services. ICA received the Merit Award under the government category for its iEnquiry, iCollect, Alternate Site Passport Collection and iReturn initiatives.







LET US FORM ONE BODY, ONE HEART, AND DEFEND TO THE
LAST, OUR **COUNTRY, OUR HOMES AND OUR LIBERTY.**

– TECUMSEH

PRESENT

PRESENT SUCCESSES: MILESTONES (2012)



JANUARY

RE-ORGANISATION OF POLICY ADMINISTRATION & INTERNATIONAL AFFAIRS (PAIA) DIVISION AND PLANNING & RESEARCH (P&R) DIVISION

The PAIA Division and P&R Division underwent a re-organisation for better strategic alignment and enhancement of capacity building with effect from 16 January 2012. The functions of the existing Strategic Research Branch of the P&R Division was transferred to a new Data Management Branch under the PAIA Division. 2Policy Administration Branch (2PAB) under the PAIA Division was also renamed as Strategic Data Analysis Branch. The Internal Audit Branch was subsumed under a new Performance Review Branch in P&R Division and the new Organisation Development Branch was also formed under the P&R Division. Under the new organisation structure, P&R Division was renamed as Planning & Review Division (PRD).

FEBRUARY

PROJECT RAIL SAFE

Following the successful relocation of the Malaysia's Customs, Immigration and Quarantine (CIQ) facilities from the Keretapi Tanah Melayu Berhad (KTMB) station at Tanjong Pagar Railway Station to Woodlands Train Checkpoint (WTCP) on 14 July 2011, the Home Team Western Sector (HTWS) agencies initiated the Project Rail Safe at WTCP on 9 February 2012. The objective of the project was to enhance the operational readiness level of all agencies to handle contingences at WTCP such as bomb attacks. The project focused on aligning the contingency plans of the different agencies so as to ensure that operations would be carried out efficiently and effectively.

MARCH

IADA FORENSIC DOCUMENT GALLERY

The IADA Gallery was set up in 2008 as a one-stop learning centre on forgery detection and the security features of travel documents. The gallery houses a mix of genuine and fraudulent documents. The introduction of new security features in passports worldwide has seen a corresponding emergence of new forgery trends. To continue to provide a comprehensive learning experience, the gallery was expanded and renamed the IADA Forensic Document Gallery on 30 March 2012 comprises two sections: the Authentic Room and the Forgery Lair. The former showcases key genuine security features of passports and their respective characteristics and the latter, fraudulent passports detected at the checkpoints, explanations of the forgeries involved and the use of the relevant equipment to detect the forgeries.

ICA CONTINUOUS EDUCATION PROGRAMME (iCEP)

Since its inception in 2009, iCEP has provided officers with more opportunities to upgrade themselves academically through the award of academic sponsorships. In 2012, 14 ICA Specialists received degree sponsorships, twice the number of sponsorships awarded in 2011. Besides degree courses, ICA also offered sponsorships for diploma qualifications. The iCEP supports the on-going pursuit for officers to 'Be Better' by broadening their knowledge and cultivating their capabilities.



APRIL **MAY**

LONG-TERM VISIT PASS-PLUS (LTVP+)

Since 1 April 2012, the Visitor Services Centre has been issuing a new immigration pass called LTVP-Plus (LTVP+) to foreign spouses of Singapore Citizens (SC) who qualify. There is no separate application for LTVP+. Foreign spouses of SCs who submit applications for LTVP would automatically be considered for an LTVP+ if they are eligible. Generally, couples who have at least one Singaporean child from their marriage will be eligible to be considered for the LTVP+. For those without a Singaporean child, ICA will look at other factors such as the duration of marriage, and will in general consider more favourably those who have been married for at least three years. The benefits enjoyed by LTVP+ holders are a longer period of residency, healthcare subsidies and ease of obtaining employment.

IONSCAN SENTINEL II PORTAL AND IONSCAN 500DT

The IonScan Sentinel II Portal is a full-body walk-through system deployed at the checkpoints to detect, analyse and identify explosive and narcotic particles. The Puffer Portal (as it is known) dislodges any explosive or narcotic particles from a person in a non-intrusive way through gentle puffs of air from head to toe for real-time analysis. The portal is capable of detecting smugglers with even trace amounts of drugs or explosives on their bodies. Since April 2012, the Puffer Portal has been progressively deployed at various checkpoints. On a smaller scale is the IonScan 500DT, which is a device capable of detecting and identifying trace residues of narcotics and explosives from a single swab. The use of IonScan 500DT allows officers to detect multiple threats utilising one instrument.

EXERCISE SPARROWHAWK

As part of operational preparedness, ICA, together with the Ministry of Health (MOH), conducted Exercise Sparrow-Hawk (Border Health Temperature Screening) on 17 May 2012. The aim was to validate the preparedness of Tuas Command, Woodlands Command and Parkway Shenton Pte Ltd in activating border health temperature screening operations at the land checkpoints. Exercise Sparrow-Hawk demonstrated the close working ties between ICA and its strategic partners in handling contingencies.



OPERATIONALISATION OF MARINA BAY CRUISE CENTRE SINGAPORE (MBCCS)

ICA celebrated a major milestone in 2012 in the immigration process at MBCCS on 26 May 2012. The clearance of arrival and departure passengers at MBCCS is centralised in a single immigration hall. With effect from 22 October 2012, the centralised hall comes with dynamic clearance facilities – the Flex-i at some of its counters. The Flex-i enables immigration counters to be easily toggled between manual and automated clearance mode to best meet operational requirements. As ICA will be pre-notified of the cruise travellers arriving in or departing from Singapore at MBCCS, the number of manual counters and automated lanes to be deployed for clearance at any one time can be optimised according to the passenger load carried by the cruise liners.



MAY

PERMANENT RESIDENT SERVICES CENTRE'S (PRSC) LINK-UP WITH EXTERNAL AGENCIES

Since 2 May 2012, ICA has linked-up electronically with the Inland Revenue Authority of Singapore (IRAS) to retrieve local income tax records of PR applicants and their sponsors with their consent. This link-up was extended to the Central Provident Fund (CPF) Board on 3 September 2012, allowing ICA to retrieve CPF records from the CPF Board with the consent of the sponsors. This link-up with external agencies eliminates the need for PR applicants and their sponsors to submit hardcopies of their local income tax and CPF records as supporting documents during the application process.



JUNE

AIR CARGO EXPRESS (ACE) HUB

The ACE Hub project aims to anchor major air express companies in Singapore. ACE Hub, in operation since June 2012, is located within Changi Free Trade Zone (FTZ). It is a specialised facility which provides direct airside access and is the first logistics hub in Singapore that houses a special on-site cargo clearance facility manned by a team of ICA officers. Operating from the ACE Hub will enable air express companies to streamline their handling processes, improve efficiency and increase productivity.



JULY

MOBILE AUTOMATED VERIFICATION AND IDENTIFICATION SYSTEM (MAVIS)

Introduced in July 2012, MAVIS is a mobile automated device which allows users to perform on-the-spot fingerprint and facial screening on an individual, anytime and anywhere, so to ascertain his true identity and the validity of his pass or identity card. This eliminates the need to bring the individual back to ICA premises for verification and screening.





JULY

TRANSFER OF HARBOURING AND EMPLOYMENT (H&E) FUNCTIONS FROM SINGAPORE POLICE FORCE (SPF) TO ICA

Since 1 July 2012, ICA has taken over the H&E functions and illegal immigrant and overstayer cases from SPF. The transfer will enable ICA to strive towards being a lead agency in dealing with all immigration as well as passport-related offences. To underscore the enlarged scope and enhanced capabilities of ICA's Enforcement officers, Enforcement Command was renamed Enforcement Division.

ENHANCEMENT OF THE ICA SCHEMES

In recognition of the contributions made by ICA officers in ensuring the security of Singapore, the Home Affairs Services (HAS) - ICA Senior and Specialist Schemes were enhanced with stronger linkage between pay and performance from July 2012. This includes the introduction of retention incentives to retain good officers in the organisation. To better position ICA as a choice employer and attract high calibre candidates, a sign-on bonus was implemented for newly-appointed officers with Polytechnic Diploma qualifications. In addition, the enhancements also provide for more developmental opportunities to facilitate career growth for Specialists with proven calibre and good performance to advance into the senior scheme of service.

AUGUST

AMENDMENTS TO THE IMMIGRATION ACT

The key amendments to the Immigration Act which were passed in Parliament on 13 August 2012 range from criminalising marriages of convenience by individuals in order to obtain an immigration facility, to introducing Good Conduct Conditions on the issuance of Re-entry permits of Permanent Residents. The amendments also allow ICA to cancel the Re-entry permits issued to a Singapore Permanent Resident if he or she contravenes such conditions. Henceforth, it is also a crime to manufacture, traffic, and unlawfully possess paraphernalia designed to forge immigration documents and endorsements. The amended Immigration Act will further ICA's capabilities to stay ahead of the changing modus operandi of immigration offenders.

BUDGET TERMINAL



SEPTEMBER

CLOSURE OF BUDGET TERMINAL (BT) AND RELOCATION OF OPERATIONS TO TERMINAL 2

On 25 September 2012, the Budget Terminal at Changi Airport was closed to make way for the construction of Terminal 4. The Budget Terminal's operations were relocated to Terminal 2.



OCTOBER

EXERCISE YELLOWSTORM

On 18 October 2012, the annual joint emergency response and consequence management exercise was conducted to validate inter-agencies' security response and contingency plan involving security dash-through incidents and Toxic Industrial Chemical (TIC) spillage at Tuas Checkpoint. The exercise involved about 100 personnel and 20 support vehicles from the Singapore Civil Defence Force (SCDF), the Singapore Police Force (SPF) and ICA.

BALI PROCESS WORKSHOP

The Bali Process Workshop on Document Examination Education in Immigration was held in Singapore from 29 October to 1 November 2012. The workshop served as a useful platform in forging close collaboration, building relationships and capacities among regional and international partners to combat terrorism. The Workshop was co-chaired by Singapore and Australia and was attended by 59 delegates from 30 countries. Participants found the workshop well coordinated and that it had achieved its objectives. The success of the event was well described by Mr Paul Cross, Assistant Secretary of Identity Branch of the Department of Immigration and Citizenship, Australia. In his thank-you note, he said: "The excellent work and meticulous planning by ICA resulted in the smooth running of the workshop. The workshop represents an excellent example of joint effort by both ICA and DIAC and the feedback we have had from the international delegates has been very positive indeed."



NOVEMBER

DEPLOYMENT OF SUBMISSION OF APPLICATION FOR VISA ELECTRONICALLY (SAVE) AT HONORARY CONSUL-GENERAL'S (HCGS) OFFICES

SAVE was first launched in October 2004 and allows visitors to submit their application for visas online. To streamline our work processes and strengthen border security, SAVE was deployed to more of Singapore's HCGs offices worldwide. In addition to the existing eight HCGs offices, SAVE was successfully deployed to another 12 HCGs offices, including Sri Lanka, Papua New Guinea, Norway, Israel and Peru by November 2012.

INTERNATIONAL CIVIL AVIATION ORGANISATION (ICAO) AUDIT

ICAO conducted an audit to appraise Singapore's capability for providing security oversight by determining the effective implementation of the critical elements of a security oversight system. The audit of ICA took place from 8 to 15 November 2012 with intensive documentation checks and ground inspections. The areas of scrutiny included the detailed processes involved in the processing and issuance of the Singapore biometric passport, and the issuance of Singapore visas. ICA passed the audit with flying colours.

PRESENT SUCCESSES: AWARDS & CERTIFICATIONS (2012)



2012

ECO-OFFICE CERTIFICATION

ICA successfully attained the Eco-Office Certification in March 2012 for three of its flagship buildings, namely the ICA Building, Tuas Checkpoint and Woodlands Checkpoint. This certification endorses ICA's efforts towards being a green organisation while keeping in line with the government-wide initiative for the public sector to take the lead in ensuring environmental sustainability.



ISO CERTIFICATION FOR SERVICES CENTRES

The Services Centres received the ISO 9001: 2008 certification in 2008. The Citizen Services Centre obtained certification for the process of NRIC registration for 15 year-olds; the Visitor Services Centre was certified for the provision of services for the application and collection of visa for foreigners and the application for student's passes for government schools; and the Permanent Resident Services Centre's certification was for the provision of services for completion of PR formalities. In 2011, all three Services Centres were successfully re-certified for their ISO certifications. PRSC was also re-certified in 2011 for its service on the renewal of Re-Entry Permit (REP) over the counter. In 2012, the three Services Centres passed the yearly ISO Surveillance Audit.

HUMAN RESOURCE MANAGEMENT (HRM) AWARDS – INNOVATION IN HR AWARD

ICA's achievement in winning the "Innovation in HR Award" category at the HRM Awards 2012 is a strong recognition of our innovative efforts in learning as creative and innovative steps were taken to introduce multi-faceted learning platforms, such as e-learning, experiential learning and e-gaming. The introduction of these interactive learning platforms has helped to deepen officers' expertise and provide easy access to learning despite the geographical and time challenges faced by ICA officers who work round-the-clock at the checkpoints.

NATIONAL INFOCOMM AWARD – MOST INNOVATIVE USE OF INFOCOMM TECHNOLOGY (PUBLIC SECTOR) MERIT AWARD – THE MOBILE AUTOMATED VERIFICATION AND IDENTIFICATION SYSTEM (MAVIS)

The National Infocomm Award (NIA) is awarded by the Infocomm Development Authority Singapore and Singapore Infocomm Technology Federation. It is the highest industry accolade for infocomm innovation in Singapore. ICA was awarded the merit award for our implementation of MAVIS, a mobile device to ascertain an individual's true identity and validity of his pass or identity card.

PRESENT SUCCESSES: SIGNIFICANT CASES (2012)

ENFORCEMENT DIVISION JANUARY 2012



Location:

Telok Blangah Heights

Offence:

Entering Singapore without a valid pass and harbouring of immigration offenders.

How:

Five immigration offenders were found working in several restaurants outlets. Their employers had recruited them through an agent.

Result:

Four immigration offenders were fined between \$1,000 to \$2,500 or in default one to two weeks' imprisonment. The fifth immigration offender was sentenced to one year imprisonment. The two employers and the agent were sentenced to between six to twelve months' imprisonment. One employer was also given six strokes of caning for overstaying.

INTELLIGENCE DIVISION 28 JANUARY 2012 @ 1700 HRS



Location:

River Valley Road

Offence:

Administration of collagen injections illegally.

How:

In a joint operation between Immigration & Checkpoints Authority (ICA), Ministry of Health (MOH) and Ministry of Manpower (MOM), officers arrested a female Filipino who was in the process of administering beauty treatment to a customer.

Result:

The female Filipino was sentenced to three months' imprisonment and a fine of \$2,500.

INTELLIGENCE DIVISION & WOODLANDS COMMAND 1 FEBRUARY 2012 @ 1235 HRS



Location:

Woodlands Checkpoint, Departure Car Bay

Offence:

Attempted illegal departure and abetment.

How:

In a joint operation between Intelligence Division & Woodlands Command, officers checked a Malaysia-registered car driven by a male Malaysian and found a male Bangladeshi national lying on the floorboard behind the rear passenger seat of the car.

Result:

The male Bangladeshi national was sentenced to six weeks' imprisonment and four strokes of caning. The male Malaysian driver was sentenced to two years' imprisonment and three strokes of caning.

TUAS COMMAND
2 FEBRUARY 2012 @ 0540 HRS



Location:
Arrival Cargo Bay

Offence:
Attempted smuggling of 4,308 cartons and 5,517 packets of duty-unpaid cigarettes.

How:
Detected during an operation conducted by Tuas Intel Ops, duty-unpaid cigarettes were found hidden within a consignment of cement in a lorry.

Result:
Referred to Singapore Customs (SC) for further investigations.

TUAS COMMAND
6 FEBRUARY 2012 @ 0540 HRS



Location:
Arrival Bus Concourse

Offence:
Attempted smuggling of 1,850 cartons of duty-unpaid cigarettes.

How:
Detected during an operation conducted by Tuas Intel Ops, duty-unpaid cigarettes were found hidden in the modified compartment under the emergency exit staircase of a bus driven by a Singaporean man.

Result:
Referred to Singapore Customs (SC) for further investigations.

CITIZEN SERVICES CENTRE
22 FEBRUARY 2012 @ 1230 HRS



Location:
Citizen Services Centre

Offence:
Impersonation as a Singapore Citizen.

How:
Arrest of a male Chinese national who impersonated another person in his application for a replacement NRIC.

Result:
Referred to Singapore Police Force (SPF) for further investigations.

AIR CARGO COMMAND

6 MARCH 2012 @ 0945 HRS



Location:

Parcel Post Section

Offence:

Importation without required permit of three sets of air soft guns and accessories.

How:

Detected during X-ray screening of two air parcels declared as "BB Gun (Toys)".

Result:

Referred to Singapore Police Force (SPF) for further investigations.

AIRPORT COMMAND

14 MARCH 2012 @ 1700 HRS



Location:

Changi Airport Terminal 1, Arrival East Wing

Offence:

Attempted smuggling of 114 pieces of suspected counterfeit watches.

How:

Detected during X-ray screening of checked-in luggage.

Result:

The traveller was issued with a warning by Singapore Police Force (SPF).

COASTAL COMMAND

16 MARCH 2012 @ 2045 HRS



Location:

Singapore Cruise Centre, Departure Hall

Offence:

Theft in dwelling and attempted impersonation for departure clearance.

How:

A female work permit holder in possession of stolen items was using a stolen Singapore Passport for departure clearance.

Result:

The female work permit holder was sentenced to 12 weeks' imprisonment for theft in dwelling. The other charge of impersonation was taken into consideration during sentencing.

COASTAL COMMAND
24 MARCH 2012 @ 0930 HRS



Location:

Singapore Cruise Centre, Arrival Green Channel

Offence:

Attempted smuggling of 24 Oriental White-Eye Birds.

How:

Detected in small boxes hidden in a pouch secured to the male Malaysian's waist and covered by his trousers.

Result:

The male Malaysian was sentenced to two weeks' imprisonment and fined \$4,000.

**INTELLIGENCE DIVISION &
AIRPORT COMMAND**
27 APRIL 2012 @ 1010 HRS



Location:

Changi Airport Terminal 2, Arrival South Wing

Offence:

Attempted smuggling of forged immigration stamps and importation of controlled drug.

How:

In a joint operation between Intelligence Division and Airport Command, officers discovered forged Singapore immigration stamps amongst other forgery paraphernalia inside the luggage of a male Bangladeshi national. Controlled drugs suspected to be "Cannabis" was also found in a pair of trousers inside his luggage.

Result:

The male Bangladeshi national was sentenced to five years and three months' of imprisonment and five strokes of caning for importation of the controlled drugs. The other charge for possession of immigration forgery paraphernalia was taken into consideration during the sentencing.

AIR CARGO COMMAND
4 MAY 2012 @ 0800 HRS



Location:

Parcel Post Section

Offence:

Attempted smuggling of 20 cartons of duty-unpaid cigarettes.

How:

Detected during x-ray screening of an air parcel declared as clothes, cookies and dry vegetables.

Result:

The owner was fined \$24,500 by Singapore Customs (SC).

PORTS COMMAND
10 MAY 2012 @ 0900 HRS

**Location:**

Pasir Panjang Scanning Station

Offence:

Attempted smuggling of 70,504 packages of illegal sex enhancers.

How:

Detected during an operation conducted by Ports Intel Unit, on a containerised consignment declared as 'toys'.

Result:

Referred to Health Sciences Authority (HSA) for further investigations.

INTELLIGENCE DIVISION
16 MAY 2012 @ 1600 HRS

**Location:**

Shop at Beach Road

Offence:

Sale of unregistered western medicine.

How:

In a joint operation between Immigration & Checkpoints Authority (ICA), Health Sciences Authority (HSA) and Ministry of Manpower (MOM), officers uncovered an assortment of unregistered western medicine found hidden inside a brown box on a rack, shelves, false ceiling, top of a refrigerator and behind sundry supplies. A male Thai national was arrested.

Result:

Referred to Ministry of Manpower (MOM) and Health Sciences Authority (HSA) for further investigations.

AIRPORT COMMAND
21 MAY 2012 @ 1455 HRS

**Location:**

Changi Airport Terminal 1, Arrival West Wing

Offence:

Attempted importation of 2.7 kg of crystallised substances suspected to be controlled drug 'ICE'.

How:

Detected during a joint operation between ICA Airport Command and Central Narcotics Bureau (CNB), crystallised substances suspected to be controlled drug 'ICE' were found hidden in 12 metallic pistons.

Result:

Referred to Central Narcotics Bureau (CNB) for further investigations.

TUAS COMMAND
8 JUNE 2012 @ 0735 HRS



Location:

Arrival Car Green Channel

Offence:

Attempted smuggling of a stolen vehicle.

How:

Detected during an operation conducted by Tuas Intel Ops, a male Malaysian driver was suspected of driving a stolen car as the physical engine chassis number differed from that in the car registration book.

Result:

Referred to Singapore Police Force (SPF) for further investigations.

INTELLIGENCE DIVISION
12 JUNE 2012 @ 0610 HRS



Location:

Bedok Reservoir Road

Offence:

Illegal production of 8,048 uncensored and 3,303 obscene DVDs.

How:

In a joint operation between Immigrations & Checkpoints Authority (ICA), Intellectual Property Rights Branch (IPRB) and Criminal Investigation Department (CID), officers arrested four PRC overstayers and two immigration/work pass holders suspected to be part of an illegal production base for uncensored and obscene DVDs.

Result:

The four overstayers were sentenced to between four and six weeks' imprisonment, four strokes of caning and fined between \$3,500 to \$4,000. All four were also given 21 months' imprisonment for copyright infringements and distribution of obscene films. The two valid immigration/work pass holders were not charged as no offence was revealed.

ENFORCEMENT DIVISION
26 JUNE 2012



Location:

Changi Airport Terminal 1

Offence:

Using a false passport, entering without a valid pass, making false statement, abetting entry and usage of false passport.

How:

Two male travellers used forged passports to travel. A 'couple' was accompanying them on their trip.

Result:

Both travellers were sentenced to eight months' imprisonment and four strokes of caning. The man accompanying the travellers was sentenced to ten months' imprisonment and four strokes of caning while the woman was sentenced to ten months' imprisonment and a fine of \$2,000 or in default eight days' imprisonment.

AIR CARGO COMMAND

2 JULY 2012 @ 0730 HRS



Location:

Changi Airfreight Centre

Offence:

Importation without required permit of four pieces of ballistic helmets and four pieces of bullet proof vests.

How:

Detected during X-ray screening of a consignment declared as "ship spares".

Result:

Referred to Singapore Police Force (SPF) for further investigations.

COASTAL COMMAND

4 AUGUST 2012 @ 2000 HRS



Location:

Vicinity of Jurong River

Offence:

Attempted smuggling of 2,290 cartons of duty-unpaid cigarettes.

How:

In a joint operation between Immigration & Checkpoints Authority (ICA) Coastal Command Anti-Smuggling Team (AST), Police Coast Guard (PCG) and Singapore Police Force (SPF), officers found duty-unpaid cigarettes hidden in the crew cabin area of an intercepted supply vessel. Two Indonesians and four Singaporeans were arrested.

Result:

The two Indonesians and four Singaporeans were sentenced to between 18 and 22 months' imprisonment.

PORTS COMMAND

22 AUGUST 2012 @ 1125 HRS



Location:

Tanjong Pagar Scanning Station

Offence:

Detection of 800 bags of plant soil without Agri-Food & Veterinary Authority of Singapore (AVA)'s approval.

How:

Detected during a joint operation between Immigration & Checkpoints Authority (ICA) Ports Command and Singapore Customs (SC), the officers detected plant soil hidden among goods declared as "granite, umbrellas, clothes pack, cupboard, pallets".

Result:

The importer was issued with a warning letter for wrong declaration of permit.

ENFORCEMENT DIVISION SEPTEMBER 2012



Location:

Multiple locations in Singapore

Offence:

Marriages of Convenience (MOCs).

How:

A Singaporean man was involved in a MOC with a foreigner who was due to be repatriated. A female foreigner who was the witness to this marriage was herself involved in a MOC with another Singaporean man. A syndicate of three Singaporean men had facilitated a total of 11 MOCs including the mentioned MOCs.

Result:

The three Singaporean syndicate members were each sentenced to between four to five weeks' imprisonment. Of the other two Singaporean men, one was given a stern warning while the other's case is pending. The brides were each sentenced to between one and two months' imprisonment.

PORTS COMMAND 6 SEPTEMBER 2012 @ 1935 HRS



Location:

Jurong Scanning Station

Offence:

Attempted smuggling of 2,499 cartons and 21 packets of duty-unpaid cigarettes.

How:

Detected during scanning of a containerised consignment declared as "mangrove wood charcoal".

Result:

Referred to Singapore Customs (SC) for further investigations.

INTELLIGENCE DIVISION 18 SEPTEMBER 2012 @ 1125 HRS



Location:

Japanese Garden & vicinity

Offence:

Overstaying, working without valid passes, employing immigration offenders, preparing food on the floor, failing to register assistants and failing to keep licensed premises clean.

How:

In a joint operation between Intelligence Division of Immigration & Checkpoints Authority (ICA), National Environment Agency (NEA) and Ministry of Manpower (MOM), officers raided the kitchen of a catering business with poor hygiene standards. Seven male Bangladeshi nationals found on the premise were arrested.

Result:

One Bangladeshi national was sentenced to 12 weeks' imprisonment and six strokes of caning for overstaying. The second Bangladeshi national, the operator, was warned by MOM for illegal employment and compounded \$600 by NEA for unhygienic food preparation practices while pending further court mention for failing to register assistants. The remaining five male Bangladeshi nationals found to be working illegally were referred to MOM for further investigations.

WOODLANDS COMMAND

29 SEPTEMBER 2012 @ 0440 HRS



Location:

Arrival Cargo Bay

Offence:

Attempted smuggling of 2,090 cartons of duty-unpaid cigarettes.

How:

Detected during scanning of a consignment declared as eight storage tanks out of which five were found to contain duty-unpaid cigarettes.

Result:

Referred to Singapore Customs (SC) for further investigations.

WOODLANDS COMMAND

20 NOVEMBER 2012 @ 1150 HRS



Location:

Arrival Car Green Channel

Offence:

Attempted smuggling of 21 live puppies.

How:

Detected in the spare-tyre compartment of the car driven by a male Singaporean.

Result:

Referred to Agri-Food & Veterinary Authority (AVA) for further investigations.

AIRPORT COMMAND

3 DECEMBER 2012 @ 1730 HRS



Location:

Changi Airport Terminal 1, Arrival East Wing

Offence:

Attempted smuggling of 37,270 of sleeping tablets.

How:

Detected during X-ray screening of checked-in luggage.

Result:

Referred to Health Sciences Authority (HSA) for further investigations.

ANNUAL STATISTICS (2012)

CHECKPOINT OPERATIONS		2012	2011	2010
Number of passengers cleared at the checkpoints	Arriving	97,915,800	91,057,300	83,361,600
	Departing	97,864,000	91,049,800	83,262,900
Number of inward containers cleared at the checkpoints		1,110,800	1,107,600	1,029,300
Number of inward consignments (non-containerised) cleared at the checkpoints		3,273,500	3,269,700	3,238,100
Number of parcels cleared at the Parcel Post Centre		2,602,700	2,176,900	1,564,000

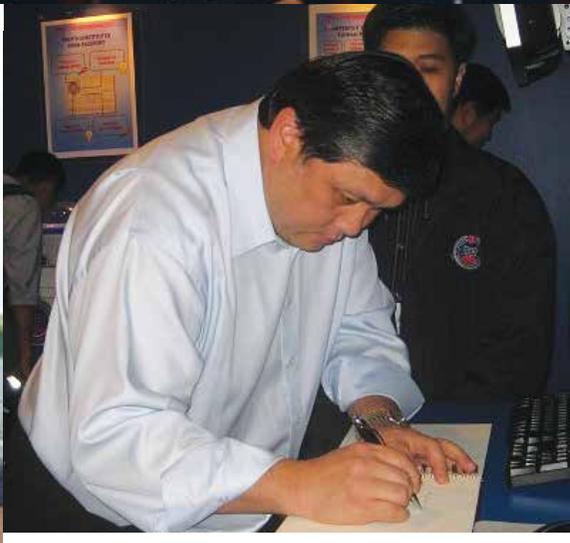
SERVICES CENTRES OPERATIONS	2012	2011	2010
Number of identity cards issued	68,700	65,000	67,100
Number of Singapore passports issued	624,600	607,900	657,300
Number of certificates of identity issued	520	560	490
Number of passes and permits (excluding re-entry permits) granted to foreigners	586,600	571,400	552,600
Number of live-births registered	42,600	39,600	38,000
Number of deaths registered	18,400	18,000	17,500

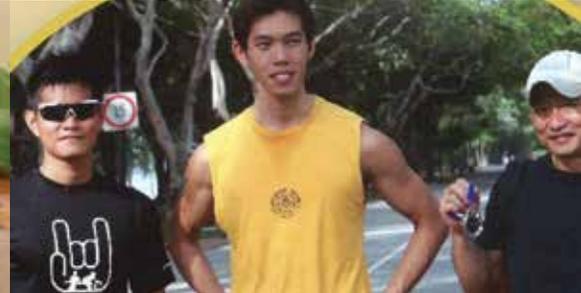
ENFORCEMENT OPERATIONS	2012	2011	2010
Number of illegal immigrants arrested	690	930	1,430
Number of overstayers arrested	1,890	2,180	2,830
Number of harbourers of immigration offender arrested	77	40	77
Number of employers of immigration offender arrested	41	23	26
Number of contraband cases detected	80,200	80,800	67,600
Number of vehicles used in the smuggling of immigration offenders seized	10	7	18

OUR JOURNEY

For the great task entrusted to ICA to safeguard our borders, ability alone is insufficient. Needed also are loyalty, sincerity, enthusiasm and most important of all, teamwork. Through the past ten years, ICA officers have walked hand-in-hand through work and play, laughter and tears, forming unbreakable ties as we stride into the future. The bonds we have forged can only grow stronger, enabling us to do our job and fulfilling ICA's vision to "INSPIRE CONFIDENCE IN ALL".















IGA BUILDING

IGA BUILDING



FUTURE

THE ACHIEVEMENTS OF AN ORGANISATION ARE THE
RESULTS OF THE **COMBINED EFFORT** OF EACH INDIVIDUAL.

– VINCE LOMBARDI

FUTURE READINESS



We now live in a rapidly changing environment. The complex operating landscape is characterised by a heightened security climate shaped by concerns over terrorist threats, globalisation and changing demographics. The challenges posed by the security landscape, rising travellers' volume and the increasing demands of our customers will prevail. As such, ICA has embarked on a journey to co-create a better ICA for the future. ICA will continue to leverage on technology as an enabler to provide innovative solutions in its systems and processes, optimise the use of information as well as reinvent and/or redefine the way work is performed and services delivered. ICA remains committed to maximising our officers' potential to the fullest and developing their skills and experience. In our effort towards capacity building, capability development and human capital transformation, we hope to achieve an organisation that is future-ready. Here are some of our upcoming projects and initiatives:

ICA's Network of Scientific Laboratories

ICA is the first leading border control authority in the world to have embarked on the development of a country-wide network of scientific laboratories. Security risks such as chemical, biological and radiological threats will continue to pose challenges to ICA's operations. To stay ahead, ICA, with the support from the Office of the Chief Science and Technology Officer (OCSTO), launched the first-ever Protective and Analytical Facility (PAF) at Tuas Checkpoint in December 2008. This was followed by the Bio Analytical Laboratory and the Chemical Analytical Laboratory at Woodlands Checkpoint in November 2009 and December 2012 respectively. Besides the land checkpoints, the Protective, Analytical & Assessment Facility (PAAF) at Pasir Panjang Scanning Station of Ports Command, will be ready by end 2013. These facilities will further expand ICA's operational capabilities and capacity to carry out efficient and effective security checks.



i-Borders

The i-Borders aims to create an integrated clearance system to capture, monitor and control the entry and exit of people, cargo and conveyances at the checkpoints. This system would further equip ICA officers with the tools to perform risk assessments, and enhance operational ability to react to the changing security climate. i-Borders will also further support information sharing and investigation.

Advance Passenger System and Bioscreen

In line with ICA's continuous efforts to make our security checks robust and rigorous, ICA has constantly explored new and innovative ways to ensure border security. New initiatives such as the Advance Passenger System and Bioscreen have been piloted. The former enables officers to view passengers' information in advance, while the latter provides more secure and efficient clearance by equipping the primary immigration counters with biometric screening capabilities.

Airport Logistics Park of Singapore (ALPS) Checkpoint

To improve border security and the competitiveness of the Air Cargo Logistics Hub, the infrastructure at the ALPS checkpoint will be enhanced with the installation of a radiographic scanning portal (RSP). With the RSP's installation, all cargo-laden conveyances leaving Changi Free Trade Zone (FTZ) through ALPS checkpoint will be subjected to radiographic scanning before arriving at our Primary Clearance Booths for clearance.

iCOLLECT - A Self-Service Document Issuance Machine

iCollect, a revolutionary concept of securely dispensing immigration-related documents via a self-service kiosk, is the latest offering in ICA's goal to have multiple channels for the collection of Singapore passports. In 2013, ICA will be unveiling the self-service collection machine that can serve eligible applicants for the automated collection of Singapore Passports, Identity Cards (IC), Long-Term Visit Pass (LTVP) cards and Student's Pass (STP) cards after the applicant's identity has been confirmed via biometrics verification of fingerprint and facial recognition. iCollect encapsulates the essence of service quality through innovation whilst ensuring security.



Alternate Site Collection for Identity Cards and Long-Term Pass Cards

Since 15 October 2010, Singapore citizens have enjoyed the convenience of being able to collect their passports at SingPost outlets under the alternate site collection initiative for Singapore passports. Motivated by the positive feedback, ICA has embarked on another offsite collection project – the collection of NRICs for Singapore citizens and permanent residents at designated SingPost outlets.

By early 2013, eligible NRIC applicants will be able to enjoy the convenience of collecting their NRICs at designated SingPost outlets. The scheme will be extended to eligible applicants of Long-Term Visit Pass cards and Student's Pass cards in the later part of 2013. The initiative will facilitate manpower planning for ICA and move a portion of ICA customers to SingPost. Customers will also benefit from the convenience and choice offered by the scheme, being able to collect their new ICs closer to home and at their preferred time.

Services Centres New Queue System

An enhanced queue system for the services centres will be ready by early 2014. It will be able to handle multiple services at each counter dynamically, with built-in intelligence to carry out load levelling for efficient queue management, and optimal use of available counters and resources before and during actual operations. The new system will also have the capability to allow real-time interface with ICA's internal systems so as to fully utilise the appointment slots. Services centres will also be equipped with new display panels to cater for flexibility in announcements. The new queue system will help to facilitate the services centres' proactive manpower resource planning and deployment for their public serving counters.



Checkpoint Security Training Suite (CSTS)

As part of the ongoing efforts to enhance the learning experiences of our officers, the CSTS was expanded to include a mezzanine level. The expanded facility seeks to showcase a more comprehensive library of offensive and prohibited security items seized at the checkpoints. It will also house a greater variety of exhibits which have been used to conceal contraband and showcase unusual concealment methods detected in hand luggages. Through the use of illicit items seized at our checkpoints, modified exhibits and training aids that were fabricated with reference to such cases, the CSTS Mezzanine aims to provide a realistic learning experience to assist officers in internalising the knowledge and skills taught to them during training.



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