

# IMMIGRATION & CHECKPOINTS AUTHORITY ANNUAL REPORT 2013



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# 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 **C**onfidence in **A**ll

# VALUES

**I**ntegrity

**C**ommitment

**A**ccountability



# COMMISSIONER'S FOREWORD

## Our Results

2013 continues to be a busy year for ICA. We cleared 203 million travellers in 2013, an increase of 7 million compared to 2012. There was also an upward trend in the number of conveyances cleared. In 2013, we cleared 68 million conveyances, close to 2 million more compared to 2012.

The number of illegal immigrants arrested declined by 13%, from 690 in 2012 to 600 in 2013. The number of contraband cases detected at the checkpoints rose to 99,700, a 24% increase compared to the previous year. These positive results are attributed to the vigilance and commitment of our officers at the checkpoints, effective collaboration with Home Team members and support from the community and strategic partners.

Despite the growing number of travellers and conveyances clearing through the checkpoints, ICA received 22,285 compliments in 2013, a 21% increase compared to 2012. In recognition of their service excellence, three officers received the PS21 Star Service Awards, 25 officers received the MHA Star Service Awards and 112 officers received the Excellent Service Awards.

ICA continued to leverage on technology as an enabler to provide choices to our customers without compromising on security. In April 2013, ICA introduced the world's first iCollect machine, a self-service collection kiosk that allows eligible applicants to collect their Singapore passports, NRICs and Long-Term Visit Pass (LTVP) cards after their identities have been confirmed via biometrics verification of fingerprints and facial recognition. Since the implementation of iCollect, it has garnered multiple accolades, both locally and internationally. It received a Silver Award in the "Public Sector" category of the ASEAN ICT Awards; Gold in the "e-Government" category of the Singapore Infocomm Technology Federation Awards; Silver for PS21 ExCEL Awards in the "Most Innovative Project/Policy" category; and Gold at the MHA 3i Awards under the "Home Team Product Innovation of the Year" category.

ICA also won the International Best Practices Competition for our 3 "M" Service Principles (Multiple Channels, Minimum Visits, Many Benefits) at the 5<sup>th</sup> Business Excellence Global Conference, an international platform supported by SPRING Singapore and the Singapore Productivity Association. Our e-Appointment service, which interlaces these 3 "M" Principles, was ranked amongst the top 100 regional organisations' IT projects at the Asia's CIO 100 Awards. As an IT initiative, which provides value-added service to our customers, the e-Appointment service was also awarded the e-Government Excellence Award (Merit) for excellence in delivering government e-Services.



## Enhancing Operational and Service Capabilities

To stay ahead in an ever-changing landscape shaped by globalisation, increased customer expectations and the threat of terrorism, ICA is committed to enhancing our capabilities and developing our human capital.

To enhance border security, an analytical laboratory was operationalised at Old Woodlands Checkpoint (OWC) in February 2013 to equip the checkpoint with chemical, biological, radiological, nuclear and explosive detection capabilities. A new Protective Analytical and Assessment Facility (PAAF) will also commence operations at Ports Command in 2014, further strengthening our operational capabilities in detection, analysis and early identification of contraband and security-sensitive materials.

As we enhance operational capabilities at our checkpoints, ICA is also looking for ways to improve our service capabilities, without compromising on security. Following the successful introduction of the Alternate Site Collection service for Singapore Passports in 2010 and NRICs in early 2013, this service has been extended to selected categories of successful Long-Term Visit Pass (LTVP) applicants, who are now able to collect their LTVP cards at designated SingPost outlets.

In October 2013, ICA launched our Integrated Call Centre-Customer Relations Management system, allowing us to respond to our customers holistically so as to bring our customer service delivery experience to an even higher level.

## Developing Human Capital

ICA's achievements can be attributed to the hard work of all our officers, whether they are performing frontline duties at the services centres and checkpoints, or doing staff work at the various divisions in ICA HQ. ICA officers are dedicated professionals who have demonstrated their courage and commitment during challenging conditions. In June 2013, their resolve was severely tested when the haze level in Singapore rose to the highest in 16 years. Our officers did not waver in their resolve to keep Singapore safe and secure in the midst of the challenging outdoor environment.

To motivate and align ICA's practices with other Home Team departments, ICA introduced the ICA service medals in 2013. The ICA service medals are symbols of loyal service, exemplary conduct and outstanding performance. More than 2,000 officers were conferred the service medals at various ceremonies. I am confident that ICA officers will take pride in their medals and strive to be the best that they can be. The sentiments and thoughts of some of the recipients are captured in this Annual. By sharing their experiences, we hope to inspire newer officers and continue to build on our successes.

Our officers are our most important assets and we are committed to developing our human capital. Our unique game-based platform, Gateway@Risk, was launched in 2009. Following the success of this virtual learning platform, we are currently expanding it to provide more scenarios to hone their enforcement capabilities. ICA officers also participated in exercises such as the "Ferry Rescue Exercise". This exercise, led by the Maritime and Port Authority of Singapore in collaboration with other agencies including the Singapore Police Force, Singapore Civil Defence Force, Singapore Air Force, PSA Corporation and the ferry operator for Kusu Island, sought to test the officers' responses in managing an incident at sea. Such collaborations with Home Team departments and other agencies strengthen our partnerships and understanding, allowing for better co-ordination and response during times of emergencies.

To fulfil our officers' academic aspirations, 25 HAS-ICA Specialists were given the opportunity to pursue further studies under the HOME Award and Degree Sponsorship Programme. We will continue to invest and develop every ICA officer to his or her fullest potential.

Our efforts in infrastructure capacity-building and human resource capability-development will enable us to develop an ICA that is operationally ready and resilient. We will also continue to review our security systems and work processes at the checkpoints to ensure that our security measures remain robust. Together with our Home Team partners, and guided by our departmental values of integrity, commitment and accountability, we pledge to keep Singapore safe and secure.

**MR CLARENCE YEO**  
Commissioner ICA



# LEADERSHIP GROUP

**Mr Clarence Yeo**  
Commissioner



**Mr Aw Kum Cheong**  
Deputy Commissioner  
Operations



**Mr Vijakumar Sethuraj**  
Deputy Commissioner  
Policy & Administration





**Mr Bhopinder Singh**

Director  
Operations



**Mrs Lee-Ho Sow Heng**

Director  
Policy Admin & International Affairs



**Mrs Pravina Jit**

Director  
Manpower



**Mr Lee Chian Tak**

Director  
Intelligence





**Mr Jaswant Singh**

Director  
Corporate Services



**Ms Cora Chen Chian**

Director  
Planning & Review



**Ms Angie Wong**

Director  
Corporate Communications



**Ms Tan Sor Hoon**

Director  
Technology





**Mr Tan Kok Guan**

Director  
Citizen Services



**Mr Tan Poh Kee**

Director  
Enforcement



**Mr Kng Eng Kiat**

Director  
Permanent Resident Services



**Mr Eric Chua Poh Keyong**

Senior Deputy Director  
Enforcement





**Mr Nam Liang Chia**  
Senior Deputy Director  
Operations



**Ms Julia Sng Gek Lian**  
Commander  
Airport



**Mr Lim Wei Meng**  
Commander  
Ports



**Mr Wong Kong Wa**  
1 Senior Deputy Director  
Intelligence





**Mr Tan Hang Tjong**

Commander  
Tuas



**Mr David Tan**

Director  
Visitor Services



**Mrs Evelyn Wu Khuek Lan**

Senior Deputy Director  
ICA Training School



**Mdm Siew Chui Lin**

Commander  
Air Cargo





**Mr Mohd Farhad Bin Mohd Shariff**  
2 Senior Deputy Director  
Intelligence



**Mr Ernest Soo**  
Commander  
Coastal



**Mr Ong Choon Beng**  
Commander  
Woodlands

“  
*Leadership is  
the capacity to  
translate vision  
into reality.*”

*Warren G. Bennis*



# AWARDS



## ASEAN ICT Awards (AICTA)

ICA clinched the Silver Award for iCollect in the "Public Sector" category of the AICTA 2013. The organisers shortlisted 17 ASEAN public organisations, including ICA, from a rigorous preliminary evaluation process. These finalists were pitted against one another during the finals judging and they were assessed by a panel of ASEAN Telecommunications Senior Officials Meeting Leaders and AICTA judges based on stringent criteria such as best usage of ICT, reduction in current operating cost, improvements in public service delivery and excellent return on investment.

Representing the highest business accolade in the ASEAN technology industry, the AICTA aims to be the benchmark for success in organisational innovation and creativity to offer business opportunities and promote trade relations in ASEAN both locally and internationally.

## Singapore Infocomm Technology Federation (SiTF) Awards

iCollect was conferred the Gold Award in the "e-Government" category at the prestigious SiTF Awards Ceremony and ICT Industry Gala Dinner organised by SiTF in October 2013.

There were about 300 nominations and entries were judged on aspects such as uniqueness, value to public, functionalities and features, and quality and application of technology. The panel of judges consisted of individuals from the ICT industry, venture capitalists, investors and academia.

ICA's Gold Award achievement in SiTF 2013 is a reflection of our continuous efforts in harnessing technology to develop innovative solutions that can provide greater convenience to customers without compromising security.

## Home Team National Service Awards

ICA received the Distinguished Home Team Partner Award for the first time in October 2013. This is an achievement over the last five years, from 2008 to 2012, when ICA was conferred the Meritorious Home Team Partner Award.

The Award was presented at the Home Team National Service Awards Presentation Ceremony 2013, which is an annual event organised by the Ministry of Home Affairs, Singapore Police Force and Singapore Civil Defence Force to acknowledge employers and National Service personnel for their significant contributions and support to the safety and security of Singapore. Commissioner, Mr Clarence Yeo, received the Distinguished Home Team Partner Award on behalf of ICA.

## Asia's CIO 100 Awards

ICA was one of Asia's CIO 100 honorees for its e-Appointment service. CIO Asia magazine's annual CIO 100 index highlights top 100 regional enterprises and organisations that have excelled through creative and innovative IT projects. Companies that achieve CIO 100 listing have broken new grounds by using IT systems, initiatives and projects to provide added value to their customers.





### International Best Practices Competition

ICA's 3"M" Service Principles, (**M**ultiple Channels, **M**inimum Visits, **M**any Benefits), was awarded champion in the International Best Practices Competition 2013 at the 5<sup>th</sup> Business Excellence Global Conference, an international platform supported by SPRING Singapore and the Singapore Productivity Association.

The International Best Practices Competition encourages organisations to share their best operational and managerial practices, processes, systems, and initiatives and learn from the experience of others. It provides an opportunity to celebrate the achievements of individuals and teams that have been responsible for creating or managing the introduction and deployment of best practices.

### e-Government Excellence Award (GEA)

ICA's e-Appointment service received the merit award for excellence in delivering government e-Services. Awarded by the Ministry of Finance and Infocomm Development Authority of Singapore, the GEA is a whole-of-government effort to recognise agencies for excellence in e-Government and encourages improvements across all public sector agencies. The winning entries were selected after a public rating phase and a stringent evaluation process by a panel of senior industry representatives from the private sector.

### National Innovation Quality Circle (IQC) Award

The ACE Hub, which was a joint project between Singapore Customs, Federal Express and ICA, clinched the National IQC Gold Award in September 2013. The ACE Hub 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 ICA officers.

The National IQC Award is organised by the Singapore Productivity Association and was introduced in 1983 to promote and sustain interest in Quality Circle (QC) activities.

### Home Team Achievement Award

In November 2013, ICA received the Home Team Achievement Award for a number of its projects: Transfer of Harbours & Employing (H&E) investigative functions from SPF to ICA; Enhancing checkpoints' security and capability; Analytical laboratory, IonScan 500DT and Automated Biometrics & Behavioural Screening System; Operations Gryphon and Project Rail Safe.

The Home Team Achievement Award is given out annually to recognise efforts by Home Team officers in working and networking across departmental or divisional boundaries in the spirit of the Home Team.

### Community Chest SHARE Programme Award

In 2013, ICA was awarded gold for the Community Chest SHARE programme. The SHARE Award recognises the regular monthly contributions of individuals and organisations through the SHARE Monthly Contribution Programme, which aims to raise funds for the less advantaged community.





# ICA SERVICE MEDALS

2013 is a special year for ICA as it marks the inauguration of our ICA service medals. The ICA service medals put ICA in line with the Home Affairs Uniformed Services (HUS) departments and recognise our officers' efforts and contributions to the safety and security of our nation. More than 2,000 officers received their service medals/clasps and ribbon bars through ceremonies held from 25 November to 12 December 2013 at the Home Team Academy, ICA Building and the checkpoint commands to give due recognition to officers for their loyal service, exemplary conduct and outstanding performance. We have captured these memorable moments in the photographs below and also interviewed a number of service medal recipients to gain an insight into their thoughts and sentiments. By sharing their experiences, we hope to inspire newer officers and thus continue to build on our successes.









# What are your thoughts and feelings on receiving the ICA Service Medal?

## **DSP Lim Chiang Hong** **Manpower Division (10 years Medal Recipient)**

My first thought was how time really flies. As part of the first ICX batch since ICA's formation, I am amazed how far the organisation has progressed both in capacity and capability and am fortunate to be part of the progression. The service medal is a fitting milestone to commemorate my progression as an ICA officer and more importantly marks ICA's progression towards a world class border security and identification agency.



## **SCI (2) Lee Chuang Huat** **Woodlands Command (30 years Medal Recipient)**

I am very thankful that ICA appreciates the efforts and contributions of its officers. The service medal affirms the commitment by the department towards ensuring border security and creating positive organisational health.

## **SCI (1) Abdul Hamed bin Babaji Mohamed Dawood** **Airport Command (30 years Medal Recipient)**

For us, it is the recognition and appreciation for our contributions. For our family members, it is the pride and happiness they feel as the sacrifices they made to support their loved ones' careers are recognised by ICA.



## **SGT Muhammad Nurussobah bin Mohd Asadullah** **Tuas Command (5 years Medal Recipient)**

The ICA service medal is a recognition of those who serve ICA with their hearts to ensure the safety of the nation.

# Advice to new officers

## **SUPT Marie d/o Mathews**

### **Planning & Review Division (15 years Medal Recipient)**

No matter who you are dealing with, be respectful. Be committed and take pride in your work. Develop your competencies and skills in relevant areas. It is perfectly normal to make mistakes. However, it is important that we recognise the mistake, learn from it and move on. Also be generous in sharing credit.



## **DSP Tay Sor Hoon**

### **Manpower Division (20 years Medal Recipient)**

Spend some time to know what you really want and what you are passionate about. Develop interest in what you are doing, be persistent and disciplined because as you move on with your lives, more work responsibilities and family commitments would eventually wear you down. Having to maintain a balance and drive would be difficult if you do not start out right. So.... have passion and an interest in your work.

## **DSP Lem-Lee Lai Yen**

### **Corporate Communications Division (15 years Medal Recipient)**

Do not be afraid to ask questions when in doubt. ICA officers are always willing to help fellow colleagues in need.



## **ASP Appavoo Chelvam s/o Appavoo**

### **Woodlands Command (5 years Medal Recipient)**

Be open minded about your postings and deployments and be willing to accept any challenges that might arise.



# Advice to new officers

**ASP Freddie Ho Wei Ren**  
**Ports Command (5 years Medal Recipient)**

Learn from your seniors, regardless of their ranks as they possess a wealth of knowledge.



**ASP Noor Ilyana bte Muhamad Jailani**  
**Visitor Services Centre (5 years Medal Recipient)**

When dealing with the public, it is important for us to be well-versed in our work, be patient and show empathy. As long as we do not raise our voice when challenged by the public, half the battle is won.

**ASP Rodin Tan**  
**Corporate Communications Division**  
**(5 years Medal Recipient)**

The experience you get and the friends you make in ICA would take you far. Find your passion, create your own personal and work-related goals and work towards them. When you have achieved them, it's time to set and score new goals!



**INSP Mukthar s/o Musha Balwan**  
**Coastal Command (30 years Medal Recipient)**

Always come to work with an open mind. Be open and willing to learn new things every day. Don't be afraid to ask questions and learn from others.

# Advice to new officers

**INSP Tan Yong Kwang**  
**Enforcement Division (20 years Medal Recipient)**

Stay focused, put in your best efforts and you will have a fruitful career in ICA.



**SCI (2) Sutarsan s/o Jaganathan**  
**Manpower Division (30 years Medal Recipient)**

New officers should know that 'Integrity' is one of our departmental values. At all times, we should not forgo our integrity. The consequences of involvement in corruption will ruin your life and also give a bad reputation to our department. ICA officers are the guardians of our borders. Without our effective border control, Singapore would not be safe and secure.

**SCI (1) Parlath s/o Munni Lal**  
**Enforcement Division (30 years Medal Recipient)**

Carry out your duties diligently, be patient and you will be rewarded accordingly.



**CI (2) Raymond Chua Kee Yong**  
**Intelligence Division (10 years Medal Recipient)**

You have a role to play in your team. By working together, the task is divided and the success multiplied.



# Advice to new officers

**CI (2) Yeo Tong Woon**  
**Ports Command (15 years Medal Recipient)**

Every day is a learning experience and a challenge for us as we need to ensure that Singapore is kept safe and secure 24/7.



**SSGT Mohamed Nazaruddin bin Rafiuddin**  
**Coastal Command (15 years Medal Recipient)**

Always carry out your duties with due diligence and take pride in the work you do. Our every action has an impact on the safety and security of all the people in our country.

**SSGT Tan Sok Khee**  
**Operations Division (5 years Medal Recipient)**

There is no better satisfaction than the esteem of our peers. To achieve this, we will need to stay strong in our beliefs and always reflect on how we can better hone our skills and improve ourselves for the good of our department. Living true to ICA's core values of Integrity, Commitment and Accountability and serving ICA with pride and passion!



# How have you changed?

## **DSP Tan Soh Hoon**

### **Citizen Services Centre (20 years Medal Recipient)**

The exposure I have received in ICA has enabled me to develop my resilience and character. ICA has also enabled me to develop various core skills to be an effective public officer.



## **ASP Mervyn Chia Zhijian**

### **Technology Division (5 years Medal Recipient)**

My appreciation for technology as a force multiplier has grown, having seen its efficacy in resource optimisation through streamlining of processes and addressing challenges wrought by the current security landscape.

## **ASP Mohamad Raffi bin Mohamad**

### **Intelligence Division (5 years Medal Recipient)**

I have developed better communication and interpersonal skills which are important in dealing with members of the public and my colleagues.



## **CI (2) Lakshmanan Sutthiyavani**

### **Visitor Services Centre (30 years Medal Recipient)**

I am now more confident and dare to take on new challenges. I have learnt that experiences are our grindstones through which we are moulded to be flexible and adaptable.



# How have you changed?

**SSGT Edward Leong Mun Wai****Planning & Review Division (5 years Medal Recipient)**

The last seven years have changed my perception of ICA as an organisation that deals mainly with passports and identity cards. In fact, ICA is much more than that. We also do check vessels at sea and conduct raids in the forested areas of Singapore. We are the protectors of our borders, be it air, land or sea.

**SSGT Nur Fadhilah bte Mohd Gani****Coastal Command (5 years Medal Recipient)**

During my eight years with ICA, I am humbled by the things I am ignorant of or beginning to learn. Through this continuous learning process, I become more aware of my capabilities and weaknesses. I have also learnt to be more analytical without losing sight of the big picture.

**SGT Mohammad Shairunizam bin Mohamed Hanifa****Air Cargo Command (5 years Medal Recipient)**

I have become a more patient person after dealing with thousands of people at the checkpoint.



# How has ICA changed?

## **DSP Teo Keng Chuan**

### **Tuas Command (30 years Medal Recipient)**

The work culture has become more consultative and less authoritarian without compromising security and standards.



## **DSP Ricky Tan Wee Kwang**

### **Permanent Resident Services Centre (5 years Medal Recipient)**

There is greater motivation across the organisation to leverage on technology to improve productivity and reduce reliance on manpower. The emphasis on innovation has permeated all ranks within the organisation where everyone understands and participates actively in this evolutionary process.

## **ASP Angela Ang Lay Sung**

### **Technology Division (5 years Medal Recipient)**

ICA has become a family where everyone contributes his or her part to uphold ICA's values and looks out for one another.



## **ASP Wilson Vong Wei Chun**

### **Operations Division (5 years Medal Recipient)**

ICA has evolved into a dynamic organisation where officers are able to contribute their ideas and suggestions to the higher level of authority through the various platforms. This management style gives ground officers a sense of belonging which will help to foster better relationships between officers and management.



# How has ICA changed?

## **SSGT Tay Zhonghan**

### **Air Cargo Command (10 years Medal Recipient)**

ICA has made tremendous strides in embracing and utilizing cutting-edge technologies in our quest to provide efficient and effective security clearance of people, goods and conveyances.



## **SSGT Mohamed Farook Noorul Ameen**

### **Airport Command (5 years Medal Recipient)**

The organisation has undergone major changes such as leveraging on technology to enhance our work processes. The officers are now more proficient and capable in discharging their duties with the improvement in training and development initiatives.

# What is your most memorable experience in ICA?

## **SUPT Seah-Hong Pek Kuan**

### **Air Cargo Command (15 years Medal Recipient)**

To me, it is the people in ICA. As I grew with the department, I came into contact with many fellow ICA officers who held ICA's values of Integrity, Commitment and Accountability in their hearts. Many have become more than colleagues with whom I work shoulder to shoulder in my daily work - they have become my good friends. All these people have made ICA a memorable experience for me.



## **SUPT Phua Chiew Hua**

### **Airport Command (10 years Medal Recipient)**

We should all continue to learn beyond our current job scope. This will help us to pick up nuggets of information and build up our knowledge. It will also allow us to form more interesting interconnections to widen our perspective and aid us in our professional development.

## **DSP Goh Hun Leong**

### **Permanent Resident Services Centre (30 years Medal Recipient)**

The most memorable and challenging experience would be the implementation and transition period of the CIRIS project. All of us worked together day and night helping one another like a family to ensure the smooth implementation of the system whilst still continuing to serve our customers.



## **DSP Ivan Sim Kok Chuang**

### **Corporate Communications Division (10 years Medal Recipient)**

The way ICA officers responded during the SARS period was inspiring. Being a team leader at Airport Command then, I was proud that our officers had continued to be steadfast in performing our duties despite the risks. Some of us were even quarantined.



# What is your most memorable experience in ICA?

## **CI (1) Nor Asimah bte Rahmat Tuas Command (10 years Medal Recipient)**

My most memorable experience would be the 'Mas Selamat' incident where many officers had to sacrifice their meal breaks and work long hours to clear the heavy traffic due to the stepped-up security measures. Together with other Home Team agencies, we worked together and played our part. All of us were tired and worn out but still we persevered and sacrificed for the sake of Singapore's security. I feel proud knowing that I had contributed in keeping Singapore safe and secure.



## **CI (1) Viknaraj Woodlands Command (15 years Medal Recipient)**

My most memorable experience in ICA is the 'Mas Selamat Kastari' (MSK) incident when the whole of ICA and our nation were put on the highest alert. Security was tightened and every traveller, vehicle and consignment going through our checkpoints was checked and screened thoroughly. Although we were mentally and physically exhausted, we had maintained a high level of vigilance in ensuring maximum security.

## **SSGT Chua Boon Wah Corporate Communications Division (10 years Medal Recipient)**

In 2006, when I was attached to the scanning team at Woodlands Checkpoint, we detected a case of duty-unpaid cigarettes and uncensored CDs. The case was later broadcast over TV and I felt proud that our team's efforts were recognised.



# DISTINGUISHED VISITORS

## 28 January 2013

ICA hosted Mr Denny Indrayana, Vice Minister for Law and Human Rights Affairs from the Republic of Indonesia at ICA HQ on 28 January 2013. The delegation was briefed on the Singapore Biometric passport. They also visited the passport production room and were briefed on its operations.



## 23 April 2013

Mr Emile Perez, Director of the French International Cooperation Department, called on Commissioner ICA on 23 April 2013. During the call, Mr Perez and Commissioner ICA discussed common challenges faced by ICA and border security agencies. Both of them looked forward to a greater level of collaboration and stronger working relationships between the two agencies.

## 31 May 2013

As part of the Advanced Senior Civil Servant Development Program organised for Senior Civil Servants from Thailand, an 18-member delegation led by Ms Nongnard Petsom, Senior Advisor of the Office of Civil Service Commission, visited ICA HQ on 31 May 2013. The delegation was briefed on ICA's immigration procedures and clearance at the land checkpoints.



## 28 June 2013

Mr Peter Ong, Head Civil Service (HCS) & Permanent Secretary, Ministry of Finance (MOF) visited Woodlands Command on 28 June 2013 as part of his tour of MHA operational units. He was briefed on ICA's operations and technologies deployed at Woodlands Command. During his visit, HCS gave a sound-bite to media outlets where he mentioned that public officers were "haze ready" and operations would continue under all conditions. He also conveyed his appreciation to ICA officers for working tirelessly to keep Singapore's borders secure under severe conditions.



## 19 July 2013

ICA hosted Mr Frederick A Mitchell, Bahamas Minister of Foreign Affairs and Immigration on 19 July 2013. The delegation was briefed on the legislation governing ICA's functions, our checkpoint clearance framework and visa matters. They were also briefed on iCollect during the site tour.



## 13 September 2013

ICA hosted MG Al Marri, Director- General (DG) of General Directorate of Residency and Foreigners Affairs, Dubai, on 13 September 2013 at ICA HQ. MG Al Marri was briefed on ICA's overall visa regime, implemented via two online processes and systems – Submission of Application for Visa Electronically (SAVE) and Visa Electronic Transmission System (VETS). He was also briefed on the iCollect system and brought on a site tour at the eLobby to view the iCollect.



## 23-25 October 2013

ICA hosted a 4-member delegation led by Hong Kong Immigration Department's Director of Immigration, Mr Eric Chan Kwok-ki from 23 to 25 October 2013. The delegation was briefed on our eACS, Passport and NRIC systems, and also brought on a site tour of iCollect at ICA HQ. They also visited Woodlands and Airport Commands, where they were briefed on our checkpoint operations.



## 26 November 2013

The Director-General (DG) of the Mongolian Immigration Agency (MIA), Mr Purevdorj Bukhchuluun called on Commissioner ICA on 26 November 2013. During the call, DG Bukhchuluun shared information on the MIA and his future plans to enhance the processes and delivery of their services. The DG expressed his interest in sending his team to Singapore to study ICA's achievements.



# HIGHLIGHTS



## Extension of Alternate Site Collection Service

On 15 January 2013, the Alternate Site Collection (ASC) service was extended to eligible Identity Card (IC) holders at selected SingPost outlets. With this service, eligible holders are able to collect their ICs at a time and place of their convenience. ASC enhances public service delivery with no compromise to security as the existing system and verification procedures at ICA counters are replicated at the SingPost outlets.

Public response to the ASC service has been positive. The take-up rate for ASC service for the collection of ICs had already exceeded 34% by the end of 2013. The popularity of the service is a clear testament to the successful application of ICA's 3 "M" guiding principles for Services Centres, which extols the concept of having **M**ultiple Channels, **M**inimum Visits and **M**any Benefits.

Following the successful introduction of Alternate Site Collection service for Singapore passports in 2010 and ICs in January 2013, selected categories of successful Long-Term Visit Pass (LTVP) applicants are able to collect their LTVP cards at any of the designated SingPost outlets with effect from July 2013.

As at the end of 2013, a total of 28 SingPost outlets are offering the collection of our immigration documents, much to the convenience of our customers.



## Project Rail Safe

Following the success of the Project Rail Safe exercise in 2012, the Home Team Western Sector (HTWS) agencies initiated another round of Project Rail Safe exercise in 2013. The objective of the project was to enhance ICA and other stakeholders' including Singapore Police Force (SPF), Singapore Civil Defence Force (SCDF) and Keretapi Tanah Melayu Berhad's (KTMB) operational readiness for emergency response. On 8 January 2013, a scenario in which the detection of an unknown chemical resulted in the evacuation of travellers to the train platform was played out at Woodlands Train Checkpoint (WTCP). About 150 personnel were involved in the exercise stretching from 2330 hrs to 0300 hrs. At the same time, an empty train rigged with explosives "detonated" upon arrival at WTCP. The exercise provided a valuable opportunity for the agencies to validate and update operational plans and procedures.



## ICA as a Choice Employer

Amidst the intense competition for talent in a tight labour market, ICA had conducted various recruitment activities and outreach efforts in 2013 to better position ourselves as a choice employer to prospective job applicants. In addition to participating in career fairs and giving career talks at the local universities and polytechnics, ICA held a walk-in interview in March 2013 and conducted ICA Specialist job previews for polytechnic and ITE students for the fourth year running. During the job previews, information on career progression and available academic sponsorships were shared with the participants.

The programme also incorporated a visit to a land checkpoint, which provided an opportunity for the students to have a first-hand experience of the working environment at the checkpoint. They also interacted with our ICA Specialists to gain a better understanding of their challenges and work experiences. In terms of our branding and advertising efforts, ICA also actively marketed our career opportunities to undergraduates at the polytechnics and universities by featuring young ICA officers in career magazine publications. Our outreach efforts also extended to advertisements in the newspapers, MRT stations and trains.

## Video Conference System for Persons-in-Custody

Previously, immigration offenders detained beyond 48 hours by ICA pending their repatriation were produced before a magistrate for the administration of further detention orders. The implementation of the Video Conference System for Persons-in-Custody on 11 March 2013 reduces the need to physically convey the offenders between ICA and the Subordinate Courts. This enhances security and maximises the use of limited security resources. It would also be extremely useful in the event of infectious disease pandemics such as SARS or H1N1 when there is a need to minimise movement of persons between locations to contain the spread of the disease.



## iCollect

1 April 2013 was a significant date marking the momentous launch of the world's first self-help document collection machine, known as the iCollect. The design for the iCollect drew inspiration from a jukebox concept and its functionality was made possible by combining biometrics technology and robotic arm mechanics. In essence, iCollect was developed to benefit eligible Singapore citizens and residents for the collection of ICA documents after their identities have been verified via fingerprint and facial verification at a self-service kiosk.

Housed at the eLobby at ICA Building, iCollect has been rolled out to eligible Singapore citizens who are collecting their new Singapore passport. At a later stage, this service will be extended to other identification documents such as NRICs and Long Term Visit Pass cards. iCollect has enhanced the customers' experience with ICA by providing them with an additional mode of document collection that is both secure and convenient.



## Training on Checkpoint Competencies in Passenger Clearance for Officers from the Bhutan Department of Immigration

In November 2011, the King and Queen of Bhutan helmed a delegation on a visit to Tuas Checkpoint where they were briefed on ICA's operations and given a tour of the checkpoint. The delegation explored the possibility of training exchanges to further develop Bhutan's immigration capabilities.

At the invitation of the Bhutan Department of Immigration (BDI), Commissioner ICA Clarence Yeo led a 5-member ICA delegation to provide training on Checkpoint Competencies in Passenger Clearance to 25 BDI officers in Thimpu, Bhutan, from 15 to 17 April 2013. The 25 officers came from four regional immigration offices in Samdrupjongkhar, Gelephu, Phuentsholing and Samtse. The opening ceremony of the 3-day course was jointly officiated by Commissioner ICA and Mr Dasho Tshering Dorji, Home Secretary, Ministry of Home and Cultural Affairs, Bhutan.

The training programme provided a systematic approach to passenger clearance for the BDI officers to better perform the functions of identification, documentation and uncovering the intention of persons passing through the checkpoints.

During the training, our three ICA trainers also gained new experiences through their interactions with the Bhutanese participants. They learnt the challenges faced by their foreign counterparts at the border checkpoints and also gained a better understanding of the common fraud methods employed by undesirables seeking entry into Bhutan. Together with our trainers, the participants developed solutions for some immigration-related challenges encountered at their checkpoints. The experience had helped our officers to become better trainers as they improved their training methodology.







### Inaugural Bilateral Meeting with Thai Immigration Bureau

As part of our initiatives to enhance ties with countries that are of strategic importance, ICA initiated the first bilateral meeting with the Thai Immigration Bureau from 23 to 25 April 2013. The purpose of the meeting was to allow officers from the two departments to interact and focus on areas of bilateral cooperation. The Thai Immigration Bureau delegation was led by its Commissioner, Lt. Gen. Pharnu Kerdlarpphon. As this was the inaugural meeting, the delegation was provided an overview of ICA's functions and a site tour of Woodlands Command and Airport Command. The meeting had allowed the two departments to further strengthen the close working ties and established formal networks for sharing and exchange of information.



### Old Woodlands Checkpoint Phase 3 Trial

Since the re-opening of Old Woodlands Checkpoint (OWC) on 28 March 2008, a three-phased approach was undertaken to refurbish OWC to clear lorries, motorcycles and cars at different times of the day to supplement the clearance capacity at the New Woodlands Checkpoint (NWC). Phase 1 - the clearance of lorries at OWC - was operationalised on 1 December 2008, while Phase 2 - the clearance of motorcycles - began on 15 April 2009. In April 2013, ICA began a trial for Phase 3 - the clearance of cars at OWC. The trial involved the use of newly-installed car counters at OWC to clear arrival cars and it has garnered positive feedback from motorists with the improved clearance flow out of the checkpoint.



### ICT Project Governance

ICA has embarked on the Infocomm Development Authority of Singapore's Quality Management System (QMS) for our project management services. The QMS ensures consistency of practices for project management of IT projects and high quality of IT projects delivered. It consists of management structure, various procedures such as change management, problem management, and maintenance management procedures as well as audit to facilitate quality customer outcomes. ICA had successfully obtained the ISO 9001 certification audit for our project management services on 14 May 2013.

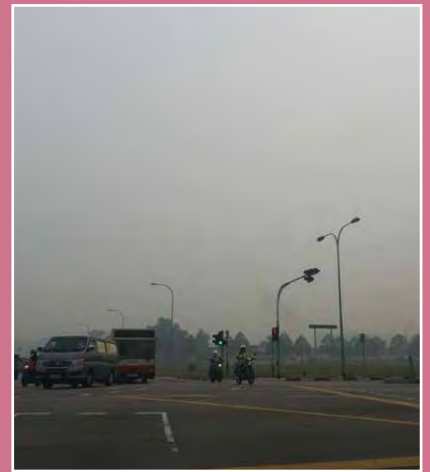


### Re-election into PKD Board

ICA currently serves on the International Civil Aviation Organisation (ICAO) Public Key Directory (PKD) Board as Singapore's representative. The ICAO PKD Board is the standing body to provide technical, financial and policy decisions relating to the efficient and secure distribution of signed digital certificates which are used to verify the authenticity of biometric passports.

The PKD system was formally commissioned in March 2007 and Singapore was appointed by the ICAO Council as one of the seven founding PKD board members for a term of three years. In June 2010, Singapore (ICA) was re-elected for a second consecutive term in the PKD Board. In May 2013, Singapore (ICA) was successfully re-elected for a third consecutive term that will last till November 2016. Singapore had garnered the full votes from the 21 voting PKD participants, which was a clear testament to its

significant standing in the forum. ICA will continue to participate in the PKD Board to actively share our experiences in implementing the PKD system for Singapore's Biometric Passport, as well as to represent the interests of Singapore when complying with ICAO standards and technical requirements governing the issuance of e-Passports.



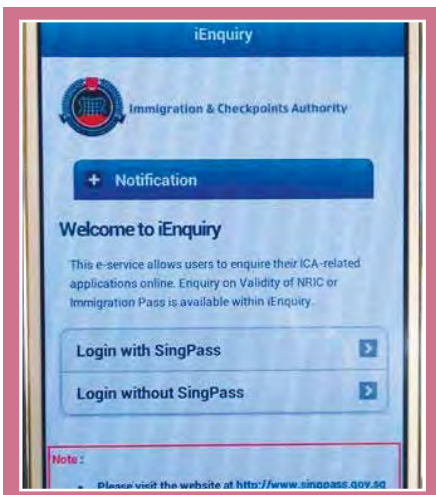
### ICA's Response to Haze Conditions

Singapore experienced its most severe haze condition in 2013, with the three-hourly Pollutant Standards Index (PSI) hitting a record 401 on 21 June. With MHA's guidance, our Operations Division had done well by coordinating with all the ICA Commands to formulate and adopt a calibrated and disciplined response to the haze. Among other things, these included the distribution of N95 masks to officers who in the course of their outdoor work, were exposed to the haze. There was also regular rotation of duties, and officers were encouraged to drink plenty of water and take good care of their health. The timely implementation of the response measures had also ensured our business continuity without an adverse impact on border security.



## Introduction of the mEnquiry Service

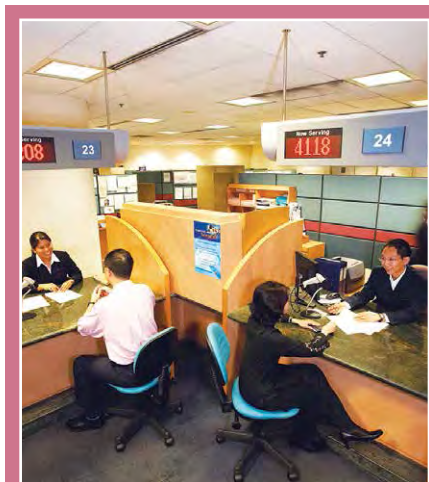
Phase 1 of the mEnquiry service was launched on 1 August 2013 for public access. The mEnquiry service is short for "Mobile Enquiry", and Phase 1 optimised ICA's iEnquiry service for use on smaller mobile devices such as smart phones and tablets. Hence users are now able to enquire on their ICA-related applications while on the move, directly from their smart phones and tablets. mEnquiry is also able to automatically detect and optimise the screen size and usage capabilities for user-friendly viewing and access on any mobile device.



## ISO Certification for Services Centres

As part of the annual audits following the successful ISO re-certification of the services centres in 2011, the ISO 9001:2008 Continuing Surveillance Audit for the services centres was conducted in August 2013.

The 2013 audit found everything to be in compliance. The auditor also noted that ICA was using the Quality Management System (QMS) to drive continuous improvement. Under QMS, ICA had introduced initiatives such as iCollect and Alternate Site Collection service for Singapore passports and NRICs, which offered convenience for customers and improved turnaround time for ICA.



## Ferry Rescue Exercise (FEREX) 2013

On 25 September 2013, ICA participated in FEREX 2013, a ferry rescue exercise led by the Maritime and Port Authority of Singapore in collaboration with other agencies such as the Singapore Police Force, Singapore Civil Defence Force, Ministry of Health, PSA Corporation and the ferry operator for Kusu Island. The exercise simulated a ferry incident at sea and tested the responses of the various agencies in managing the incident. Brani Jetty was designated as the landing point for the 'accident victims' rescued from the sea and ICA's Anti-Smuggling Team participated in the rescue mission.



## ICC-CRM System

With the Integrated Call Centre-Customer Relations Management (ICC-CRM) system, ICA officers now have access to an overview of all transactions the customer has had with ICA over time, enabling officers to better respond to customers' needs. The ICC-CRM system enables better customer interactions with ICA via multiple channels. The 24-hour automated answering service for information on ICA services and their respective requirements now incorporates application status checks via the Interactive Voice Response System (IVRS). As a back-end system, it has facilitated better management of calls and email correspondence that still require human intervention. More importantly, the system allows officers to better utilise their time to provide value-added services to the public. This results in a better customer experience.

The ICC-CRM system was soft launched on 5 October 2013. With the integrated system, ICA's work processes are streamlined, synergising both its Call Centre and Feedback teams. This enables ICA officers to respond to the public while taking into account their past requests, feedback and needs.

## Ex HIGHCREST 2013

On 6 November 2013, ICA participated in the Ground Deployment Phase of Ex HIGHCREST 2013, which comprised a maritime demonstration at sea off Changi Naval Base and a land demonstration at Tanah Merah Ferry Terminal. Co-led by MINDEF and MHA, the aim of Ex HIGHCREST was to validate the operational linkages and processes between the National Maritime Security System (NMSS) and the various security agencies in both the maritime and land domains to enable real-time information sharing and coordination of the Whole-of-Government (WOG) responses to deal decisively with a series of transnational terrorist threat scenarios.







### Home Team Achievement Award for Transfer of H&E Functions

On 1 July 2012, ICA took over the investigation of H&E (Harbouring and Employing of immigration offenders) and pure illegal immigrants/overstayer cases from SPF. This transfer has elevated ICA to be the lead agency in dealing with all immigration and passports related offences. This has provided opportunities for ICA to enhance the skills in the investigation of immigration and passport offences, set standards and build capabilities. For displaying outstanding operational efficiency, collaboration and commitment, the project team which contributed significantly for the successful transfer was awarded the Home Team Achievement Award in November 2013.



### Minister for Home Affairs Award for Operational Excellence for Joint Operations on SMRT Strike – Repatriation Ops

In late November 2012, a group of SMRT bus drivers who were Chinese nationals staged an illegal strike. Part of the enforcement action required ICA to repatriate, within a short period of time, 29 SMRT drivers who participated in the illegal strike. ICA worked closely with the MHA, SPF, MOM and SMRT to deal with this group of individuals. On the morning of 1 December 2012, the 29 drivers were sent to Admiralty West Prison for repatriation processing. ICA worked efficiently with SMRT to retrieve their travel documents, swiftly served them with the repatriation papers and secured air tickets to send them back to their home country within two days. For displaying professionalism, commitment and resilience in dealing with the drivers involved in the strike, ICA was awarded the Minister for Home Affairs Award for Operational Excellence in November 2013.



### Changi Airport Terminal 1 Enhancements

To cope with the continued growth of air traffic, enhancements were carried out to increase ICA's people clearance capacity at Terminal 1. For both arrival halls, the number of eACS lanes was doubled from four to eight whilst four additional manual lanes were also deployed to augment the 14 existing lanes for the clearance of both locals and tourists. In a first for ICA, a dual-row layout of the manual counters was adopted to use the available space optimally. A queue management system was also adopted that used overhead LED screens to signal queuing passengers when they should proceed to the counter for immigration clearance.

For the departure hall, four more eACS lanes were commissioned in December 2013, giving a total of 12 eACS lanes – an increase of 50% of the automated lane clearance capacity.



### ICA as a People Developer

ICA believes that our officers are our most valuable assets. As part of our people development efforts, ICA awards sponsorships to our officers to further their studies and meet their academic aspirations. In 2013, 25 Specialists were successfully accepted for various degree programmes. Another 10 Specialists were also accepted into various diploma programmes. Other than uniformed officers, a Management Support Officer was awarded with a sponsorship for a part-time diploma programme at Temasek Polytechnic. Another three Management Support Officers who were earlier awarded sponsorships also successfully completed their studies in 2013.

To provide support and assistance to officers who have been awarded sponsorships to further their studies, ICA formed a support group. Known as the Academic Support Group, it comprises Senior Officers who have had similar experiences or possess counselling skills. The Academic Support Group was formed with the primary objective of providing an avenue for officers who have been awarded academic sponsorships to seek advice and guidance.



# SIGNIFICANT CASES

## Tuas Command & Intelligence Division

3 January 2013 @ 0720 hrs



### Location:

Tuas Checkpoint, Arrival Car Green Channel

### Offence:

Attempted importation of 1.4 kgs of controlled drug, heroin

### How:

In a joint operation between Tuas Command and Intelligence Division, a male Malaysian motorcyclist was stopped for thorough checks and five black bundles were found hidden under the headlight, left and right fairings of the motorcycle.

In a swift follow-up operation by Central Narcotics Bureau (CNB) officers, two male Singaporeans were arrested in a Singapore-registered car in the Woodlands vicinity. About 115 grams of heroin, 0.4 grams of controlled drug 'Ice', drug paraphernalia, cash and two flick knives were recovered. One more packet of heroin weighing about 8 grams was found in another car in the same vicinity.

### Result:

The two male Singaporeans are being investigated for drug trafficking while the male Malaysian is being investigated for drug importation. If convicted, they may face the death penalty under the Misuse of Drugs Act.

The two flick knives, found in possession of the two male Singaporeans, were referred to Singapore Police Force (SPF) for further investigations.

### Location:

Woodlands Checkpoint, Arrival Car Green Channel

### Offence:

Attempted smuggling of a total of 239 cartons and 790 packets of assorted duty-unpaid cigarettes

### How:

Found hidden at various modified compartments of a Singapore-registered luxury car.

### Result:

The male Singaporean was sentenced to ten months' imprisonment. The car was forfeited.

## Woodlands Command

11 January 2013 @ 1805 hrs



## Tuas Command

12 January 2013 @ 0830 hrs



### Location:

Tuas Checkpoint, Arrival Cargo Bay

### Offence:

Attempted smuggling of 1,499 cartons of duty-unpaid cigarettes and 697 sachets of duty-unpaid chewing tobacco, weighing almost 215 kgs

### How:

Anomalies were detected during X-ray screening and officers found duty-unpaid cigarettes and sachets of chewing tobacco concealed in the crates of machine parts carried on a Malaysia-registered truck.

### Result:

A male Malaysian was sentenced to 22 months' imprisonment.

## Enforcement Division

March 2013



### Location:

ICA Building

### Offence:

Marriage of Convenience (MOC)

### How:

A male Singaporean and a female Vietnamese were involved in a MOC.

### Result:

The male Singaporean was convicted on one count for entering into a MOC, with two other counts for making false statements taken into consideration. The female Vietnamese was convicted on one count for entering into a MOC, with three other counts for making false statements taken into consideration. Both were sentenced to six months' imprisonment.

### Location:

Woodlands Checkpoint, Arrival Car Bay

### Offence:

Attempted illegal entry and abetment

### How:

In a joint operation involving Intelligence Division and Woodlands Command, officers checked a Singapore-registered car driven by a male Singaporean. A female Chinese national was found lying under black trash bags in the car boot, which was cluttered with a tricycle, several bags and children toys.

### Result:

The male Singaporean was sentenced to 18 months' imprisonment and three strokes of the cane. The female Chinese national was sentenced to 18 months' imprisonment and a fine of \$3,000 or in default six weeks' imprisonment.

## Intelligence Division & Woodlands Command

6 March 2013 @ 1425 hrs



## Air Cargo Command

11 March 2013 @ 0750 hrs;

21 March 2013 @ 0820 hrs



### Location:

Parcel Post Section

### Offence:

Attempted smuggling of a total of 42 cartons of duty-unpaid cigarettes on two occasions

### How:

Detected during X-ray screening of two air parcels declared as "Shirts" and "Handbags" respectively. 21 cartons of duty-unpaid cigarettes were detected in each parcel.

### Result:

The owner was sentenced to six weeks' imprisonment.



## Intelligence Division

18 March 2013 @ 0645 hrs



### Location:

North Bridge Road

### Offence:

Impersonation of an ICA Officer (Cheating and Forgery)

### How:

A visit pass holder made a complaint at Permanent Resident Services Centre (PRSC) that she was cheated financially by a male Singaporean who claimed to be an ICA officer and thus able to assist with securing approval for her application for permanent residence. Further investigation by Immigration & Checkpoints Authority (ICA) Intelligence Division revealed that the male Singaporean was also wanted by Airport Police Division for an un-related forgery offence. In a joint operation between ICA Intelligence Division and Airport Police Division, officers conducted a check and arrested the male Singaporean.

### Result:

The male Singaporean was sentenced to five years' corrective training.

### Location:

Keppel Distripark (KD) Gate

### Offence:

Attempted smuggling of 340 bottles of codeine cough syrup

### How:

During an operation conducted by Ports Command's Intelligence Unit, 340 bottles (in quantity of 3.8 litres each) of cough syrup were found in a consignment declared as "Tire Shine".

### Result:

Follow-up investigations by Health Sciences Authority (HSA) showed that the suspects had brought in the bottles of codeine to a residential unit and another rented storage facility for processing and repackaging before illegal redistribution in Singapore. Investigations by HSA are ongoing.

Under the Poisons Act, anyone caught importing, selling or possessing products containing codeine without a licence can be fined up to \$10,000 or jailed up to two years or both.

## Ports Command

28 March 2013 @ 1630 hrs



## Air Cargo Command

1 April 2013 @ 0725 hrs, 0745 hrs and 1150 hrs



### Location:

Parcel Post Section

### Offence:

Attempted smuggling of assorted illegal sex enhancement pills

### How:

Three parcels declared as "PVC Plastic Bottles" and "Plastic Granules" consigned to the same address were found to contain assorted sex enhancement pills during X-ray screening. A follow-up joint operation between Immigration & Checkpoints Authority (ICA) Air Cargo Command and Health Sciences Authority (HSA) officers resulted in the arrest of a female Chinese National and a male Singaporean found in possession of 15,000 units of illegal sex enhancement pills meant for subsequent sale in Singapore. The female Chinese national was also found without any identification documents.

### Result:

The female Chinese national was sentenced to eight months' imprisonment under the Medicines Act and two months' imprisonment and a fine of \$3,000 for her immigration offence. The male Singaporean was sentenced to 12 months' imprisonment under the Medicines Act.

## Airport Command

12 April 2013 @ 1740 hrs



**Location:**

Changi Airport Terminal 1, Arrival West Wing

**Offence:**

Attempted entry into Singapore using a foreign passport that was reported stolen/lost

**How:**

Detected during arrival passport clearance.

**Result:**

The male Iranian was refused entry into Singapore. The stolen/lost passport was impounded and sent to the relevant embassy.

**Location:**

Kian Teck Road

**Offence:**

In possession of 5,338 slabs of duty-unpaid chewing tobacco

**How:**

In a joint operation between Immigration & Checkpoints Authority (ICA) Intelligence Division and Singapore Customs (SC), officers arrested a male Bangladeshi, later established to be a Special Pass holder. 5,338 slabs of duty-unpaid chewing tobacco were found in his possession.

**Result:**

The male Bangladeshi was sentenced to eight months' imprisonment.

## Intelligence Division

18 April 2013 @ 1840 hrs



## Enforcement Division

May 2013



**Location:**

Yishun Ring Road

**Offence:**

Harbouring of immigration offenders

**How:**

A male Singaporean harboured three male Chinese immigration offenders at an apartment unit.

**Result:**

The male Singaporean was sentenced to seven months' imprisonment. The first immigration offender was sentenced to six months' imprisonment and six strokes of the cane. The second was sentenced to six months' imprisonment, six strokes of the cane and a \$500 fine, in default five days' imprisonment. The third was sentenced to six months' imprisonment and a \$3,000 fine, in default six weeks' imprisonment.



## Intelligence Division

9 May 2013 @ 2320 hrs



### Location:

Lorong 6 Geylang

### Offence:

Illegal gambling

### How:

In a joint operation between Immigration & Checkpoints Authority (ICA) Intelligence Division and Singapore Police Force (SPF) Bedok Police Division Crime Control Unit (CCU), officers arrested 24 subjects for involvement in illegal gambling. Seven Chinese nationals were subsequently established to be overstayers.

### Result:

Three male Chinese nationals were acquitted. Two male Chinese nationals were convicted and sentenced: one to four weeks' imprisonment and a \$1,500 fine and the other to 10 weeks' imprisonment and five strokes of the cane. Two female Chinese nationals were convicted and sentenced to a fine of \$2,000 and \$4,000 respectively.

### Location:

Tanjong Pagar Scanning Station (TPSS)

### Offence:

Attempted smuggling of 14,400 cartons of duty-unpaid cigarettes

### How:

Detected during X-ray screening of a containerised consignment declared as "Floor and Wall Tiles of Hard Rubber".

### Result:

In a follow-up operation by Singapore Customs (SC), four male Singaporeans were arrested at a warehouse at Kallang Avenue. Investigations by SC are ongoing.

## Ports Command

19 May 2013 @ 1330 hrs



## Coastal Command

28 May 2013 @ 1000 hrs



### Location:

Jurong Port

### Offence:

Detection of assorted Convention on International Trade in Endangered Species of Wild Fauna and Flora (CITES) species onboard a wooden craft

### How:

Coastal Command Anti-Smuggling Team (AST) boarded a wooden coaster at Jurong Port for routine checks and found two plastic bags containing a total of 16 smaller plastic bags of ornamental sea fishes, live sea horses, sea clams and sea corals, in the kitchen area of the vessel. One of the crew members admitted ownership of the exhibits found.

### Result:

The smuggler was sentenced to four months' imprisonment.

## Enforcement Division & Woodlands Command

10 June 2013



### Location:

Woodlands Checkpoint, Departure Car Bay

### Offence:

Attempted to use a Singapore International Passport belonging to another Singaporean to depart Singapore

### How:

In a joint operation between Enforcement Division and Woodlands Command, a female Singaporean was arrested at the Woodlands Checkpoint, Departure Car Bay where she was found to have produced a Singapore International Passport belonging to another Singaporean to seek departure immigration clearance.

### Result:

The female Singaporean was sentenced to six months' imprisonment for possession of a Singapore International Passport not issued to her.

### Location:

Airmail Transit Centre

### Offence:

Importation without required permit of six pieces of gun replicas

### How:

Detected during X-ray screening of a parcel declared as "Die-cast Toy".

### Result:

After investigation by Singapore Police Force (SPF), the female Singaporean consignee was given a stern warning. The items were destroyed.

## Air Cargo Command

7 July 2013 @ 0430 hrs



## Ports Command

15 July 2013 @ 1335 hrs



### Location:

Keppel Distripark (KD) Gate

### Offence:

Attempted smuggling of 864 bottles of cough syrup

### How:

During an examination of a consignment declared as "Metal Polishes", 864 bottles (in quantity of one litre each) of cough syrup were detected.

### Result:

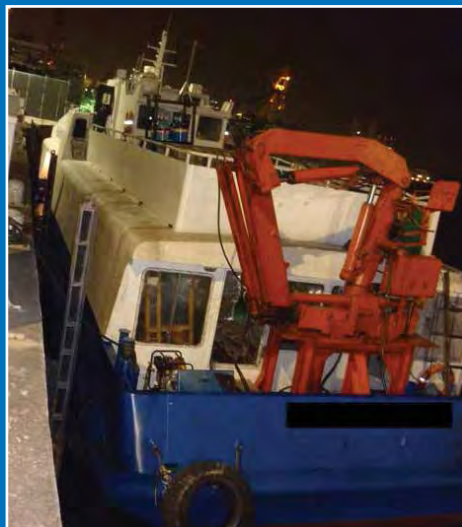
In a follow-up operation conducted by Health Sciences Authority (HSA), a male Singaporean was arrested. Investigations by HSA are ongoing.

Under the Poisons Act, anyone caught importing, selling or possessing products containing codeine without a licence can be fined up to \$10,000 or jailed up to 2 years or both.



## Coastal Command & Intelligence Division

17 July 2013 @ 2110 hrs



### Location:

Vicinity of Jurong Port

### Offence:

Attempted illegal departure by sea

### How:

In a joint operation between Immigration & Checkpoints Authority (ICA) Intelligence Division, Coastal Command and Police Coast Guard (PCG), officers boarded a cargo vessel for a routine search. On board were seven crew members. During the course of the search, the officers found a male Sri Lankan national hiding within a wooden crate. He was subsequently established to be an immigration offender.

### Result:

One of the seven abettors was sentenced to 33 months' imprisonment and the rest were sentenced to two years' imprisonment and three strokes of the cane. The immigration offender was sentenced to one month's imprisonment for unlawful departure as well as three months' imprisonment and six strokes of the cane for overstaying.

### Location:

Changi Airport Terminal 1, Arrival East Wing

### Offence:

Attempted smuggling of 250 cartons of duty-unpaid cigarettes

### How:

In a joint operation between Airport Command and Intelligence Division, officers found 250 cartons of duty-unpaid cigarettes in the check-in luggage of four female Vietnamese.

### Result:

The four female Vietnamese were sentenced to between five and six months' imprisonment.

## Airport Command & Intelligence Division

18 July 2013 @ 1650 hrs



## Coastal Command

5 August 2013 @ 1700 hrs



### Location:

Southern Tuas Basin

### Offence:

Detection of 1,400 cartons of assorted duty-unpaid cigarettes onboard a barge

### How:

Coastal Command Anti-Smuggling Team (AST) officers boarded a barge and found 1,400 cartons of duty-unpaid cigarettes wrapped in black plastic bags hidden in the manhole of the portside ballast, at the aft of the barge.

### Result:

The barge and exhibits were subsequently seized by Singapore Customs (SC). Investigations by SC are ongoing.

## Airport Command

10 August 2013 @ 0845 hrs



### Location:

Changi Airport Terminal 2, Arrival North Wing

### Offence:

Attempted smuggling of 4.1 kgs of crystallised substances, suspected to be controlled drug "Ice"

### How:

In a joint operation between Immigration & Checkpoints Authority (ICA) Airport Command and Central Narcotics Bureau (CNB), crystallised substances suspected to be "Ice" were found concealed in check-in luggage belonging to a female Vietnamese.

### Result:

CNB is investigating the female Vietnamese for drug importation and if convicted, she may face the death penalty.

### Location:

Changi Airport Terminal 1, Arrival East Wing

### Offence:

Attempted smuggling of 5,037 Nitrazepam tablets (sleeping pills)

### How:

Detected during X-ray screening of check-in luggage belonging to a male Bangladeshi.

### Result:

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

## Airport Command

16 August 2013 @ 1500 hrs



## Woodlands Command

6 September 2013 @ 0930 hrs



### Location:

Woodlands Checkpoint, Arrival Cargo Bay

### Offence:

Attempted smuggling of 2,050 cartons of duty-unpaid cigarettes

### How:

Found concealed inside a consignment declared as "Mirror Coat Paper".

### Result:

Referred to Singapore Customs (SC) for further investigations.



## Tuas Command

17 September 2013 @ 2040 hrs



### Location:

Tuas Checkpoint, Arrival Car Green Channel

### Offence:

Attempted smuggling of six "Mata Puteh" (Oriental white-eyed birds)

### How:

During routine checks of a Singapore-registered car driven by a male Singaporean and three Singaporean passengers, three toothpaste boxes were detected inside the centre arm rest console of the vehicle. Further checks led to findings of three more toothpaste boxes – two were inside a passenger's waist pouch and another in a sling bag. A "Mata Puteh" was found in each of the six boxes.

### Result:

The driver and two of the passengers were sentenced to a fine of \$6,000 each under the Animals and Birds Act. The remaining passenger was not charged as no offence was revealed.

### Location:

Tuas Checkpoint, Arrival Bus Concourse

### Offence:

Attempted smuggling of 1,325 cartons of assorted duty-unpaid cigarettes

### How:

In a joint operation between Tuas Command and Woodlands Command, the duty-unpaid cigarettes were found hidden in various secret compartments of an empty Malaysia-registered coach.

### Result:

The male Malaysian driver was sentenced to 16 months' imprisonment.

## Tuas Command and Woodlands Command

26 September 2013 @ 2330 hrs



## Woodlands Command

7 October 2013 @ 2300 hrs



### Location:

Woodlands Checkpoint, Arrival Car Green Channel

### Offence:

Attempted smuggling of two live ball pythons

### How:

Found in a white cloth bag in a male Singaporean's right pocket.

### Result:

The male Singaporean was fined \$3,000 under the Endangered Species (Import and Export) Act.

### Location:

Changi Airport Terminal 1, Arrival East Wing

### Offence:

Attempted smuggling of 12 pieces of airsoft guns

### How:

Detected during X-ray screening of check-in luggage of a male Singaporean.

### Result:

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

## Airport Command

12 October 2013 @ 0300 hrs



## Tuas Command

26 October 2013 @ 0515 hrs



### Location:

Tuas Checkpoint, Arrival Bus Concourse

### Offence:

Attempted smuggling of 408 cartons of assorted duty-unpaid cigarettes and 100.44 kgs of duty-unpaid chewing tobacco

### How:

During an operation conducted by Tuas Command officers, duty-unpaid cigarettes and chewing tobacco were found hidden in various modified compartments of an empty Malaysia-registered coach.

### Result:

Two male Malaysians were sentenced to 24 months' imprisonment.

### Location:

Changi Airport Terminal 1, Arrival East Wing

### Offence:

Attempted entry into Singapore using a foreign passport with a suspected counterfeit bio-data page

### How:

Detected during arrival passport clearance.

### Result:

The male British was refused entry into Singapore.

## Airport Command

3 November 2013 @ 1145 hrs



## Woodlands Command

19 November 2013 @ 1945 hrs



### Location:

Woodlands Checkpoint, Arrival Car Green Channel

### Offence:

Attempted smuggling of 21,910 tablets suspected to be controlled drug, "Yaba" (methamphetamine) tablets. This is the largest single seizure of "Yaba" tablets since 1999

### How:

During physical inspection, ICA officers found four black packages hidden behind the glove compartment of a Thailand-registered car driven by a male Thai national.

### Result:

In follow-up operations conducted by Central Narcotics Bureau (CNB) officers, two male Malaysians and a female Singaporean were arrested. Investigations on the possible drug trafficking activities are ongoing.



## Ports Command

26 December 2013 @ 1255 hrs



### Location:

Tanjong Pagar Scanning Station (TPSS)

### Offence:

Attempted smuggling of 52,482 cartons of assorted duty-unpaid cigarettes

### How:

Anomalies were detected during X-ray screening of a containerised transshipment consignment declared as "Furniture and Home Appliances". Physical inspections revealed 52,482 cartons of duty-unpaid cigarettes.

### Result:

Referred to Singapore Customs (SC) for further investigations.

### Location:

Changi Airport Terminal 1, Arrival East Wing

### Offence:

Attempted smuggling of 46 kgs of duty-unpaid tobacco products

### How:

Anomalies were detected during X-ray screening of four check-in luggages belonging to a male Myanmar national. Physical checks revealed a total of 46 kgs of various duty-unpaid tobacco products concealed within packages of food products.

### Result:

Referred to Singapore Customs (SC) for further investigations.

## Airport Command

27 December 2013 @ 1615 hrs



## Woodlands Command

28 December 2013 @ 1830 hrs



### Location:

Woodlands Checkpoint, Arrival Car Green Channel

### Offence:

Attempted smuggling of 90,000 tablets of Nitrazepam and 40 tablets of Midazolam (sleeping pills)

### How:

Found concealed in a modified compartment between the car boot and back seat of a car driven by a male Singaporean.

### Result:

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

# ANNUAL STATISTICS

Checkpoint Operations		2013	2012	2011
Number of passengers cleared at the checkpoints	Arriving	101,516,800	97,915,800	91,057,300
	Departing	101,497,400	97,864,000	91,049,800
Number of inward containers cleared at the checkpoints		1,103,500	1,110,800	1,107,600
Number of inward consignments (non-containerised) cleared at the checkpoints		3,167,300	3,273,500	3,269,700
Number of parcels cleared at the Parcel Post Centre		2,987,800	2,602,700	2,176,900
Services Centres Operations		2013	2012	2011
Number of identity cards issued		66,200	68,700	65,000
Number of Singapore passports issued		646,100	624,600	607,900
Number of certificates of identity issued		510	520	560
Number of passes and permits (excluding re-entry permits) granted to foreigners		582,600	586,600	571,400
Number of live-births registered		39,800	42,600	39,600
Number of deaths registered		18,800	18,400	18,000



Enforcement Operations	2013	2012	2011
Number of illegal immigrants arrested	600	690	930
Number of overstayers arrested	1,930	1,890	2,180
Number of harbourers of immigration offender arrested	233	77	40
Number of employers of immigration offender arrested	97	41	23
Number of contraband cases detected	99,700	80,200	80,800
Number of vehicles used in the smuggling of immigration offenders seized	8	10	7



## **ACKNOWLEDGEMENTS**

The Corporate Communications Division would like to thank all those who have helped in one way or another, to make the ICA Annual 2013 possible.

### **The Working Group**

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