Integrated e-Visitor Management Programme

ICA's Key Installations

SINGAPORE ISLAND

Immigration & Checkpoints Authority
Inspiring Confidence in All
OVERVIEW

• Challenges Faced
• Integrated e-Visitor Management Programme
• Impact On ICA & Our Customers

Visitor Services Centre

Key Services:
- Entry Visas
- Short-Term Visit Pass
- Long-Term Visit Pass
- Student’s Pass
Challenges Faced

- Managing customer expectations amidst heightened security climate
- Increase demand for our services (90% increase in Visit Pass applications over a 3 year period)

Integrated e-Visitor Management Framework

1. Multiple Physical Channels
   - ICA Additional Service Points
   - Physical visit by Customer
   - Human intervention by Officer

2. Multiple Self-service Channels
   - Kiosk
   - Internet
   - Documents sent & received electronically
   - Virtual Services Centre

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Some e-Services @ VSC

Submission of Application for Visa Electronically (SAVE)
Welcome to SAVE

Extension of Short Term Visit Pass (e-XTEND)
Welcome to e-XTEND Online

e-VP
Electronic Visit Pass (Long Term) System

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E-SERVICE FOR EXTENSION OF SOCIAL VISIT PASS
(e-XTEND)

Information Counter
Application Counter
Processing Counter
Approval Stamp on Passport

- Applicant completes a 4-page application form
- Bring a local sponsor

Get queue ticket
Waiting to be served
Waiting time for processing
Waiting for Outcome

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Student’s Pass Online Portal

- No physical interaction with ICA
- (No supporting documents required)
- Electronic declaration of essential data

ICA

- ICA’s processing
- Check status online
- Notification Online
- Integrated Visa
- Cancellation of Student’s Pass online
- Update of Address
- Make Appointment to Collect card

ICAShool, Student & Sponsor complete application forms electronically anytime, anywhere

Apply Student Pass or Long-Term Pass Online

Biometrics Enrolment

Self-Scan

< 30 minutes

Laser Engraving machines

Checkpoint Auto-gates

Collection

E-Lobby

Integration of Systems To Provide Seamless Service

SMS Alert: Card is ready for collection.

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Inspiring Confidence in All
**Trusted Partners, Alternative Service Windows**

- **Education Institutions:** "Mobile" teams to register International Students at NUS/NTU Doorsteps
- **800 Partners Globally:** Serve as alternative "service windows" for customers to make online applications & avail immigration facilities

**Promoting Singapore’s Medical Hub Status**

Augment the government’s drive to promote Singapore as a **Regional Medical Hub**

**Target:** 1 million medical travelers by **2012**

**Benefit and attract** medical tourists who need to travel to Singapore regularly for routine check-ups.
Promoting Singapore’s Global SchoolHouse Initiative

In line with Singapore’s aim to be a regional education hub, the Immigration and Checkpoints Authority (ICA) has embarked on various initiatives to facilitate applications by foreign students for student passes here.

Vela S, from Stamford School of Commercial Studies:
“The SOLAR+ system is definitely helping us to cut down on paperwork and is more effective in monitoring the progress of the student pass application. Moreover, with the system, students and their parents/guardians are able to track the progress of the application. This helps to expose rogue agents who time and again, try to deceive students.”

Mr Stephen Ng, from Cardiff Learning Centre:
“Other e-Govt services in Singapore such as OBLs and GeBiz received the UN Public Service award in 2005 and 2007 respectively. We think ICA’s Solar+ should be nominated for the next award. Don’t think UK, US or other countries have such system yet.”

Other Compliments From Our “Partners”

Quote from a major Travel Agent:
“making visa online is so easy & painless. It is likely to draw more tourists here!”
**Impact of e-Visitor Management Programme**

- **Cost Savings**
  - A) For Our Customers
    - Save **$3 million** per year on transport etc.
    - 1.5 **million** trips less per year
    - 2 million **hours** saved per year by customers on travelling and waiting to be served @ ICA
  
  - B) For ICA
    - Achieved **$2 million** cost savings/avoidance per year

- **Faster Service:**
  - Up to 80% reduction in waiting time to obtain immigration service

- **Enhanced Security:**
  - Front counter staff re-deployed to focus on higher-risk or complicated applications
  - Improved detection of “dubious” applications
Crowd Before e-Visitor Management Programme

And Now...
AWARDS & ACCOLADES

- ICA’s e-Visitor Programme has won the Government Technology Awards 2008 for Service Innovation.
- Billed as Asia Pacific and the Gulf regions’ most significant IT award.
- More than 450 nominations.