

# ICA's New Clearance Concept

**Peck Yong Tat**

Head (Future Ops & Transformation – Cargo & Conveyance)

Operations Division

Immigration & Checkpoints Authority



# Scope of Presentation

1. Overview on ICA
2. ICA's Challenges
3. ICA's Transformation Plans



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# Uniquely ICA

- A unified organisation with diverse history:

*Two mergers : 1998 SI & NRD – SIR, 2003 SIR & CED - ICA*



- One agency, many services:

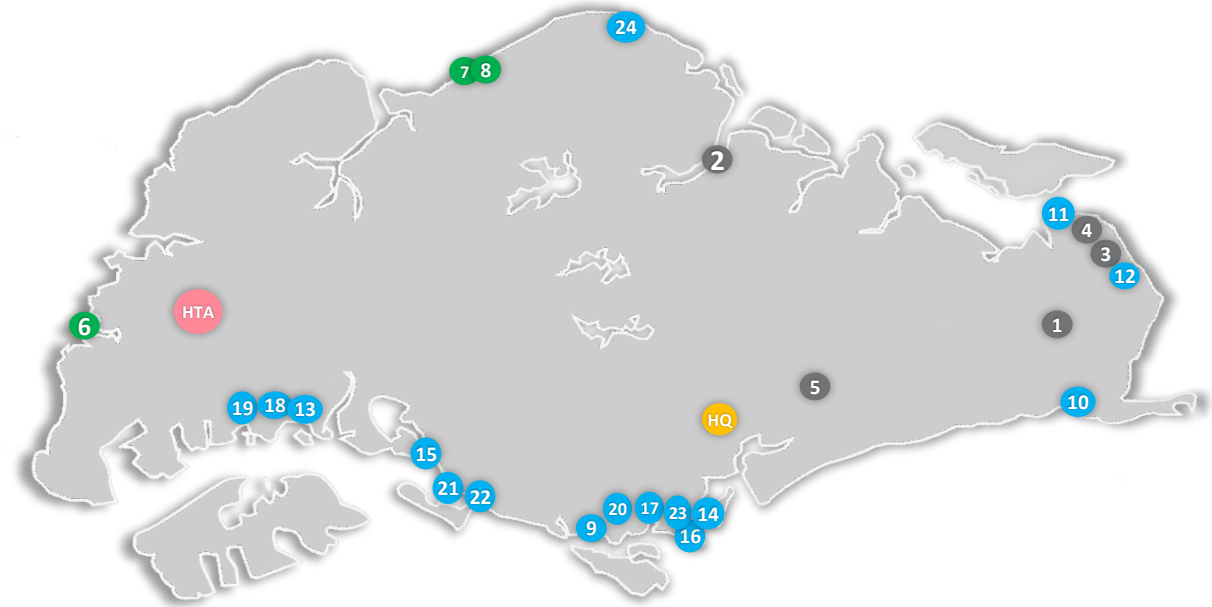
*Border control, registration & identification functions*

- Serving everyone in Singapore & beyond

*Cradle to grave, local & overseas customers*

- Legislation Administered:

*Immigration Act, National Registration Act, Passports Act, Constitution (Part X in relation to Citizenship), Registration of Births & Deaths Act*



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# Our Challenges - MELT



## Manpower constraint

- Shrinking workforce
- Limited capacity for exigencies – having to do more with less

## Expectations are higher

- Greater public scrutiny
- Social media heightening social distrust (e.g. misinformation could affect public's trust in ICA)



## Load is rising

Increasing Clearance Load

- Travellers – 217 million
- Vehicles – 70 million
- Cargoes – 11.3 million

*(2019 figures)*

## Threats are evolving

- Double-Edged Technology – also a tool of adversaries
- Non-traditional challenges (e.g. pandemic)



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# Pre-COVID Demand: The Numbers, In Pictures..

One of the Busiest Land crossing in the world!



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# Impetus for ICA Transformation

- Despite the pandemic, ICA has accelerated our transformation efforts to overcome the challenges by :
  - Building resiliency into our systems and processes and implementing a series of initiatives under the **New Clearance Concept (NCC)** to transform border clearance.
  - **Upskilling ICA workforce** to prepare for a more secure, safer and smoother travel regime.



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# ***ICA's Transformation Plans***



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# The New Clearance Concept (NCC)

- NCC aims to provide **seamless, secure and efficient** immigration clearance experience to all travellers.

## FOR CARGO

### AUTOMATED CLEARANCE

- Paperless cargo permit clearance
- Automate immigration process for drivers and their attendants

### ENHANCED SCANNING CAPABILITIES

- Leverage AI to strengthen detection capabilities



## FOR CONVEYANCE

### AUTOMATED CLEARANCE

- Self-immigration clearance for passengers in the car

### AUTOMATED SECURITY CHECKS

- Leverage scanning technologies and sensors to automate security checks



## FOR PASSENGERS

### AUTOMATED CLEARANCE

(FOR FIRST TIME VISITORS)

- ↑ clearance throughput
- ↑ operational efficiency
- Higher-value work for officers

### CONTACTLESS CLEARANCE

(FOR KNOWN TRAVELLERS)

- Iris and facial recognition without the need to produce passport

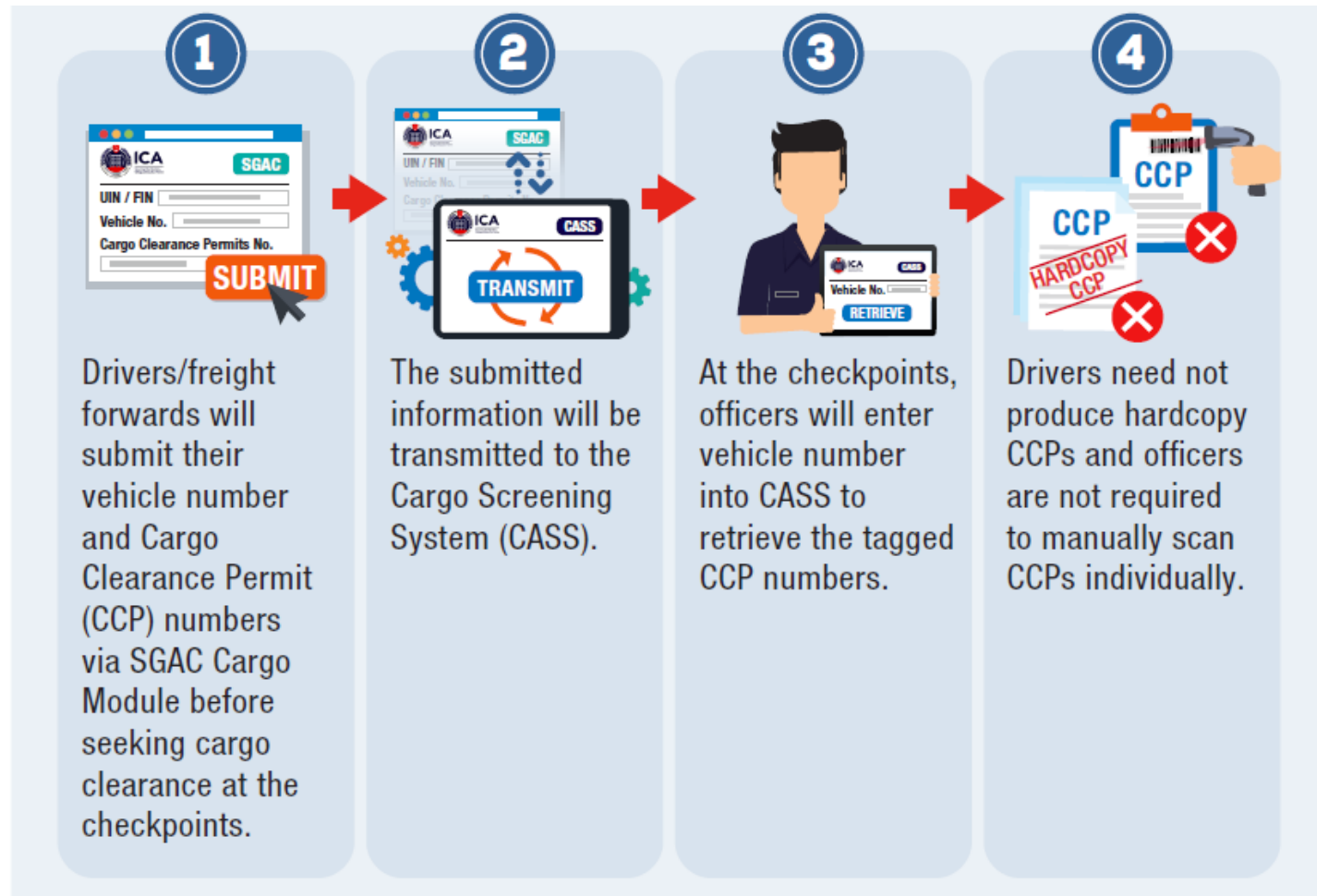
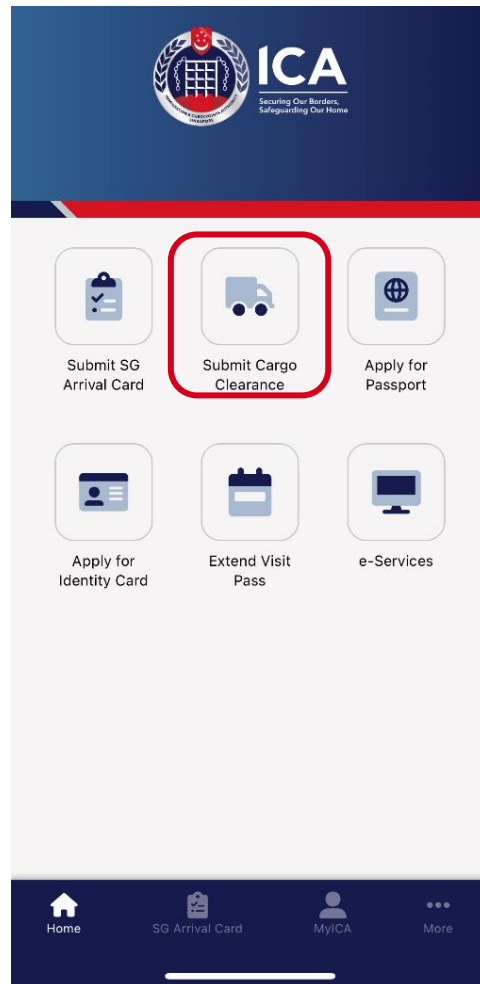


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# NCC Cargo – Paperless Cargo Clearance



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# NCC Conveyance – Replace Passport Scanning with QR Code

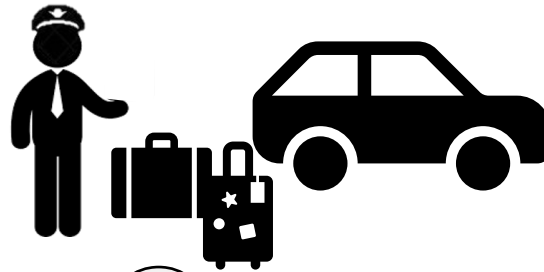
## MyICA Mobile



### Self Generation of QR Code

- i. Travellers provide Singpass / Passport MRZ details for creation of Individual or Group QR Code

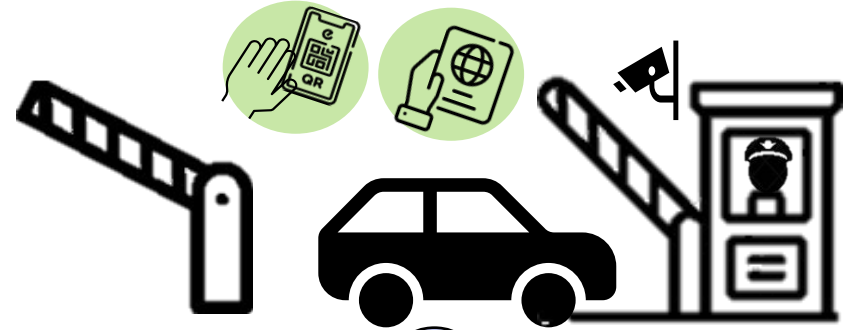
## 1. Conveyance Checks



1

Manual checks performed by APO

## 2. Immigration Clearance



2

- **Driver** or front-row pax to self-scan QR Code (Individual or Group)
- First time visitors continue to present passport for officer to scan
- **Officer** to continue to conduct facial checks and assessment
- Drop-arm barrier will be lifted when officer grants entry



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# NCC Passenger – To be Implemented From 2024

## Automation as the Norm:

*Powered by analytics driven risk assessment*

### NEW CLEARANCE CONCEPT (PASSENGER)



**Before arrival:**  
Visitors' details will be submitted via the **SG Arrival Card**



▶ **On arrival:**  
Visitors proceed to the **next-gen automated lanes** equipped with multi-modal biometrics capability (e.g. iris, facial or fingerprints) for self-clearance



▶ Visitors eligible for entry will receive an **electronic Visit Pass (ePass)** indicating the length of stay granted, via email



▶ **On departure:**  
Visitors will perform self-clearance using automated lanes



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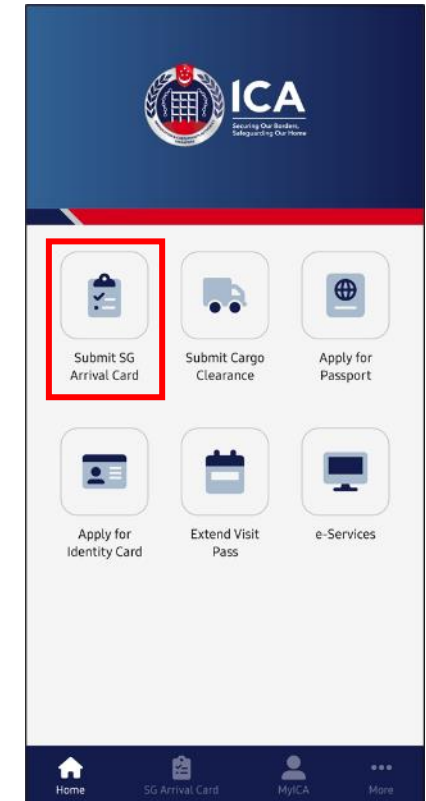
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# Strategies : Digitalize Paper Disembarkation Card

- The **SG Arrival Card (SGAC) e-Service** has replaced the paper “white card” since 27 Mar 2020 to **facilitate electronic submission of arrival information by foreign visitors** prior to their arrival in Singapore.
- **Integrated with health declaration during COVID-19** as a precautionary measure to mitigate the risk of imported COVID-19 cases into Singapore.
- One of the key enablers for NCC through digitalisation.



SGAC e-Service at ICA website  
(<https://eservices.ica.gov.sg/s Garrivalcard>)



SGAC module in “MyICA”  
Mobile app



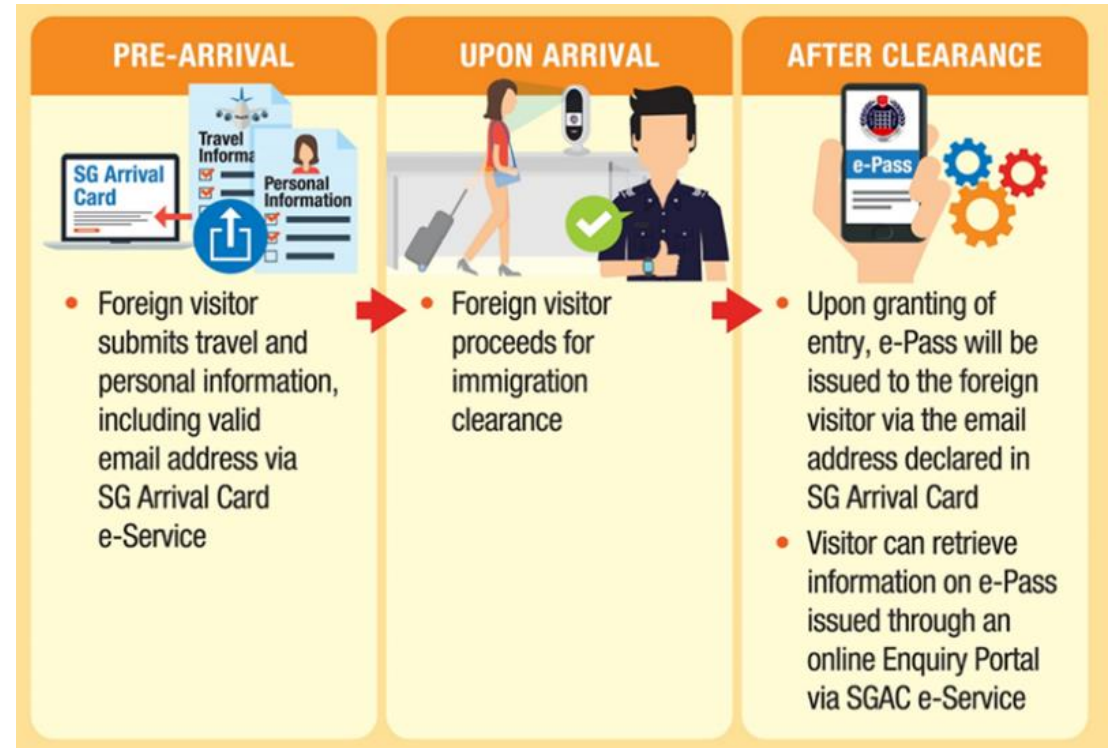
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# Strategies : Transition Away from Physical Endorsement

- The **electronic Visit Pass (e-Pass)** is another initiative supporting the NCC by enabling paperless clearance.
- The e-Pass is **automatically issued to visitors via email upon immigration clearance** in lieu of inked endorsements in passports.
- The e-Pass contains information such as the **Visit Pass validity** and **last day of stay granted**.
- First implemented for air travellers in Oct 2021 and extended to land and sea travellers since Mar 2022.

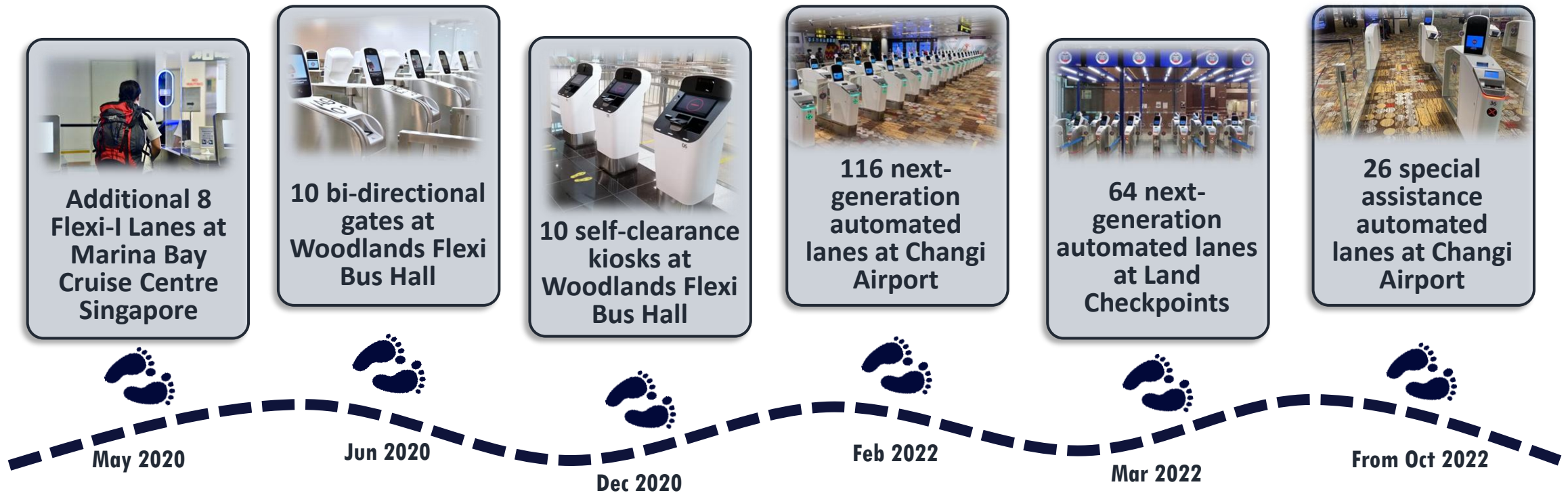


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# Strategies : Increase Automation Capacity

- ICA is progressively replacing existing manual counters at the passenger halls with automated lanes, and will **achieve 100% automated lanes at the passenger hall by 2025**.



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# Strategies : Automated Clearance Initiative (ACI)

- ICA had **rolled out ACI** since **May 2022** to boost our automated usage rate.
- **Foreign visitors from 51 jurisdictions can use automated lanes**, even if it is their first time visiting Singapore.
- **No need prior or separate enrolment** to use automated lanes.
- **Enrolment is done seamlessly and simultaneously** when travellers present themselves at the automated lanes.

## Automated Clearance Initiative (ACI)

**Eligible foreign visitors** can now self-enrol their biometrics at the automated lanes during arrival immigration clearance. Once enrolled, they will be able to use the automated lanes on subsequent visits to Singapore.

### Steps to note for eligible visitors:



1 Submit the SG Arrival Card through MyICA Mobile app or ICA website, up to 3 days prior to arrival. Submission is free.



2 Proceed to the automated lanes and scan your passport for verification.



3 Present your biometrics (iris, facial and fingerprint)



4 You will be notified of your successful enrolment into the ACI through your electronic visit pass (e-Pass) via email.



For more details on ACI, visit [www.go.gov.sg/ica-aci](http://www.go.gov.sg/ica-aci)

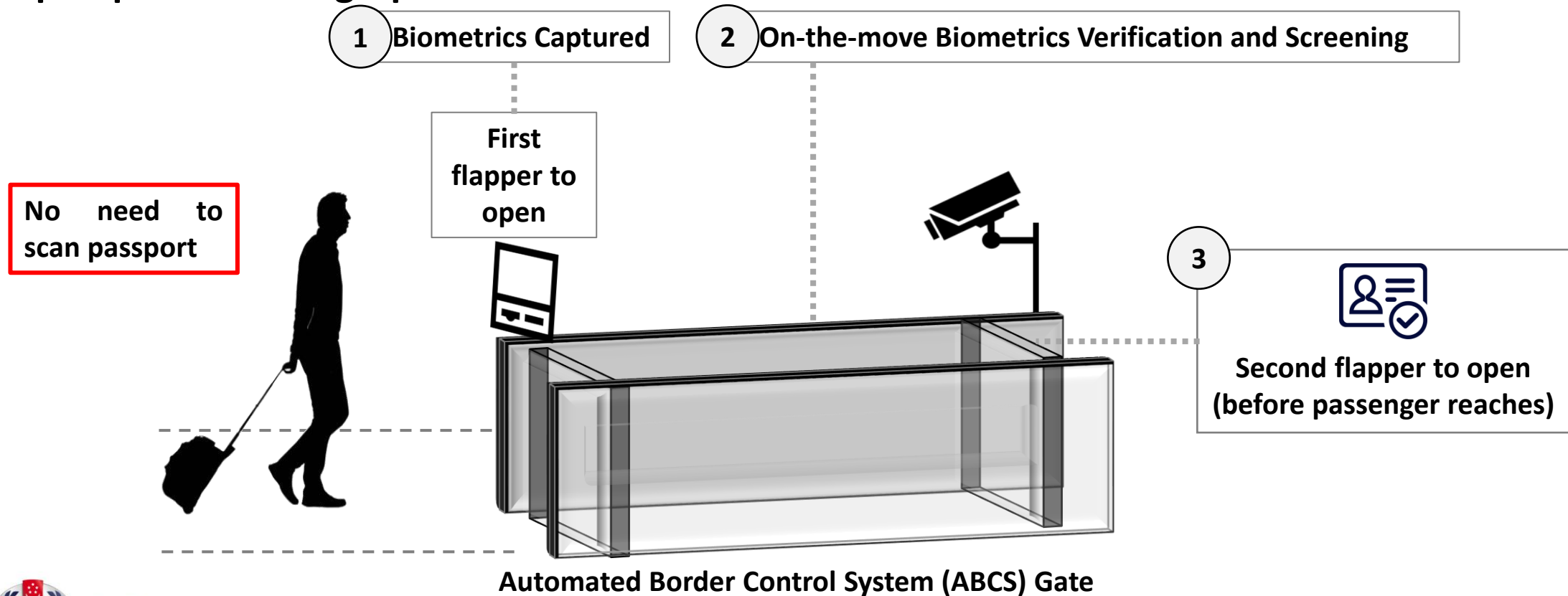


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# Strategies : Introduce Contactless Clearance

- From 2024, residents and all departing travellers will be able to enjoy an enhanced travelling experience by **clearing immigration 'on-the-move', without the need to present their passports and fingerprints.**



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# NCC: Envisaged Outcomes

## Increased Automated Clearance Usage & Capacity

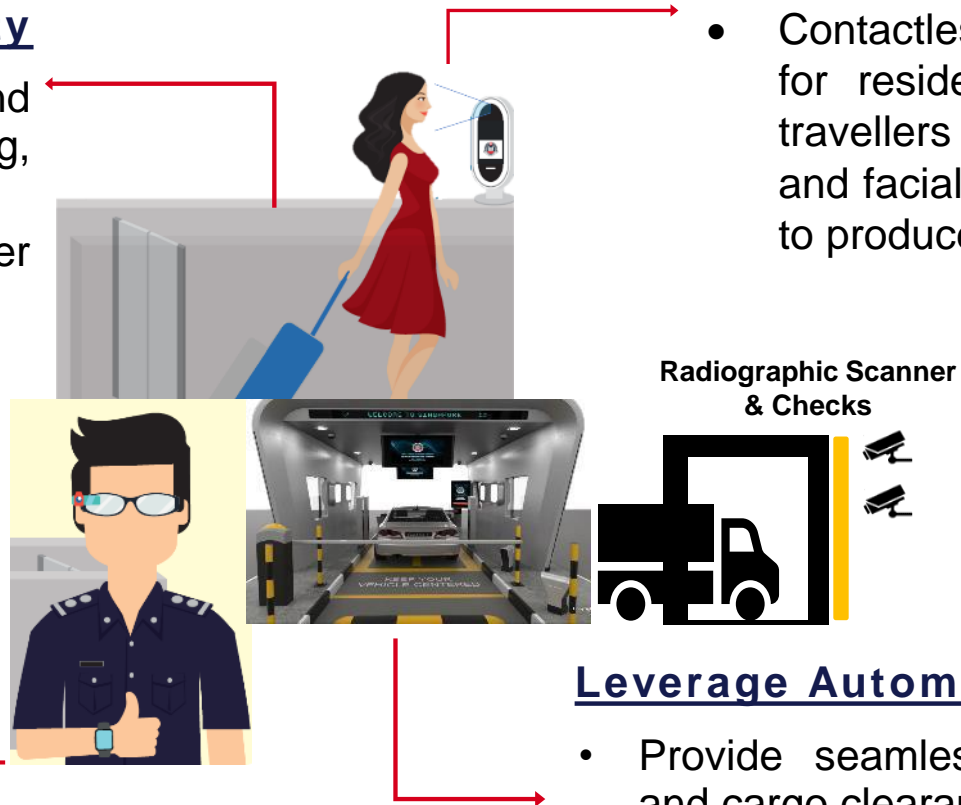
- Increase ICA's clearance throughput and reduce immigration clearance timing, enhance travellers' experience
- Scale operations 24/7 with less manpower

## Higher Job Satisfaction

- Perform higher value tasking such as profiling and investigation-related functions
- Opportunity for upskilling

## Contactless Clearance

- Contactless and faster clearance for residents (at arrival) and all travellers (at departure) using iris and facial biometrics, without need to produce passport



## Leverage Automation as New Norm

- Provide seamless and secure vehicular and cargo clearance
- Strengthen automatic detection capabilities



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# Transition to a New Normalcy

- As the **first line of defence**, ICA will continue to **balance safety and security concerns** against the demands posed by the return of high traveller and cargo volumes.
- ICA will also push ahead with our transformation plans to **reshape customer experience** and **benefit more Singaporeans and visitors** and get our officers ready for their **new and enhanced roles**, as we continue to keep our borders secure and Singapore safe.



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# Thank You.



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Securing Our Borders,  
Safeguarding Our Home



# ICA Officers – Protect, Secure, Inspire



Watch the video here:  
<https://youtu.be/3KPcp82kFgI>



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# Video on Redefining Our Borders, Reimagining Your Future



Watch the video here:

<https://youtu.be/WLb3L0Z5mQk>

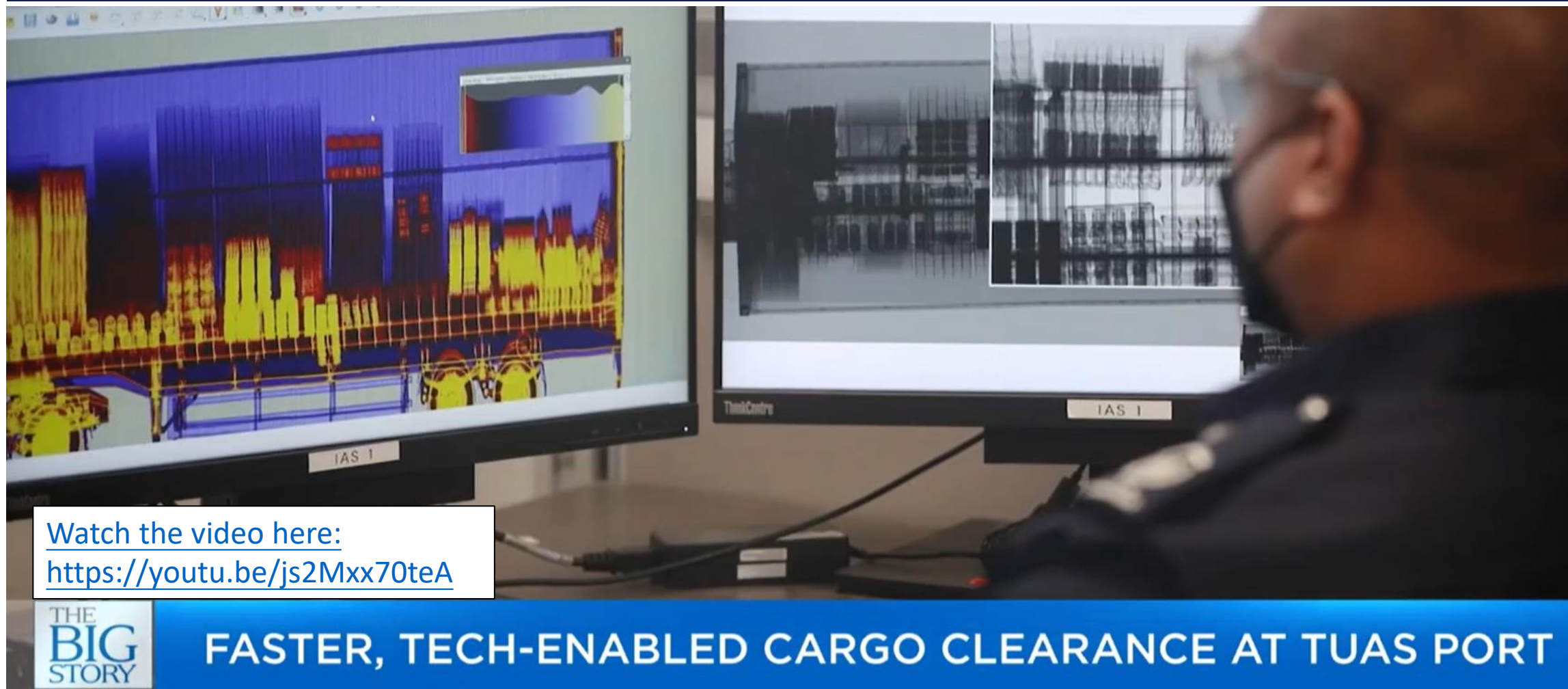


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# NCC Cargo – Video on Faster Cargo Clearance at Tuas Port

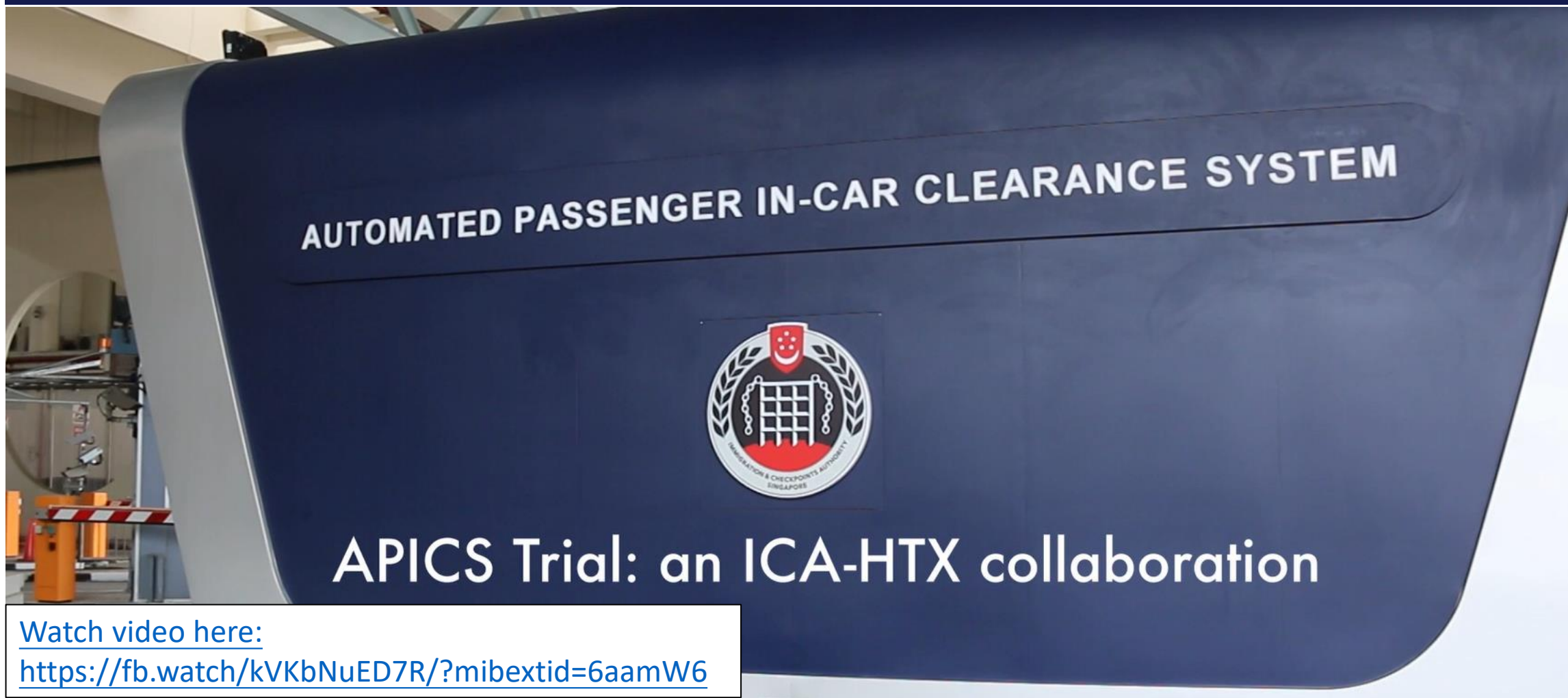


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# NCC Conveyance – Video on APICS Trial (2022)



Watch video here:

<https://fb.watch/kVKbNuED7R/?mibextid=6aamW6>



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# NCC Passenger – Video



Watch the video here:  
<https://youtu.be/zkwlpQIrfN8>



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