

End of extended service hours and service adjustment at four designated Registration of Persons Offices

The Immigration Department (ImmD) announced today (September 4) that the extended service hours at the four designated Registration of Persons (ROP) Offices, namely the Hong Kong Office, Kowloon Office, Tseung Kwan O Office and Tuen Mun Office, will end after December 31, 2024, as planned.

Since the appointment booking period of the ROP Offices for Identity Cards Application is 96 working days, starting from September 5, members of the public may make an appointment on January 2, 2025. By that time, the four designated ROP Offices will have already ended their extended service hours and resumed normal services and working hours. Upon the end of the extended service hours, applications for replacement of new smart identity card from persons holding the old form of smart identity card will be centrally processed by the Kwun Tong (Temporary) Office. In other words, holders of the old form of smart identity card should approach the Kwun Tong (Temporary) Office for application from January 2, 2025, onwards. For details of the working hours and scope of services of the ROP Offices upon the end of the extended service hours, please refer to Annex I.

Members of the public may make an appointment for identity card application by scanning the QR codes (see Annex II) to download the ImmD mobile application or via the Internet (www.gov.hk/icbooking) and fill in the application form in advance when making the appointment for a faster and more convenient application process.

In order to ensure that members of the public can apply for identity cards in a smooth and orderly manner, members of the public should arrive at the ROP Office as scheduled for identity card services. The ROP Offices will not process applications without appointments. Applicants having an urgent need to replace their identity cards which have been lost, destroyed, damaged or defaced may visit any ROP Office without an appointment. The staff will offer assistance based on individual circumstances.

For enquiries, please contact the ImmD by calling the enquiry hotline (2824 6111), by fax (2877 7711) or by email (enquiry@immd.gov.hk).