

Extension of voice-navigated e-Channel service to Lo Wu Control Point

The Immigration Department announced today (December 4) that with effect from December 5, an e-Channel equipped with voice navigation function will be in operation at both the arrival hall and the departure hall of the Lo Wu Control Point (LWCP), with a view to enabling visually impaired persons to perform self-service immigration clearance. They will be able to locate the voice-navigated e-Channels by using the Braille maps installed at the LWCP and follow the tactile guided paths leading to the e-Channels for self-service immigration clearance.

The voice-navigated e-Channel service was first introduced at the Lok Ma Chau Spur Line Control Point in September 2013. Currently, the service is available at the Macau Ferry Terminal Control Point, the Shenzhen Bay Control Point, the China Ferry Terminal Control Point, the Express Rail Link West Kowloon Control Point and the Hong Kong-Zhuhai-Macao Bridge Control Point to enable visually impaired persons to enjoy self-service immigration clearance service. During the development and testing processes of the voice-navigated e-Channel system, the Immigration Department maintained close liaison with organisations in connection with visually impaired persons to collect feedback on the system's operation and implementation, so as to provide greater convenience for visually impaired persons.

For more details on the usage of the voice-navigated e-Channel service, please visit the website of the Immigration Department at www.immd.gov.hk.