

[HKSAR Government sets up Hong Kong Cross-boundary Public Services self-service kiosk in Guangzhou \(with photos\)](#)

In his Policy Address last year, the Chief Executive proposed to advance the development of digital government and collaborate with Guangdong Province to promote the Cross-boundary Public Services initiative. To deepen the co-operation in government services between the two places, the Innovation, Technology and Industry Bureau (ITIB) announced today (February 23) the setting up of the first Hong Kong Cross-boundary Public Services self-service kiosk in Guangzhou. The self-service kiosk will enable enterprises and residents in Mainland cities of the Guangdong-Hong Kong-Macao Greater Bay Area (GBA) to access Hong Kong government services without the need to travel to Hong Kong in person.

Starting today, the public can use the Hong Kong Cross-boundary Public Services self-service kiosk located on the third floor of the Guangzhou Municipal Government Service Center, Zhujiang New Town, Guangzhou, to access over 50 Hong Kong government services. The kiosk is available for use by the public during the opening hours of the Center (i.e. Monday to Friday, 9am to noon and 1pm to 5pm, except public holidays). For details, please visit the Hong Kong Cross-boundary Public Services thematic website at www.crossboundarieservices.gov.hk/en/home/index.html.

The Cross-boundary Public Services self-service kiosk currently provides over 50 government services from nine government bureaux/departments, encompassing areas commonly used by enterprises and the public such as taxation, company registration, property and vehicle enquiry and registration, personal identification documents and application for entry of talent, welfare and education, healthcare, as well as immigration clearance and urgent assistance. Members of the public can use the self-service kiosk to perform data entry, document scanning and result printing, so as to enjoy one-stop access to apply for various government services.

In addition, the Office of the Government Chief Information Officer has set up an "iAM Smart" self-registration kiosk at the same location to enable Hong Kong residents working and living on the Mainland to register for or upgrade to "iAM Smart+" to enjoy convenient online services. For details and registration requirements, please visit the "iAM Smart" thematic website at www.iamsmart.gov.hk/en/reg.html.

A spokesman for the ITIB expressed sincere gratitude to the Guangdong Provincial Administration of Government Service and Data for its strong support and the Center for its full co-operation. The ITIB will continue to collaborate with the Guangdong Provincial Administration of Government Service and Data to explore the setting up of more self-service kiosks in the

GBA.

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In order to implement the State Council's Guiding Opinions to all provincial governments on Cross-provincial Public Services and their comprehensive deployment, the Hong Kong Special Administrative Region Government accepted the invitation of the People's Government of Guangdong Province in 2021 to jointly launch the Guangdong-Hong Kong-Macao GBA Cross-boundary Public Services, and worked with Guangdong Province in November last year to introduce a dedicated service area/thematic website for Cross-boundary Public Services. The initiative enables enterprises and the public in both regions to enjoy simple and convenient cross-boundary services, with a view to facilitating the provision of public services and investment in the GBA, and enhancing the satisfaction and sense of contentment of enterprises and the public in accessing services across the boundary.

