

HKSAR Government sets up Hong Kong Cross-boundary Public Services self-service kiosks in Shenzhen (with photos)

In his Policy Address last year, the Chief Executive proposed to advance the development of a digital government and collaborate with Guangdong Province to promote the Cross-boundary Public Services initiative. The Innovation, Technology and Industry Bureau (ITIB) announced today (June 14) the setting up of Hong Kong Cross-boundary Public Services self-service kiosks at two locations in Shenzhen. The self-service kiosks will help residents and enterprises in Mainland cities of the Guangdong-Hong Kong-Macao Greater Bay Area (GBA) access public services of Hong Kong 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 kiosks located in the following two Shenzhen service centres to access various public services of Hong Kong:

- Qianhai e-Station Government Service Center of Shenzhen Municipality (opening hours: 9am to noon and 2pm to 6pm, Monday to Friday except public holidays on the Mainland)
- e-Station Comprehensive Service Center of Hetao Shenzhen-Hong Kong Science and Technology Innovation Co-operation Zone (opening hours: 9am to noon and 1pm to 5pm, Monday to Friday except public holidays on the Mainland)

For details, please visit the Hong Kong Cross-boundary Public Services thematic website at www.crossboundaryservices.gov.hk/en/home/index.html.

Following the first Hong Kong Cross-boundary Public Services self-service kiosk which commenced operation in Guangzhou in February this year, the Cross-boundary Public Services self-service kiosks currently provide over 60 public services from 11 government bureaux and departments as well as related organisations, encompassing areas commonly used by enterprises and the public including taxation, company registration, property and vehicle enquiry and registration, personal identification documents and applications for entry of talent, welfare and education, healthcare, immigration clearance, urgent assistance as well as culture and tourism. Members of the public can use the self-service kiosks to perform data entry, document scanning and result printing to enjoy one-stop access when applying for various public services.

The Cross-boundary Public Services self-service kiosks will introduce the use of Intrusion Detected Continuous Re-authentication technology in the next phase to further enhance privacy protection for kiosk users. This technology is developed by the Logistics and Supply Chain MultiTech R&D

Centre, and was awarded a bronze medal at the 49th International Exhibition of Inventions of Geneva in April this year.

In addition, the Office of the Government Chief Information Officer has set up "iAM Smart" self-registration kiosks at the two locations mentioned above 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 two Shenzhen service centres above for their full co-operation. The ITIB will continue to discuss with the Guangdong Provincial Administration of Government Service and Data to set up self-service kiosks in more Mainland cities of the GBA to cope with the demands of residents and enterprises in the GBA for Hong Kong Government services.

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 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.



