

Immigration Department service arrangement

To tie in with the HKSAR government's announcement, except for staff of the departments providing emergency services and essential public services, all other employees of the Government are not required to return to the offices but to work at home after the Lunar New Year holidays. There will be adjustment made to Immigration Department's public service from January 29 to February 2 as follows:

Sections / Offices	Address	Emergency / essential service	Remarks
Foreign Domestic Helpers Section	Wan Chai Immigration Headquarters 3rd Floor	Urgent application of extension of stay	Closed on PM of February 1 (Saturday) and whole day of February 2 (Sunday)
Travel Documents (Issue) Section	Wan Chai Immigration Headquarters 4th Floor	<ul style="list-style-type: none"> • Urgent application and collection of Hong Kong Special Administrative Region Passport (include those applications made at other Immigration Branch Offices and ready for collection) • Urgent collection of Document of Identity for Visa Purposes applied at other Immigration Offices and Registration of Persons Offices, and ready for collection 	Closed on PM of February 1 (Saturday) and whole day of February 2 (Sunday)
Extension Section	Wan Chai Immigration Headquarters 5th Floor	Urgent application of extension of stay	Closed on PM of February 1 (Saturday) and whole day of February 2 (Sunday)

Quality Migrants and Mainland Residents Section	Wan Chai Immigration Headquarters 6th Floor	Urgent application of extension of stay	Closed on whole day of February 1 (Saturday) and February 2 (Sunday)
Hong Kong Registration of Persons Offices	Wan Chai Immigration Headquarters 8th Floor	Urgent replacement of lost identity card	Closed on PM of February 1 (Saturday) and whole day of February 2 (Sunday)
Death Registries	Wan Chai Wu Chung House and Cheung Sha Wan Government Offices	Registration of death	Closed on PM of February 1 (Saturday) and whole day of February 2 (Sunday)

Immigration Department's other offices including all Smart Identity Card Replacement Centres, all Immigration Branch Offices, other Registration of Persons Offices, all Birth Registries, all Marriage Registries and the deaths registry in Admiralty will suspend services during the abovementioned periods. As for immigration control points, except for the arrangement made by Government's separate announcement, will maintain normal operations. And the 1868 hotline will continue to operate as normal to provide practicable assistance for Hong Kong residents in distress outside Hong Kong.

The measures will be implemented tentatively until February 2 and will be reviewed according to the situation. Detailed arrangement will be announced in due course. Those who have made an appointment for immigration services may proceed to respective offices afterwards for relevant applications without the need of making a new appointment.

For enquiries, please contact the Immigration Department by calling the enquiry hotline at 2824 6111 or by email to enquiry@immd.gov.hk.