

Immigration Department service arrangements

In light of the expansion of special work arrangements for government employees and suspension of non-essential public services, the Immigration Department (ImmD) announced today (February 3) the provision of emergency and essential public services from tomorrow (February 4) to February 11 with details as follows:

| Types of Services | Sections/Offices | Addresses | Services Available |
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| Travel documents | Travel Documents and Nationality (Application) Section and Travel Documents (Issue) Section | 4/F, Immigration Tower, Wan Chai | Urgent application for and collection of Hong Kong travel documents only. Applicants are required to call 2852 3045 during working hours in advance for such arrangements or enquiries. |
| Identity cards | Hong Kong Registration of Persons Office | 8/F, Immigration Tower, Wan Chai | Urgent replacement of identity cards service only. Applicants are required to make appointment bookings. (For enquiries regarding identity cards, please call 3521 6565 during working hours.) |
| | Kowloon Registration of Persons Office | 3/F, Cheung Sha Wan Government Offices | |
| Visas and extension of stay | Foreign Domestic Helpers Section | 3/F, Immigration Tower, Wan Chai | Accepting only urgent applications of extensions of stay by drop-in (including those with appointment bookings). Applicants must provide a local telephone number for contact (preferably a mobile phone number), and the respective offices will contact them for follow-up procedures afterwards. (For enquiries regarding visas, please call 3521 1840 during working hours.) Eligible applicants may also submit online applications for extension of stay. For details, please visit www.immd.gov.hk/eng/online-services/index.html . |
| | Extension Section | 5/F, Immigration Tower, Wan Chai | |
| | Quality Migrants and Mainland Residents Section | 6/F, Immigration Tower, Wan Chai | |
| | Other Visas and Permits Section | 7/F, Immigration Tower, Wan Chai | |

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| Marriage registration | All Marriage Registries | <ul style="list-style-type: none"> • Admiralty • City Hall • Cotton Tree Drive • Tsim Sha Tsui • Sha Tin • Tuen Mun | Giving a Notice of Intended Marriage and conducting marriage ceremonies at Marriage Registries only. (Please also note the Government's latest requirement on the number of persons allowed in group gatherings.) |
| Deaths registration | The Births and Deaths General Register Office | 3/F, Low Block, Queensway Government Offices | Registration of death only. |
| | Hong Kong Island Deaths Registry | 18/F, Wu Chung House, Wan Chai | |
| | Kowloon Deaths Registry | 1/F, Cheung Sha Wan Government Offices | |

To avoid the gathering of crowds, the ImmD appeals to applicants to submit applications through its homepage or mobile application, or by post or drop-in. On the other hand, with effect from December 28, 2021, the ImmD has implemented the "e-Visa" arrangement. For applications approved on or after December 28, 2021 (regardless of whether the applications are submitted before or after that date), applicants may pay online through the online payment webpage link provided in the notification of the application result, and instantly download or print the "e-Visa" by himself/herself without having to attend an Immigration Office in person for payment and collection of the "e-Visa". For further details on "e-Visa" arrangement, please visit www.immd.gov.hk/eng/evisaonline.html.

Besides, in accordance with the regulations implemented by the Government, persons entering the premises of the ImmD are required to wear masks and comply with the epidemic prevention and social distancing measures including using the "LeaveHomeSafe" mobile app, temperature checks and crowd control arrangements.

The above-mentioned offices will provide services during normal opening hours. For detailed opening hours of individual offices, please refer to the ImmD's homepage or mobile application. The hotline of the Assistance to Hong Kong Residents Unit on (852) 1868 will continue to operate as normal to provide practicable assistance for Hong Kong residents in distress outside Hong Kong. For enquiries regarding births registration, please call 2867 2785 during working hours. Meanwhile, other ImmD offices, including all Smart Identity Card Replacement Centres and other public services, will be temporarily closed and suspended.

In addition, according to the existing arrangements of the HKSAR Government, except for the Hong Kong International Airport, Shenzhen Bay and Hong Kong-Zhuhai-Macao Bridge Control Points, passenger immigration clearance services in other immigration control points will remain suspended until

further notice. Moreover, the operating hours of the passenger clearance services at the Shenzhen Bay and Hong Kong-Zhuhai-Macao Bridge Control Points are as follows:

Shenzhen Bay Control Point:

- Operating hours of the Passenger Clearance Building and private cars' passenger clearance services are from 10am to 10pm while cargo clearance service operates 24 hours daily.

Hong Kong-Zhuhai-Macao Bridge Control Point:

- Operating hours of the Passenger Clearance Building (i.e. for passengers crossing the boundary on cross-boundary coaches and shuttle buses) are from 10am to 8pm daily; and
- Operating hours of clearance for private cars are from 6am to 10pm daily while cargo clearance will remain in operation 24 hours daily.

Above arrangements will be implemented tentatively until February 11. Depending on the situation, the ImmD will make a separate announcement on its service arrangements in due course. For enquiries, please contact the ImmD by calling the enquiry hotline on 2824 6111 from 8.45am to 5.15pm, Monday to Friday, or by email to enquiry@immd.gov.hk.