

# Immigration Department service arrangements

As the local epidemic situation remains severe, the special work arrangements for government employees will be extended. The Immigration Department (ImmD) announced today (February 10) the arrangement of the provision of emergency and essential public services will be extended until further notice:

Types of Services	Sections/Offices	Addresses	Services Available
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 online application and drop-in box (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.)  For details of submitting online applications for extension of stay, please visit <a href="http://www.immd.gov.hk/eng/online-services/index.html">www.immd.gov.hk/eng/online-services/index.html</a> .
	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	

Marriage registration	All Marriage Registries	<ul style="list-style-type: none"> <li>• Admiralty</li> <li>• City Hall</li> <li>• Cotton Tree Drive</li> <li>• Tsim Sha Tsui</li> <li>• Sha Tin</li> <li>• Tuen Mun</li> </ul>	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 box. In addition, 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 the "e-Visa" arrangement, please visit [www.immd.gov.hk/eng/evisaonline.html](http://www.immd.gov.hk/eng/evisaonline.html).

Furthermore, 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 Hong Kong Special Administrative Region Government, except for the Hong Kong International Airport, Shenzhen Bay and Hong Kong-Zhuhai-Macao Bridge Control Points, passenger immigration clearance services in 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.

Any changes to the above arrangements will be announced 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](mailto:enquiry@immd.gov.hk).