

Immigration Department service arrangements

In light of the announcement by the Government on gradual resumption of public services, the Immigration Department (ImmD) announced today (March 30) that the provision of public services will resume at its offices at the Immigration Headquarters, Immigration Branch Offices, Smart Identity Card Replacement Centres (SIDCCs), Registration of Persons Offices and Births, Deaths and Marriage Registries and the special arrangement of the following type of service starting from Friday (April 1) as follows:

Type of Service	Services Available
Territory-wide Identity Card Replacement Exercise	To provide identity card collection service for persons who had completed their replacement applications earlier and identity card replacement service for persons who had made appointments earlier only. (Other applicants are advised to make appointments for replacement of their identity cards if they have not done so before. The ImmD is also planning to revise the designated replacement schedule. Details will be announced later. For enquiries regarding the replacement exercise, please call 3521 6565 during working hours.)

To avoid the gathering of crowds, the ImmD appeals to applicants to submit applications through its homepage, mobile application, by post or drop-in. Members of the public who have previously made appointments may proceed to relevant offices/registries/SIDCCs without the need for making another appointment. Those without appointments should make one prior to their visit. In addition, with effect from December 28, 2021, the ImmD has implemented the "e-Visa" arrangement. Applicants may pay online and instantly download or print the "e-Visa" by themselves 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.

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.

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.

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 6pm 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, except public holidays, or by email to enquiry@immd.gov.hk.