

# Immigration Department service arrangements

In light of the announcement by the Government on gradual resumption of public services in a safe and orderly manner, the Immigration Department (ImmD) announced today (August 21) the provision of basic and limited public services will be resumed at its offices at the Immigration Headquarters, Immigration Branch Offices, Smart Identity Card Replacement Centres, Registration of Persons Offices, and Births, Deaths and Marriage Registries with effect from August 24 as follows:

Types of services	Service available		
Travel documents	Urgent application and collection of Hong Kong travel documents only. (For enquiries regarding travel documents, please call 2852 3045 during working hours.)		
Identity cards	Replacement of identity cards and first registration of identity cards for new arrivals to Hong Kong only. (Identity card application/replacement service for those aged 11 and 18, and other identity card-related services will remain suspended. For enquiries regarding identity cards, please call 3521 6565 during working hours.)		
Territory-wide Identity Card Replacement Exercise	Provide identity card collection service to those persons who had completed their identity card replacement applications and previously with appointment bookings for replacement of identity cards only (Other applicants are advised to make appointment 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)		
Visa and extension of stay	Accept only the following applications by drop-in: – visa/entry permit of an urgent nature – extension of stay (including those with appointment bookings)  Applicants must provide a local telephone number for contacts (preferably a mobile phone number), the respective offices will contact them for follow-up procedures afterwards (A longer processing time may be required during special work arrangement for Government employees. For enquiries regarding visa and extension of stay applications, please call 3521 1840 during working hours)	Right of Abode	All existing services
		Births Registration	Registration of birth only
		Deaths Registration	Registration of death only
		Marriage Registration	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)

To avoid gathering of crowds, the ImmD appeals to applicants to submit applications through its homepage, mobile application, by post or drop-in. As the ImmD only provides basic and limited services, applicants who are required to visit its offices for applications should expect a longer waiting time, they are also advised to make an appointment for the service.

In accordance with the latest regulations implemented by the Government, persons entering the premises of the ImmD are required to wear masks.

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. Meanwhile, other ImmD public services will remain suspended.

In addition, according to the existing arrangements by 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 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 have been adjusted as follows with effect from April 3 and 5 respectively until further notice:

Shenzhen Bay Control Point:

- Operating hours of all passenger clearance services have been adjusted to 10am to 8pm daily while the operating hours for cargo clearance will remain unchanged (i.e. from 6.30am to midnight daily).

Hong Kong-Zhuhai-Macao Bridge Control Point:

- Operating hours of the Passenger Clearance Building (i.e. for passengers crossing the boundary by cross-boundary coaches and shuttle buses) have been adjusted to 10am to 8pm daily; and
- Operating hours of the clearance for private cars have been adjusted to 6am to 10pm daily while the operating hours for 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 from 8.45am to 5.15pm Monday to Friday on 2824 6111 or by email to [enquiry@immd.gov.hk](mailto:enquiry@immd.gov.hk).