

Immigration Department service arrangements

The Immigration Department (ImmD) announced today (January 27) that the provision of public services will be resumed at its offices at the Immigration Headquarters, Immigration Branch Offices, Registration of Persons Offices, Smart Identity Card Replacement Centres (SIDCCs) and Births, Deaths and Marriage Registries and the special arrangement of the following types of services with effect from February 1 (Monday) as follows:

Types of Services	Services Available
Territory-wide Identity Card Replacement Exercise	<p>SIDCCs to provide identity card collection service to those persons who had completed their identity card replacement applications and with appointment bookings for replacement of identity cards only. Other applicants are advised to make appointment for replacement of their identity cards.</p> <p>Currently, the application period of replacement of identity cards for persons born in 1962 and 1963 will end on January 30, 2021. The ImmD is planning to extend its application period. Details will be announced later. For those persons born from 1970 to 1972, the replacement period will end on April 30, 2021.</p> <p>For enquiries regarding the replacement exercise, please call 3521 6565 (8.45am to 5.15pm, Monday to Friday; 9am to 12noon on Saturday, except public holidays).</p>
Visas and extension of stay	<p>Offices to accept only the applications of visas and extension of stay by drop-in.</p> <p>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 (For enquiries regarding visa and extension of stay applications, please call 3521 1840 from 8.45am to 5.15pm, Monday to Friday; 9am to 12noon on Saturday, except public holidays).</p>

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. Members of the public who have previously made appointments may proceed to relevant offices/registries without the need of making another appointment. Those without appointments should make one prior to their visit. 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 measures and maintain social distancing.

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.

â€‹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 have been adjusted as follows with effect from April 3 and 5 last year respectively until further notice. The details are as follows:

Shenzhen Bay Control Point:

- Operating hours of the Passenger Clearance Building and private cars' passenger clearance services are from 10am to 8pm daily while cargo clearance service was adjusted to 24 hours daily from December 10 last year.

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.

For enquiries, please contact the ImmD by calling the enquiry hotline on 2824 6111 from 8.45am to 5.15pm, Monday to Friday; 9am to 12noon on Saturday, except public holidays or by email to enquiry@immd.gov.hk.