

# Immigration Department service arrangements

In light of the extension of the special work arrangements for government departments, the Immigration Department (ImmD) announced today (August 14) the provision of emergency and essential services to members of the public from August 17 to 23 as follows:

Types of services	Sections/offices	Addresses	Service available
Travel documents	Travel Documents and Nationality (Application) Section and Travel Documents (Issue) Section	4/F, Immigration Tower, Wan Chai	Urgent application and collection of Hong Kong travel documents only.  (For enquiries regarding travel documents, please call 2852 3045 during working hours.)
	West Kowloon Branch Office	G/F, 28 Kimberley Street, Tsim Sha Tsui	
	Yuen Long Branch Office	1/F, Yuen Long Government Offices	
Identity cards	Hong Kong Registration of Persons Office	8/F, Immigration Tower, Wan Chai	Replacement of identity cards only.  (For enquiries regarding identity cards, please call 3521 6565 during working hours.)
	Kowloon Registration of Persons Office	3/F, Cheung Sha Wan Government Offices	
	Yuen Long Registration of Persons Office	1/F, Yuen Long Government Offices	

Visa and extension of stay	Foreign Domestic Helpers Section	3/F, Immigration Tower, Wan Chai	Accept only the urgent applications of extension of stay by drop-in (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.  (For enquiries regarding visa and extension of stay applications, please call 3521 1840 during working hours.)
	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	
	West Kowloon Branch Office	G/F, 28 Kimberley Street, Tsim Sha Tsui	
	Yuen Long Branch Office	1/F, Yuen Long Government Offices	
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 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 emergency and essential services, applicants who are required to visit its offices for urgent applications should expect a longer waiting time. 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 offices, including all Smart Identity Card Replacement Centres and other public services, will continue to remain closed and suspended. For enquiries regarding births registration, please call 2867 2785 during office hours.

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).