

# Immigration Department services arrangements

The Immigration Department (ImmD) announced today (February 21) the provision of services to the members of the public as appropriate from February 24 to March 1 as follows:

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 and collection of Hong Kong travel documents only. (Those who have successfully applied for their Hong Kong travel documents, which are due for collection at other Immigration branch offices, they may call 2852 3045 during working hours for enquiries)
	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 and first registration of identity cards for new arrivals to Hong Kong only. (Identity card application/replacement service for those aged 11 to 18 and other identity card-related services are temporarily suspended)  (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	All existing services
	Extension Section	5/F, Immigration Tower, Wan Chai	
	Quality Migrants and Mainland Residents Section	6/F, Immigration Tower, Wan Chai	Application for extension of stay only
	Other Visas and Permits Section	7/F, Immigration Tower, Wan Chai	
Right of Abode	Right of Abode Section	25/F, Immigration Tower, Wan Chai	All existing services
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
Births Registration	The Births and Deaths General Register Office	3/F, Low Block, Queensway Government Offices	Birth registration only (For those who have made appointments at other Birth Registries, ImmD will contact them for further arrangements)
	Kowloon Births Registry	LG/F, 28 Kimberley Street, Tsim Sha Tsui	
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	

The above-mentioned offices will provide services during normal opening hours. For detailed opening hours of individual offices, please refer to the ImmD's official website or mobile application. Meanwhile, other ImmD offices, including all Smart Identity Card Replacement Centres, and other public services will be temporarily closed and suspended.

Immigration control points, except for the arrangement made by the Government's separate announcement, will maintain normal operations. The 1868 hotline will continue to operate as normal to provide practicable assistance for Hong Kong residents in distress outside Hong Kong.

The measures will be implemented tentatively until March 1 and will be reviewed according to the situation. Detailed arrangements will be announced in due course. Those who have made an appointment for immigration services may proceed to respective offices afterwards for relevant applications

without the need for making a new appointment.

For enquiries, please contact the ImmD by calling the enquiry hotline at 2824 6111 or by email to [enquiry@immd.gov.hk](mailto:enquiry@immd.gov.hk).