

Immigration Department services arrangements

In response to the Government's adjustment of public services and special work arrangements for civil servants in accordance with the latest situation of novel coronavirus infection, the Immigration Department (ImmD) announced today (March 22) the provision of services to members of the public from March 23 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, 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"> • Admiralty • City Hall • Cotton Tree Drive • Tsim Sha Tsui • Sha Tin • Tuen Mun 	Giving a Notice of Intended Marriage and conducting marriage ceremonies at Marriage Registries only.
Births Registration	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, the ImmD will contact them for further arrangements.)
	Kowloon Births Registry	LG/F, 28 Kimberley Street, Tsim Sha Tsui	
Deaths Registration	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.

In addition, according to the existing arrangements by the Hong Kong Special Administrative Region Government, except for the Hong Kong International Airport, Hong Kong-Zhuhai-Macao Bridge and Shenzhen Bay Control Points, passenger immigration clearance services in other immigration control points will remain suspended until further notice. 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.

Any changes to the above arrangements will be announced in due course. Those who have made appointments for immigration services may proceed to the respective offices afterwards for relevant applications without the need for making new appointments.

For enquiries, please contact the ImmD by calling the enquiry hotline at 2824 6111 or by email to enquiry@immd.gov.hk.