

Immigration Department services arrangements

The Immigration Department (ImmD) announced today (April 30) that except for its Smart Identity Card Replacement Centres (SIDCCs) service and passenger immigration clearance service, the Department will resume full public services next Monday (May 4).

To avoid large gatherings of people, the ImmD appeals to applicants who are not required to visit its offices in-person for applications, they should submit their applications by post, by drop-in, online or by using the mobile application. Members of the public who have appointments previously may proceed to relevant offices/registries without the need of making another appointment. To shorten the waiting time for services, those without appointments should make one prior to their visit.

In view of the situation of the novel coronavirus infection, the services of nine SIDCCs had been suspended earlier. Around 640,000 persons could not replace their Hong Kong identity cards (HKIC) during their specified periods, and around 90,000 persons are awaiting to collect their new HKICs. To arrange those affected persons to apply for and collect HKICs in an orderly manner, the SIDCCs will first provide HKIC collection service and arrange those applicants born in 1957 to 1961 who had made appointments before to have their HKICs replaced upon service resumption. Other applicants are advised to make appointment for replacement of their HKICs if they have not done so before.

The ImmD is planning to revise the designated periods of replacement for HKIC holders born in 1957 to 1963 and 1970 to 1976. Details will be announced later. For enquiries regarding identity cards, please call 3521 6565 during working 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. Besides, 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 April 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 6.30 am 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 operating 24 hours daily.

For detailed opening hours of individual offices, please refer to the ImmD's official website or mobile application. For other enquiries, please contact the ImmD by calling the enquiry hotline at 2824 6111 or by email to enquiry@immd.gov.hk.