

# Latest arrangements on Transport Department's licensing and related services

To align with the implementation of targeted measures to reduce social contact and infection control measures and gradually resume more public services from March 2 in an orderly manner as announced by the Government yesterday (February 27), the Transport Department (TD) said today (February 28) that the TD's licensing and related services will be adjusted with effect from March 2 until further notice. Details are as follows:

(1) Licensing Offices at Admiralty, Cheung Sha Wan, Kwun Tong and Sha Tin will resume service hours, i.e. from 9am to 5pm from Monday to Friday. In view of public health considerations to avoid crowding and achieve social distancing, the Licensing Offices will continue to suspend walk-in counter services, but will open more counters to process licensing applications with scheduled appointments and provide follow-up services for applications submitted by drop-in box, by post or online (except for the direct issue of a full Hong Kong driving licence).

To cater for service needs, the TD will further increase the quotas for online appointments for renewals of a full driving licence/vehicle licence or applications for an international driving permit to 3,000 per day from March 2 to the end of March, and extend the opening period for appointments from eight weeks to 10 weeks. This is to facilitate the booking of appointments by members of the public requiring the services. Members of the public can book the timeslots from 9am to 5pm from Monday to Friday online for renewals of a full driving licence/vehicle licence or applications for an international driving permit at the Licensing Offices. Applicants who have made an online appointment for renewal of or application for the aforesaid licence/permit should visit the Licensing Office concerned at the scheduled time.

Members of the public without prior bookings may submit applications by post or online, or via the drop-in boxes placed at each Licensing Office from 9am to 5pm from Monday to Friday. Those submitting an application by post or via drop-in box should put the completed application form, all necessary documents and the appropriate fee (by crossed cheque payable to either "The Government of the Hong Kong Special Administrative Region" or "The Government of the HKSAR") into an envelope. Original identity documents or cash must not be sent by post or drop-in box. Members of the public should submit applications to the relevant Licensing Office in accordance with the types of licensing services currently provided by them.

Under the aforesaid service arrangements, the TD will as much as practicable accord priority to processing renewal applications for licences/permits for which the validity period has expired or is about to expire. Upon receipt of the completed application form, all necessary

documents and the appropriate fee, the TD will send out the licence/permit for which application has been successful by registered mail as soon as practicable. If an application requires checking of an original identity document, or if necessary for other reasons, the TD will contact the applicant to make arrangements.

(2) The Public Vehicles Unit at Admiralty will continue to suspend counter services. Members of the public can submit their applications for public vehicle licences using the drop-in box placed at the Hong Kong Licensing Office from 9am to 5am from Monday to Friday. The TD will process the applications according to established procedures and deliver the respective licences/permits/approval letters to the applicants upon completion of processing such applications.

(3) The Vehicle Records Office, the Driving Licence Records Office and the Driving Offence Points Office at Admiralty will continue to suspend counter services. Those with enquiries relating to the collection of a driving licence after a disqualification period should contact the Driving Licence Records Office or the Driving Offence Points Office from 9am to 5pm from Monday to Friday.

(4) The Cross Boundary Unit at Sheung Wan will continue to suspend counter services. Members of the public can submit their applications using the drop-in box placed at the Cross Boundary Unit from 9am to 5pm from Monday to Friday. The TD will contact individual applicants to follow up on the applications.

As part of the anti-epidemic work, the TD has required all staff to wear masks and requested the cleaning contractors to step up cleaning at all offices. The ventilation in the waiting halls of the offices will also be increased to maintain air circulation there. In addition, in view of public health considerations, starting from March 2, members of the public entering the aforesaid offices have to undergo on-the-spot body temperature checks arranged by the TD. Any member of the public whose body temperature is higher than 37.5degrees Celsius or who refuses to undergo a body temperature check will be denied entry into the offices. The offices will also request members of the public to clean their hands with alcohol-based sanitiser before entering the offices.

In order to reduce the risk of spreading the virus while queuing at the offices, the TD again appeals to members of the public to submit applications when the validity period of the licences/permits is about to expire, if there is no urgent need. For enquiries, members of the public can contact the offices concerned of the TD at the following numbers:

Hong Kong Licensing Office	2804 2636
Kowloon Licensing Office	2150 7728
Kwun Tong Licensing Office	2775 6835
Sha Tin Licensing Office	2606 1468

Public Vehicles Unit	2804 2574
Driving Licence Records Office	2804 2596
Driving Offence Points Office	2804 2594
Cross Boundary Unit	2543 2114