

Opening of new Registration of Persons – Kwun Tong (Temporary) Office and service adjustment at Registration of Persons Offices

The Immigration Department (ImmD) announced today (October 30) that a newly established Registration of Persons (ROP) – Kwun Tong (Temporary) Office will commence operation on November 1 to cope with the increasing service demand for identity card registration.

The Kwun Tong (Temporary) Office will be located at Office 1, 2/F, Manulife Financial Centre (for registration service) and Office 1B, 3/F, Manulife Financial Centre, Tower A (for collection service), 223-231 Wai Yip Street, Kwun Tong. Its opening hours will be from 8am to 10pm from Monday to Saturday, and it will be closed on Sunday and public holidays. The Kwun Tong (Temporary) Office will process the following three types of identity card applications:

1. Replacement of new smart identity cards for persons still holding the old form of smart identity card after the completion of the Territory-wide Identity Card Replacement Exercise;
2. Replacement of juvenile or adult identity cards for persons already holding identity cards reaching 11 or 18 years of age; and
3. Replacement of permanent identity cards for persons holding Hong Kong Identity Cards with their eligibility for permanent identity card verified.

Residents can start to make appointment booking at the Kwun Tong (Temporary) Office from October 31 onward. Residents may scan the QR codes (see Annex I) to download the ImmD mobile application or make an appointment for an identity card application at any ROP Office via the Internet (www.gov.hk/icbooking).

Meanwhile, the extension of service hours to 10pm at the four designated ROP Offices, viz. Hong Kong Office, Kowloon Office, Kwun Tong Office and Tuen Mun Office, will continue. Please see Annex II for the details of address and working hours of the ROP Offices.

Moreover, for more effective deployment of resources and enhancement of efficiency, the scope of services of the ROP Offices will be adjusted from November 1. During the normal service hours, the four designated ROP Offices as mentioned above will focus on handling applications for first registration of identity card, including identity card applications from persons reaching 11 or 18 years of age who have never registered for an identity card and new

arrivals. In addition, replacement of identity cards due to loss, destruction, damage or defacement and amendment of registered particulars on identity cards will also be processed. The identity card applications to be processed during the extended service hours will be the same as the Kwun Tong (Temporary) Office.

The working hours and scope of services of Fo Tan Office and Yuen Long Office will remain unchanged.

For details of the adjusted service scope of ROP Offices, please see Annex III.

Residents who have successfully made appointments for identity card service today or earlier will not be affected by the aforementioned service adjustment. Applicants can still proceed to the relevant ROP Office to apply for identity cards according to the scheduled date and time.

In order to ensure that residents could apply for identity cards in a smooth and orderly manner, residents should arrive at the ROP Office as scheduled for identity card services. ROP Offices will not process applications without appointments. For applicants without an appointment but with an urgent need to replace their identity cards which have been lost, destroyed, damaged or defaced, they may approach the ROP Offices which provide the relevant service at the normal service hours. The staff will offer assistance based on individual circumstances.