

Queue ticketing system for driving licensing-related services to be implemented at all TD Licensing Offices from March 13

The Transport Department (TD) today (March 9) reminds members of the public that the queue ticketing system for driving licensing-related services will be implemented at all four Licensing Offices in Admiralty, Cheung Sha Wan, Kwun Tong and Sha Tin from March 13.

A spokesman for the TD said, "After the implementation of the queue ticketing system for driving licensing-related services (including applications for driving tests) at the Licensing Offices, for driving licensing services and driving test applications processing over the counter, if no prior appointment has been made online or by phone, applicants are required to obtain a same-day queue ticket on-site before using the counter services."

A total of 980 same-day queue tickets will be distributed on every working day among the four Licensing Offices at 9am and 2pm. Details are at the Annex.

"Same-day queue ticket holders can check the latest queue ticket numbers being distributed and called at the Licensing Offices by scanning the QR code on the ticket or via the TD's website (www.td.gov.hk/qts), return to the Licensing Office in a timely manner and follow the instructions of staff to join a designated queue for counter services. There is no need for them to stay and wait at the Licensing Offices," the spokesman said.

Apart from replacing the walk-in counter services by the same-day queue tickets, all service arrangements regarding driving licensing-related services of the Licensing Offices remain unchanged. The Licensing Offices will continue to provide counter services to members of the public who have made a prior appointment online or by phone. The TD will closely monitor the implementation of the queue ticketing system for driving licensing-related services. Depending on the experience and feedback after the implementation, and the service demand of the public upon the introduction of the electronic vehicle licence initiative later, the TD will consider the feasibility of extending the queue ticketing system to vehicle licensing-related services.

The spokesman said, "The TD expects that the waiting environment of the Licensing Offices will be improved after the implementation of the queue ticketing system for driving licensing-related services (including applications for driving tests). Those who are unable to get a queue ticket or do not have an appointment can submit their driving licensing-related applications through non-counter channels, such as online or drop-in boxes.

"The TD has all along encouraged members of the public to use online licensing services as far as possible, allowing them to submit applications anytime and anywhere without the need to attend and queue at the Licensing Offices in person for processing of applications. Upon receiving a duly completed application, the TD in general completes processing within 10 working days and sends the licences/permits to the applicants by registered mail. To cope with the anticipated increase in the number of applications received online or through the drop-in box, the TD will strengthen its manpower to process."

A trial queue ticketing system for driving licensing-related services has been implemented at the Kowloon Licensing Office since May 2022 with a view to reducing the number of people waiting at the lobby. The operation went smoothly in general.