

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

The Transport Department (TD) said today (February 19) that the trial queue ticketing system for driving licensing-related services implemented at the Kowloon Licensing Office will be extended to the Licensing Offices in Admiralty, Sha Tin and Kwun Tong from March 13.

A spokesman for the TD said, "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. There is no need for same-day queue ticket holders to stay and wait at the Licensing Offices. They 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."

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 TD 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 (include 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 drop-in box, the TD will strengthen its manpower to process."

Since September 2022, the TD has been extending its online services in phases to cover applications for learner's driving licences, probationary driving licences, full driving licences, driving instructor's licences, applications for duplicates of driving licences/driving instructor's licences, and also international driving permits. Members of the public who have registered for "iAM Smart+", which comes with a digital signing function, or are holding a valid personal e-Certificate, can submit applications online for the above various driving licences through the website: www.gov.hk/en/residents/transport/drivinglicense/onlineservices.htm. The Office of the Government Chief Information Officer has set up mobile registration teams at Licensing Offices to help members of the public register for "iAM Smart+".

To avoid unnecessary delays, applicants should allow sufficient time and submit applications for the required licences/permits as early as possible. Regarding the renewal of a full driving licence, the TD will send a "Full Driving Licence Renewal Notice cum Application Form" (TD578) to licence holders about three months before expiry of their licences, which includes a renewal password for online application and serves as a reminder to them to renew their full driving licences in a timely manner. Licence holders can use the renewal password to apply online for renewing full driving licences after completing the relevant online form.

Apart from online applications, members of the public can also submit their applications through drop-in boxes or by post. The TD advises applicants to make appointments online for counter services before the expiry of their licences through the website www.gov.hk/en/residents/transport/drivinglicense/abs.htm or by calling 3763 8080. To bring greater convenience to applicants, the appointment booking for TD Licensing Office counter services has been extended to applications for a Certificate of Driving Licence Particulars and change of personal particulars (for driving licence holders only).