

# Service arrangements of TD's Licensing Offices

In order to gradually and orderly resuming all license-related services, the Transport Department (TD)'s Licensing Offices have first resumed the walk-in counter services today (April 21) as planned to handle various types of licensing applications while the driving test appointment services will be resumed from May 6 onwards. To cater for the expected influx of applicants, the Licensing Offices have made the following arrangements today:

- All counters were open to provide services;
- In addition to all the staff of Licensing Offices providing services, staff from other sections of the TD were deployed to Licensing Offices to assist in crowd management;
- Applicants who have made online booking appointments for licensing services may visit the Licensing Office concerned at the scheduled time using the designated queues and service counters to process their applications;
- Staff has appealed to the public waiting at Licensing Offices that due to the long queuing time for walk-in counter services, they were advised to submit applications via drop-in boxes at the Licensing Offices. Assistance was provided on-site when required;
- Each Licensing Office continued to process the applications for the public on-site after normal office hours today; and
- The TD will continue to contact the trade and appeal to agents to submit licensing applications at a later day or submit applications via drop-in boxes.

The TD appeals to the public again that there is no need to rush to the Licensing Offices to submit applications unless the licence is about to expire or has already expired, and they may also submit applications via the drop-in boxes at the Licensing Offices, by post or online to suit their needs. If there is a need to use counter services, they are encouraged to use the online booking services as far as possible to reduce crowd gathering and waiting time in the Licensing Offices.

For enquiries, please contact the TD's offices concerned 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