

Special service arrangements for Travel Documents and Nationality (Application) Section and Travel Documents (Issue) Section today

The Immigration Department (ImmD) said today (March 1) that, given the occurrence of a confirmed COVID-19 case involving a Clerical Assistant responsible for providing support services at the Travel Documents and Nationality (Application) Section on 4/F, the service at the said office and the Travel Documents (Issue) Section is suspended today in the morning. After thorough cleaning of the office, the service for urgent application for and collection of Hong Kong travel documents will resume today at 1pm. During the service suspension, members of the public in need may contact 2852 3045 for enquiries. Alternatively, they may send their enquiries by email to enquiry@immd.gov.hk or by fax at 2877 7711.

The ImmD has arranged the staff of the office to undergo COVID-19 testing. The ImmD will continue to maintain close liaison with the Centre for Health Protection (CHP) of the Department of Health and actively cooperate with the CHP's quarantine arrangements. The ImmD has also reminded its staff to pay attention to personal hygiene and stay vigilant. Staff have been reminded to seek medical advice and inform the department as soon as possible if feeling unwell.