

West Kowloon Smart Identity Card Replacement Centre was closed immediately

The Immigration Department (ImmD) said that as notified by Centre for Health Protection (CHP) this late afternoon (July 17), a member of the public who arrived at West Kowloon Smart Identity Card Replacement Centre (West Kowloon Replacement Centre) for replacement of identity card at about 10am on July 14 was tested positive for coronavirus disease 2019 (COVID-19). According to the assessment of CHP, as the person concerned had stayed at West Kowloon Replacement Centre for a relatively short period of time, the staff who handled the relevant case as well as others were not close contacts.

In consideration of public health and hygiene, West Kowloon Replacement Centre was closed immediately for thorough cleaning and disinfection. Services will be resumed tomorrow (July 18). Members of the public who have appointments at West Kowloon Replacement Centre tonight may consider proceeding to the replacement centre in the days ahead, or the other eight replacement centres for replacement of identity cards without the need to make another appointment. The other eight replacement centres will operate until 10pm tonight as normal. Their addresses and telephone numbers are as follows:

Replacement Centre	Address	Telephone
Hong Kong Island Smart Identity Card Replacement Centre	Room 200, 2/F, Shui On Centre, 6-8 Harbour Road, Wan Chai	3521 1688
East Kowloon Smart Identity Card Replacement Centre	Unit 1, 2/F, Manulife Financial Centre and Unit 1B, 3/F, Manulife Financial Centre, Tower A, 223-231 Wai Yip Street, Kwun Tong	3150 8288
Tsuen Wan Smart Identity Card Replacement Centre	Shop S201, 2/F, Smartland, 50 Texaco Road, Tsuen Wan	3150 8308
Sha Tin Smart Identity Card Replacement Centre	Shop G26, G/F & Shop 123, 1/F, Kings Wing Plaza 1, 3 On Kwan Street, Sha Tin	3150 8500
Sheung Shui Smart Identity Card Replacement Centre	7/F, Spot, 48 Lung Sum Avenue, Sheung Shui	3150 8600
Tuen Mun Smart Identity Card Replacement Centre	Shop L414B, Level 4, Leung King Plaza, Leung King Estate, 31 Tin King Road, Tuen Mun	3150 8668

Yuen Long Smart Identity Card Replacement Centre	Shop 50, G/F, Manhattan Plaza, 23 Sai Ching Street, Yuen Long	3150 8618
Tseung Kwan O Smart Identity Card Replacement Centre	Shop 20-26, G/F, Corinthia by the Sea, 23 Tong Yin Street, Tseung Kwan O, Sai Kung	3150 8690

During the situation of COVID-19 infection, the ImmD has been strictly implementing various disease prevention measures, including measuring the body temperature of ImmD staff before commencing duties, providing masks and other protective equipment, requiring employees to wear masks when performing duties, and stepping up the cleaning and sterilising measures of the working environment. Meanwhile, body temperature checking system and disinfection facilities are in place, and counter protective shields have been installed at the nine replacement centres to protect members of the public for replacement of identity cards.