

Queue ticketing system for driving licensing-related services

The queue ticketing system will be implemented at the Licensing Offices in Admiralty, Sha Tin, Kowloon, and Kwun Tong from March 13, 2024. The details regarding the distribution of queue tickets, queue arrangements, and points to note are as follows:

Licensing Offices	Licensing Services	Number of queue tickets to be distributed	
		From 9am (valid until 2pm of the issue date, expired tickets will be void)	From 2pm (valid until 5pm of the issue date, expired tickets will be void)
Hong Kong Licensing Office [Address: 3/F, United Centre, 95 Queensway]	General driving licensing-related counter services (include driving test services)	170	130
	Direct issue of Full Hong Kong Driving Licence / Temporary Driving Licence	80	60
Kowloon Licensing Office [Address: 2/F, Cheung Sha Wan Government Offices, 303 Cheung Sha Wan Road]	General driving licensing-related counter services (include driving test services)	170	130
Sha Tin Licensing Office [Address: 2/F, Sha Tin Government Offices, 1 Sheung Wo Che Road]	General driving licensing-related counter services	70	50

<p>Kwun Tong Licensing Office</p> <p>[Address: 5/F, Kowloon East Government Offices, 12 Lei Yue Mun Road]</p>	<p>General driving licensing-related counter services</p>	<p>70</p>	<p>50</p>
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- (1) Members of the public are required to input the first four digits or letters of their identification documents (e.g. K123) when obtaining a queue ticket. Each person can only obtain one queue ticket, and the ticket is non-transferrable. Possessing more than one ticket at a time would contravene the conditions of use and render all tickets void.
- (2) The distribution of queue tickets may be adjusted subject to circumstances and on-site arrangements. Subject to the situation, the four Licensing Offices will increase the number of same-day queue tickets to meet the service demands, especially on peak day(s) (e.g. before long holidays) as appropriate.
- (3) 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/). There is no need for them to stay and wait at the Licensing Offices. They can return to the Licensing Office timely and follow the instructions of staff to join a designated queue for counter services.
- (4) The identity document (ID) number of the applicant must be the same as the ID number entered at the time of obtaining the queue ticket in order to be eligible for counter services. All same-day queue tickets must be used within the designated time period, and will be invalid after that period.