

Working Hours of Registration of Persons (ROP) Offices

| ROP Offices | Addresses | Working Hours* | |
|----------------------|--|--|---|
| | | General ROP Services# | Applications for replacement of identity cards when reaching the age of 11 or 18^; replacement of permanent identity cards for persons already in possession of Hong Kong Identity Cards having their eligibility for permanent identity card verified and applications for replacement of new smart identity cards under the Territory-wide Identity Card Replacement Exercise |
| Tseung Kwan O Office | 3 rd Floor, Administration Tower (for registration service) and 1 st Floor, Administration Tower (for collection service), Immigration Headquarters, 61 Po Yap Road, Tseung Kwan O | Monday to Friday: 8:00am - 4:30pm | Monday to Friday: 4:30pm - 10:00pm Saturday: 12:30pm - 10:00pm |
| Hong Kong Office | 8 th Floor, Immigration Tower, 7 Gloucester Road, Wan Chai | Saturday: 8:00am - 12:30pm | |
| Kowloon Office | 3 rd Floor, Cheung Sha Wan Government Offices, 303 Cheung Sha Wan Road, Sham Shui Po | | |
| Tuen Mun Office | 3 rd Floor, Tuen Mun Siu Lun Government Complex, 19 Siu Lun Street, Tuen Mun | Monday to Friday: 8:00am - 12:45pm; and 2:00pm - 4:30pm Saturday: 8:00am - 12:30pm | |

| ROP Offices | Addresses | Working Hours* | |
|-------------------------------|--|---|---|
| | | General ROP Services# | Applications for replacement of identity cards when reaching the age of 11 or 18^; replacement of permanent identity cards for persons already in possession of Hong Kong Identity Cards having their eligibility for permanent identity card verified and applications for replacement of new smart identity cards under the Territory-wide Identity Card Replacement Exercise |
| Fo Tan Office | Shops 405-407, 4 th Floor, Jubilee Square, 2-18 Lok King Street, Fo Tan | Monday to Friday: 9:00am - 12:45pm; and 2:00pm - 4:30pm | No extended service hours |
| Yuen Long Office | 1 st Floor, Yuen Long Government Offices, 2 Kiu Lok Square, Yuen Long | Saturday: 9:00am - 12:30pm | |
| Kwun Tong (Temporary) Office% | Office 1, 2nd Floor, Manulife Financial Centre (for registration service) and Office 1B, 3rd Floor, Manulife Financial Centre, Tower A (for collection service), 223-231 Wai Yip Street, Kwun Tong | - | Monday to Saturday: 8:00am - 10:00pm |

* All ROP offices are closed on Sundays and public holidays. The extended service hours of the four designated Registration of Persons Offices - Hong Kong Office, Kowloon Office, Tseung Kwan O Office and Tuen Mun Office will end after 31 December 2024 as planned. Please refer to the relevant press release for details.

Included processing of replacement of first-time application for adult or juvenile identity card; replacement of identity card due to loss, destruction, damage or defacement; amendment of registered particulars on identity card; identity card applications from new arrivals (new arrivals holding Permits for Proceeding to Hong Kong and Macao (commonly known as 'One-way Permits') should register for identity cards at the Kowloon Office); application for Certificate of Registered Particulars and Certificate of Exemption and one-stop application for issue of identity card and travel document.

- ^ Only applicable to applicants who are already in possession of Hong Kong identity cards. Applicants reaching 11 or 18 years of age who have never registered for an identity card should make an appointment booking during general ROP service hours for first registration of identity card.
- % The Kwon Tong (Temporary) Office also provides services of replacement of identity cards of persons whose identity cards have been lost, destroyed, damaged or defaced without appointment (specified service hours are 8:00am – 4:30pm from Monday to Friday and 8:00am – 12:30pm on Saturday (excluding public holidays)).

HK Immigration Department Mobile Application



Online Appointment Booking for Identity Cards Application (Registration of Persons Offices)

