

Service suspension of offices on second, fourth and eighth floors of Immigration Tower on January 21 and January 26

The Immigration Department (ImmD) today (January 19) said that in relation to a person who had briefly visited the second, fourth and eighth floors of the Immigration Tower on January 14 and had subsequently tested positive for COVID-19, the Government exercised the power under the Prevention and Control of Disease (Compulsory Testing for Certain Persons) Regulation (Cap. 599J) and published in the Gazette a compulsory testing notice, which requires any person who had been present at the relevant offices (including the Information and Liaison Section on 2/F, Travel Documents and Nationality (Application) Section and Travel Documents (Issue) Section on 4/F and Hong Kong Registration of Persons Office on 8/F) from 11am to 2pm on January 14 to undergo COVID-19 nucleic acid tests four times on January 18 or January 19, January 21, January 26 and February 2.

In accordance with the compulsory testing notice and the advice of the Centre for Health Protection (CHP), the ImmD had arranged for all staff of the offices to undergo COVID-19 testing and conducted thorough cleaning and sterilisation at the offices on January 18. The ImmD will arrange for all staff of the offices to undergo additional tests on January 21, January 26 and February 2. The offices will suspend service on January 21 and January 26 and resume public services on the next working day (January 22 and January 27). As February 2 is a public holiday, the above service suspension arrangement does not apply.

Members of the public who have appointments at the offices may consider proceeding to the offices in the days ahead, or other Registration of Persons Offices for identity card applications or other branch offices for travel document applications without the need to make another appointment. Information on the address and working hours of other Registration of Persons Offices and other branch offices can be obtained at www.immd.gov.hk/eng/contactus/address.html. During the service suspension of the above offices, the ImmD will provide the following enquiry services:

Enquiry category	Enquiry hotline	Service hours
Travel document related	2852 3045	January 21 and January 26 from 8.45am to 5.15pm
Identity card related	3521 6565	
Visa and extension of stay related	3521 1840	

During the situation of COVID-19 infection, the ImmD has been strictly

implementing various disease prevention measures, including measuring the body temperature of and providing alcohol-based handrub to all persons before their entry into the ImmD's offices, providing employees with masks and other protective equipment, requiring employees to wear masks when performing duties, and stepping up cleaning and sterilising measures for the working environment.

The ImmD will continue to maintain close liaison with the CHP. 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.