

TD to introduce trial queue ticketing system for driving licensing related services at Kowloon Licensing Office

The Transport Department (TD) announced today (May 27) that a trial queue ticketing system will be implemented for driving licensing related services at the Kowloon Licensing Office (KLO) from May 31 (Tuesday) to reduce the number of people waiting at the lobby.

For various driving licensing services and applications for driving tests, if no prior online appointment has been made, applicants are required to obtain a queue ticket on-site before using the counter services. The distribution arrangement of same-day queue tickets is as follows:

1. Same-day queue tickets will be distributed in the morning and afternoon of each working day:
Number of queue tickets to be distributed from 9am: 160 (valid until 2pm of the issue date)
Number of queue tickets to be distributed from 2pm: 100 (valid until 5pm of the issue date)
2. 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.
3. Each person can only take one queue ticket, and the ticket cannot be transferred to another person.

Holders of a valid queue ticket may enter the KLO with the ticket, and follow the instructions of staff to join a designated queue to wait for counter services. The identity document (ID) number of the applicant must be the same as the ID number printed on the queue ticket in order to be eligible for counter services.

Applicants may scan the QR code on the ticket to check the latest queue ticket numbers being called at the Licensing Office. There is no need to stay and wait at the KLO. All same-day queue tickets must be used within the designated time period, and will be invalid after expiry.

Apart from the same-day queue tickets, all service arrangements remain unchanged. The KLO provides counter services to members of the public who have made an appointment through the online system for driving licensing related services, and they are reminded to make an appointment in advance before the expiry of the licence. Those who cannot get a queue ticket or do not have an appointment may submit their licensing applications online, by drop-in box, or by post. The hyperlinks for online application for renewal of full driving licences and online appointment booking for driving licensing related services are provided below:

Online application for renewal of full driving licences

www.gov.hk/en/residents/transport/drivinglicense/renewdrivinglicense.htm

Online appointment booking for driving licensing related services

www.gov.hk/en/residents/transport/drivinglicense/abs.htm

The TD will closely observe the implementation of the trial queue ticketing system. Subject to the result of the trial, the TD plans to further extend the arrangement to the other three Licensing Offices.

The TD encourages members of the public to use online licensing services as far as possible. The Office of the Government Chief Information Officer has set up mobile registration teams at the TD's Licensing Offices to help members of the public register for "iAM Smart+" from May onwards. Those who have registered for "iAM Smart+", which comes with a digital signing function, can fill in and submit applications for vehicle licence renewals and full driving licences online without having to queue up for counter services at the Licensing Offices.