Self-service call-flow diagram of the Immigration Department General Enquiry Hotline

: 2824 6111

- 1 Cantonese
- 2 Putonghua
- 3 English

1 HKSAR Passport & Other HK Travel Documents

- **1 HKSAR Passport**
  - 1 Eligibility Criteria
  - 2 Application Procedures (including replacement of lost or damaged passport)
  - 3 Supporting Documents Required
  - 4 Processing Time for Passport Application
  - 5 Validity and Fees
  - 6 Photo Requirements
  - 7 Submission through the internet or Immigration Department Mobile Application
- **2 HKSAR Re-entry Permit**
  - 1 Enquire people who do not need a HKSAR Re-entry Permit
  - 2 Enquire how to apply for HKSAR Re-entry Permit
- **3 HKSAR Document of Identity for Visa Purposes**
- **4 Hot topics**

2 HK Identity Card & Immigration Clearance

- **1 Registration & Application for HK Identity Card**
  - 1 Application for Adult Identity Card
  - 2 Application for Juvenile Identity Card
  - 3 Replacement of lost, destroyed, damaged or defaced card
  - 4 Amendment of Registered Particulars on an identity card
  - 5 24-hour Appointment Booking Service
  - 6 Certificate of Registered Particulars
  - 7 Certificate of Exemption
- **2 Arrangement after completion of the replacement exercise**
- **3 Immigration Clearance**
  - 1 HK Residents
  - 2 Visitors
- **4 Hot topics**

3 Hong Kong Visas

- **01 Visit**
- **02 Employment as Professionals**
  - 1 Immigration Arrangement for Non-local Graduates
  - 2 General Employment Policy
  - 3 Admission Scheme for Mainland Talents and Professionals
  - 4 Technology Talent Admission Scheme
- **03 Foreign Domestic Helpers**
  - 1 Employment of Domestic Helpers from Abroad
  - 2 Renewal of Contract
  - 3 Change of Employer
  - 4 Extension of Stay
  - 5 Special Permission for Performance of Motor Driving Duties
- **04 Study**
  - 1 Eligibility Criteria
  - 2 Application Procedures
  - 3 Entry of Dependants
  - 4 Internship & Part-time Employment
- **05 Residence as Dependants**
- **06 Capital Investment Entrant Scheme**
- **07 Quality Migrant Admission Scheme**
  - 1 Prerequisites
  - 2 Points-based Tests
  - 3 Application Procedures
  - 4 Entry of Dependants
  - 5 Entry Arrangement
  - 6 Extension of Stay
- **08 Admission Scheme for the Second Generation of Chinese Hong Kong Permanent Residents (ASSG)**
  - 1 Eligibility Criteria
  - 2 Travel Documentation Requirement
  - 3 Application Procedures
  - 4 Entry of Dependants
  - 5 Condition of Stay
  - 6 Extension of Stay
  - 7 Online Application Status & Enquiry and Technical Assistance
- **09 Extension of Stay & Transfer of Endorsement**
  - 1 Extension of Stay for Residents
  - 2 Transfer of Endorsement
- **10 Re-entry into Hong Kong**
- **11 Taiwan & Macao Residents**
  - 1 Taiwan Residents
  - 2 Macao Residents
- **12 Hot topics**
- **13 Top Talent Pass Scheme (TTPS)**
  - 1 Eligibility Criteria
  - 2 Travel Documentation Requirement
  - 3 Application Procedures
  - 4 Entry of Dependants
  - 5 Condition of Stay
  - 6 Extension of Stay
  - 7 Online Application Status & Enquiry and Technical Assistance

4 Births, Deaths & Marriage Registration

- **1 Births Registration**
  - 1 How to register a Birth
  - 2 Application for Search of Birth Records or Certified Copy of a Birth Entry
- **2 Deaths Registration**
  - 1 How to register a Death
  - 2 Application for Search of Death Records or Certified Copy of a Death Entry
- **3 Marriage Registration**
  - 1 How to register a Marriage
  - 2 Appointment Booking for Giving Notice of Intended Marriage
  - 3 Application for Search of Marriage Records or Certified Copy of Marriage Certificate
  - 4 Application for Certificate of Absence of Marriage Record
- **4 Hot topics**

5 Right of Abode in HKSAR & Chinese Nationality

- **1 ROA in HKSAR**
  - 1 Eligibility Criteria
  - 2 Application Procedures
- **2 Chinese Nationality**
  - 1 Declaration of Change of Nationality
  - 2 Naturalization as a Chinese National
  - 3 Renunciation of Chinese Nationality
  - 4 Restoration of Chinese Nationality
- **3 Hot topics**

6 Address, working hours of offices and Availabily of Current-day Walk-in Quota of Certain Offices

- **1 Address and working hours of offices**
  - 1 Headquarters
  - 2 Immigration Branch Offices
  - 3 Registration of Persons Offices
  - 4 Births Registries
  - 5 Deaths Registries
  - 6 Marriage Registries
  - 7 Control Points
- **2 Availability of Current-day Walk-in Quota of Certain Offices**
  - 1 Headquarters
  - 2 Immigration Branch Offices
  - 3 Registration of Persons Offices

Remarks: During office hours, callers may at any time press “0” for application status enquiry or other enquiry while listening to the pre-recorded messages.