Guide to Assistance Services to Hong Kong Residents in the Mainland

Assistance that cannot be provided by the Government of the Hong Kong Special Administrative Region

- to intervene in the judicial system and administrative operations of the Mainland whenever necessary. This guide aims at outlining the scope of assistance that can be provided by the Government of the Hong Kong Special Administrative Region.

Assistance that can be provided by the Government of the Hong Kong Special Administrative Region

- to issue Entry Permits to Hong Kong residents who have lost their identity documents in the Mainland, for their returning to Hong Kong.

- upon receipt of information that serious accidents or casualties have happened to Hong Kong residents, to notify relatives of the parties concerned in Hong Kong and to give advice on the related procedures.

- to liaise, on request from the parties concerned, with their relatives and friends in Hong Kong for rendering financial assistance to the parties concerned.

- upon receipt of notification from the law enforcement agencies of the Mainland regarding the arrest or detention of Hong Kong residents, to provide information to relatives of the parties concerned in Hong Kong.

- to inquire, on request from the relatives and friends of the parties concerned, about the situation of the case involving Hong Kong residents and to provide information to the law enforcement agencies of the Mainland.

- to provide, on request from the parties concerned or their relatives and friends, information on lawyers in the Mainland.

- to provide any other relevant advisory services.

Detention or arrest

Hong Kong residents should abide by the laws and regulations of the Mainland while they are staying in the Mainland. Should such persons contravene the laws in the Mainland, the parties concerned have to bear the legal consequences. If the parties concerned are arrested or detained for any charge of criminal offence, they may request the Public Security authorities to notify their relatives in accordance with the laws.

Transfer of Patients from the Mainland to Hong Kong

Cross-boundary patient transfer or ambulance booking services are not available in Hong Kong. If you, your companions, friends or relatives are injured or suffering from illness in the Mainland and need ambulance services upon arrival in Hong Kong, you may call the Immigration Department Hotline at (852) 1868 to enquire about the arrangements or seek assistance from duty officers at cross-boundary control points upon arrival.

The public should handle with great care the transfer of patients or the use of ambulances. Generally speaking, you should consult a doctor beforehand to make sure that the patient is fit for the transfer. Under current arrangements, an ambulance booking service is only available for parties concerned who are not under detention or in prison.

Contact telephone numbers and addresses

Assistance to Hong Kong Residents Unit of the Immigration Department of the Government of the Hong Kong Special Administrative Region

Phone No.: (852) 1868
Fax No.: (852) 3536
Address: 9/F, Immigration Tower, 7 Gloucester Road, Wan Chai, Hong Kong

The Office of the Government of the Hong Kong Special Administrative Region in Beijing

Phone No.: (8610) 6657 2880 Ext. 032
Fax No.: (8610) 6657 2823
Address: No. 71, Di Jianshe Avenue, Beijing 100039

The Office of the Government of the Hong Kong Special Administrative Region in Shanghai

Phone No.: (8621) 6351 2233 Ext. 160
Fax No.: (8621) 6351 9388
Address: 21/F, The Headquarters Building, 168 Xizang Road (M), Huangpu District, Shanghai 200022

The Economic and Trade Office of the Government of the Hong Kong Special Administrative Region in Wuhan

Phone No.: (8627) 6560 7300 Ext. 7334
Fax No.: (8627) 6560 7301
Address: Unit 4303, Tower I, New World International Trade Tower, 588 Jianshe Avenue, Wuhan 430022

The Economic and Trade Office of the Government of the Hong Kong Special Administrative Region in Guangzhou

Phone No.: (8620) 8208 6660 Ext. 330
Fax No.: (8620) 8208 6661
Address: 48/F, Office Tower 2, Chengdu IFS, No. 12, No. 3 Hongxing Road, Chengdu 610021

The Economic and Trade Office of the Government of the Hong Kong Special Administrative Region in Shanghai

Fax No. 9:71, Citic Plaza, 233 Tian He North Road, Guangzhou 510613

Other information

Hong Kong residents may refer to a relevant booklet for details about the criminal laws and regulations in the Mainland. The booklet can be obtained at the District Office of the Home Affairs Department or the Immigration Department of the Hong Kong Special Administrative Region, and may also visit the following home page (Government of the Hong Kong Special Administrative Region

http://www.immd.gov.hk/pdforms/id938e.pdf

Immigration Department
The Government of the Hong Kong Special Administrative Region

(You can get more information at the following website: http://www.immd.gov.hk/pdforms/id938e.pdf)