



Guide to Assistance Services to Hong Kong Residents in the Mainland

Hong Kong residents, who have met with accidents or are arrested or detained for being involved in criminal cases in the Mainland, may request assistance from the Immigration Department, the Office of the Government of the Hong Kong Special Administrative Region in Beijing, the Economic and Trade Office of the Government of the Hong Kong Special Administrative Region in Shanghai, the Economic and Trade Office of the Government of the Hong Kong Special Administrative Region in Wuhan, the Economic and Trade Office of the Government of the Hong Kong Special Administrative Region in Chengdu or the Economic and Trade Office of the Government of the Hong Kong Special Administrative Region in Guangdong 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 procedural matters.
- 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 pass 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 being arrested or detained by 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.

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 when providing assistance to Hong Kong residents under the Principle of 'One Country, Two Systems'.
- to shield the unlawful act of the parties concerned or absolve them from criminal liability.
- to get better treatment for the parties concerned in hospitals, under detention or in prison than that provided for Mainland residents.
- to pay the hotel, legal, medical and travelling expenses or any other bills for the parties concerned.

Property stolen

In the event of loss of money, identity documents or any other belongings in the Mainland, report it first to the Public Security authorities and obtain a documentary proof of the report of loss. If assistance for returning to Hong Kong is needed, the parties concerned may contact the Immigration Department, the Office of the Government of the Hong Kong Special Administrative Region in Beijing, the Economic and Trade Office of the Government of the Hong Kong Special Administrative Region in Shanghai, the Economic and Trade Office of the Government of the Hong Kong Special Administrative Region in Wuhan, the Economic and Trade Office of the Government of the Hong Kong Special Administrative Region in Chengdu or the Economic and Trade Office of the Government of the Hong Kong Special Administrative Region in Guangdong.

Serious accidents or casualties

In case of serious accidents or casualties for whatever cause happening to the relatives and friends or companions of Hong Kong residents in the Mainland, report should be made to the Public Security authorities immediately. If further assistance is needed, the parties concerned may contact the Immigration Department, the Office of the Government of the Hong Kong Special Administrative Region in Beijing, the Economic and Trade Office of the Government of the Hong Kong Special Administrative Region in Shanghai, the Economic and Trade Office of the Government of the Hong Kong Special Administrative Region in Wuhan, the Economic and Trade Office of the Government of the Hong Kong Special Administrative Region in Chengdu or the Economic and Trade Office of the Government of the Hong Kong Special Administrative Region in Guangdong.

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 service is not available in Hong Kong. If you, your companions, friends or relatives are injured or suffering from illness in the Mainland and need ambulance service 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 boundary control points upon arrival.

The public should handle with great care the transfer of patients in critical conditions back to Hong Kong for medical treatment. Generally speaking, you should consult a doctor beforehand to make sure that the patient is fit for the transfer. Under current arrangements, an ambulance will convey the patient from a boundary control point to a nearby hospital in Hong Kong for medical treatment.

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
Telephone No.: (852) 1868
Fax No. : (852) 2519 3536
Address : 9/F, Administration Tower, Immigration Headquarters, 61 Po Yap Road, Tseung Kwan O, New Territories
Email : enquiry@immd.gov.hk

 The Office of the Government of the Hong Kong Special Administrative Region in Beijing
Telephone No.: (8610) 6657 2880 Ext. 032
Fax No. : (8610) 6657 2823
Address : No. 71, Di'anmen Xidajie, Xicheng District, Beijing 100009
Email : bjohksar@bjo-hksarg.org.cn

 The Economic and Trade Office of the Government of the Hong Kong Special Administrative Region in Shanghai
Telephone No.: (8621) 6351 2233 Ext. 160
Fax No. : (8621) 6351 9368
Address : 21/F, The Headquarters Building, 168 Xizang Road (M), Huangpu District, Shanghai 200001
Email : enquiry@sheto.gov.hk

 The Economic and Trade Office of the Government of the Hong Kong Special Administrative Region in Wuhan
Telephone No.: (8627) 6560 7300 Ext. 7334
Fax No. : (8627) 6560 7301
Address : Unit 4303, Tower I, New World International Trade Tower, 568 Jianshe Avenue, Jiangnan District, Wuhan 430022
Email : enquiry@wheto.gov.hk

 The Economic and Trade Office of the Government of the Hong Kong Special Administrative Region in Chengdu
Telephone No.: (8628) 8208 6660 Ext. 330
Fax No. : (8628) 8208 6661
Address : 48/F, Office Tower 2, Chengdu IFS, No.1, Section 3 Hongxing Road, Chengdu 610021
Email : general@cdeto.gov.hk

 The Economic and Trade Office of the Government of the Hong Kong Special Administrative Region in Guangdong
Telephone No.: (8620) 3891 1220 Ext. 608
Fax No. : (8620) 3877 0466
Address : Flat 7101, Citic Plaza, 233 Tian He North Road, Guangzhou 510613
Email : general@gdeto.gov.hk

Other information

Hong Kong residents may refer to a relevant booklet for details about the criminal laws and regulations in the Mainland which is obtainable at the District Offices of the Home Affairs Department or the Immigration Department of the Government of the Hong Kong Special Administrative Region, and may also visit the following home page (Chinese version only): http://www.bjo.gov.hk/filemanager/content/pdf/mainland_criminal_laws_regulations.pdf

Immigration Department
The Government of the Hong Kong
Special Administrative Region

(This guide is also available at the following hyperlink : <http://www.immd.gov.hk/pdfforms/id938e.pdf>)