

## List of Access Officers - Immigration Department

(An Access Officer at Immigration Department is responsible for **offering assistance to persons with disabilities** in access to the venue under his/her management and using the services and facilities therein, and handling public enquiries and complaints regarding accessibility issues for the venue.)

District (by District Council)	Venue/Premises/Facility	Address	Post Title of Access Officer	Telephone Number	Email Address	Fax Number
Central & Western	City Hall Marriage Registry	1/F, High Block, City Hall	EO(CHR)	2524 6227	chr@immd.gov.hk	2524 8420
	Cotton Tree Drive Marriage Registry	G/F, Rawlinson House	EO(CTDR)	2869 0393	chr@immd.gov.hk	2140 6450
	Harbour Control Section	2/F, Central Government Pier	IO(HC)OS	2534 7288	hco1@immd.gov.hk	2854 0964
	Immigration - Hong Kong Island Travel Documents Issuing Office	2/F, Harbour Building	SIO(HKO)	2851 3120	hko@immd.gov.hk	2854 2375
	Macau Terminal Section	Macau Ferry Terminal	IO(MT)OS	2547 5192	mtssio@immd.gov.hk	2559 4505
	Removal Litigation Support Section (3)	2/F, Central Government Pier	IO(RLS)E3	2534 7137	enquiry@immd.gov.hk	2534 7166
	The Births & Deaths General Register Office/ Marriage Registration & Records Office	3/F, Low Block, Queensway Government Offices	SIO(GR)1	2867 2782	gro@immd.gov.hk	2537 8593
Islands	Airport Section	Hong Kong International Airport	EOII(A)	2182 1449	airport1@immd.gov.hk	2716 3596
	Hong Kong-Zhuhai-Macao Bridge Section	Hong Kong-Zhuhai-Macao-Bridge Hong Kong Port, Lantau	IO(HZMB)OS2	3195 2218	hzmb@immd.gov.hk	2505 1190
Kowloon City	Ma Tau Kok Road Government Offices	Ma Tau Kok Road Government Offices, 1 Ma Tau Kok Road	SIO(DR)M	2194 6950	enquiry@immd.gov.hk	2194 6970
	Hung Hom Section	Hung Hom MTR Station	IO(HH)OS	2764 3592	esgl_hhs@immd.gov.hk	2363 8571
Kwun Tong	East Kowloon Smart Identity Card Replacement Centre	Unit 1, 2/F, Manulife Financial Centre and Unit 1B, 3/F, Manulife Financial Centre, Tower A, 223-231 Wai Yip Street, Kwun Tong	IO(ID)EK/OS	3150 8304	nek@immd.gov.hk	3150 8307
	Immigration - East Kowloon Office	Level 2, Sceneway Plaza	SIO(EKO)	2347 3418	enquiry@immd.gov.hk	2349 8746
	Kai Tak Cruise Terminal Section	33 Shing Fung Road, Kowloon Bay	IO(KCT)OS	3944 2410	enquiry@immd.gov.hk	2796 4771
	Offices of Investigation Sub-division	5-8/F, 15/F, Skyline Tower	EO2(I)	3417 0004	EO2_ICA@immd.gov.hk	2383 9466
	Offices of Removal Assessment and Litigation Sub-divisions	8-9/F, 17/F & 25-26/F, Skyline Tower	IO(RAL)OS3	3153 4790	enquiry@immd.gov.hk	2647 2500
	Registration of Persons - Kwun Tong Office	Office 3, 2/F, Manulife Financial Centre, 223-231 Wai Yip Street, Kwun Tong	SIO(ROP)KT	3525 5201	enquiry@immd.gov.hk	2795 3625

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North	Lo Wu Section	Lo Wu Terminal	EO(LW)2	2679 1148	lwsos@immd.gov.hk	2673 2000
	Man Kam To Section	Man Kam To Terminal	IO(MKT)OS	2670 1443	ips_mkt@immd.gov.hk	2671 0871
	Sha Tau Kok Section	Sha Tau Kok Terminal	IO(STK)OS	2674 4311	stk@immd.gov.hk	2674 1644
	Heung Yeun Wai Section	Heung Yeun Wai Boundary Control Point	IO(HYW)OS2	3552 0650	hyw@immd.gov.hk	2396 0310
	Sheung Shui Smart Identity Card Replacement Centre	7/F, Spot, 48 Lung Sum Avenue, Sheung Shui	SIO(ID)SS	3150 8555 / 3150 8586	nss@immd.gov.hk	3150 8602
Sai Kung	Tseung Kwan O Smart Identity Card Replacement Centre	Shop 20-26, G/F, Corinthia By The Sea, 23 Tong Yin Street, Tseung Kwan O, Sai Kung	SIO(ID)TKO2	3150 8689	ntk@immd.gov.hk	3150 8705
Sha Tin	Immigration - Sha Tin Office	3/F, Sha Tin Government Offices	SIO(STO)	2158 6415	sto@immd.gov.hk	2607 2316
	Immigration and Registration of Persons - Fo Tan Office	Shop 405 - 407, 4/F, Jubilee Square	SIO(FTO)	3160 4176	fto@immd.gov.hk	2650 4766
	Sha Tin District Births Registry	3/F, Sha Tin Government Offices	IO(STBR)1	2158 6421	stmr@immd.gov.hk	2607 2991
	Sha Tin Marriage Registry	G/F, Sha Tin Town Hall	SIO(STMTR)	2604 5328	stmr@immd.gov.hk	2696 3096
	Sha Tin Smart Identity Card Replacement Centre	Shop G26, G/F & Shop 123, 1/F, Kings Wing Plaza 1, 3 On Kwan Street, Sha Tin	SIO(ID)ST	3150 8478	nst@immd.gov.hk	3150 8540
Sham Shui Po	Kowloon Deaths Registry	1/F, Cheung Sha Wan Government Offices	CO(KDR)	2368 4706	gro@immd.gov.hk	2957 8741
	Registration of Persons - Kowloon Office	3/F, Cheung Sha Wan Government Offices	SIO(ROP)K/OS	2150 7923	enquiry@immd.gov.hk	2369 4825
Tsuen Wan	Tsuen Wan Smart Identity Card Replacement Centre	Shop S201, 2/F, Smartland, 50 Texaco Road, Tsuen Wan	SIO(ID)TW3	3150 8465	ntw@immd.gov.hk	3150 8472
Tuen Mun	Immigration Service Institute of Training and Development	82 Castle Peak Road, Castle Peak Bay	EO(T)	3693 8135	enquiry@immd.gov.hk	2618 9959
	Castle Peak Bay Immigration Centre	84 Castle Peak Road, Castle Peak Bay	IO(CIC)OS	3693 8281	enquiry@immd.gov.hk	3690 1501
	Clearance Section at Castle Peak Bay Immigration Centre	84 Castle Peak Road, Castle Peak Bay	EO(DR)OS	3693 8305	enquiry@immd.gov.hk	2810 9430
	River Trade Terminal	205 Lung Mun Road, Area 38	IO(RT)OS	2180 9657	rtd@immd.gov.hk	2180 9552
	Tuen Mun Smart Identity Card Replacement Centre	Shop L414B, Level 4, Leung King Plaza, Leung King Estate, 31 Tin King Road, Tuen Mun	SIO(ID)TM	3150 8669	ntm@immd.gov.hk	3150 8672
	Tuen Mun District Births Registry and Tuen Mun Marriage Registry	G/F, Tuen Mun Siu Lun Government Complex, 19 Siu Lun Street, Tuen Mun	IO(TMR)1	3510 9119	stmr@immd.gov.hk	2441 1252
	Immigration - Tuen Mun Office	1/F & 2/F, Tuen Mun Siu Lun Government Complex, 19 Siu Lun Street, Tuen Mun	SIO(TMO)	3510 9133	tmo@immd.gov.hk	2797 0702
	Registration of Persons - Tuen Mun Office	3/F, Tuen Mun Siu Lun Government Complex, 19 Siu Lun Street, Tuen Mun	SIO(TMO)	3510 9198	roptm@immd.gov.hk	2653 1079

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Wan Chai	Certificate of Entitlement Section	6/F, Immigration Tower	IO(COE)15	2829 3344	enquiry@immd.gov.hk	2802 4805
	e-Channel Enrolment Office (For Eligible Visitors / CCIC holders)	7/F, Immigration Tower	IO(C)6	2829 3525	enquiry@immd.gov.hk	2802 8001
	Employment and Visit Visas Section	24/F, Immigration Tower	IO(EVV)1	2294 2096	evvs@immd.gov.hk	2136 6334
	Extension Section	5/F, Immigration Tower	SIO(ES)OS	2829 3112	esos@immd.gov.hk	2586 1431
	Foreign Domestic Helpers Section	3/F, Immigration Tower	SIO(FDH)OS	2829 3228	fdh@immd.gov.hk	2157 9181
	Hong Kong Island Deaths Registry	18/F, Wu Chung House	CO(HKDR)	2961 8841	gro@immd.gov.hk	2893 4718
	Hong Kong Island Smart Identity Card Replacement Centre	Room 200, 2/F, Shui On Centre, 6 – 8 Harbour Road, Wan Chai	SIO(ID)HK/1	3521 1718	nhk@immd.gov.hk	3521 1180
	Information and Liaison Section	2/F, Immigration Tower	IO(IL)SD1	2829 3566	enquiry@immd.gov.hk	2824 9161
	International Cooperation Section	9/F, Immigration Tower	IO(IC)4	2829 3360	ic@immd.gov.hk	2519 3536
	Management Audit Section	25/F, Immigration Tower	SIO(MA)A	2829 4141	enquiry@immd.gov.hk	2827 0662
	Non-public offices at Immigration Headquarters	22/F, Immigration Tower	AS(A)1	2829 3907	enquiry@immd.gov.hk	2520 0521
	Other Visas and Permits Section	7/F, Immigration Tower	SIO(OVP)1	2829 3824	ovp@immd.gov.hk	2824 3287
	Quality Migrants and Mainland Residents Section	6/F, Immigration Tower	SIO(QMMR)OS	2294 2048	qmmr@immd.gov.hk	2119 0522
	Receipt & Despatch Sub-unit	2/F, Immigration Tower	ACO(R&D)	2829 3032	enquiry@immd.gov.hk	2827 8955
	Records and Data Management Sub-division	10/F & 12/F, Immigration Tower	EO(RC)A	2829 3374	enquiry@immd.gov.hk	2845 2210
	Registration of Persons - Hong Kong Office	8/F, Immigration Tower	SIO(ROP)HK/OS	2829 3248	rophk@immd.gov.hk	2824 1810
Right of Abode Section	25/F, Immigration Tower	SIO(ROA)OS	2829 3095	eto_roa@immd.gov.hk	2110 9085	
Travel Documents (Issue) Section Travel Documents and Nationality (Application) Section	4/F, Immigration Tower	EOII(TDI)	2829 3285	tdi@immd.gov.hk	2519 9619	
Wong Tai Sin	Immigration Department Training and Youth Development Centre	96 King Fuk Street, San Po Kong, Kowloon	SIO(RTR)1	3693 8161	rtr@immd.gov.hk	2760 4409
Yau Tsim Mong	China Ferry Terminal Section	China Ferry Terminal	IO(CT)OS	2738 2935	cft@immd.gov.hk	2375 2090
	Immigration - West Kowloon Office	Lower Ground Floor, 28 Kimberley Street, Tsim Sha Tsui	SIO(WKO)	2359 4413	enquiry@immd.gov.hk	2359 4730
	Express Rail Link West Kowloon Section	Hong Kong West Kowloon Station, 3 Austin Road West, Tsim Sha Tsui	EO(XRL)OS	3894 7105	enquiry@immd.gov.hk	3165 1502
	Kowloon Births Registry	28 Kimberley Street, Tsim Sha Tsui	SIO(KBR)	2359 4468	kbr@immd.gov.hk	2782 4804
	Tsim Sha Tsui Marriage Registry	Upper Basement and Level 3, Administration Building, Hong Kong Cultural Centre	IO(TSTR)1	2301 1709	tstr@immd.gov.hk	2301 3505
	West Kowloon Smart Identity Card Replacement Centre	12/F, Gala Place, 56 Dundas Street, Mong Kok	SIO(ID)WK	3520 4510	NWK@immd.gov.hk	3520 4535

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Yuen Long	Immigration and Registration of Persons - Yuen Long Office	1/F, Yuen Long Government Offices, 2 Kiu Lok Square	SIO(YLO)	2943 7300	yl@immd.gov.hk	2474 3962
	Lok Ma Chau Section	Lok Ma Chau Terminal	IO(LMC)SA2	2482 8702	lmc@immd.gov.hk	2471 0717
	Lok Ma Chau Spur Line Section	Lok Ma Chau Station	EO(LSC)OS	2486 0330	lsc_os@immd.gov.hk	3404 6152
	Shenzhen Bay Section	Shenzhen Bay Port Hong Kong Port Area	IO(SBC)SP	3154 6595	sbc@immd.gov.hk	3549 6244
	Yuen Long Smart Identity Card Replacement Centre	Shop 50, G/F, Manhattan Plaza, 23 Sai Ching Street, Yuen Long	SIO(ID)YL	3150 8628	nyl@immd.gov.hk	3180 8639

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