

Press Release

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DSI optimizes round-the-clock self-service

In order to respond to the development of society and the needs of Macao residents, starting from 15 July 2019, the Identification Services Bureau (DSI) extends the self-service application for Macao SAR Passport, Macao SAR Travel Permit and Visit Permit for Residents of Macao SAR to Hong Kong SAR to 24 hours, following the introduction of round-the-clock self-service for the Certificate of Criminal Record and the Certificate of Personal Data.

A Chinese national who aged 18 or above and is a holder of Macao SAR permanent resident identity card can apply for Macao SAR Passport with self-service kiosks. A Chinese national who aged 18 or above and is a holder of Macao SAR non-permanent resident identity card and not entitled to obtain any other travel documents can apply for Macao SAR Travel Permit with self-service kiosks. A Chinese or Portuguese national who aged 18 or above and is a holder of Macao SAR resident identity card can apply for Visit Permit for Residents of Macao SAR to Hong Kong SAR with self-service kiosks. Eligible applicants can use self-service kiosks to submit first-time applications or renew the aforementioned documents within 9 months prior to the expiry date of their documents.

Moreover, there are five self-service application spots of DSI which opens 24 hours a day. They are located at DSI's electronic services area on the ground floor of China Plaza in Avenida de Grande Praia, Macao Government Services Centre in Areia Preta, Macao Government Services Centre in Islands, the Islands District Public Services Centre – Seac Pai Van Station and DSI's self-service station in Seac Pai Van. Residents in all districts can submit their applications during non-office hours at the above-mentioned self-service spots, and they can choose to collect their documents at the following locations: DSI on the first floor of China Plaza in Avenida de Grande Praia, Macao Government Services Centre in Areia Preta or Macao Government Services Centre in Islands.

For details of DSI's self-services, please visit www.dsi.gov.mo/kiosk_e.jsp. DSI continues to study to extend the 24-hour self-service and service location, so as to provide residents with more convenient services.