

Press Release

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Identification Services Bureau launched multi-service counters

The Identification Services Bureau (DSI) endeavors to provide Macao citizens with convenient services in line with the policy objective of the Macao Special Administrative Region Government. Starting from today (26th October 2018), DSI officially launched multi-service counters for citizens to lodge application for various identification documents in only one counter.

Through the implementation of “multi-service counter” service model, citizens can now go through formalities for the resident identity card, SAR travel documents, the Certificate of Criminal Record, the Certificate of Personal Data, the Certificate of Association and Foundation and so on in only one service counter. It will not only save citizens time for lodging different applications in the respective service counter, but also allow DSI to allocate human resources more effectively, and thus enhance overall service efficiency. Previously, such service model has been introduced to DSI service zone at the Government Services Centre in Areia Preta, resulting in a noticeable improvement in the front-line service efficiency.

To minimize waiting time for obtaining number tags for lodging application, citizens can obtain the number tag of the day or make appointment for another day via DSI’s website (www.dsi.gov.mo) at 7 a.m. every day or at self-service kiosks on the ground floor of China Plaza at Avenida da Praia Grande. For enquiries, please call 2837-0777 or 2837-0888.



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