

## Special Notice

2022-07-03

### DSI provides public services to a limited extent

Due to the development of the outbreak of the novel Coronavirus, the Identification Services Bureau (DSI) located at China Plaza in Avenida de Praia Grande and DSI's service area in the Macao Government Services Centre in Islands (Zone D on 3rd Floor) will provide limited public services during the period 4th to 8th July 2022, while DSI's service area in the Macao Government Services Centre in Areia Preta (Zone R on 2nd Floor) will be suspended.

For the aim of preventing and controlling the disease, DSI calls for citizens to postpone formalities for non-urgent applications or use 24-hour self-service kiosks and online services to go through application formalities to avoid crowding. Citizens who intend to lodge applications at DSI can go to DSI's website ([www.dsi.gov.mo](http://www.dsi.gov.mo)) to obtain the number tag of the day or make an appointment for lodging application. All kinds of performance pledges will be suspended. Applicants will be notified of the document collection date by SMS.

Moreover, citizens who lodged applications already and need to collect documents or certificates are advised to check the latest status of their application on DSI website before proceeding to collect their document. If the collection site is DSI's service area in the Macao Government Services Centre in Areia Preta (Zone R on 2<sup>nd</sup> Floor), citizens have to call 2837-0777 or 2837-0888 to make an appointment for document collection in advance.

The screenshot shows the official website of the Identification Services Bureau (DSI) of the Macao Government. The header includes the DSI logo, the name in Chinese (身份證明局) and Portuguese (Direcção dos Serviços de Identificação), and navigation links for Sitemap, Chinese, Portuguese, and English. A font size slider is set to 100% and a sound assist button is turned off. The main navigation menu includes Home, Forms Download, Cases Analysis, Enquiry on the legislative law of Macao, Organization Chart, Commitment to Quality Service, and Contact Us. A central banner features the slogan '我們的信念 以人為本 廉潔公正 誠信有禮 高效優質' (Our belief: People-oriented, Integrity and Justice, Sincerity and Politeness, Efficient and High Quality) and the DSI logo. Below the banner, a yellow bar states 'Citizens can obtain the number tag of the day st' and provides the '24-Hour Overseas Emergency Service Hotline : (853)2857-3333 (Please click here for further details)'. A video player shows a video titled '【RAEM】Guangdong-Macao Intensive C... The Guangdong-Macao Intensive Cooperation Zone in Hengqin'. On the left, a sidebar lists services such as 'Online Services', 'Obtain "Tag Number of the Day"/ Appointment', and 'Mobile Application'. On the right, there are links to the Ministry of Foreign Affairs of the People's Republic of China (GB), Chinese Consular Services Net, Guide to China's Consular Protection and Services Overseas, Macao SAR Government Portal, Travel convenience privilege, Online Overseas Assistance Service for Macao residents, and Facilitation Measures on Entry and Exit Procedures between Hong Kong and Macao.

Citizens are advised to use online channel to obtain the number tag of the day, make appointment or lodge application.

澳門特別行政區政府  
Government of the A.R.A.M.  
**身份證明局**  
Direcção dos Serviços de Identificação

Sitemap | 中文 | PORTUGUÊS | ENGLISH

Font Size: 100%    Sound Assist: OFF

ISO 9001  
FS 98410  
ISO 10002  
(BSI certification)  
CNS 44033  
ISO 27001  
IS 5002009

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**Online Services**

- Obtain "Number Tag of the Day"/Appointment
- Enquiry on the application progress**

Citizens are advised to check the latest status of application before proceeding to collect documents.