

## **Press Release**

**2023-02-06**

### **DSI will increase application service time starting tomorrow and provide services on weekends through interdepartmental supports**

Due to a large number of needs for identity card renewal and travel documents application have accumulated in the earlier time, the Identification Services Bureau (DSI) will increase application service time from 7<sup>th</sup> February to 31<sup>st</sup> March 2023 through the support of various departments in the area of administration and justice on the basis that DSI has previously enlarged its service capacity by internal coordination and relocation of manpower. Existing DSI offices will open from 9 a.m. to 9 p.m. from Monday to Sunday, providing continuous counter services 7 days a week. Besides, helpers will be sent to 24-hour self-service areas for assisting citizens to go through application formalities, so as to promptly respond to the demand for application from citizens.

According to DSI's statistics, there are around 30,000 identity cards and 120,000 travel documents expired and have to be renewed. Despite having coordinated and relocated internal manpower, the daily application volume has increased by 30 percent compared with the past and it is difficult to cope with the significant increase in demand for applications in a short period of time. Therefore, starting from 7<sup>th</sup> February to 31<sup>st</sup> March 2023, the application service hours of three DSI offices located at China Plaza in Avendia da Praia Grande, the Government Services Centre in Areia Preta and the Government Services Centre in Islands will be extended to 9 p.m. from the original service hours 9 a.m. to 6 p.m. In addition, DSI will also open on weekends to accept applications. In this case, citizens will be provided with continuous

application service 7 days a week from 9 a.m. to 9 p.m. every day.

Extended service hours are only opened for first-time or renewal applications for identity card, travel documents and visit permit to Hong Kong by appointment. On-site ticketing will not be provided, but citizens can still collect documents without appointment during that time. Appointments for services in the extended time can be made via “Macao One Account” or DSI website starting from 9 a.m. on 7<sup>th</sup> February 2023.

Through the above-mentioned arrangements, DSI can increase the weekly service time by 39 hours, and the service capacity will be increased from 3500 applications to 7200 applications. In order to ensure sufficient manpower to cope with the additional workload, the Municipal Affairs Bureau and other departments in the area of administration and justice will relocate manpower to DSI to support front-line counters and internal operations.

Moreover, in order to assist citizens to use self-service kiosks in different districts, starting from 7<sup>th</sup> February 2023, helpers will be stationed at six 24-hour self-service areas in Macao from 9 a.m. to 9 p.m. every day to help citizens to go through application formalities more efficiently. For details and locations of the 24-hour self-service areas, please refer to [www.dsi.gov.mo/kiosk\\_e.jsp](http://www.dsi.gov.mo/kiosk_e.jsp)

DSI calls for eligible persons to use “Macao One Account” or self-service kiosks in higher priority for lodging application. Citizens who choose to use counter service in normal service hours are advised to make appointment in advance. Citizens can make appointment in “Ticketing and Appointment for Counter Service” in “Macao One Account” or on DSI website ([www.dsi.gov.mo](http://www.dsi.gov.mo)) to reduce queuing and waiting time. For enquiries, please call DSI hotline (2837-0777 or 2837-0888) or email to [info@dsi.gov.mo](mailto:info@dsi.gov.mo).

## Identity Card and Travel Documents application

### Identification Services Bureau **Increases Application Service Time**

Service Hours: **9** a.m. to **9** p.m.  
**Monday to Sunday, 7-day**  
continuous service

*No on-site ticketing  
in the extended time*

#### Extended Opening Hours

 Monday to Friday, 6 p.m. to 9 p.m.

 Saturday to Sunday, 9 a.m. to 9 p.m.

#### 3 DSI Offices :

-  China Plaza in Avenida da Praia Grande
-  Macao Government Services Centre in Areia Preta
-  Macao Government Services Centre in Islands

Only accept **identity card** and **travel documents**  
applications by **appointment**

Appointment can be made via “Ticketing and  
Appointment for Counter Service”  
in “Macao One Account” or on  
DSI website [www.dsi.gov.mo](http://www.dsi.gov.mo)

For enquiries, please call  
DSI hotline (28370777 or 28370888).



DSI  
Ticketing and  
Appointment



Macao One Account  
Ticketing and  
Appointment



Municipal Affairs Bureau  
Ticketing and  
Appointment

## Identity Card and Travel Documents application

# Six 24-hour Self-Service Areas



( **9 a.m. to 9 p.m.** )



**Helpers are stationed  
to assist citizens  
to go through  
application formalities**



- 📍 **DSI Electronic Services Area  
(Ground floor of China Plaza)**
- 📍 **Macao Government Services Centre in Areia Preta  
(24-hour self-service zone)**
- 📍 **Macao Government Services Centre in Islands**
- 📍 **Islands District Public Services Centre  
– Seac Pai Van Station**
- 📍 **DSI Self-Service Station in Seac Pai Van,  
Coloane**
- 📍 **Government's 24-hour self-service area  
at Ponte Negra**



DSI  
Ticketing and  
Appointment



Macao One Account  
Ticketing and  
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Municipal Affairs Bureau  
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Appointment