

## **Press Release**

**2023-03-31**

### **DSI's measure to increase application service time ends today**

In order to respond to the demand for application service from citizens, the Identification Services Bureau (DSI) has extended service hours to 9 p.m. and opens on Saturday and Sunday to receive applications for identity cards and travel documents since 7<sup>th</sup> February. As there is a significant decline in appointments for lodging application in the extended service hours recently, the measure to increase application service time ends today (31<sup>st</sup> March). With the support of the Municipal Affairs Bureau, DSI has received over 64,000 applications for identity card and travel documents.

Since 1<sup>st</sup> April 2023, the service hours of DSI offices located at China Plaza in Avenida da Praia Grande, the Government Services Centre in Areia Preta and the Government Services Centre in Islands will resume to open from 9 a.m. to 6 p.m. from Monday to Friday, and closes on weekend and public holidays.

DSI recommended eligible persons to use “Macao One Account” or 24-hour self-service kiosks in higher priority for lodging application. Please scan the relevant QR code for the demonstration videos of electronic application services. Citizens who need to submit application at service counters 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)). For enquiries, please call DSI hotline (2837-0777 or 2837-0888) or email to [info@dsi.gov.mo](mailto:info@dsi.gov.mo).



DSI's measure to increase application service time ends

## Demonstration Videos for application services

### Self-service application for ID card renewal

(Aged 18 or above)



### Self-service application for ID card renewal

(Aged 25 on the latest issuance date of ID card)



### Online application for travel documents

(Aged 5 on the latest issuance date of ID card)



### Self-service application for travel documents

(Aged 18 or Underage whose height reached 1.5 meters)

