

Press Release

2014-03-05

Identification Services Bureau Introduces Self-Service Kiosks for Electronic Identity Card Renewal and Special Administrative Region Passport Application and Electronic Document Collection Process

The Identification Services Bureau introduced self-service kiosks for electronic identity card renewal and Special Administrative Region passport (hereinafter referred as SAR passport) application on a trial basis in the second half year of 2013. Citizens do not need to obtain a number tag in advance of using the self-service kiosks; they can submit their application on their own with the abovementioned kiosks during office hours of the Identification Services Bureau.

Self-Service Application for Electronic Identity Card Renewal

Eligible electronic Macao SAR Permanent Resident Identity Card holders who are at the age of 18 or above can renew their resident identity card with the self-service kiosks within 6 months prior to the expiry date of their resident identity card.

Applicants just need to follow the instructions given by the kiosks to go through the application process, including verifying and enrolling fingerprints, taking onsite photo, scanning identity card and signing on the digital signature pad. Besides, applicants may also scan their own photo for the use of the card face photo if they want. Right after the application process, applicants have to present the payment slip to the service counter and pay the application fee to complete the whole application. If necessary, the applicants may need to have height measurement and ten digital fingerprint impressions.

The above-mentioned kiosks are not applicable to applicants who need to modify their personal information excluding address, telephone number, occupation and information of emergency contact person.

From 31st October 2013 (i.e. the first day of issuing the contactless electronic identity card) until present, on daily average, 32% of the eligible applicants have renewed their identity card with the self-service kiosk; the highest single-day percentage even reached 58%.

Self-Service Application for SAR Passport

Eligible electronic Macao SAR Permanent Resident Identity Card holders who are at the age of 18 or above can use the self-service kiosk to submit their first-time application for SAR Passport, or renew their SAR Passport within 9 months prior to the expiry date of their SAR passport.

Applicants just need to follow the instructions given by the kiosks to go through the application process, including verifying and enrolling fingerprints, taking onsite photo, scanning photo and identity card, and signing on the digital signature pad. Right after the application process, applicants have to present the payment slip to the service counter and pay the application fee to complete the whole application.

The self-service kiosk has been put into use on a trial basis since November 2013. Until present, 29% of the eligible applicants have applied for SAR passport with the self-service kiosk; the highest single-day percentage even reached 51%.

At present, a total of 13 kiosks for electronic identity card renewal and SAR passport application have been set up at the China Plaza. The Identification Services Bureau will extend the above-mentioned kiosks to the Government Services Centre in Areia Preta as needed.

In order to improve the kiosk services continuously, the Identity Services Bureau will collect opinions from the kiosk users regularly and welcomes citizens to provide their valuable comments.

Continuous Improvement on Document Collection Process

The Identification Services Bureau has implemented the electronic document collection measures on trial basis in September 2013, so that citizens no longer need to queue up for collecting documents. After arriving the Identification Services Bureau, citizens just need to input the barcode of the document collection receipt with the kiosk, and then wait in the seating area until they are instructed to collect their document at the designated counter.

Before using the self-service kiosks for electronic identity card renewal and SAR passport application and the electronic document

collection process, citizens can browse the relevant demonstration videos in advance at the Electronic Services Area, the Document Collection Counter and the official website (www.dsi.gov.mo) of the Identification Service Bureau.

The introduction of self-service kiosks for electronic identity card renewal and SAR passport application marked an important milestone on the development of electronic government services of the Identification Services Bureau. The Identification Services Bureau will continue to promote electronic services and continuously improve working processes and enhance service quality.