

Press Release

21 June 2012

Identification Services Bureau introduces Self-Service Kiosks for Certificate of Criminal Record Application and Contact Information Modification

The Identification Services Bureau has launched the testing phase for its two new self-service kiosks for applying for the Certificate of Criminal Record and modifying the contact information of Macao residents respectively since February 2012. The kiosks allow citizens to apply for the Certificate of Criminal Record and modify their contact information on a self-service basis, saving the waiting time needed if they are applying at traditional service counters. The trial period of the abovementioned kiosks ended in May 2012. These kiosks have been entirely put into official use on 1st June 2012.

Kiosk for Certificate of Criminal Record Application

The testing period of the kiosks for Certificate of Criminal Record Application started on 22nd February 2012. During the pilot period, 2 kiosks were installed at the Identification Services Bureau in the China Plaza. In the first testing month, 820 applications were received at kiosks which accounted for 49% of total applications.

Eligible electronic Macao Resident Identity Card holders who are at the age of 16 or above can apply for the Certificate of Criminal Record with the above-mentioned self-service kiosks.

During the application process, applicants are required to verify their fingerprints, scan the image of their identity card and sign on the screen directly. Right after the application process, applicants have to pay the application fee to complete the whole application. Moreover, applicants can choose to pay the application fee at the kiosk through online payment with their credit card or in cash at the service counters. In addition, applicants will receive a SMS (Short Message Service) reminder for document collection if their mobile number has been provided during the application.

In order to improve services continuously, the Identification Services Bureau will

look into the possibility of increasing more different payment methods. According to the statistics, 12,606 applications have been received at kiosks until 15th June 2012, which accounted for 56% of total applications. Among them, 10,591 applications were conducted at the China Plaza and 2,015 applications were conducted at the Government Services Centre, which accounted for 52% and 83% of the total applications of their respective location.

Kiosk for Contact Information Modification

The testing period of the kiosk for Contact Information Modification started on 22nd April 2012. During the pilot period, kiosks were installed at the Identification Services Bureau in the China Plaza.

Eligible electronic Macao Resident Identity Card holders who are at the age of 18 or above can modify their contact information (i.e. address and telephone number) with the above-mentioned self-service kiosks.

Furthermore, citizens are required to verify their fingerprints at the kiosks. Once they are identified, they can get access to or modify their current contact number and address. Also, they can choose if they authorize the Identification Services Bureau to provide their contact information to other government entities.

Seeing the positive responses to the kiosks, the Identification Services Bureau has extended the kiosk services to the Government Services Centre in Areia Preta since 26th April 2012. At present, a total of 7 kiosks for Certificate of Criminal Record Application and 4 kiosks for Contact Information Modification have been set up at the China Plaza and the Government Services Centre. Among them, 4 kiosks for Certificate of Criminal Record Application and 2 kiosks for Contact Information Modification are installed at the China Plaza, and 3 kiosks for Certificate of Criminal Record Application and 2 kiosks for Contact Information Modification are installed at the Government Services Centre.

The introduction of self-service kiosks marked an important milestone on the development of electronic administrative services of the Identification Services Bureau. Moreover, the Identification Services Bureau will continue to further promote electronic services and introduce kiosks for Macao SAR Resident Identity Card Renewal Application and kiosks for Macao SAR Travel Documents Application in 2013.

