



Immigration news alerts COVID-19

COVID-19 (also previously referred to as 2019 Novel Coronavirus or 2019-nCoV) is a virus identified as the cause of an outbreak of respiratory illness first detected in Wuhan, China. While it is unclear how easily this virus is spreading between people, authorities across the globe are issuing travel health notices related to this outbreak.

In this series of news alerts, we will provide you with immigration updates to keep you up to date on the rapidly evolving situation within our region.

Note: If you have trouble accessing any of the links below, please try to copy and paste them directly into your browser.

Hong Kong

Immigration Department services arrangements

Hong Kong Special Administrative Region (HKSAR) Government Press Releases | 5 April 2020

The Immigration Department (ImmD) requests applicants who are not required to visit its offices in-person for applications to submit their applications by post, drop-in, online, or through the mobile application. Applicants who are required to

visit its offices should make appointment bookings in advance by phone or through electronic means to reduce crowding at the offices.

From 6 April, ImmD will distribute daily quotas tags to applicants at the Wan Chai Headquarters and other branch offices, and applicants will be required to adhere to the scheduled period specified on the quotas tags. Outside of the scheduled periods, applicants will not be allowed to remain in the office premises. As there are sufficient quotas, there is no need to queue up early, in particular overnight, for applications. Employers of foreign domestic helpers (FDHs) should also encourage FDHs to submit their applications by post, drop-in, or online.

Furthermore, ImmD's East Kowloon, Sha Tin and Fo Tan branch offices will resume services from 6 April alongside its West Kowloon and Yuen Long branch offices, providing emergency and limited public services including applications of extension of stay for FDHs (contract renewal with the same employer) and visitors (excluding Mainland visitors). For the full details of ImmD's services arrangements, please refer to the link below.

Furthermore, with the exception of the Hong Kong International Airport, Hong Kong-Zhuhai-Macao Bridge and Shenzhen Bay Control Points, passenger immigration clearance services in other immigration control points remain suspended until further notice. The operating hours of passenger clearance services at the Hong Kong-Zhuhai-Macao Bridge and Shenzhen Bay Control Points will also be adjusted as follows until further notice:

Hong Kong-Zhuhai-Macao Bridge Control Point

- Operating hours of the Passenger Clearance Building (i.e., for passengers crossing the boundary with cross-boundary coaches and shuttle buses) will be adjusted to 10.00 a.m. to 8.00 p.m. daily; and
- Operating hours of the clearance for private cars will be adjusted to 6.00 a.m. to 10.00 p.m. daily, while the operating hours for cargo clearance will remain in operation 24 hours daily.

Shenzhen Bay Control Point

- Operating hours of all passenger clearance services have been adjusted to 10.00 a.m. to 8.00 p.m. daily, while the operating hours for cargo clearance will remain unchanged (i.e., from 6.30 a.m. to midnight daily).



More information

Singapore

Public to use Immigration & Checkpoints Authority (ICA) e-services; over-the-counter services by appointment and for urgent cases only

Immigration & Checkpoints Authority | 5 April 2020

With the implementation of elevated safe distancing measures from 7 April to 4

May, members of the public should use ICA e-Services (via MyICA at www.ica.gov.sg) for transactions and defer all non-urgent visits to the ICA Building. ICA's e-Appointment Service will be suspended during this period. Those who have made appointments to collect their documents or transact with ICA on or after 7 April will need to defer their visits to the ICA Building till after 4 May. Call centre services (6391 6100) will continue to be available during this period.

Members of the public who require urgent services at the ICA Building on or after 7 April will first need to submit a request at <https://go.gov.sg/ica-services>. It will take up to **one** working day for the request to be processed. Only those who receive an approval appointment letter will be granted entry into the ICA Building. Please refer to the link below for the complete list of online services, and urgent services that are still available over-the-counter at the ICA Building.

 **More information**

Adjustments to work pass services arising from the additional safe distancing measures

Ministry of Manpower (MOM) | 5 April 2020

Following the Multi-Ministry Taskforce's announcement on 3 April on the additional safe distancing measures, the MOM has announced several changes to its services from 7 April to 4 May, including:

- **Card registration and collection:** The Employment Pass Services Centre (EPSC) at Riverwalk and Hall C of MOM Services Centre at Bendemeer will be closed. Pass holders who are unable to proceed with card registration or collection can remain in Singapore with their Notification Letters or Card Replacement Letters. Work pass holders who telecommute or work in essential services can start work with the letters.
- **Card delivery services:** Card delivery services will be suspended. Please ignore delivery notices received from 7 April.
- **Work and dependant's passes expiring from 6 April to 5 May:** Passes expiring from 6 April to 5 May will be automatically extended until 5 June, except for these passes: Work Permit for Performing Artiste; Training Work Permit; Training Employment Pass; Personalised Employment Pass; Work Holiday Pass; and Foreign Domestic Workers (FDWs) below 50 years old (employers may proceed to [renew their passes](#)). FDWs above 50 years old will have their Work Permits extended until 5 June.

For the complete list of services, including cancellation of passes and extension of stay; medical examinations for pass holders; workers who need trades certification (e.g., Construction Safety Orientation Course (CSOC), Metalworking Safety Orientation Course (MSOC), etc) to get their Work Permits issued or renewed; and in-principle approvals (IPAs) that are expiring soon, please refer to the link below. For the latest advisories on COVID-19, please visit the MOM's [website](#).

 **More information**

Additional measures to minimise further spread of COVID-19 within foreign worker dormitories

Ministry of Manpower | 5 April 2020

The Multi-Ministry Taskforce has decided that further measures are necessary to

contain the risk of further transmission among the foreign workers within two dormitories. Both S11 Dormitory @ Punggol and Westlite Toh Guan dormitory have been declared as isolation areas. Onsite medical support has been deployed, along with provision of food and essential supplies.

Within these two dormitories, precautionary steps have also been taken to protect workers who are well. All the affected workers will not go to work. Access to recreational facilities will be regulated to reduce the inter-mixing of workers. Movement between blocks is prohibited. Workers have also been advised to cease social interactions with others who do not reside in the same room or floor.

MOM is working closely with all dormitory operators to implement similar measures within their premises with immediate effect. Efforts are also underway in the larger dormitories to reduce the density of their resident workers, by transferring some among them to alternative accommodation during this period.

Companies that are providing essential services with workers affected by this quarantine order will be supported and arrangements will be made to ensure these essential services can continue to be provided.



[More information](#)

129 stop-work orders issued to companies not implementing safe distancing at workplace

The Straits Times | 2 April 2020

More than 850 workplaces have been inspected and 129 stop-work orders, as well as 260 remedial orders (ROs), have been served to companies in a bid to enforce safe distancing at workplaces, said the MOM in an update on Thursday, 2 April.

More than half of the orders served involved companies having to improve work-from-home arrangements. In such cases, MOM has issued an RO to the company to get its staff to work from home, as far as possible.

MOM added that inspections are also being conducted in factories, construction sites and other workplaces to ensure the implementation of measures to protect workers who are unable to work from home.



[More information](#)

Contact

Should you have any comments or questions arising from this newsletter, please feel free to contact me.



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