



The location and the service hours for major service points of **Trade and Industry Department** are as follows:

Trade and Industry Tower

**Address : 1/F & 13/F – 18/F, Trade and Industry Tower, 3 Concorde Road,
Kowloon City, Hong Kong**

**Service Hours* : (I) Monday to Friday 8:45 am - 12:30 pm & 1:30 pm - 5:45 pm
(II) Monday to Friday 8:45 am – 6:00 pm**

Service Points, Floor and Service Hours	Services and Enquiry Numbers
Customer Service Centre of Hong Kong Service Supplier (HKSS) and Hong Kong Investor (HKI) Certification Section (16/F) (I)	<ul style="list-style-type: none"> ● Application for Certificate of HKSS (Tel: 3403 6428) ● Application for Certificate of HKI (Tel: 3403 6428)
Strategic Trade Controls Branch (16/F) (I)	<ul style="list-style-type: none"> ● Classification services for strategic commodities (Tel: 2398 5587) ● Licensing services for strategic commodities (Tel: 2398 5575)
Manifest Checking Unit (16/F) (I)	<ul style="list-style-type: none"> ● Import and export manifests Sea, Air and Land (Tel: 2398 5565) ● Transhipment Cargo Exemption Scheme (Tel: 2398 5565)
Rough Diamonds and Ozone Depleting Substances Licensing Unit (16/F) (I)	<ul style="list-style-type: none"> ● Rough Diamonds (Tel: 2398 5557) ● Licensing services for Ozone Depleting Substances (Tel: 2398 5560) ● Dissemination of Information of Trade-related United Nations Sanctions (Tel: 2398 5560)
Funding Schemes Branch (15/F) (I)	<ul style="list-style-type: none"> ● SME Funding Schemes (Tel: 2398 5125) ● Dedicated Fund on Branding, Upgrading and Domestic Sales (Organisation Support Programme) (Tel: 2398 5128)

Service Points, Floor and Service Hours	Services and Enquiry Numbers
Factory Registration and Origin Certification Branch (14/F) (I)	<ul style="list-style-type: none"> ● Certificate of Hong Kong Origin, Certificate of Origin – Processing, Certificate of Origin - Form A and Statutory Declaration for Antique (Tel: 2398 5545) ● Certificate of Hong Kong Origin – CEPA, Certificate of Hong Kong Origin – New Zealand and Preferential Rules of Origin (Tel: 3403 6432) ● Factory Registration, Outward Processing Arrangement Registration and Local Subcontracting Arrangement (Tel: 2398 5531) ● Other services relating to Outward Processing Arrangement (Tel: 2398 5533)
Textiles Trader Registration Office (14/F) (I)	<ul style="list-style-type: none"> ● Textiles Trader Registration (Tel: 2398 5512) ● Registration as Local Importers of Mainland Cereals and Grain Flour (Tel : 2398 5733) ● Registration as Hong Kong Registered Wine Exporters (Tel: 3403 6426) ● Powdered Formula Licensing (Tel: 3403 6220)
Rice Control Unit (13/F) (I)	<ul style="list-style-type: none"> ● Licensing services relating to the Rice Control Scheme (Tel: 2398 5570)
Shroff and Form Sales Counter (13/F) (I)	<ul style="list-style-type: none"> ● Collection and Form Sales (Tel: 2398 5325)

Service Points, Floor and Service Hours	Services and Enquiry Numbers
Support and Consultation Centre for SMEs (SUCCESS) (13/F) (II)	● Free business information and consultation services for SMEs (Tel: 2398 5133)
SME Export Marketing Fund Service Counter (13/F) (I)	● SME Export Marketing Fund (Tel: 2398 5127)
Information Counter (1/F) (I)	● General Enquiries (Tel: 2398 5333)

Website: <http://www.tid.gov.hk>

24-Hour Enquiry Hotline: 2392 2922

Email: enquiry@tid.gov.hk or [1823 Online Application Form](#)

All telephone conversations on the enquiry hotlines of the Trade and Industry Department shall be recorded to ensure service quality. The recorded conversations will be kept for 90 days. Members of the public may request for conversations relevant to them recorded in 90 days on a CD, at a charge of \$50 per CD.

* In accordance with the [Government's five-day week](#) arrangement, the normal service days of TID are Mondays to Fridays; Saturdays, Sundays and Public Holidays closed.

(March 2018)