



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

**Trade and Industry Tower**

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

**Service Hours\* : Monday to Friday 8:45 am - 12:30 pm & 1:30 pm - 5:45 pm**

Service Points and Floor	Services and Enquiry Numbers
Customer Service Centre of Hong Kong Service Supplier (HKSS) and Hong Kong Investor (HKI) Certification Section (16/F)	<ul style="list-style-type: none"> <li>● Application for Certificate of HKSS (Tel: 3403 6428)</li> <li>● Application for Certificate of HKI (Tel: 3403 6428)</li> </ul>
Strategic Trade Controls Branch^ (13/F and 16/F)  ^Counter services available at the Integrated Customer Service Centre on 13/F and on 16/F.	<ul style="list-style-type: none"> <li>● Classification Services for Strategic Commodities (Tel: 2398 5587)</li> <li>● Licensing Services for Strategic Commodities (Tel: 2398 5575)</li> <li>● Technical Help Desk (E-services) for strategic commodities (Tel: 2398 5659)</li> </ul>
Manifest Checking Unit (16/F)	<ul style="list-style-type: none"> <li>● Import and export manifests Sea, Air and Land (Tel: 2398 5565)</li> <li>● Transhipment Cargo Exemption Scheme (Tel: 2398 5565)</li> <li>● Dissemination of Information of Trade-related United Nations Sanctions (Tel: 2398 5565)</li> </ul>
Rough Diamonds and Ozone Depleting Substances Licensing Unit (16/F)	<ul style="list-style-type: none"> <li>● Licensing services for Rough Diamonds (Tel: 2398 5557)</li> <li>● Licensing services for Ozone Depleting Substances (Tel: 2398 5560)</li> </ul>

Service Points and Floor	Services and Enquiry Numbers
SME Committee and Development Branch (15/F)	<ul style="list-style-type: none"> <li>● Trade and Industrial Organisation Support Fund (Tel: 2398 5128)</li> </ul>
Factory Registration and Origin Certification Branch (13/F*)  * Please proceed to Integrated Customer Service Centre on 13/F for relevant services and receipt / dispatch of documents and applications.	<ul style="list-style-type: none"> <li>● Certificate of Hong Kong Origin, Certificate of Origin – Processing, Certificate of Hong Kong Origin – Georgia, Certificate of Hong Kong Origin – Form AHK and Statutory Declarations for Export of Antiques (Tel: 2398 5545)</li> <li>● Certificate of Hong Kong Origin – CEPA, Certificate of Hong Kong Origin – New Zealand and Preferential Rules of Origin (Tel: 3403 6432)</li> <li>● Factory Registration, Outward Processing Arrangement and Local Subcontracting Arrangement (Tel: 2398 5531)</li> </ul>
Integrated Customer Service Centre (13/F)	<ul style="list-style-type: none"> <li>● Textiles Trader Registration (Tel: 2398 5512)</li> <li>● Powdered Formula Licensing (Tel: 3403 6220)</li> <li>● Registration as Local Importers of Mainland Cereals and Grain Flour (Tel : 2398 5733)</li> <li>● Registration as Hong Kong Registered Wine Exporters (Tel: 3403 6426)</li> <li>● Licensing and Registration services relating to the Rice Control Scheme (Tel: 2398 5570)</li> <li>● General Enquiries (Tel: 2398 5333)</li> </ul>

Service Points and Floor	Services and Enquiry Numbers
Support and Consultation Centre for SMEs (SUCCESS) (13/F)	<ul style="list-style-type: none"> <li>Free business information and consultation services for SMEs (Tel: 2398 5133)</li> </ul>
SME Export Marketing Fund Service Counter (13/F)	<ul style="list-style-type: none"> <li>SME Export Marketing Fund (Tel: 2398 5127)</li> </ul>
Shroff and Form Sales Counter (13/F)	<ul style="list-style-type: none"> <li>Fee Collection and Form Sales (Tel: 2398 5325)</li> </ul>

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

24-Hour Enquiry Hotline: 2392 2922

Email: [enquiry@tid.gov.hk](mailto: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 \$57 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 are closed.

(March 2024)