

# Procedure of Application for Non-Criminal Record in Hong Kong (Certificates of No Criminal Conviction (CNCC))

Notes for applicants who are in Hong Kong

**- Applicable to applicants (regardless of nationality) who are in Hong Kong or will visit Hong Kong, applicants must apply in person at this office**

The issuance of a "Certificate of No Criminal Record" (commonly known as a "good citizen certificate") is a fee-based service provided by the Hong Kong Police Force. The "Certificate of No Criminal Record" issued by the Department is purely for the relevant person to apply for various types of entry visas (including travel, education or residence, etc.), or to apply for adoption of children. Applications for the issuance of a "Certificate of No Criminal Record" for any other purpose will not be accepted. (Except Government Official Prove)

## Application procedures and required documents

2. Applicants must go to the "Certificate of No Criminal Record Office" on the **14th floor of the Arsenal Building, Police Headquarters, No. 1 Arsenal Street, Wan Chai, Hong Kong**. The office hours of the office for accepting applications and payment are as follows:

Monday to Friday, 9 am to 5:15 pm\*  
Closed on Saturdays, Sundays/ Public Holidays

\* The cashier department of the police headquarters will stop accepting cash/ cheque payments from 1:00 pm to 2:00 pm and after 5:00 pm

3. Applicants must bring the following application documents to apply. All documents (except items c and f) must be submitted. It is recommended that applicants refer to the FAQ before submitting the application.

- a. The original of the completed application form ([Application form 172a.pdf](#));
- b. The original signed and agreed to accept the fingerprint taken form; ([Fingerprint Consent form 172b.pdf](#));
- c. Applicant's information form (only applicable to applications related to visa or permanent residency); ([Applicant Personal Data form dcs331.pdf](#))
- d. Applicant's Hong Kong Identity Card (if Hong Kong resident) / original valid travel document (Passport);
- e. The Original and Photocopy of the **letter issued by the relevant consulate/immigration bureau/ government department (one photocopy for each applicant)**. The letter must contain the name of the applicant and clearly state that the consulate/immigration/government department requires the applicant's certificate of no criminal record for approval purposes; and the **Postal Address** of the consulate/ immigration/ government department. The application results will be sent directly to the office by registered

mail from the Hong Kong Police Force. (For details, please refer to paragraphs 9 to 12 below.) If the letter is an electronic version, the applicant must submit a hard copy;

- f. The Original and Photocopy of documents **proving the relationship** between the applicant and the main visa applicant, such as marriage certificate, birth certificate, etc.; (Only applicable when the applicant's name is not included in the letter from the consulate/immigration bureau/government department in item e above)
- g. The application fee is **HK\$283 per person**. Payment can be made by cash, Octopus card, EPS or cheque. If paying by cheque, please cross the cheque and state "The Government of the Hong Kong Special Administrative Region" as the payee. They do not provide value-added services for Octopus cards.

4. If applicants use the electronic version of the application documents, they must arrange their printed copies for submission. This office does not provide printing services. Regarding the application forms that can be downloaded from items a to c in the third paragraph above, the applicant's information fill-in form, and the acceptance of fingerprint taken, this office only accepts the printed version with the applicant's handwritten signature. The entire application process does not accept electronic submission of documents.

5. If the application documents are not written in Chinese or English, the applicant must also submit a Chinese or English translation; the translation must be verified by the issuing authority or a translation agency recognized by the government.

#### **Online and telephone appointment**

6. Applicants are recommended to go through the online appointment system (<https://www.obs.police.gov.hk/en>) or call the automatic telephone enquiry system at 2396 5351 at least one day before the appointment time. Walk-in application will not be entertained.

7. The appointment system can provide dates within the next 60 days from the next day for selection. If all the time slots available for appointment are full, you can try again later. If other applicants cancel the appointment during the period, the open time slot will also be available for re-appointment.

#### **Consent for Fingerprint Taking and Authorization to Disclose Criminal Records**

8. By signing the Fingerprint consent form mentioned in paragraph 3(b) above, applicants consent to have their fingerprints taken and retained by the Hong Kong Police Force as well as that details of any criminal conviction recorded against him or her can be disclosed to the appropriate Consulate / Immigration Authority / Government Authority without prior reference to him or her.

#### **Time required to process the application and issue the certificate**

9. If the Hong Kong Police Force does not have a criminal record of the applicant, the "Certificate of No Criminal Record" will be sent directly to the relevant consulate/immigration bureau/Government Department by registered letter within four weeks after the required application documents and fees are collected. The applicant will NOT receive the original or copy of the relevant certificate.

# We will get the courier receipt and inform applicant.

10. If the applicant has a criminal record, the Department will notify the relevant consulate/immigration bureau/government department and the applicant by a registered letter, stating that the applicant cannot issue a "Certificate of No Criminal Record" and list the criminal record information .

11. If the applicant is under investigation by the Hong Kong Police Force/Hong Kong law enforcement agency, or is a defendant in Hong Kong criminal proceedings, or a person who owes fines (including traffic contraventions), his application will not be processed further until the conclusion of the case/incident. The office will send a letter to inform applicants that their application will not be processed until the relevant case is over. When there are no other outstanding cases, the Hong Kong Police Force will issue a certificate or letter in accordance with the above paragraphs 9 and 10.

12. Applicants may access to the Hong Kong Post Office website to check the delivery time, but please note that the relevant time will be affected by the destination postal service.

### **Handling of personal data**

13. The personal data provided by the applicant will only be used to process the application. They have the right to request in writing to the Chief Inspector (Support) of the Forensics Section, 10th Floor, West Wing, Arsenal Building, Police Headquarters, No. 1 Arsenal Street, Wan Chai, Hong Kong to access and correct their personal data. In order to recover the administrative fee for handling the relevant request, the applicant may have to pay for the photocopying of the required documents. In most cases, the relevant fees are the same as the photocopying fees currently charged by the government. After the application process is completed, the fingerprints and other personal data collected will be destroyed within a reasonable period of time.

Please contact us for services fee details.