

## Service of Public Records Office of Government Records Service resumes gradually

The Government Records Service (GRS) announced today (August 21) that services of the Public Records Office will gradually be resumed starting from August 24. The Search Room of the Public Records Office will provide services on Monday, Wednesday and Friday from 9am to 5.45pm for users who have made a reservation for holdings through the online catalogue until further notice. The quota is seven users per day, and it will be allocated on a first-come, first-served basis. Services will be limited to:

1. Loan and circulation service for reserved holdings;
2. General enquiries; and
3. Reproduction services.

The above services will be suspended for those who have not made an online reservation for holdings. Meanwhile, users are required to wear masks at all times when they are inside the Hong Kong Public Records Building, and follow the infection control measures implemented by the GRS including temperature checks upon entering the building and applying hand sanitiser.

The Exhibition Hall in the Hong Kong Public Records Building will continue to be closed. Visits and public education programmes are suspended until further notice.

Members of the public may visit the GRS website ([www.grs.gov.hk](http://www.grs.gov.hk)) and the PRO Facebook page ([www.facebook.com/grs.publicrecordsoffice](https://www.facebook.com/grs.publicrecordsoffice)) for updates. For enquiries, please email [proinfo@grs.gov.hk](mailto:proinfo@grs.gov.hk).

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## Latest arrangements for Rating and Valuation Department counter services

In view of the announcement by the Government yesterday (August 20) that government departments will gradually resume the provision of basic public services, the Rating and Valuation Department announced today (August 21) that starting from August 24, the opening hours of its enquiry counters will be adjusted as follows to provide basic counter services three days a week to members of the public until further notice.

Opening hours of enquiry counters:

Monday, Wednesday and Friday (8.15am to 6pm)

To achieve social distancing, the department appeals to the public to minimise visiting the enquiry counters in person unless they require services of the department urgently. Members of the public should use the department's 24-hour electronic services ([www.rvd.gov.hk](http://www.rvd.gov.hk)) to submit forms or obtain information as far as possible. They may also contact the department by email ([enquiries@rvd.gov.hk](mailto:enquiries@rvd.gov.hk)), by fax (2152 0138) or by phone at 2152 0111/2152 2152. Due to the special work arrangements, the waiting/response time may be longer than usual.

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## **Service arrangements for Independent Checking Unit and Appeal Panel (Housing)**

To tie in with the Government's announcement that government departments will gradually resume the provision of basic services from August 24, a spokesman for the Transport and Housing Bureau said today (August 21) that the Independent Checking Unit (ICU) under the Office of the Permanent Secretary for Transport and Housing (Housing) will reopen its receipt counter and general enquiry counter at 8/F, Lung Cheung Office Block, Lung Cheung Road, Wong Tai Sin, Kowloon, to provide limited services including inspection and copying services for Hong Kong Housing Authority building records and receipt of building control applications and documents as well as handling of public enquiries. The service counters will be open from 10am to 4pm, Monday to Friday.

The ICU will limit the number of service users at any one time in order to maintain social distancing. Members of the public, when entering Lung Cheung Office Block and offices of the ICU, shall wear masks at all times and comply with infection control measures including temperature checks and crowd control arrangements.

For emergency reports and general enquiries, people may call 1823 or inform the ICU by email, post or fax:

Email: [icuebt@hd.gov.hk](mailto:icuebt@hd.gov.hk)

Mailing address: 8/F, Lung Cheung Office Block, Lung Cheung Road, Wong Tai Sin, Kowloon  
Fax: 3162 0069

Furthermore, the Appeal Panel (Housing) will resume hearings on

termination of tenancy agreements from August 24. The Secretariat has informed the parties concerned accordingly.

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## Effective Exchange Rate Index

The effective exchange rate index for the Hong Kong dollar on Friday, August 21, 2020 is 105.4 (down 0.2 against yesterday's index).

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## Legal Aid Department adjusts office hours for public services

The Legal Aid Department (LAD) announced today (August 21) that the department will adjust its office hours starting from August 24 and continue to provide basic necessary and limited civil and criminal legal aid application and litigation services until further notice.

The opening hours of the offices are as follows:

Offices	Opening hours (from Monday to Friday, except public holidays)
Information and Application Services Unit, Headquarters	9.30am to 1pm and 2pm to 4.30pm
Information and Application Services Unit, Kowloon Branch Office	
Crime Section	
Civil Litigation Section 1	
Civil Litigation Section 2	
Costing Unit and Enforcement Unit	
Shroff Office	9.30am to 1pm and 2pm to 4pm

For enquiries, please contact the following offices during the above office hours:

- Information and Application Services Unit, Headquarters: 2537 7717 (for civil legal aid services)
- Information and Application Services Unit, Kowloon Branch Office: 2380 0117
- Crime Section: 2867 3139
- Civil Litigation Section 1: 2867 3123
- Civil Litigation Section 2: 2594 7884
- Costing Unit and Enforcement Unit: 2867 3152

Members of the public may also contact the LAD for other enquiries through its 24-hour hotline (2537 7677), via email ([ladinfo@lad.gov.hk](mailto:ladinfo@lad.gov.hk)) or by fax (2537 5948).

The department will review the prevailing public health situation and gradually resume the provision of normal public services when conditions permit.