

Special arrangements for services of Social Welfare Department

In view of the extension of the special work arrangements for government employees for one week until August 9, a spokesperson for the Social Welfare Department (SWD) today (July 30) announced that the SWD's service units providing direct public services for members of the public will continue to only maintain their provision of emergency services and essential services.

While the departmental hotline service will be in operation as normal, other services such as those of the Integrated Family Service Centres (IFSCs) and the Social Security Field Units (SSFUs) will only be provided on a limited scale.

The SSFUs are temporarily closed to the public but maintain services on a limited scale through other modes of service delivery. Relevant application forms are provided next to the drop-in boxes of the SSFUs and can be downloaded from the SWD's website (www.swd.gov.hk). Completed forms can be returned to the relevant SSFUs by post, fax or email or through the drop-in boxes of the SSFUs. After receiving the applications, the SSFU staff will contact applicants for processing their applications. For enquiries, please call the SSFU staff on duty during office hours.

The IFSCs will continue to be open to the public but will only provide casework services with extended hours service suspended.

Service users are advised to call the hotline on 2343 2255 for details of service provision. To reduce the risk of infection arising from gatherings of people, service users are advised to contact the staff of the service units by telephone in advance, so that interviews can be scheduled as appropriate. All visitors must put on masks, have their body temperature checked and maintain social distancing.

Meanwhile, the SWD has strengthened infection control at all service units. Staff will be reminded to follow necessary infection control measures.

Latest arrangements for services in LandsD offices

In accordance with the implementation of special work arrangements by the Government, the Lands Department (LandsD) today (July 30) announced that arrangements have been made for staff to work from home as far as possible to achieve social distancing more effectively with a view to reducing the risk

of spreading COVID-19 in the community. All LandsD offices will continue to provide basic public services on a limited scale up to August 9. Services for receipt and delivery of documents at counters and enquiry telephone lines will be provided between 1pm and 5pm on Monday, Wednesday and Friday during this period. The LandsD headquarters at North Point Government Offices will only open the counter on the 21st floor during the above opening hours. Other counter services, including counter enquiries, map sales counters, collection of compensation for land resumption, depositing of land boundary plans and survey record plans, and inspection of a full list of Authorised Land Surveyors, will be suspended. Online services will be maintained as normal. Members of the public may continue to make enquiries or complaints through email.

An appeal is made to the public to minimise visiting the LandsD's offices in person unless necessary. The public can purchase most map products from Hong Kong Map Service 2.0 and can file enquiries or complaints as well as requests for service online or through other electronic means. Due to the special work arrangements, the processing of various enquiries, complaints and applications may be delayed and it may take a longer time to provide a reply. The department apologises for any inconvenience caused.

Latest arrangements for Highways Department's public services

The Government announced that the special work arrangements for government employees will be extended for one week until August 9. The Highways Department said today (July 30) that it will continue to provide essential and emergency public road repair services including daily inspections of expressways and emergency road repairs. It will also arrange for its contractors to continue to enhance the cleaning work for the handrails of footbridges, subways and escalators as well as the buttons of lifts under the department's purview.

The Reporting Centre of the Highways Department will maintain operation to handle road repair matters. For any suggestions, enquiries or complaints on the services, members of the public may continue to call the 24-hour hotline 2926 4111 or call 1823. Priority is given to emergency incidents. The public may also contact the Highways Department by email or by fax. Details are as follows:

Email addresses:

enquiry@hyd.gov.hk (for enquiries)

complaint@hyd.gov.hk (for complaints)

Fax numbers:

2714 5216 (for enquiries)

LCSD clerical staff member preliminarily tests positive for COVID-19

The Leisure and Cultural Services Department (LCSD) today (July 30) said that a clerical staff member working at the back office of Nan Lian Garden has preliminarily tested positive for coronavirus disease 2019 (COVID-19).

The clerical staff member concerned provides supporting services at Nan Lian Garden in Wong Tai Sin District. The office he works at is not open to the public. He last performed his duties on July 27. He had fever when undergoing temperature screening in the afternoon of that day and went to hospital. He was notified on July 28 that he had preliminarily tested positive for COVID-19.

The clerical staff member has no recent travel history. He wore surgical masks when performing his duties, and has undergone temperature screening during work.

The LCSD will arrange thorough cleaning and sterilisation at the office concerned and all related public facilities according to guidelines provided by the Centre for Health Protection (CHP).

The LCSD is highly concerned about the COVID-19 epidemic and will continue to maintain close liaison with the CHP. Staff are reminded to pay attention to personal hygiene and to stay vigilant. They should seek medical advice immediately if feeling unwell.

Flag-lowering ceremony cancelled

Owing to the thunderstorm warning, the flag-lowering ceremony to be conducted at Golden Bauhinia Square, Wan Chai at 6pm today (July 30) will be cancelled.