

DSD to provide basic and limited public services starting from next week

In light of the extension of special work arrangements for government departments and the latest development of the novel coronavirus infection, the Drainage Services Department (DSD) announced today (February 1) that starting from next Monday (February 3), in addition to the emergency and essential public services being maintained, the DSD will also provide basic and limited public services to members of the public, including the 24-hour DSD Drainage Hotline, the inspection of drainage records, and the handling of Sewage Charges (SC) / Trade Effluent Surcharge (TES) matters. The public are advised to minimise their usage of the above services unless under emergency or necessary situation. The public are also advised that the handling time of the above services would be longer than usual.

Except for the 24-hour Drainage Hotline (2300 1110), all enquiry phone lines and reception services will be suspended temporarily.

The opening hours for inspection of drainage records will be shortened to Monday to Friday from 10am to 12noon and from 2pm to 4pm.

Limited receipt and dispatch services will be provided at the five locations below, with opening hours on Monday to Friday from 10am to 12noon and from 2pm to 4pm.

43/F, Revenue Tower, 5 Gloucester Road, Wanchai, Hong Kong

12/F, Kowloon Government Offices, 405 Nathan Road, Kowloon

23/F, 1063 King's Road, Quarry Bay, Hong Kong

G/F, Western Magistracy Building, 2A Pok Fu Lam Road, Hong Kong

G/F Shatin Sewage Treatment Works Administration Building, 1 Shui Chong Street, Ma Liu Shui, Shatin, New Territories

The DSD facilities will also be temporarily closed for public visits or other educational purposes until further notice.