

Latest arrangements for services of EPD

In view of the special work arrangement for government departments to reduce the risk of spreading the COVID-19 virus in the community, the Environmental Protection Department (EPD) announced today (February 22) that the department will continue to provide members of the public with basic and limited-scale public services until further notice. The detailed arrangements are as follows:

(1) Counter and license application services of the EPD's regional offices will continue to be temporarily suspended. Members of the public may place the application documents in the drop-in box located at the regional offices during office hours (9am to 5pm, Monday to Friday), or submit the application online or by post. The EPD will continue to process all license applications as normal.

(2) Members of the public can place their applications for vehicle exhaust and noise emissions compliance/exemption with relevant documents in the drop-in box located at the EPD's office at 34/F, Revenue Tower, 5 Gloucester Road, Wan Chai during office hours (9am to 5pm, Monday to Friday). The applicants will be informed of the collection arrangement of the approved letters.

(3) Members of the public can submit their applications and submissions under the Environmental Impact Assessment Ordinance to the EPD's office located at 27/F, Southorn Centre, 130 Hennessy Road, Wan Chai during office hours (9am to 12.30pm and 1.30pm to 5pm, Monday to Friday).

(4) Members of the public can submit applications for non-road mobile machinery online, and registrations and enquiries for the "Waste Cooking Oils" Scheme by email or by post. For details, please refer to the EPD website (www.epd.gov.hk).

(5) For the Construction Waste Disposal Charging Scheme, members of the public may call 2872 1838 for application of an account; call 2872 1854 or 2872 1856 for chits application and billing account enquiry; or email to enquiry@epd.gov.hk for both enquiries. The telephone service is adjusted as 9am to 12.30pm and 1.30pm to 3pm every Monday, Wednesday and Friday.

(6) For Waste Transfer Service Accounts, members of the public may call 2872 1704 or email to rts@epd.gov.hk for enquiries. The telephone service is adjusted as 9am to 12.30pm and 1.30pm to 5pm every Monday, Wednesday and Friday.

(7) The instant call answering service of the EPD's general customer service hotline will continue to be suspended. Members of the public can make enquiries by leaving voice messages via the hotline (2838 3111) or by email (hq-hotline@epd.gov.hk).

Details of the latest arrangements of the above services are available at the EPD website (www.epd.gov.hk).

Meanwhile, the EPD will make preparations for the gradual resumption of normal services. For instance, the EPD will gradually step up inspections and investigations to accelerate the handling of enquiries and complaints. If necessary, the EPD may also arrange virtual or face-to-face meetings with contractors, consultants and the trade.

Regarding the facilities, the EPD's WEEE•PARK visitor centre, T•PARK visitor centre, EcoPark visitor centre and Environmental Resource Centres will continue to be temporarily closed. Visitor and education programmes at Community Green Stations (CGS) will continue to be suspended until further notice. All CGSs remain open to collect recyclables.