

Latest arrangements for Highways Department's public services

To align with the special work arrangements announced by the Government to reduce social contacts and the risk of the spread of disease in the community, the Highways Department announced today (March 22) the provision of limited basic public services from March 23 until further notice, including processing of excavation permit applications for excavation works on public roads and parts of the non-emergency road repair works.

The Highways Department 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 cleansing 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. Public may also contact 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)

2187 2243 (for complaints)

Immigration Department services arrangements

In response to the Government's adjustment of public services and special work arrangements for civil servants in accordance with the latest situation of novel coronavirus infection, the Immigration Department (ImmD) announced today (March 22) the provision of services to members of the public from March 23 as follows:

| Types of Services | Sections/Offices | Addresses | Services Available |
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| Travel Documents | Travel Documents and Nationality (Application) Section and Travel Documents (Issue) Section | 4/F, Immigration Tower, Wan Chai | Urgent application and collection of Hong Kong travel documents only. (Those who have successfully applied for their Hong Kong travel documents, which are due for collection at other Immigration branch offices, may call 2852 3045 during working hours for enquiries.) |
| | West Kowloon Branch Office | G/F, 28 Kimberley Street, Tsim Sha Tsui | |
| | Yuen Long Branch Office | 1/F, Yuen Long Government Offices | |
| Identity Cards | Hong Kong Registration of Persons Office | 8/F, Immigration Tower, Wan Chai | Replacement of identity cards and first registration of identity cards for new arrivals to Hong Kong only. (Identity card application/replacement service for those aged 11 to 18 and other identity card-related services are temporarily suspended.) (For enquiries regarding identity cards, please call 3521 6565 during working hours.) |
| | Kowloon Registration of Persons Office | 3/F, Cheung Sha Wan Government Offices | |
| | Yuen Long Registration of Persons Office | 1/F, Yuen Long Government Offices | |
| Visa and Extension of Stay | Foreign Domestic Helpers Section | 3/F, Immigration Tower, Wan Chai | All existing services. |
| | Extension Section | 5/F, Immigration Tower, Wan Chai | |
| | Quality Migrants and Mainland Residents Section | 6/F, Immigration Tower, Wan Chai | Application for extension of stay only. |
| | Other Visas and Permits Section | 7/F, Immigration Tower, Wan Chai | |
| Right of Abode | Right of Abode Section | 25/F, Immigration Tower, Wan Chai | All existing services. |

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| Marriage Registration | All Marriage Registries | <ul style="list-style-type: none"> • Admiralty • City Hall • Cotton Tree Drive • Tsim Sha Tsui • Sha Tin • Tuen Mun | Giving a Notice of Intended Marriage and conducting marriage ceremonies at Marriage Registries only. |
| Births Registration | Births and Deaths General Register Office | 3/F, Low Block, Queensway Government Offices | Birth registration only. (For those who have made appointments at other Birth Registries, the ImmD will contact them for further arrangements.) |
| | Kowloon Births Registry | LG/F, 28 Kimberley Street, Tsim Sha Tsui | |
| Deaths Registration | Births and Deaths General Register Office | 3/F, Low Block, Queensway Government Offices | Registration of death only. |
| | Hong Kong Island Deaths Registry | 18/F, Wu Chung House, Wan Chai | |
| | Kowloon Deaths Registry | 1/F, Cheung Sha Wan Government Offices | |

The above-mentioned offices will provide services during normal opening hours. For detailed opening hours of individual offices, please refer to the ImmD's official website or mobile application. Meanwhile, other ImmD offices, including all Smart Identity Card Replacement Centres, and other public services will be temporarily closed and suspended.

In addition, according to the existing arrangements by the Hong Kong Special Administrative Region Government, except for the Hong Kong International Airport, Hong Kong-Zhuhai-Macao Bridge and Shenzhen Bay Control Points, passenger immigration clearance services in other immigration control points will remain suspended until further notice. The hotline of the Assistance to Hong Kong Residents Unit on (852) 1868 will continue to operate as normal to provide practicable assistance for Hong Kong residents in distress outside Hong Kong.

Any changes to the above arrangements will be announced in due course. Those who have made appointments for immigration services may proceed to the respective offices afterwards for relevant applications without the need for making new appointments.

For enquiries, please contact the ImmD by calling the enquiry hotline at 2824 6111 or by email to enquiry@immd.gov.hk.

Special work arrangements for Department of Justice between March 23 and 27

To align with the special work arrangements announced by the Government to reduce the risk of the spread of COVID-19 in the community, the Department of Justice announced today (March 22) that the department will provide the following basic and essential services next week:

* Reception Counters

Prosecutions Division – 12/F, West Wing, Justice Place, 18 Lower Albert Road, Central

March 23 to 27, 2020 (Monday to Friday)

9am to 1pm and 2pm to 6pm

Civil Division – 6/F, East Wing, Justice Place, 18 Lower Albert Road, Central

March 23 to 27, 2020 (Monday to Friday)

9am to 1pm and 2pm to 6pm

* Shroff Office

Civil Division – 8/F, West Wing, Justice Place, 18 Lower Albert Road, Central

March 24, 2020 (Tuesday) and March 26, 2020 (Thursday)

9am to 1pm and 2pm to 4.30pm

Members of the public and the legal profession can continue to serve or submit court documents and other correspondence in matters handled by the two Divisions to the respective counters and make payment to the Shroff Office. While the documents will be processed as quickly as possible, the response time may be longer than usual.

ISD suspends publication and photo sales counter services

In light of the latest developments of COVID-19 and to reduce the risk of a large-scale outbreak in the community, the Information Services Department today (March 22) announced that the sales counter services of the department's Publications Sales Unit and Photo Library at North Point Government Offices will be temporarily suspended from tomorrow (March 23)

until further notice.

The public can continue to buy government publications through the Online Government Bookstore (www.bookstore.gov.hk) and by:

- calling the Publications Sales Unit on 2537 1910;
- downloading an order form from the ISD website (www.isd.gov.hk) and submitting the form online or by fax to 2523 7195; or
- emailing puborder@isd.gov.hk.

Government photos can be purchased from the online Government Photo Store (www.photostore.gov.hk).

Census and Statistics Department appeals to households to respond to statistical surveys through online and telephone means

To align with the announcement by the Government yesterday (March 21) to provide essential, emergency and limited public services only starting from March 23 (Monday) in order to reduce the risk of a large-scale outbreak of COVID-19 in the community, a spokesman for the Census and Statistics Department (C&SD) today (March 22) appealed to households to participate in the ongoing General Household Survey (GHS) and the 2019/20 Household Expenditure Survey (HES) by online questionnaire or telephone interview in order to reduce face-to-face contacts.

Notification letters will be sent to the sampled living quarters to invite the households therein to participate in the above surveys. Households can follow the instructions in the letters to complete the online questionnaire or call the C&SD for telephone interview.

The GHS is conducted continuously on a monthly basis to collect information on the labour force, employment, unemployment and underemployment, as well as the demographic and socio-economic characteristics of the population in Hong Kong. The 2019/20 HES, which started in last September for a whole year, collects up-to-date expenditure patterns of households in Hong Kong for updating the expenditure weights for the Consumer Price Indices. Results of both surveys are vital for compiling important social and economic indicators for Hong Kong.

For enquiries about the GHS, please contact the General Household Survey

Section (1) at 2887 5526 or by email to household-survey@censtatd.gov.hk. For enquiries about the 2019/20 HES, please contact the Household Expenditure Survey Section at 3188 2107 or by email to hesurvey@censtatd.gov.hk.