

Transport Department's latest service arrangements

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 Transport Department (TD) said today (July 19) that it will adjust public services from July 20 until further notice. Details are as follows:

Licensing and related services

(1) The Licensing Offices at Admiralty, Cheung Sha Wan, Kwun Tong and Sha Tin will suspend walk-in counter services, but all staff of the Licensing Offices will continue to work at full strength to process applications submitted by applicants with online appointments and submitted by drop-in boxes, by post, or online. During the suspension of walk-in counter services, the daily quota for online appointment of counter services for renewal of full driving licence/ vehicle licence, transfer of vehicle ownership or application for international driving permit will be increased daily from the current 4 500 to 9 000 to cater for the service need of the public. The opening period of 10 weeks for online appointments will be maintained to enable members of the public to make early appointments to visit the Licensing Offices.

Members of the public without prior booking may submit applications by post or online, or via the drop-in boxes placed at the Licensing Offices from 9am to 5pm from Monday to Friday. Those submitting an application by post or via drop-in box should put the completed application form, all necessary documents and the appropriate fee (by crossed cheque payable to either "The Government of the Hong Kong Special Administrative Region" or "The Government of the HKSAR") into an envelope. Original identity documents and cash must not be sent by post or drop-in box.

The TD appeals to members of the public in need to use the online appointment services as far as possible. For applications submitted via the drop-in boxes, members of the public are advised to mark on the envelope the vehicle registration marks and the expiry dates of the vehicle licences, and to leave contact telephone numbers on the application forms. This is to enable the staff to identify and follow up on urgent applications. Moreover, for timely processing of applications, members of the public should ensure that the respective application form is duly completed and all necessary supporting documents and a crossed cheque with the correct amount of payable fee are attached before submission. To avoid unnecessary delays, members of the public should submit applications two to three weeks before the expiry dates as far as practicable.

(2) The Public Vehicles Unit at Admiralty will suspend walk-in counter services. Members of the public can submit their applications for public vehicle licences using the drop-in box placed at the Hong Kong Licensing

Office at Admiralty. The TD will process the applications according to established procedures and deliver the respective licences/permits/approval letters to the applicants upon completion of processing such applications.

(3) The Vehicle Records Office, the Driving Licence Records Office and the Driving Offence Points Office at Admiralty will suspend walk-in counter services. Those with enquiries relating to the collection of a driving licence after a disqualification period should call the Driving Licence Records Office or the Driving Offence Points Office.

(4) The Cross Boundary Unit at Sheung Wan will suspend walk-in counter services. Members of the public can submit their applications using the drop-in box placed at the Cross Boundary Unit. The TD will contact individual applicants to follow up on the applications.

In view of public health considerations, members of the public entering the TD's Licensing Offices have to undergo on-the-spot body temperature checks arranged by the TD. Any member of the public whose body temperature is higher than 37.5 degree Celsius or who refuses to undergo a body temperature check will be denied entry into the Licensing Offices. The offices will also strictly request members of the public to clean their hands with alcohol-based sanitiser before entering the Licensing Offices and wear surgical masks at all times in the offices. To reduce the risk of the spread of virus, the Licensing Offices will also strengthen the cleaning of public facilities and implement crowd control measures.

Driving test services

The Licensing Offices and the Driving Test Appointment Office will suspend walk-in counter services (including driving test applications) from July 20. Applicants for non-commercial driving tests may submit their applications using the drop-in boxes placed at the Hong Kong Licensing Office or the Kowloon Licensing Office, or by post to the Hong Kong Licensing Office or the Kowloon Licensing Office. Non-fresh applicants may also submit their applications online according to the current arrangement. As for the commercial driving tests, applicants may submit their applications online or by post to the Sha Tin Licensing Office according to the current arrangement. Applicants submitting an application by post or via drop-in box should put the completed application form, all necessary documents and the appropriate fee by crossed cheque (payable to either "The Government of the Hong Kong Special Administrative Region" or "The Government of the HKSAR") into an envelope. Original identity documents and cash must not be sent by post or via drop-in box.

Driving test services (written test and road test) will continue as normal. In regard to anti-epidemic measures to reduce the risk of the spread of the virus, all candidates participating in driving tests must wear surgical masks inside the test centres and throughout the test, clean their hands with alcohol sanitisers before entering the centre, and undergo body temperature screening arranged by the TD. If a candidate does not wear a surgical mask, refuses to undergo a body temperature screening, or whose body temperature is higher than 37.5 degree Celsius, the candidate will not be

allowed to enter the test venue and the test will be rescheduled. The Driving Examiners of the TD will open the vehicle windows during the road test to ensure good air circulation inside the vehicle compartment.

The TD appeals to candidates not to attend a driving test if they are unwell, and advises that they should consult a doctor promptly. For applicants who are absent from a driving test on medical grounds, they may submit their postponement applications with the original sick leave certificate/medical certificate to the Driving Test Appointment Office of the TD within one month from the test date for the rescheduling of the test date.

Candidates applying for a postponement/temporary cancellation of a driving test appointment or change of driving test region may submit the original of the signed application letter, a copy of identification document and the original driving test appointment letter via the drop-in box placed at the Kowloon Licensing Office or by post to the Driving Test Appointment Office (Address: Transport Department, 2/F, Cheung Sha Wan Government Offices, 303 Cheung Sha Wan Road, Kowloon).

Vehicle examination services

The TD's Vehicle Examination Centres will provide vehicle examination services for vehicles with an appointment from Monday to Friday.

The TD will continue to closely monitor the development of the epidemic, align with the Government's anti-epidemic measures and arrangements, and will notify the public in due course. For enquiries, members of the public can contact the relevant offices at the following numbers:

Hong Kong Licensing Office	2804 2636
Kowloon Licensing Office	2150 7728
Kwun Tong Licensing Office	2775 6835
Sha Tin Licensing Office	2606 1468
Public Vehicles Unit	2804 2574
Vehicle Records Office	2867 4691
Driving Licence Records Office	2804 2596
Driving Offence Points Office	2804 2594
Cross Boundary Unit	2543 2114
Driving Test Centre/Driving Test Appointment Office	2771 7723
To Kwa Wan Vehicle Examination Centre	2364 7211/2333 3112
Sheung Kwai Chung Vehicle Examination Centre	2424 5215
Kowloon Bay Vehicle Examination Centre	2759 7036
New Kowloon Bay Vehicle Examination Centre	2751 8862