

# Arrangements for Highways Department's public services

To align with the Government's latest arrangements on the resumption of public services, the Highways Department (HyD) announced today (March 31) that, from tomorrow (April 1), it will gradually resume its public services, including those non-emergency road repair works being suspended due to the epidemic situation, and will largely resume its public services as normal from April 21.

The Highways Department will continue to implement various social distancing and precautionary measures, which include introducing flexible working hours and lunch hours, adjusting meeting arrangements and arranging for cleaning service contractors to strengthen the cleaning and disinfection work at different offices.

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. The public may also contact the HyD by email or by fax. Details are as follows:

Email addresses:

[enquiry@hyd.gov.hk](mailto:enquiry@hyd.gov.hk) (for enquiries)  
[complaint@hyd.gov.hk](mailto:complaint@hyd.gov.hk) (for complaints)

Fax numbers:

2714 5216 (for enquiries)  
2187 2243 (for complaints)