

# Buildings Department counter services arrangement

The Buildings Department (BD) announced today (March 14) that the opening hours of the Receipt Counter and the Enquiry Counter at the ground floor and the Building Information Centre (BIC) at 2/F of the BD Headquarters at North Tower, West Kowloon Government Offices, 11 Hoi Ting Road, Yau Ma Tei, Kowloon, will return to normal starting from next Monday (March 16). Details are as follows:

1. the Receipt Counter will receive documents between 8.30am and 5.30pm from Monday to Friday (except on public holidays) and the Enquiry Counter will handle enquiries from members of the public between 8.30am and 5.30pm from Monday to Thursday and from 8.30am to 6pm on Friday (except on public holidays); and
2. the BIC will be open between 9am and 5pm from Monday to Friday (except on public holidays) for inspection and copying services for private building records.

There will be limits on the number of people to be served at any one time in order to reduce social contact.

The Receipt and Dispatch Counter (R&D Counter) of the BD's New Buildings Divisions at 7/F, 14 Taikoo Wan Road, Taikoo Shing, Hong Kong, will be open from 8.30am to 5.30pm on Monday, Wednesday and Friday (except on public holidays) for receiving statutory submissions and related documents and forms for new building works. The applicants can collect the processed plans and related documents from the R&D Counter on Tuesday or Thursday (except on public holidays) by appointment made by the department.

The meeting rooms (except for meetings essential to meet statutory requirements and recruitment interviews) and the interview rooms in the BD's offices will continue to be not open to the public until further notice.

The BD appeals to the public to minimise visiting the department's offices in person unless they genuinely require its public services urgently. The public can call 1823 to make emergency reports. For general enquiries and other reports, they may call 1823 or inform the department by email ([enquiry@bd.gov.hk](mailto:enquiry@bd.gov.hk)), online reporting ([eform.one.gov.hk/form/bd0001/en](http://eform.one.gov.hk/form/bd0001/en)), fax (2537 4992) or post (BD Headquarters, North Tower, West Kowloon Government Offices, 11 Hoi Ting Road, Yau Ma Tei, Kowloon). In addition, electronic information can be submitted to the department via [receipt@bd.gov.hk](mailto:receipt@bd.gov.hk).