

# Gradual resumption of public services of Office of the Ombudsman

The following is issued on behalf of the Office of The Ombudsman:

To continue to help reduce social contacts and the risk of the spread of COVID-19 in the community, the Office of The Ombudsman today (February 28) announced that the Office will implement targeted measures and gradually resume more public services from March 2 in an orderly manner.

The Office will have the following updated special work arrangements from March 2:

- The Reception Counter will be open from 10am to 4pm from Monday to Friday. Members of the public who wish to lodge complaints or make enquiries are encouraged to contact the Office through email, fax, hotline, voice message or online form. Face-to-face meetings with the Duty Officer or case officers have to be made by prior appointment; and
- All visitors with a prior appointment are required to wear surgical masks and have their body temperature checked before entering the Office. Those with symptoms such as fever or cough will be advised to seek medical assistance and not to enter the Office.

The Office will review the situation regularly and prepare for full resumption of normal services when conditions permit.