

Latest arrangements for Drainage Services Department public services

The Drainage Services Department (DSD) announced today (August 21) that basic public services will be gradually resumed from August 24. These basic public services include the general enquiry phone line, all reception services, inspection of drainage records and enquiries on Sewage Charges/Trade Effluent Surcharge matters. The 24-hour DSD Drainage Hotline (2300 1110) is still in operation. Members of the public are advised to minimise their usage of the above services unless under emergency or necessary situations. The public are also advised that the handling time of the above services would be longer than usual.

Starting next week, the inspection of drainage records, the enquiry phone lines, reception services, and receipt and dispatch services at the four locations listed below will be extended to Monday, Wednesday and Friday, from 10am to 12.30am and from 1.30pm to 4pm.

- 43/F, Revenue Tower, 5 Gloucester Road, Wan Chai, Hong Kong
- 12/F, Kowloon Government Offices, 405 Nathan Road, Kowloon
- 23/F, 1063 King's Road, Quarry Bay, Hong Kong
- G/F, Western Magistracy Building, 2A Pok Fu Lam Road, Hong Kong

(Deposit boxes will be available at the above four locations and at the gate of Shatin Sewage Treatment Works outside the opening hours for document reception.)

In the interest of public health, members of the public, who have to visit DSD premises, should comply with the following infection control measures:

- All DSD staff and members of the public will have their body temperatures checked when entering DSD premises. Only those with normal temperatures will be allowed access; and
- DSD staff and members of the public entering DSD premises should wear surgical mask at all times.

DSD facilities will continue to be closed for public visits or other educational purposes until further notice.

The DSD will continue to review the situation and adjust the control measures as and when necessary.