

Latest arrangements for Inland Revenue Department's public services

In order to reduce the flow of people and social contact to stop the further spread of the virus in the community, the Inland Revenue Department announced today (February 3) that from February 4, the department will only provide the following essential public services:

| Offices | Opening hours |
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| Central Enquiry Counter (only for enquiries relating to tax clearance for taxpayers leaving Hong Kong) Business Registration Office* Stamp Office | From 9am to noon; 1.30pm to 4pm, Monday to Friday |
| Central Telephone Enquiry | From 9am to 12.30pm; 1.30pm to 4pm, Monday to Friday |

(*For service users who have made online appointments for counter services before 9am on a day, please come to the Business Registration Office at 9am or 10am of the day; for those who have made online appointments for counter services after 4pm on a day, please come to the Business Registration Office at 2pm of the day.)

The department appeals to members of the public for their understanding that the above services will only be provided at a much reduced scale and that services in all other areas will not be provided at the service counters. They should also be prepared to experience a longer waiting time before they can be served. The department encourages the public to use electronic services to handle tax affairs as much as possible. A list of such services can be found in the department's website at www.ird.gov.hk/eng/ese/index.htm.

Since tax payments, lodgement of objections and holdover applications, and submission of tax returns and information can be made or performed without social contact, the relevant deadlines will not be extended. If members of the public experience difficulties in handling the relevant matters, they should contact the department by electronic means, by post or by fax (www.ird.gov.hk/eng/cu_enqs.htm).

The department will review the situation and make further announcements as necessary.