

# Latest arrangements for Rating and Valuation Department Counter Services

In light of the extension of the special work arrangements for government employees, the Rating and Valuation Department announced today (July 31) that from August 3, the opening hours of its enquiry counters will be adjusted as follows to provide essential services to members of the public.

Opening hours of enquiry counters:  
Monday and Thursday (8.30am to 2pm)

To achieve social distancing, the department appeals to the public to minimise visiting the enquiry counters in person unless they require services of the department urgently. Members of the public should use the department's 24-hour electronic services ([www.rvd.gov.hk](http://www.rvd.gov.hk)) to submit forms or obtain information as far as possible. They may also contact the department by email ([enquiries@rvd.gov.hk](mailto:enquiries@rvd.gov.hk)), by fax (2152 0138) or by phone (2152 0111/2152 2152). Due to the special work arrangements, the waiting/response time may be longer than usual.