

# Latest arrangements for Rating and Valuation Department counter services

In view of the announcement by the Government yesterday (August 20) that government departments will gradually resume the provision of basic public services, the Rating and Valuation Department announced today (August 21) that starting from August 24, the opening hours of its enquiry counters will be adjusted as follows to provide basic counter services three days a week to members of the public until further notice.

Opening hours of enquiry counters:

Monday, Wednesday and Friday (8.15am to 6pm)

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 at 2152 0111/2152 2152. Due to the special work arrangements, the waiting/response time may be longer than usual.