

Latest arrangements for services of EPD

To align with the announcement by the Government to resume public services gradually with a view to largely resuming normal public services from April 21, the Environmental Protection Department (EPD) said today (March 31) that the department's public services will be adjusted with effect from tomorrow (April 1) and until further notice. The detailed arrangements are as follows:

(1) The instant call answering service of the EPD's general customer service hotline (2838 3111) will resume on a limited scale, with operating hours between 8.30am and 6.30pm from Monday to Friday. Since the EPD has reduced the number of staff answering calls to increase social distancing among staff, the waiting time is expected to be longer for connecting to the service hotline. Members of the public can also leave voice messages or make enquiries by email (hq-hotline@epd.gov.hk).

(2) Counter and licence application services of EPD regional offices will resume normal services, with office hours between 9am and 5pm from Monday to Friday. Members of the public may also submit applications online or by post.

(3) The counter service of the EPD's office at 34/F, Revenue Tower, 5 Gloucester Road, Wan Chai, and the service of applications for vehicle exhaust and noise emissions compliance/exemption will resume during office hours (9am to 5pm, Monday to Friday). Members of the public may also submit applications online or by post.

(4) The Environmental Impact Assessment Ordinance Register Office at 27/F, Southorn Centre, 130 Hennessy Road, Wan Chai, will resume normal services (office hours: 9am to 5pm, Monday to Friday). Members of the public may also submit the applications online or by post.

(5) Members of the public can submit applications for non-road mobile machinery online (nrmm.epd.gov.hk/application/common/home). For the "Waste Cooking Oils" Scheme, the EPD's office of Waste Reduction and Recycling Section (4) at 5/F, Centre Parc, 11 Sheung Yuet Road, Kowloon Bay, will resume receiving registrations, while members of the public may also submit registrations and enquiries by email (wco_admscheme@epd.gov.hk) or by post.

(6) For the Construction Waste Disposal Charging Scheme, members of the public may call 2872 1838 for an application for an account, call 2872 1854 or 2872 1856 for chits application and billing account enquiries, or email enquiry@epd.gov.hk for both enquiries. The telephone service hours are adjusted to 9am to 12.30pm and 1.30pm to 5pm, Monday to Friday.

(7) For waste transfer service accounts, members of the public may call 2872 1704 or email rts@epd.gov.hk for enquiries. The telephone service hours are adjusted to 9am to 12.30pm and 1.30pm to 5pm, Monday to Friday.

(8) Members of the public can submit applications for the EV-charging at Home Subsidy Scheme online (www.EVhomecharging.gov.hk) or by post (address: Electric Vehicle Section (3), Air Policy Division, Environmental Protection Department, 33/F, Revenue Tower, 5 Gloucester Road, Wan Chai), or place the application documents in the drop-in box located at 33/F, Revenue Tower, 5 Gloucester Road, Wan Chai, during office hours (9am to 5pm, Monday to Friday).

In addition to the services above, the EPD is gradually stepping up inspections and investigations to accelerate the handling of enquiries and complaints.

Regarding EPD facilities, the visitor centres at T·PARK, O·PARK1, WEEE·PARK and EcoPark; the Lung Fu Shan Environmental Education Centre; and the facilities at restored landfills will continue to be temporarily closed until further notice.

All Recycling Stations and Recycling Stores will remain open to collect recyclables, and their Recycling Spots (weekly kerbside collection booths) will maintain limited services.