

## Latest service arrangements for 1823

In view of the latest developments of the epidemic, the Efficiency Office announced today (February 22) that 1823 will adjust its services to focus on handling calls related to the epidemic and environmental hygiene from tomorrow (February 23) onwards. 1823 will not handle enquiries and complaints through written channels such as email, mobile app, web form and SMS until further notice. 1823 will continue to provide limited services for other incoming calls, and the waiting time for calls from the public may be lengthened.

For enquiries, please visit the 1823 website ([www.1823.gov.hk](http://www.1823.gov.hk)).