

Latest service arrangements for 1823

In view of the Government's announcement on November 30 on the special work arrangements for government employees so as to significantly reduce the flow of people and social contacts to stop the virus from spreading in the community, the Efficiency Office announced today (December 1) that 1823 will focus on handling calls related to the epidemic and environmental hygiene from tomorrow (December 2) onwards. Limited service will be provided to handle other calls. The waiting time may be lengthened.

In addition, 1823 will not handle enquiries and complaints from written channels such as email, mobile app, web form and SMS until further notice.

For enquiries, please visit the 1823 website (www.1823.gov.hk) or call 1823.