

Official Receiver's Office to resume public services gradually from April 1

To align with the arrangements for Government departments to largely resume normal public services from April 21, the Official Receiver's Office (ORO) announced today (March 31) that it will resume its public services in a gradual manner with continuation of targeted measures to reduce social contact and application of infection control measures. Details of the latest arrangements for provision of basic and essential services with effect from April 1 are as follows.

The public services counter of the ORO on 10/F, High Block, Queensway Government Offices, 66 Queensway, Hong Kong, will open from 9am to noon and from 2pm to 4pm from Monday to Friday. The opening hours for specific public counter services are as follows:

Service	Opening hours (Monday to Friday, except public holidays)
Counter Service (including public enquiry service)	9am to noon 2pm to 4pm
Shroff	9am to noon 2pm to 4pm
Attestation Service	10am to noon 2pm to 4pm Note: To reduce social contact, members of the public are encouraged to make use of the Online Appointment Booking for Attestation Services of the ORO (www.oro.gov.hk/eng/our_services/electronic_services/appointment_booking_attestation_services.html) to book appointments for this service. For any enquiry or assistance on access to the Attestation Service, members of the public can contact the hotline of the ORO at 2867 2448.

The opening hours of all other offices of ORO remain unchanged (i.e. 8.30am to 12.30pm and 1.30pm to 5.45pm from Monday to Friday). As there may be a higher demand for various public services at the beginning of the gradual resumption of public services, the waiting and processing times for the services provided by the ORO may be longer.

Members of the public can make use of the electronic services of the ORO and to contact the ORO by:

1. telephone (Hotline number: 2867 2448);
2. email (oroadmin@oro.gov.hk); or
3. fax (Fax number: 3105 1814).

To achieve social distancing and to reduce the flow of people and social contact, members of the public may make use of the ORO designated drop box on the Deck Floor of Queensway Government Offices for the delivery of documents to the ORO.

As to the meetings of creditors, meetings of contributories and adjournment thereof, creditors and contributories are recommended to lodge their proxy with the ORO by way of fax at 3105 1814 and avoid attending the meetings in person. The proxy forms can be accessed at the ORO's website below.

For bankruptcy cases

www.oro.gov.hk/eng/our_services/pforms/bankruptcy_forms.html

For liquidation cases

www.oro.gov.hk/eng/our_services/pforms/liquidation_forms.html

All offices of the ORO will strengthen infection control measures, including enhanced cleaning and disinfection of public areas, mandatory body temperature checks and checks on use of the "LeaveHomeSafe" mobile app upon entry into premises of the ORO, and mandatory wearing of masks. All visitors must observe the relevant measures and follow the instructions of staff on-site when entering the ORO premises.

The ORO will continue to monitor the epidemic situation for the gradual resumption of normal services and make further announcements in due course.

For any enquiries, please contact the ORO through its hotline at 2867 2448.