

Public service arrangements for FSD's fire protection units

In view of the latest situation of COVID-19, the Fire Services Department (FSD) announced today (March 22) that it will once again adjust public services to reduce social contact and the risk of the spread of the disease in the community. The FSD's fire protection units will continue to provide essential and limited public services to members of the public. The services include applications for various licences, applications for dangerous goods vehicle inspections, fire service installations acceptance inspections of new buildings and compliance inspections of ventilating systems, processing of building plans and handling of matters relating to building fire safety improvement works.

Meanwhile, the services of the Shroff Office and the Receipt and Dispatch Counter of the Licensing and Certification Command Headquarters (located at 5/F, Fire Services Headquarters Building) and the Receipt and Dispatch Counters of the Fire Safety Command Headquarters (located at 7/F, Fire Services Headquarters Building) and other fire protection units will also be adjusted. Limited services will be provided from 10am to 12.30pm and from 2pm to 4pm on Monday, Wednesday and Friday.

Members of the public are encouraged to settle payments electronically as far as practicable. For further details, please refer to the payment methods detailed in the payment notice.

Authorised Persons and Registered Fire Service Installation Contractors may contact the Fire Service Installations Division (Tel. 3961 5217) during office hours for suitable arrangements for individual cases relating to matters about fire service installations acceptance inspections of new buildings, appointments for re-inspections, submissions of relevant documents, amendments of drawings and collection of Fire Service Certificates.

For enquiries regarding licensing matters, please call the hotline on 2733 7619 during office hours.

Regarding matters relating to the processing of building plans, building fire safety improvement works and more, please call the hotline on 2170 9665 during office hours.

For complaints regarding fire hazards or dangerous goods, please call the FSD Complaint Hotline on 2723 8787.