

# Rating and Valuation Department to resume normal services

In line with the Government's announcement to fully resume normal public services, the Rating and Valuation Department (RVD) announced today (February 16) that from February 18, the opening hours of its enquiry counters will resume as 8.15am to 6pm, Monday to Friday (public holidays excluded).

To achieve social distancing, crowd control measures may be implemented at the enquiry counters when necessary, and the waiting time for service may be longer. Members of the public are encouraged to use the department's 24-hour electronic services ([www.rvd.gov.hk](http://www.rvd.gov.hk)) to submit forms or obtain information as far as possible. They may also contact the department by email ([enquiries@rvd.gov.hk](mailto:enquiries@rvd.gov.hk)), fax (2152 0138) or phone (2152 0111/2152 2152).

The RVD appeals to members of the public to download and use the "LeaveHomeSafe" mobile app before they visit the department's enquiry counters in person. This is to align with the arrangement starting from March 1 that members of the public will be required to use the "LeaveHomeSafe" mobile app or register relevant information before entering government buildings or offices.