

# Rating and Valuation Department to resume normal services gradually

To align with the announcement by the Government on March 25 to resume public services gradually, the Rating and Valuation Department (RVD) announced today (April 1) that from April 1 to April 20, the RVD will provide basic public services on a limited scale. Online services will continue to be maintained as normal. From April 4, the opening hours of its enquiry counters will resume to normal as 8.15am to 6pm on Monday to Friday (public holidays excluded). From April 21 onwards, the RVD will resume full public services.

The department will continue to implement social distancing and infection control measures, and appeals to the public to minimise visiting the enquiry counters in person unless they require services of the department urgently. Members of the public should 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)), by fax (2152 0138) or by phone at 2152 0111/2152 2152, and may experience longer processing time as public services are gradually resumed.