

# S for IT visits 1823 Centre (with photos)

The Secretary for Innovation and Technology, Mr Alfred Sit, and the Permanent Secretary for Innovation and Technology, Ms Annie Choi, expressed their gratitude to 1823 colleagues for working tirelessly to handle public enquiries and complaints about government services with professionalism during their visit to 1823 Centre today (February 15).

Mr Sit said that public demands for 1823 services are on the increase in recent years, in particular epidemic-related enquiries. In 2020, 1823 received some 4.74 million calls and 500 000 emails and text messages from Tell me@1823 mobile app. He encouraged colleagues to continue to serve the public with dedication on the front line to foster communication between the Government and the public.

In fighting the virus, 1823 supports anti-epidemic related hotlines including the COVID-19 hotline for the Department of Health, the CuMask+™ hotline, the Universal Community Testing Programme hotline and the Return2hk Scheme hotline. 1823 has also accorded priority in handling calls related to the pandemic and environmental hygiene while maintaining normal services as far as possible.

1823 is managed by the Efficiency Office to provide round-the-clock one-stop service to answer enquiries for 23 participating departments and to receive complaints, suggestions and compliments on all government services.

