

TD's licensing offices continuously provide licensing services (with photos)

The Transport Department (TD) today (March 10) reiterated that facing the severe epidemic situation, the department has been providing licensing services continuously to members of the public.

Due to the implementation of measures to reduce the flow of people in fighting against the epidemic, the four licensing offices of the TD at Admiralty, Cheung Sha Wan, Kwun Tong and Sha Tin have suspended walk-in counter services since February 4, but have continued to provide counter services for applications with online appointments and process applications submitted by drop-in boxes, post, or online.

The Commissioner for Transport, Miss Rosanna Law, visited the Sha Tin Licensing Office this afternoon to learn more about the provision of services by frontline colleagues during the epidemic. The licensing offices are facing tremendous pressure and challenges in handling a large amount of applications submitted by drop-in boxes, post, or online.

"I would like to express my gratitude to our frontline colleagues, who continue to attend to their duties steadfastly and diligently with the severe epidemic and stringent manpower situation, manage to maintain services and try their best to ensure that applications are processed as soon as possible. With numerous applications and service adjustments brought by the manpower shortage due to staff infection or quarantine, members of the public may need to wait for a longer time. I appeal to them and thank them for their understanding," Miss Law said.

To avoid delay, the TD appeals to members of the public to submit applications three to four weeks before the expiry dates as far as practicable. For applications submitted via drop-in boxes, they should mark on the envelope the vehicle registration marks and the expiry dates of the vehicle licences, and to leave daytime contact telephone numbers on the application forms. This is to enable staff to identify and follow up on urgent applications. Moreover, for timely processing of applications, they should ensure that the respective application form is duly completed and all necessary supporting documents and a crossed cheque with the correct amount of payable fee are attached before submission.

