

# Transport Department's latest service arrangements

To align with the Government's announcement that special work arrangements for government employees will be extended to January 6, 2021, the Transport Department (TD) announced today (December 25) that the special work arrangements at the TD will continue until further notice. The related service arrangements are as follows:

## Licensing and related services

The Licensing Offices at Admiralty, Cheung Sha Wan, Kwun Tong and Sha Tin will maintain the arrangement to suspend walk-in counter services, but will continue to provide counter services for applications submitted by applicants with online appointments and process applications submitted by drop-in boxes, by post, or online (except for the direct issue of a full Hong Kong driving licence).

The TD appeals to members of the public in need to use the online appointment services as far as possible. Those who cannot make a prior booking may submit applications by post or online, or via the drop-in boxes placed at the Licensing Offices from 9am to 5pm from Monday to Friday. For applications submitted via the drop-in boxes, applicants are advised to mark on the envelope the vehicle registration marks and the expiry dates of the vehicle licences, and to leave contact telephone numbers on the application forms. This would help the staff to identify and follow up on urgent applications.

It is anticipated that the queuing time for counter services with an appointment will be longer under the special work arrangements. Moreover, the handling of the licensing applications submitted via drop-in box, by post or online involves more steps than applications processed instantly over the counters, and therefore requires longer processing time. It is estimated that the current processing time of two to three weeks may increase to about three to four weeks. The TD appeals for patience and understanding from members of the public who have submitted applications. To avoid unnecessary delays, they should submit applications three to four weeks before the expiry dates as far as practicable.

## Driving test services

All driving test services (including road tests, the written test (Part A) and the taxi written test) and driving test appointment services will continue to be suspended until further notice. The TD will notify the affected candidates individually of the rescheduled test dates after resumption of the driving test services. During the suspension period of the driving test appointment services, candidates who would like to submit applications for test postponement/temporary cancellation of a driving test appointment or change of driving test region may submit the applications

within two weeks after resumption of the driving test appointment services.

#### Vehicle examination services

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The TD's Vehicle Examination Centres will continue to provide vehicle examination services for vehicles with an appointment from Monday to Friday. Since the vehicle concerned has to pass the examination before the vehicle licence can be renewed, members of the public should make an early vehicle examination appointment as soon as possible.

The TD will continue to closely monitor the development of the epidemic and adjust its services to align with the Government's anti-epidemic measures and arrangements, and will notify the public in due course.

For enquiries, members of the public can contact the relevant offices at the following numbers:

Hong Kong Licensing Office	2804 2636
Kowloon Licensing Office	2150 7728
Kwun Tong Licensing Office	2775 6835
Sha Tin Licensing Office	2606 1468
Driving Test Appointment Office	2771 7723
To Kwa Wan Vehicle Examination Centre	2364 7211/2333 3112
Sheung Kwai Chung Vehicle Examination Centre	2424 5215
Kowloon Bay Vehicle Examination Centre	2759 7036
New Kowloon Bay Vehicle Examination Centre	2751 8862