



## अध्याय 22: सार्वजनिक पूछताछ और हॉटलाइन

### गृह विभाग के गृह विभाग पूछताछ केंद्र

निम्नलिखित सेवाएं 20 गृह विभाग के पूछताछ केंद्रों पर उपलब्ध हैं:

#### ◆ सरकारी सेवाओं के बारे में सूचना:

आप सभी प्रकार की सरकारी सेवाओं के बारे में जानकारी लेने के लिए किसी भी गृह विभाग पूछताछ केंद्र जा सकते हैं। सामान्य पूछताछ के लिए आप स्टाफ से तुरंत जवाब पाने की अपेक्षा का सकते हैं।

#### ◆ सरकारी फार्मों और पर्चों का वितरण:

सामान्य रूप से इस्तेमाल होने वाले सरकारी फार्म, पत्रक और पर्चे किसी भी गृह विभाग पूछताछ केंद्र पर निःशुल्क उपलब्ध हैं।

#### ◆ निजी उपयोग के लिए उद्धोषणा/शपथ का व्यवस्थापन:

हमारे गृह विभाग पूछताछ केंद्रों पर उपलब्ध यह एक निःशुल्क सेवा शपथ की उद्धोषणा करने (शपथ के एवज में पुष्टिकरण सहित) की व्यवस्था हेतु है जो गैर-सरकारी निकायों ("निजी उपयोग के लिए शपथ की उद्धोषणा" के रूप में निर्दिष्ट) के लिए वांछित है। नीचे दी गई तालिका शपथ की उद्धोषणा सेवा की व्यवस्था प्रदान करने वाले कार्यालयों के पते, टेलीफोन नंबर और शपथ की उद्धोषणा सेवा टाइमस्लॉट दर्शाती है। कृपया ध्यान दें सेवा टाइमस्लॉट बगैर किसी आगामी सूचना बदलाव के शर्ताधीन हैं, ओर आपको जोरदार सिफारिश की जाती है कि पुष्टि करने के लिए संबंधित कार्यालय से पहले सलाह कर लें। सामान्यतः आपको तैयारी कार्य (जैसे फार्म पूरा करने और संबंधित दस्तावेजों पर स्टैम्पिंग) के लिए टाइमस्लॉट से 15 मिनट पहले पहुँचना आवश्यक है।

गृह विभाग की वेबसाइट: [www.had.gov.hk](http://www.had.gov.hk).

टेलीफोन पूछताछ केंद्र: 2835-2500

**गृह विभाग पूछताछ केंद्रों**

गृह विभाग पूछताछ केंद्र	पता	टेलीफोन	शपथ उद्घोषणा / टाइमस्लॉट
Central & Western	G/F, Harbour Building 38 Pier Road Central, Hong Kong	2189-2819	9:30 am 10:30 am 11:30 am 12:30 pm 1:30 pm 2:30 pm 3:30 pm 4:30 pm 5:30 pm 6:45 pm
Eastern	G/F, Eastern Law Courts Building, 29 Tai On Street Sai Wan Ho, Hong Kong	2886-6531	9:30 am 10:00 am 10:30 am 11:00 am 11:30 am 12:00 noon 12:30 pm 1:30 pm 2:30 pm 3:00 pm 3:30 pm 4:00 pm 4:30 pm 5:00 pm 5:30 pm 6:00 pm 6:45 pm
Southern	G/F, Ocean Court 3 Aberdeen Praya Road Aberdeen, Hong Kong	2814-5720	10:00 am 11:30 am 2:45 pm 4:45 pm 6:45 pm

Wan Chai	G/F, 2 O'Brien Road Wan Chai, Hong Kong	2575-2477	9:30 am 10:30 am 11:30 am 12:30 pm 2:30 pm 3:30 pm 4:30 pm 5:30 pm 6:45 pm
Kowloon City	LG/F, Kowloon City Government Offices 42 Bailey Street Hung Hom, Kowloon	2621-3401	9:30 am 10:30 am 11:30 am 12:30 pm 1:30 pm 2:30 pm 3:30 pm 4:30 pm 5:30 pm 6:45 pm
Kwun Tong	G/F, The Grande Building 398 Kwun Tong Road Kwun Tong, Kowloon	2342-3431	10:00 am 11:00 am 12:00 noon 1:30 pm 3:00 pm 4:00 pm 5:00 pm 6:00 pm 6:45 pm
Sham Shui Po	G/F, Cheung Sha Wan Government Offices 303 Cheung Sha Wan Road Sham Shui Po, Kowloon	2728-0781	9:30 am 10:30 am 11:30 am 12:30 pm 3:00 pm 4:00 pm 5:00 pm 6:00 pm 6:45 pm

Wong Tai Sin	Unit 201, 2/F Lung Cheung Office Block 138 Lung Cheung Road Wong Tai Sin, Kowloon	2322-9701	9:45 am 10:45 am 11:45 am 12:45 pm 1:45 pm 2:45 pm 3:45 pm 4:45 pm 5:45 pm 6:45 pm
Yau Tsim Mong	G/F, Mong Kok Government Offices 30 Luen Wan Street Mong Kok, Kowloon	2399-2111	9:30 am 10:30 am 11:30 am 12:30 pm 1:30 pm 2:15 pm 3:00 pm 3:45 pm 4:30 pm 5:15 pm 6:00 pm 6:45 pm
Islands - Cheung Chau	G/F, 22 San Hing Street Cheung Chau	2981-1060	By appointment only
Islands - Mui Wo	G/F, Mui Wo Government Offices 2 Ngan Kwong Wan Road Mui Wo, Lantau Island	2984-7231	By appointment only
Islands - Tung Chung	1/F, Tung Chung Post Office Building, 6 Mei Tung Street Tung Chung, Lantau Island	2109-4953	By appointment only
Kwai Tsing	2/F, Kwai Hing Government Offices Building 166-174 Hing Fong Road Kwai Chung, NT	2425-4602	9:30 am 10:30 am 11:30 am 12:30 pm 1:30 pm 2:30 pm 3:30 pm 4:30 pm 5:30 pm 6:30 pm

North	G/F, North District Government Offices 3 Pik Fung Road, Fanling, NT	2683-2913	9:30 am 10:30 am 11:30 am 1:30 pm 3:30 pm 6:45 pm
Sai Kung	G/F, Sai Kung Tseung Kwan O Government Complex 38 Pui Shing Road, Hang Hau Tseung Kwan O, NT	3740-5347	9:30 am 10:30 am 11:30 am 12:30 pm 1:30 pm 2:30 pm 3:30 pm 4:30 pm 5:30 pm 6:30 pm
Sha Tin	G/F, Sha Tin Government Offices 1 Sheung Wo Che Road Sha Tin, NT	2606-5456	10:00 am 11:00 am 12:00 noon 2:30 pm 4:30 pm 6:45 pm
Tai Po	G/F, Tai Po Government Offices Building 1 Ting Kok Road, Tai Po, NT	2654-1262	11:00 am 1:45 pm 3:45 pm 6:45 pm
Tsuen Wan	1/F, Tsuen Wan Multi-storey Carpark Building 174-208 Castle Peak Road Tsuen Wan, NT	2492-5096	9:45 am 10:45 am 11:45 am 12:45 pm 1:45 pm 2:45 pm 3:45 pm 4:45 pm 5:45 pm 6:45 pm

Tuen Mun	2/F, Tuen Mun Government Offices 1 Tuen Hi Road Tuen Mun, NT	2451-1151	9:30 am 10:30 am 11:30 am 12:30 pm 1:30 pm 2:30 pm 3:30 pm 4:30 pm 5:45 pm 6:45 pm
Yuen Long	G/F, Yuen Long District Office Building 269 Castle Peak Road Yuen Long, NT	2474-0324	9:30 am 10:30 am 11:30 am 12:30 pm 1:30 pm 2:30 pm 3:30 pm 4:30 pm 5:30 pm 6:45 pm

## उपयोगी हॉटलाइन

सरकारी विभाग / ब्यूरो	टेलीफोन
1823	1823
Agriculture, Fisheries and Conservation Department	2708-8885
Airport General Enquiries	2181-8888
Buildings Department	2626-1616
Civil Engineering and Development Department	2762-5111
Communications Authority (broadcasting matters)	2961-6333
Construction Workers Registration Authority	2873-1911
Consumer Council	2929-2222
Customs and Excise Department	2815-7711
Department of Health - General Enquiries - Central Health Education Unit	2961-8989 2572-1476

Drainage Services Department	2300-1110
Education Bureau	2891-0088
Employees Retraining Board	182-182
Environmental Protection Department	2838-3111
Equal Opportunities Commission	2511-8211
Fire Services Department - Emergency Call - General Enquiries and Complaints	999 2723-8787
Food and Environmental Hygiene Department	2868-0000
Home Affairs Department - Telephone Enquiry Centre - Race Relations Unit	2835-2500 2835-1747
Hong Kong Council for Accreditation of Academic & Vocational Qualifications	3658-0000
Hong Kong Monetary Authority	2878-8196
Hong Kong Observatory - Dial-a-weather - General Enquiries	1878-200 2926-8200
Hong Kong Police Force - Emergency Call - Police Hotline - Complaints Against Police Office Hotline - Airport District	999 2527-7177 2866-7700 3661-2000
Hongkong Post	2921-2222
Hospital Authority	2300-6555
Housing Department	2712-2712
Immigration Department	2824-6111
Independent Commission Against Corruption	2526-6366
Inland Revenue Department	187-8088
Labour Department	2717-1771
Legal Aid Department	2537-7677
Leisure and Cultural Services Department	2414-5555
Mandatory Provident Fund Schemes Authority	2918-0102
Office of The Ombudsman	2629-0555

Office of the Privacy Commissioner for Personal Data	2827-2827
Office of the Communications Authority	2961-6333
Rating and Valuation Department	2152-2152
Security Bureau (Narcotics Division)	186-186
Social Welfare Department	2343-2255
Working Family and Student Financial Assistance Agency	2802-2345
Transport Department (Complaint Hotline)	2889-9999
Vocational Training Council	2836-1000
Water Supplies Department	2824-5000

सुविधा कंपनियां	टेलीफोन
<b>इलेक्ट्रिसिटी</b>	
China Light & Power Company Limited - 24-hour Customer Services - 24-hour Emergency Services	2678-2678 2728-8333
Hong Kong Electric Company Limited - Customer Services - 24-hour Emergency Reporting (English)	2887-3411 2555-4000
<b>गैस</b>	
The Hong Kong & China Gas Company Limited - 24-hour Customer Service Hotline - 24-hour Emergency Hotline	2880-6988 2880-6999
<b>दूरसंचार</b>	
Hong Kong Broadband Network Limited	128-100
Hutchison Global Communications Limited	3166-3333
New World Telecommunications Limited	1239
PCCW-HKT Telephone Limited - PCCW Consumer Service Hotline - Local Directory Inquiry (English) - International Directory Inquiries - Telephone Repair / Fault Reporting	1000 1081 10015 109
Wharf T&T Limited	2112-1121



<b>परिवहन</b>	
Citybus Limited	2873-0818
Discovery Bay Transportation Services Limited	2987-7351
Hong Kong & Kowloon Ferry Holdings Limited	2815-6063
Hong Kong Tramways Limited	2548-7102
The Kowloon Motor Bus Company (1933) Limited	2745-4466
Long Win Bus Company Limited	2261-2791
MTR Corporation Limited	2881-8888
New Lantao Bus Company (1973) Limited	2984-9848
New World First Bus Services Limited	2136-8888
New World First Ferry Services Limited	2131-8181
Park Island Transport Company Limited	2946-8888
The "Star" Ferry Company Limited	2367-7065