



## *Bab 22: Pertanyaan dan Hotline Publik*

### **Pusat Pertanyaan Urusan Rumah Tangga milik Home Affairs Department**

Layanan pertanyaan umum berikut ini tersedia dari 20 Pusat Pertanyaan Urusan Rumah Tangga:

#### ◆ **Informasi mengenai Layanan Pemerintah:**

Anda dapat mengunjungi Pusat Pertanyaan Urusan Rumah Tangga di manapun untuk mendapatkan informasi mengenai serangkaian penuh layanan pemerintah. Untuk pertanyaan yang bersifat jelas, Anda dapat segera mendapatkan jawaban dari staf.

#### ◆ **Distribusi Formulir dan Selebaran Pemerintah:**

Formulir, brosur dan selebaran pemerintah yang umum digunakan tersedia secara gratis dari Pusat Pertanyaan Urusan Rumah Tangga di manapun.

#### ◆ **Administrasi Deklarasi/Sumpah untuk Penggunaan Pribadi:**

Ini adalah layanan gratis yang tersedia di Kantor Distrik kami bagi anggota masyarakat yang perlu membuat deklarasi atau sumpah (termasuk afirmasi sebagai pengganti sumpah) kepada badan non-pemerintah untuk penggunaan pribadi. Kantor ini telah menentukan slot waktu untuk layanan ini seperti tertera di bawah untuk mendapatkan informasi umum. Mohon catat bahwa slot waktu tersebut dapat berubah tanpa pemberitahuan terlebih dahulu, dan Anda sangat disarankan untuk bertanya dahulu pada Kantor terkait untuk mengonfirmasinya. Umumnya, Anda harus tiba 15 menit sebelum slot waktu untuk persiapan (yaitu mengisi formulir dan mencap dokumen terkait).

Situs Home Affairs Department: [www.had.gov.hk](http://www.had.gov.hk).  
Pusat Pertanyaan melalui Telepon: 2835-2500

***Pusat Pertanyaan Urusan Rumah Tangga***

<b>Pusat Pertanyaan Urusan Rumah Tangga</b>	<b>Alamat</b>	<b>Telepon</b>	<b>Slot Waktu Deklarasi/ Sumpah</b>
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 14:45 pm 16:45 pm 18:45 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 am 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	Hanya dengan janji temu
Islands - Mui Wo	G/F, Mui Wo Government Offices 2 Ngan Kwong Wan Road Mui Wo, Lantau Island	2984-7231	Hanya dengan janji temu
Islands - Tung Chung	1/F, Tung Chung Post Office Building, 6 Mei Tung Street Tung Chung, Lantau Island	2109-4953	Hanya dengan janji temu
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; Tidak ada slot waktu untuk for the periode 2:00 pm – 6:45 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 am 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

## Hotline bermanfaat

Departemen / Biro Pemerintah	Telepon
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 - Pertanyaan Umum - 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	
- Panggilan Darurat	999
- Pertanyaan Umum dan Keluhan	2723-8787
Food and Environmental Hygiene Department	2868-0000
Home Affairs Department	
- Telephone Enquiry Centre	2835-2500
- Race Relations Unit	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	1878-200
- General Enquiries	2926-8200
Hong Kong Police Force	
- Emergency Call	999
- Police Hotline	2527-7177
- Complaints Against Police Office Hotline	2866-7700
- Airport District	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

<b>Perusahaan Utilitas</b>	<b>Telepon</b>
<b><i>Listrik</i></b>	
China Light & Power Company Limited - Layanan Konsumen 24 jam - Layanan Darurat 24 jam	2678-2678 2728-8333
Hong Kong Electric Company Limited - Layanan Konsumen - Laporan Darurat 24 jam (bahasa Inggris)	2887-3411 2555-4000
<b><i>Gas</i></b>	
The Hong Kong & China Gas Company Limited - Hotline Layanan Konsumen 24 jam - Hotline Darurat 24 jam	2880-6988 2880-6999
<b><i>Komunikasi</i></b>	
Hong Kong Broadband Network Limited	128-100
Hutchison Global Communications Limited	3166-3333
New World Telecommunications Limited	1239
PCCW-HKT Telephone Limited - Hotline Layanan Konsumen PCCW - Pertanyaan Direktori Lokal (bahasa Inggris) - Pertanyaan Direktori Internasional - Perbaikan Telepon / Laporan Kerusakan	1000 1081 10015 109
Wharf T&T Limited	2112-1121



<i>Transportasi</i>	
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