



Chapter 22: Public Enquiries and Hotlines

Home Affairs Department's Home Affairs Enquiry Centres

The following services are available from 20 Home Affairs Enquiry Centres:

◆ Information on Government Services:

You can visit any Home Affairs Enquiry Centre to obtain information on the full range of government services. For straightforward enquiries, you can expect immediate answers from staff.

◆ Distribution of Government Forms and Pamphlets:

Commonly used government forms, leaflets and pamphlets are available free of charge from any Home Affairs Enquiry Centre.

◆ Administration of Declaration/Oath for Private Use:

This is a free service available at our Home Affairs Enquiry Centres to administer declarations or oaths (including affirmations in lieu of oaths) required of by non-governmental bodies (referred to as “declarations or oaths for private use”). The table below shows the addresses, telephone numbers and the declaration or oath service timeslots of the offices providing service on administration of declaration or oaths. Please note that the service timeslots may be subject to change without further notice, and you are strongly advised to consult the relevant Office in advance to confirm. Generally, you are required to arrive 15 minutes before the timeslot for preparatory work (e.g. completing of the form and stamping of the relevant documents).

Website of the Home Affairs Department: www.had.gov.hk.

Telephone Enquiry Centre: **2835-2500**

Home Affairs Enquiry Centres

| Home Affairs Enquiry Centre | Address | Telephone | Declaration/Oath Timeslot |
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| 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 10:00 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 |

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| 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, Eastcore 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 |

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| 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 |

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| 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 |

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| 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 |

Useful hotlines

| Government Department / Bureau | Telephone |
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| 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 |

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| 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 | 999 |
| - General Enquiries and Complaints | 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 |

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| 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 |

| Utility Companies | Telephone |
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| <i>Electricity</i> | |
| 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 |
| <i>Gas</i> | |
| The Hong Kong & China Gas Company Limited - 24-hour Customer Service Hotline - 24-hour Emergency Hotline | 2880-6988 2880-6999 |
| <i>Telecommunications</i> | |
| 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 |

| <i>Transportation</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 |