



अध्याय 22: सार्वजनिक पूछताछ और हॉटलाइनें

गृह मंत्रालय के सार्वजनिक पूछताछ सेवा केंद्र

गृह मंत्रालय समाज में एक विशेष भूमिका निभाता है क्योंकि यह सरकार और जनता के बीच एक पुल की तरह काम करता है। यदि आप सुनिश्चित नहीं हैं कि किस सेवा के लिए कहां जाएं, तो इसकी सामान्य पूछताछ सेवाएं आपको सही विभाग की ओर निर्देशित करती हैं। आप इन सेवाओं तक विभाग के ज़िला कार्यालयों में बने सार्वजनिक पूछताछ सेवा केंद्रों में जा कर या उनके केंद्रीय टैलीफोन पूछताछ केंद्र **2835-2500** के माध्यम से पहुंच सकते हैं।

20 सार्वजनिक पूछताछ सेवा केंद्रों (PESCs) से निम्न सेवाएं उपलब्ध हैं:

सरकारी सेवाओं पर जानकारी: आप सभी सरकारी सेवाओं के बारे में संपूर्ण जानकारी के लिए किसी भी PESC पर जा सकते हैं या **2835-2500** पर उनके केंद्रीय टैलीफोन पूछताछ केंद्र से संपर्क कर सकते हैं।

सरकारी प्रपत्रों और पैम्फ्लट का वितरण: सरकारी प्रपत्र और पैम्फ्लट किसी भी PESC पर नि:शुल्क उपलब्ध हैं।

निजी उपयोग की घोषणा का प्रशासन: जनता के लिए निजी उपयोग हेतु गैर-सरकारी निकायों की घोषणा की आवश्यकता होने पर हमारे ज़िला कार्यालयों में उपलब्ध यह नि:शुल्क सेवा है।

गृह मंत्रालय की वेबसाइट: www.had.gov.hk.

सार्वजनिक पूछताछ सेवा केंद्र

पीईएससी	पता	टैलीफोन	फैक्स
Central & Western	Unit 5, G/F, The Centre 99 Queen's Road Central Hong Kong	2189-2819	2189-2815
Eastern	G/F, Eastern Law Courts Building, 29 Tai On Street Sai Wan Ho, Hong Kong	2886-6531	2904-8744
Southern	G/F, Ocean Court 3 Aberdeen Praya Road Aberdeen, Hong Kong	2814-5720	2552-5424
Wan Chai	G/F, 2 O'Brien Road Wan Chai, Hong Kong	2575-2477	2572-7471
Kowloon City	Unit 1707, One Harbourfront 18-22 Tak Fung Street Hung Hom, Kowloon	2621-3401	2621-3199
Kwun Tong	G/F, The Grande Building 398 Kwun Tong Road Kwun Tong, Kowloon	2342-3431	2797-8521
Sham Shui Po	G/F, Cheung Sha Wan Government Offices 303 Cheung Sha Wan Road Sham Shui Po, Kowloon	2728-0781	2387-9805
Wong Tai Sin	Unit 201, 2/F Lung Cheung Office Block 138 Lung Cheung Road Wong Tai Sin, Kowloon	2322-9701	2352-1841
Yau Tsim Mong	G/F, Mong Kok Government Offices 30 Luen Wan Street Mong Kok, Kowloon	2399-2111	2397-3425
Islands - Cheung Chau	G/F, 22 San Hing Street Cheung Chau	2981-1060	2986-9782
Islands - Mui Wo	G/F, Mui Wo Government Offices 2 Ngan Kwong Wan Road Mui Wo, Lantau Island	2984-7231	2984-0423

Islands - Tung Chung	1/F, Tung Chung Post Office Building 6 Mei Tung Street Tung Chung, Lantau Island	2109-4953	2109-1147
Kwai Tsing	2/F, Kwai Hing Government Offices Building 166-174 Hing Fong Road Kwai Chung, NT	2425-4602	2489-1083
North	G/F, North District Government Offices 3 Pik Fung Road Fanling, NT	2683-2913	2677-0929
Sai Kung - Tseung Kwan O	G/F, Sai Kung Tseung Kwan O Government Complex 38 Pui Shing Road, Hang Hau Tseung Kwan O, NT	3740-5347	2704-9429
Sha Tin	G/F, Sha Tin Government Offices 1 Sheung Wo Che Road Sha Tin, NT	2606-5456	2695-4305
Tai Po	G/F, Tai Po Government Offices Building 1 Ting Kok Road Tai Po, NT	2654-1262	2653-2948
Tsuen Wan	1/F, Tsuen Wan Multi-storey Carpark Building 174-208 Castle Peak Road Tsuen Wan, NT	2492-5096	2412-0244
Tuen Mun	2/F, Tuen Mun Government Offices 1 Tuen Hi Road Tuen Mun, NT	2451-1151	2450-3014
Yuen Long	G/F, Yuen Long District Office Building 269 Castle Peak Road Yuen Long, NT	2474-0324	2474-7261

उपयोगी हॉटलाइनें

सरकारी विभाग/ब्यूरो	टैलीफोन
1823 Call Centre	1823
Agriculture, Fisheries and Conservation Department (Country Parks Division)	2150-6868
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 - Central 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	999
- Police Hotline	2527-7177
- Complaints Against Police Office Hotline	2866-7700
- Airport District	3661-1688
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 Telecommunications Authority	2961-6333
Rating and Valuation Department	2152-2152
Security Bureau (Narcotics Division)	186-186
Social Welfare Department	2343-2255
Student Financial Assistance Agency	2802-2345
Transport Department (Complaint Hotline)	2889-9999
Vocational Training Council	2836-1000
Water Supplies Department	2824-5000

जन-उपयोगी कंपनियां	टैलीफोन
Electricity	
China Light & Power Company Limited	
- 24-hour Customer Services	2678-2678
- 24-hour Emergency Services	2728-8333

Hong Kong Electric Company Limited - Customer Services - 24-hour Emergency Reporting (English)	2887-3411 2555-4000
Gas	
The Hong Kong & China Gas Company Limited - 24-hour Customer Service Hotline - 24-hour Emergency Hotline	2880-6988 2880-6999
Telecommunications	
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
Transportation	
Citybus Limited	2873-0818
Discovery Bay Transportation Services Limited	2987-7351
Hong Kong & Kowloon Ferry Limited	2815-6063
Hong Kong Tramways Limited	2548-7102
Kowloon Motor Bus Company Limited	2745-4466
Long Win Bus Company Limited	2261-2791
MTR Corporation Limited	2881-8888
New Lantao Bus Company 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
Star Ferry Company Limited	2367-7065