

## Implementation of Five-day Week in the Government

### Summary of Services that ceased to be provided on Saturdays<sup>1</sup> in Phase One starting 1 July 2006

Bureau/Department	Counter services/Functions	Alternative means of service delivery
Administration Wing	Archive reference service	Internet access to finding aids and selected archival images.
Buildings Department	Counter for applications for various permits/plans under the Buildings Ordinance	Applications may be made by post.
Census and Statistics Department	Statistical enquiry service, sale of statistical products, enquiries related to import and export declarations	Frequently asked statistics, sale of statistical data and general information are available in the departmental website. An Interactive Voice Response System provides information on import and export declarations.
Civil Service Bureau / Treasury	Resource Centre / Enquiry Service for pensioners (for general enquiry and issue of form TRY 447 to pensioners for seeking medical treatment)	General information about services to pensioners is available in the departmental website. Enquiries can be made by phone, fax, post or e-mail.

<sup>1</sup> In addition to the relevant departmental headquarters or offices, services listed in this Annex have also switched to a five-day week starting from 1 July 2006.

<b>Bureau/Department</b>	<b>Counter services/Functions</b>	<b>Alternative means of service delivery</b>
Customs and Excise Department	Counters for processing registration of motor vehicles importers and distributors, assessment of provisional taxable value of imported vehicles, and licence/permits applications in respect of dutiable commodities	Submissions may be made by post, through electronic service or drop-in box.
Civil Aviation Department	Counter for flight crew and aircraft maintenance engineers licensing	Applications may be made by post. Submissions by fax or e-mail are also acceptable if the original documents are not required for processing.
Civil Engineering and Development Department	Services related to applications for sand removal permit and dumping licence	Applications may be made by post, fax, e-mail or through drop-in box.
Department of Health	Health education and promotion, medical services by referral and/or appointments (family medicine clinic, clinical genetic service, child assessment service, school immunization team, student health service, elderly health service), one Travel Health Centre, families clinics for civil servants and eligible persons	Health education and promotion materials can be downloaded from the departmental website.
Drainage Services Department	Inspection of drainage records, counter handling public enquiries on sewage charging	Telephone recording and hotline service are available for public enquiries.
Commerce and Economic Development Bureau	Services of Travel Agents Registry	Applications for licences may be made by post, fax or electronic means. A hotline is available for enquiries.

<b>Bureau/Department</b>	<b>Counter services/Functions</b>	<b>Alternative means of service delivery</b>
Environmental Protection Department	Customer service counters, applications for various permits and licences by contractors and business operators, including those under the Environmental Impact Assessment Ordinance and vehicle exhaust emission approval	Applications may be made by post, fax or electronic means.
Food and Environmental Hygiene Department	Shroff /counters for various licensing service (e.g. food business licences, liquor licences and other trade licences/permits), for processing of hawkers licences and market tenancies and for payment of departmental and related charges, counter for application and collection of import licence, and district pest control and special cleansing services <sup>2</sup>	Payment of departmental and related charges may be made by post. Market stall rent may be paid at Post Offices, by post, by using Phone Payment System, through internet or Automated Teller Machines.
Office of the Commissioner of Insurance (OCI), Financial Services and the Treasury Bureau	Counter for searching/photocopying of insurers' register	Basic information on the insurers' register may be obtained from the OCI website.
Fire Services Department	Counter and shroff for collection of fees and/or issue of licences and certification under various regulations	Applications and payment may be made by post.
Government Logistics Department	Shroff for collection of fees for placing notices in the Gazette	Payment may be made by post.

<sup>2</sup> District pest control and special cleansing service will be provided five days a week. The service cessation days vary for different districts depending on operational needs, and do not necessarily fall on Saturday or Sunday.

<b>Bureau/Department</b>	<b>Counter services/Functions</b>	<b>Alternative means of service delivery</b>
Home Affairs Department	Public Enquiry Service Centres and counter for the Office of the Licensing Authority for licensing of hotel and guesthouse accommodation, bedspace apartments, clubs and karaoke establishments	Request for information may be made by fax or e-mail to the department's central telephone enquiry centre. Licence applications may be submitted by post or electronic means, as appropriate.
Housing Department	Offices providing public enquiries and management/maintenance services at public rental estates (except shroff for rent payment), receiving applications for public housing and related subsidies, checking of Housing Authority projects against the Buildings Ordinance	Departmental Communication Centre continues to handle emergency cases outside office hours. Applications for public housing may be made by post.
Hong Kong Observatory	Counter at the Resource Centre for sale of Observatory publications, souvenirs and weather data	Request for service may be made by post, fax or electronic means. Publications will be available for sale at four Post Offices.
Intellectual Property Department	Counter for applications for trademarks, patents and design, public enquiries and collection of fees	Submissions and payment may be made by electronic means or by post. Public enquiries may be made by e-mail or voice message.
Inland Revenue Department	Enquiry counters, Business Registration counters, Stamp Duty counters	General information is available at the departmental website, other services may be provided by e-mail, fax, post, ESD Life, or through drop-in box.

<b>Bureau/Department</b>	<b>Counter services/Functions</b>	<b>Alternative means of service delivery</b>
Innovation and Technology Commission	Calibration service and accreditation service by appointment, product standards library service, standards sale service	Customers may send their requests for services by post, e-mail or fax. Library service and index of product standards are available at the departmental and related organisations' websites.
Information Services Department	Counters for sale of government publications and photos	Public may purchase government publications by placing orders online, by fax or e-mail.
Labour Department	Counters for services relating to employment, labour relations and employees' rights and benefits	Enquiries may be handled by the department's 24-hour hotline.
Lands Department	Counter for general enquiry service, land administration (e.g. small house applications and government rent and premium enquiries), survey and mapping service (e.g. sale of maps)	Applications may be made by post or by fax where appropriate. Information is available at the departmental website.

<b>Bureau/Department</b>	<b>Counter services/Functions</b>	<b>Alternative means of service delivery</b>
Leisure and Cultural Services Department	Shroff and counters at district leisure services offices and operator-assisted telephone service for booking of leisure facilities and enrolment to leisure activities, booking offices at cultural services venues	For booking leisure facilities (except hard-surface pitches) and enrolment to leisure activities, public may make use of the Leisure Link services available at leisure venues and on the internet. The Leisure Link Telephone Booking Service (operated by the Interactive Voice Response System) and enquiry service remain available from 7:00 am to 9:00 pm from Monday to Sunday. For booking of cultural services venues, applications may also be made by post or fax.
Marine Department	Professional ship surveying and inspection services, marine industrial safety inspection, examination and certification for maritime qualification, and registration of ships, general enquiry services provided by four Marine Offices	Advance booking of service may be made by fax, by phone, e-mail or through drop-in box.
Office of the Telecommunications Authority	Receiving applications for licences of telecommunications services	Applications may be made by post or through electronic means.
Official Receiver's Office	Public enquiry and service counter/search service for bankruptcy/company wind-up cases, receipt of case documents, collection of petition deposits and provision of attestation service	Online search service is available at ESD Life; drop-in box is available for collection of documents; and hotline for handling public enquiries.

<b>Bureau/Department</b>	<b>Counter services/Functions</b>	<b>Alternative means of service delivery</b>
Planning Department	Counter for submissions to the Town Planning Board	Submissions may be made by post.
Registration and Electoral Office	Services relating to voter registration and conduct of public elections (except during periods of public elections)	Submission of voter registration forms may be made by post, fax or through ESD Life.
Rating and Valuation Department	Counters for public enquiries and submission of forms relating to rating and Government rent matters	Enquiries may be made through the 24-Hour Enquiry Hotline or email; submissions may be made by post, through electronic means or drop-in box.
Security Bureau	Counter of the Security and Guarding Services Industry Authority for distributing various forms/printed materials relating to Security Company Licence (SCL) and Security Personnel permit and applications for SCL	Most forms/printed materials are available on the Authority's website.
Student Financial Assistance Agency	Counters for applications for student financial assistance and loan documents and for collection of cheques and repayment demand notes	Submissions may be made through drop-in box.

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Social Welfare Department	Licensing service relating to elderly homes and drug dependents treatment centres, services provided by the Criminal and Law Enforcement Injuries Compensation Section, Traffic Accident Victims Assistance Section, and Senior Citizen Cards Office	For licensing service, applications and services by the Criminal and Law Enforcement Injuries Compensation and Traffic Accident Victims Assistance, submissions may be made through drop-in box, by post, fax or e-mail. Applications for Senior Citizen Card may be made by post, through drop-in box and ESD Life. General information about all services are available through enquiry hotline, voice-mail system and departmental website.
Transport Department	Licensing of drivers and vehicles, applications for cross boundary closed road permits, change of driving test appointment, conducting written driving tests, licensing of public vehicles, vehicle examination booking service, conducting vehicle examination service at Kowloon and Sheung Kwai Chung Vehicle Examination Centres <sup>3</sup>	Applications may be submitted by post or through drop-in box and ESD Life as appropriate.
Television and Entertainment Licensing Authority	Counters for film classification, newspaper registration, entertainment licensing for amusement game centres, amusement with prizes, trade promotion competition, etc.	Submissions may be made by post or by fax as appropriate. Drop-in box will be arranged for registration of newspaper.

<sup>3</sup> Except for taxi meter sealing service at To Kwa Wan Vehicle Examination Centre (VEC) and the service provided by the contractor at New Kowloon Bay VEC.

<b>Bureau/Department</b>	<b>Counter services/Functions</b>	<b>Alternative means of service delivery</b>
Trade and Industry Department	Counters for Small and Medium Enterprises Funding Schemes Section, services in textiles licensing and origin certification <sup>4</sup> , licensing/registration relating to the controls on rough diamonds, ozone depleting substances, radioactive substances and irradiating apparatus, Hong Kong Service Supplier Certification service	Submissions may be made by post, fax, or electronic services as appropriate.
Water Supplies Department	Document Management Centre (for submission of documents from licenced plumbers, Authorised Persons and the public)	Submissions may be made by post or by fax.
Various bureaux and departments	Various information/resource centres	Some of the information is available at the departmental websites.
Various bureaux and departments	Counters for submissions to various appeals boards	Submissions may be made by post, fax, or e-mail, as appropriate. Drop-in box may also be provided for submission of documents where applicable.

<sup>4</sup> Electronic services are available round-the-clock for most of the services in textiles licensing and origin certification. Some of the services are also available from other authorised organizations which operate on Saturday.