

Appendix 2

Useful Contacts

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Appendix 2 Useful Contacts

Readers may obtain the latest contact details from the Government homepage at <http://www.info.gov.hk>

Buildings Department

12/F, Pioneer Centre, 750 Nathan Road, Kowloon

Web Site : www.info.gov.hk/bd
E-mail Address : enquiry@bd.gov.hk

Buildings Department Enquiry Hotline (24 hours) : 2626 1616
UBW (Work-In-Progress) Complaint Hotline : 2626 1313
Facsimile : 2537 4992

Building Information Centre

Opening hours Weekdays 9:00 a.m. to 4:30 p.m.
Saturday 9:15 a.m. to 11:30 a.m.

Civil Engineering Department

Civil Engineering Building, 101 Princess Margaret Road, Homantin, Kowloon

Web Site : www.info.gov.hk/ced
E-mail Address : ceinfo@ced.gcn.gov.hk
General Enquiry : 2762 5111
Facsimile : 2714 0140

Hong Kong Slope Safety Website : <http://hkss.ced.gov.hk>

Community Advisory Unit
Telephone : 2760 5800
E-mail Address : gecau1_ssd@ced.gov.hk

Slope Safety Hotline : 2885 5888

Drainage Services Department

43/F, Revenue Tower, 5 Gloucester Road, Wanchai, Hong Kong

Web Site : www.info.gov.hk/dsd
E-mail Address : enquiry@dsd.gov.hk

Drainage Complaint Hotline : 2300 1110
General Enquiry : 2877 0660
Customer Services Enquiry : 2834 9432
Facsimile : 2827 8605

Appendix 2 Useful Contacts

Electrical and Mechanical Services Department

98 Caroline Hill Road, Causeway Bay, Hong Kong

Web Site	: www.emsd.gov.hk/emsd
E-mail Address	: info@emsd.gov.hk
Public Enquiry Hotline (24-hours)	: 2882 8011
Facsimile	: 2890 7493

Environmental Protection Department

24/F ~ 28/F, Southorn Centre, 130 Hennessy Road, Wanchai, Hong Kong

Web Site	: www.info.gov.hk/epd
E-mail Address	: enquiry@epd.gov.hk

Complaint Hotlines

Kwun Tong, Wong Tai Sin and Sai Kung (Territory East)

Telephone	: 2755 7000
Facsimile	: 2754 0483

Hong Kong Island (Territory South)

Telephone	: 2838 3111
Facsimile	: 2960 1756

Tuen Mun and Yuen Long (Territory West)

Telephone	: 2411 9600
Facsimile	: 2412 7872

Sha Tin, Tai Po and North (Territory North)

Telephone	: 2158 5757
Facsimile	: 2685 1133

Sham Shui Po, Kowloon City and Yau Tsim Mong (Urban East)

Telephone	: 2402 5251
Facsimile	: 2402 8275

Tsuen Wan, Kwai Tsing and Islands (Urban West & Islands)

Telephone	: 2417 6550
Facsimile	: 2415 8958

Appendix 2 Useful Contacts

Environmental Resource Centre

There are 2 Environmental Protection Centres of EPD. Leaflets and publications from Government, Environmental Campaign Committee, green groups and other related organizations are available at the centres. In addition, the reference library include a collection of books, magazines, information leaflets, booklets, teaching kits and other publications produced by EPD, other Government Departments, local and overseas green groups, community groups and other organizations on various environmental topics.

Wan Chai ERC

221 Queen's Road East, Wan Chai, Hong Kong

Enquiry & Booking : **2893 2856**

Opening hours	Monday, Tuesday, Thursday, Friday & Saturday	10:00 a.m. to 5:00 p.m.
	Wednesday	10:00 a.m. to 1:00 p.m.
	Sunday	1:00 p.m. to 5:00 p.m.
	Closed on public holidays	

Tsuen Wan ERC

Tak Wah Park, Tak Wah Street, Tsuen Wan, New Territories

Enquiry & Booking : **2944 8204**

Opening hours	Monday, Tuesday, Thursday, Friday & Saturday	10:00 a.m. to 1:00 p.m. & 2:00 p.m. to 6:00 p.m.
	Wednesday	2:00 p.m. to 6:00 p.m.
	Closed on Sundays and public holidays	

Fire Services Department

Fire Services Headquarters, 1 Hong Chong Road, Tsim Sha Tsui East, Kowloon

Web Site	: www.info.gov.hk/hkfsd
E-mail Address	: hkfsdenq@hkfsd.gov.hk
Hotline	: 2723 8787/2723 2233
Fire Protection Bureau Headquarters	: 2733 7619
Facsimile	: 2311 0066

The 24-hour Fire Services Communication Centre : **2723 8787**
caters for complaints and enquiries of fire hazards and dangerous goods.

The local fire stations can be contacted for any inquiry related to fire services

Appendix 2 Useful Contacts

Food and Environmental Hygiene Department

42/F-45/F, Queensway Government Offices, 66 Queensway, Hong Kong

Web Site : www.info.gov.hk/fehd
 E-mail Address : enquiries@fehd.gov.hk
 Enquiries and Complaints Hotline (24 hours) : 2868 0000
 Facsimile : 2869 0169

Home Affairs Department

11/F, 15/F, 21/F, 29/F & 30/F, Southorn Centre, 130 Hennessy Road, Wanchai, Hong Kong

Web Site : www.info.gov.hk/had
 E-mail Address : hadgen@had.gcn.gov.hk
 Central Telephone Enquiry Centre (CTEC) : 2835 2500
 Facsimile : 2834 7649

District Offices:	Tel No.		Tel No.
Central and Western	2852 3002	Eastern	2886 6531
Southern	2814 5720	Wan Chai	2575 2477
Kowloon City	2621 3401	Kwun Tong	2342 3431
Sham Shui Po	2728 0781	Wong Tai Sin	2322 9701
Yau Tsim Mong	2399 2111	Islands - Mui Wo	2984 7231
Islands - Cheung Chau	2981 1060	Islands - Tung Chung	2109 4953
Kwai Tsing	2425 4602	North	2683 2913
Sai Kung	2701 3218	Sha Tin	2606 5456
Tai Po	2654 1262	Tsuen Wan	2492 5096
Tuen Mun	2451 1151	Yuen Long	2474 0324

Building Management Resources Centres (BMRC):

Web Site : www.buildingmgt.gov.hk/buildingmgt/resource/
 E-mail Address : bm_enq@had.gcn.gov.hk

Kowloon Centre tel : 2332 9113
 2 Mau Lam Street, Kowloon

Hong Kong Centre tel : 2186 8111
 Unit 5, G/F, The Centre, 99 Queen's Road, Central, Hong Kong

New Territories Centre tel : 2614 6272
 1/F, Chau Hop Shing Building, 4 Chung On street, Tsuen Wan

Appendix 2 Useful Contacts

Housing Authority and Housing Department

Housing Authority Headquarters, 33 Fat Kwong Street, Homantin, Kowloon

Web Site	:	www.info.gov.hk/hd
E-mail Address	:	hdcom@housingauthority.org.hk
General Enquiry	:	2714 5119
Facsimile	:	2711 4111

Hong Kong Police Force

Web Site	:	www.info.gov.hk/police
E-mail Address	:	pprb@police.gov.hk

Hong Kong Island Region

Tel No.

Fax No.

Eastern District

North Point Division	2563 6487	2562 5546
Shau Kei Wan Division	2560 1117	2539 7438
Chai Wan Division	2557 1878	2556 3406

Wan Chai District

Wan Chai Division	2519 0076	2511 8731
Happy Valley Division	2234 0282	2575 8051

Central District

Central Division	2522 8882	2234 9871
Peak Sub-Division	2849 8748	2849 5652
Water Front Division	2857 1555	2975 4392

Western District

Western Division	2546 0164	2858 9065
Aberdeen Division	2552 1766	2552 9216
Stanley Sub-Division	2813 1717	2813 6480

Appendix 2 Useful Contacts

Hong Kong Police Force (continues)

Kowloon East Region

Tel No.

Fax No.

Wong Tai Sin District

Wong Tai Sin Division	2320 6871	2752 9405
Tze Wan Shan Division	2325 5235	2242 2665
Sai Kung Division	2792 1279	2791 5129

Kwun Tong District

Kwun Tong Division	2418 9846	2243 7903
Tseng Kwan O Division	2704 0430	2704 7343

Sau Mau Ping District

Sau Mau Ping Division	2341 8696	2172 4425
Ngau Tau Kok Division	2758 3033	2759 4322

Kowloon West Region

Yau Tsim District

Yau Ma Tei Division	2388 1141	2388 3994
Tsim Sha Tsui Division	2721 0137	2730 8194

Mongkok District

Mong Kok Station	2381 1052	2789 2123
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Sham Shui Po District

Sham Shui Po Division	2386 7633	2958 1430
Cheung Sha Wan Division	2743 7862	2742 7046
Shek Kip Mei Division	2778 7744	2784 0676

Kowloon City District

Kowloon City Division	2711 6955	2761 3479
Hung Hom Division	2330 1759	2364 8298
Tai Wan Shan Report Centre	2773 5200	

Appendix 2 Useful Contacts

New Territories South

Tel No.

Fax No.

Tsuen Wan District

Tsuen Wan Division

2415 6003

2405 3687

Lei Muk Shue Division

2427 6129

2427 3619

Kwai Chung District

Kwai Chung Division

2418 9846

2427 3438

Tsing Yi Division

2431 9123

2449 0351

Sha Tin District

Sha Tin Division

2691 2754

2601 2176

Tin Sum Division

2695 9728

2601 5841

Siu Lek Yuen Division

2649 9080

2646 1458

Ma On Shan Division

2640 0109

2640 1904

Lantau Division

Lantau North Division

2988 8520

2988 1822

Lantau South Division

2984 1660

2984 1408

New Territories North Region

Tai Po District

Tai Po Division

2667 2292

2144 1271

Sheung Shui Division

2675 6364

2676 7569

Tuen Mun District

Tuen Mun Division

2463 1301

2464 8205

Castle Peak Division

2441 3933

2457 9507

Tai Hing Report Centre

2467 7793

2463 4236

Yuen Long District

Yuen Long Division

2476 5886

2477 5963

Tin Shui Wai Division

2448 1803

2446 6547

Lau Fau Shan Report Centre

2472 1241

2472 4473

Pat Heung Division

2488 5337

2488 3459

Appendix 2 Useful Contacts

Immigration Department - Investigation Section

13/F, Immigration Tower, 7 Gloucester Road, Wanchai, Hong Kong

Web Site	: www.info.gov.hk/immd
E-mail Address (General Enquiry)	: enquiry@immd.gov.hk
Telephone	: 2824 6111
Facsimile	: 2877 7711

Independent Commission Against Corruption

ICAC Report Centre (24-hour) : 2526 6366

G/F, Murray Road Carpark Building, 2 Murray Road, Central, Hong Kong

Web Site	: www.icac.org.hk
E-mail Address	: general@icac.org.hk
ICAC Building Management Enquiry Hotline	: 2929 4555
Facsimile	: 2601 6447

ICAC Regional Offices

Regional Office (Hong Kong West/Islands) : 2921 6812
G/F, Harbour Commercial Building, 124 Connaught Road Central, Sheung Wan

Regional Office (Hong Kong East) : 2922 8733
G/F, Tung Wah Mansion, 201 Hennessy Road, Wanchai

Regional Office (Kowloon West) : 2928 6397
G/F, Nathan Commercial Building, 434-436 Nathan Road, Yaumatei

Regional Office (Kowloon Central) : 2926 6200
G/F, 21E Nga Tsin Wai Road, Kowloon City

Regional Office (Kowloon East/Sai Kung) : 2927 4300
Shop No.4, G/F, Kai Tin Building, 67 Kai Tin Road, Nam Tin

Regional Office (New Territories South West) : 2920 3500
G/F, Foo Yue Building, 271-275 Castle Peak Road, Tuen Wan

Regional Office (New Territories North West) : 2920 6530
No.4-5, G/F, North Wing, Trend Plaza, Tuen Shun Street, Tuen Mun

Regional Office (New Territories East) : 2158 5933
G06-G13, G/F Shatin Government Offices, 1 Sheung Wo Che Road, Shatin

Appendix 2 Useful Contacts

Labour Department

16/F, Harbour Building, 38 Pier Road, Central, Hong Kong

Web Site	: www.info.gov.hk/labour
E-mail Address	: laboureq@labour.gcn.gov.hk
Hotline	: 2717 1771
Facsimile	: 2544 3271

Land Registry

17/F, 19/F, 20/F, 28/F & 30/F, Queensway government Offices, 66 Queensway, Hong Kong

Web Site	: www.info.gov.hk/landreg
E-mail Address	: csa@landreg.gov.hk
Hotline	: 2524 1717
Facsimile	: 2523 0065

Mandatory Provident Fund Schemes Authority

21/F & 22/F, One International Finance Centre, 1 Harbour View Street, Central, Hong Kong

Web Site	: www.mpfahk.org
E-mail Address	: mpfa@mpfahk.org
Hotline	: 2918 0102
Facsimile	: 2259 8806

Social Welfare Department

7/F - 9/F, Wu Chung House, 213 Queen's Road East, Wanchai, Hong Kong

Web Site	: www.info.gov.hk/swd
E-mail Address	: swdenq@swd.gov.hk
General Enquiries	: 2892 5323
Hotline	: 2343 2255

Appendix 2 Useful Contacts

Water Supplies Department

Immigration Tower, 7 Gloucester Road, Wanchai, Hong Kong

Web Site : www.info.gov.hk/wsd
 E-mail Address : wsdinfo@wsd.gov.hk

Enquiry Hotline : 2824 5000
 Facsimile (Water Supply & General Matters) : 2519 3864
 Facsimile (Billing & Consumership Matters) : 2802 7333

CLP Power Hong Kong Ltd.

7/F, 215 Fuk Wo Street, Sham Shui Po, Kowloon

Web Site : www.clpgroup.com
 E-mail Address : clp_info@clp.com.hk

General Enquiries and Information

Hotline : 2678 8525
 Facsimile : 2678 8361

Account and Customer Services

Hotline : 2678 2678
 Facsimile : 2678 6368

Emergency Services Hotline (24-hour) : 2728 8333

Appendix 2 Useful Contacts

The Hong Kong Electric Co. Ltd.

Postal Address: G.P.O. Box 915, Hong Kong

Web Site : www.hec.com.hk
 E-mail Address : mail@hec.com.hk

Customer Account Enquiries

Hotline : 2887 3411
 Facsimile : 2510 7667
 Account-by-Phone
 (24-hour Automated Telephone Service) : 2887 3466

Inspection & Technical Enquiries

Hotline : 2887 3455
 Facsimile : 2510 7721
 Electricity-by-Phone
 (24-hour Automated Telephone Service) : 2887 3838

Emergency Reporting

Chinese (24-hour) : 2555 4999
 English (24-hour) : 2555 4000

Hong Kong and China Gas Co. Ltd.

363 Java Road, Hong Kong

Web Site : www.hkcg.com
 E-mail Address : webmaster@towngas.com

Customer Service Hotline (24-Hour) : 2880 6988
 Emergency Hotline (24-Hour) : 2880 6999
 Self-reading Hotline (24-Hour) : 2880 5522
 Service Pledge Hotline : 2856 1331
 Sales Enquiry Hotline : 2963 3000
 Facsimile : 2590 7886

Appendix 2 Useful Contacts

The Hong Kong Institute of Architects (HKIA)

19/F, 1 Hysan Avenue, Causeway Bay, Hong Kong

Web Site	: www.hkia.org
E-mail Address	: info@hkia.net
Telephone	: 2511 6323
Facsimile	: 2519 6011 / 2519 3364

The Hong Kong Institution of Engineers (HKIE)

9/F, Island Beverley, 1 Great George Street, Causeway Bay, Hong Kong

Web Site	: www.hkie.org.hk
E-mail Address (For Acting Secretary)	: admn@hkie.org.hk
E-mail Address (For Registrar, Engineers Registration Board)	: erb@hkie.org.hk
Telephone	: 2895 4446
Facsimile	: 2577 7791

The Hong Kong Institute of Surveyors (HKIS)

Suite 801, Jardine House, 1 Connaught Place, Central, Hong Kong

Web Site	: www.hkis.org.hk
E-mail Address (Secretary-General)	: secgen@hkis.org.hk
E-mail Address (Administration)	: hkisadm@hkis.org.hk
Telephone	: 2526 3679
Facsimile	: 2868 4612

Professional Building Surveying Consultants Association of HK

Room 1523, Prince's Building, 10 Chater Road, Central, Hong Kong

Web Site	: www.buildingsurvey.org.hk
E-mail Address	: info@buildingsurvey.org.hk
Telephone	: 2526 8099
Facsimile	: 2526 8099

Appendix 2 Useful Contacts

Hong Kong Institute of Real Estate Administration

Postal Address: G.P.O. Box 4126, Hong Kong

Web Site	: www.hirea.com.hk
E-mail Address	: hirea@netvigator.com
Telephone	: 2508 4879
Facsimile	: 2887 6239

The Hong Kong Association of Property Management Companies

Room 1808, Harbour Centre, 25 Harbour Road, Wanchai, Hong Kong

Web Site	: www.hkapmc.org.hk
E-mail Address	: office@hkapmc.org.hk
Telephone	: 2186 6101
Facsimile	: 2356 7332

The Hong Kong Institute of Housing

Room 1808, Harbour Centre, 25 Harbour Road, Wanchai, Hong Kong

Web Site	: www.housing.org.hk
E-mail Address	: info@housing.org.hk
Telephone	: 2544 3111
Facsimile	: 2544 3112

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