

Summary of Government five-day week arrangements

Bureau/department	Services that will not change	Services that will cease to be provided on Saturdays	Alternative means of service delivery
Drainage Services Department	Direct Labour Force handling blockage and clearing blocked sewers and drains	Inspection of drainage records; counter handling public enquiries on sewage charging	Telephone recording and hotline service are available for public enquiries
Engineering and Mechanical Services Department	Investigations relating to gas, electrical, lifts and escalators and amusement ride incidents; providing emergency maintenance services on traffic signals, footbridge and subway lighting	All backroom support and counter services	
Environmental Protection Department	Handling of environmental pollution incidents involving immediate threats to health; investigation of illegal import/export of ozone depleting substances; providing assistance to deal with significant spillage of chemicals; supervision of the operation of waste facilities; and releasing Air Pollution Index	<p><u>Customer Service Counters</u> handling licence/permit/approval applications</p> <p><u>Environmental Impact Assessment Ordinance (EIAO) Register Office</u> handling licence/permit/approval applications under the EIAO</p> <p><u>Customer Service Counter for Emission Testing Notices (ETN)</u> handling issues relating to ETN</p>	Applications may be made by post, fax or by electronic means

Transport Department	Emergency Transport Coordination Centre (ETCC), monitoring services provided by government contractors on traffic facilities, control room of Area Traffic Control	Licensing services for driver and vehicle licences, issue of closed road permits for cross-boundary vehicles, change of appointment for driving test, driving test (written test) services, licensing services for public vehicles, vehicle examination booking services, vehicle examination in Kowloon and Sheung Kwai Chung Vehicle Examination Centres	Applications can be made by post, drop-box or through ESDlife website (depending on situation)
Water Supplies Department	Water treatment works and pumping stations, attending to emergency water supply incidents, emergency repairs of burst water mains, round-the-clock operation of supply and distribution systems, 24-hour customer enquiry hotline, water-selling kiosks	Document Management Centre (for receiving submissions from licensed plumbers, authorised persons and members of the public)	Submissions may be made by mail, fax, email or through drop-in box
Civil Engineering and Development Department	Essential services relating to the construction industry, such as supervision of construction works on site; supervision of the operation of construction wastes facilities (as well as those related to handling and blasting explosives, etc.)	Applications for sand removal permits and dumping licences	Applications can be submitted by fax, post or email

Highways Department	24 hours public enquiry and reporting hotline, Reporting Centre to handle emergency incidents on roads, site inspection and supervision of our roadworks and maintenance conditions, audit inspection of public road excavation works	Back-end administrative and technical support, processing applications for "Excavation Permits" on public roads and purchase of road record drawings	Applications, suggestions or requests can be submitted by fax, post, email or through drop-in box
---------------------	---	--	---