

FSD's fire protection services to gradually resume in orderly manner  
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To align with the implementation of targeted measures to reduce social contact and infection control measures and gradually resume more public services from March 2 (Monday) in an orderly manner announced by the Government, the Fire Services Department (FSD) announced today (February 28) that its fire protection services will be gradually resumed from March 2. The services include applications for various licences/licence renewal, applications for dangerous goods vehicle inspections, fire service installations acceptance inspections of new buildings and compliance inspections of ventilating systems, processing of building plans as well as handling of matters relating to building fire safety improvement works.

The Shroff Office and Receipt and Dispatch Counter of the Licensing and Certification Command Headquarters (located on 5/F, Fire Services Headquarters Building) and the Receipt and Dispatch Counters of the Fire Safety Command Headquarters (located on 7/F) and other fire protection units will continually provide services from 10am to 12.30pm and from 2pm to 4pm from Monday to Friday.

To reduce social contact, members of the public are encouraged to settle payments electronically as much as practicable. For further details, please refer to the payment methods contained in the payment notice.

In addition, to prevent the spread of the virus more effectively, the Fire and Ambulance Services Education Centre cum Museum has been temporarily closed since January 29 and all public education programmes of the FSD have also been cancelled until further notice. The FSD has informed those who are affected and will continue to assess the latest situation. Further announcement will be made when necessary. For enquiries, please call 2197 3699 (fire safety public education) or 2197 3600 (ambulance service public education) during office hours.

For complaints regarding fire hazards or dangerous goods, please call the FSD Complaint Hotline 2723 8787.