

Table (1): Number of public enquiry and complaint cases received by 1823 in 2023, as well as the departments involved

Note: Including cases received by 1823 only; cases directly received by the departments are not included.

Department / Hotline	Enquiry		Complaint	
	Number	Percentage	Number	Percentage
Civil Engineering and Development Department	226	0.01%	2,070	0.33%
Land Registry	2,712	0.15%	7	<0.01%
Companies Registry	60,949	3.28%	127	0.02%
Working Family Allowance Office	5,670	0.31%	9	<0.01%
Government Rent and Premium Unit, Lands Department	7,654	0.41%	34,090	5.50%
Social Welfare Department	25,867	1.39%	2,100	0.34%
Buildings Department	32,350	1.74%	24,565	3.96%
Architectural Services Department	307	0.02%	1,718	0.28%
GovHK, Office of the Government Chief Information Officer	18,682	1.01%	300	0.05%
Food and Environmental Hygiene Department	19,143	1.03%	166,460	26.85%
Hong Kong Housing Authority & Housing Department	276,243	14.86%	96,405	15.55%
Hongkong Post	82,440	4.44%	2,500	0.40%
Rating and Valuation Department	113,756	6.12%	363	0.06%
Marine Department	204	0.01%	805	0.13%
Leisure and Cultural Services Department	17,205	0.93%	31,448	5.07%
Labour Department	278,229	14.97%	1,925	0.31%
Drainage Services Department	676	0.04%	9,641	1.55%

Department / Hotline	Enquiry		Complaint	
	Number	Percentage	Number	Percentage
Highways Department	4,832	0.26%	63,959	10.32%
Transport Department	276,457	14.88%	53,999	8.71%
Agriculture, Fisheries and Conservation Department	13,074	0.70%	18,688	3.01%
Student Finance Office	148,218	7.98%	132	0.02%
Electrical and Mechanical Services Department	9,663	0.52%	4,313	0.70%
Tobacco and Alcohol Control Office, Department of Health	2,145	0.12%	10,171	1.64%
Others (e.g. non-participating departments)	461,720	24.84%	94,209	15.20%
Total	1,858,422		620,004	

Table (2): Breakdown of contacts by channels through which 1823 received enquiries and complaints from the public in 2023

Call	Web Form	Email	Fax	Mobile App
2,537,979	130,025	364,124	5,446	269,290

Note: A case may involve multiple calls, emails, etc. from the public. Similarly, members of the public may submit multiple cases via one phone call, email, etc., hence the number of cases and the breakdown of contacts by channels may be different.