

Number of enquiries involving non-participating departments received by 1823 in the past five years

Remarks:

- (1) When 1823 receives an enquiry involving a non-participating department, it will provide the citizen with the telephone hotline number or contact method of the relevant department so that he/she can make enquiries directly to the relevant department.
- (2) During the past five years, enquiries concerning participating departments accounted for an average of about 92 per cent of the total number of enquiries received by 1823, while enquiries involving non-participating departments accounted for only about eight per cent on average. The following table only shows non-participating departments with more than 5 000 enquiry cases in 2023. The number of enquiry cases of these departments accounted for nearly 90 per cent of the total enquiry cases of all non-participating departments.

Department	2019	2020	2021	2022	2023
Immigration Department	39897	25563	25338	31234	55733
Inland Revenue Department	30728	24030	22733	22278	30338
Hong Kong Police Force	29773	17798	20825	22206	22762
Water Supplies Department	11389	8112	10705	10225	9967
Education Bureau	7998	26082#	6661	7069	7639
Financial Services and the Treasury Bureau	201	381	15288*	14507*	7615*
Home Affairs Department	7504	8028	5516	7543	6293
Environmental Protection Department	6632	3075	3819	4521	5202

Mainly related to class arrangements at the beginning of the epidemic

* Enquiries mainly related to Consumption Voucher Scheme