

eRVD Bill Service – Registration Procedures

1. Access the webpage of the Rating and Valuation Department (www.rvd.gov.hk), scroll down to the “Billing and Payment” section and click the “eRVD Bill” icon.

The screenshot displays the Rating and Valuation Department website. At the top left is the RVD logo and name: "Rating and Valuation Department, The Government of the Hong Kong Special Administrative Region". To the right is a search bar with the placeholder text "Enter search keyword(s)". Below the header is a navigation menu with tabs: Home, Our Services, Electronic Services, Publications, Billing and Payment, Forms, What's New, and About Us. The main content area features a carousel with two slides. The first slide is titled "Regulated Tenancies of Subdivided Units Second Term Tenancy" and includes an illustration of two people and a document. The second slide is titled "WANG FUK COURT, TAI PO Rates and Government rent matters". To the right of the carousel is a "What's New" section with a "More News" button and a list of news items. Below the carousel is a grid of service icons. A light blue box highlights the "Billing and Payment" section, which contains icons for "Account Enquiries", "eRVD Bill" (circled in red with a hand cursor), "Payment Methods", "Change of Payer's Particulars", "Obtain Replacement Demand", and "Rates Concession". Other icons in the grid include "Regulated Tenancies of Subdivided Units", "Submit e-forms", "Property Market Statistics", "Property Information Online", "Rates and Government Rent Calculator", and "Rates Kit (for business users only)".

2. Please read the introductory information and click the below “**Log in to eRVD Bill**” button to access the eRVD Bill service login page.

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**Rating and Valuation Department**
The Government of the Hong Kong Special Administrative Region

Introduction

The eRVD Bill service covers the quarterly demands issued around early January, April, July and October every year and also the surcharge demands. Registered users can retrieve and download their electronic demand by logging on our eRVD Bill system. Notification message will be sent to the registered user's eRVD Bill Service account when an electronic demand is available.

Benefit

Using the eRVD Bill service is convenient and environmental friendly. There are numerous benefits:

- You can receive your electronic demand via the Internet instantly with no delay or mail loss due to postage;
- When an electronic demand is available, a notification message will be sent to you reminding you to pay on or before the due date;
- You can update the correspondence address or other personal details of your account online;
- You can easily retrieve the electronic demand of your account for the past 12 quarters (starting from the effective quarter after the successful registration of eRVD Bill service);
- You can enquire the payment history of your account up to the past 8 quarters (starting from the successful registration of eRVD Bill service);
- You can opt for demands in another language online;
- You can apply for consolidated account online;
- You can update individual tenement accounts under your consolidated account online; and
- You will receive notifications on completing and returning "Requisition for Particulars of Tenements" (Form R1A) electronically.

Registration Procedure

1. You must apply for an account at eRVD Bill service first.
2. After registration, you can add the rates and/or Government rent account to your eRVD Bill profile. More than one rates and/or Government rent account can be added to an eRVD Bill profile. When the instruction of adding an account is successfully processed, it will be effective on the next working day.
3. A notification letter informing the effective quarter for receipt of electronic demand will be sent to the registered payer of the rates and/or Government rent account when the account is successfully added to an eRVD Bill profile.
4. You can modify the profile by adding additional accounts or removing an account from the profile. It takes one working day for the update to the eRVD Bill profile to be effective. You may log on the system on the next working day to check if the eRVD Bill profile is successfully updated. For successful addition of accounts, a notification letter will be sent to the registered payer of the relevant rates and/or Government rent account.

System Requirements

Please refer to the [System Requirements for GovHK Online Services](#). (Note that users using some versions of software may have problems accessing GovHK Online Services. Please refer to our suggestions through the above link.)

Log in to eRVD Bill

View message / Edit login info

3. Click the “**Create Account**” button from the login page.



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Welcome to eRVD Bill Service

Log in to eRVD Bill Service



One-stop access

Use "iAM Smart" instead of username and password to access eRVD Bill Service.

▶ [Learn more](#)



Continue with IAM Smart

OR

Please enter your username.

Please note that former MyGovHK users can still log in to eRVD Bill Service using their MyGovHK username and password.

Log In

- ▶ [Can't log in?](#)
- ▶ [Cancel login](#)

New to eRVD Bill Service?

Create Account

- ▶ [Activate account](#)

➔ [Registration and login FAQs](#)



4. Please read “Terms of Use” and tick the box for agreement. Enter the characters in the image on the CAPTCHA for authentication and click the “Continue” button.



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Step 1 of 4: Read & Accept Terms of Use

After reading the Terms, please click the checkbox to accept and input the authentication code to continue.

Terms of Use

Modifications of the terms

45. The Government may from time to time vary, modify, delete and/or add any terms or conditions in the Terms at its own discretion. The revised Terms (if made) will be displayed to you in the System when you log in to the System. You must read the revised Terms. By clicking the checkbox against "I accept the revised Terms (including The Privacy Policy, Disclaimer and Copyright clauses)" in the System, you agree to be bound by the revised Terms and the revised Terms will supersede previous versions of the Terms accepted by you.

Governing Law

46. The Terms shall be governed and construed in accordance with the laws of the Hong Kong Special Administrative Region. You also agree to submit to the jurisdiction of the Hong Kong Courts.

1 March 2026

I have read and agree to the above Terms of Use

Authentication by Visual



Enter the characters in the image.

4ecd93



Continue

Cancel

➔ [Registration and login FAQs](#)



5. Input the required information in Steps 2 & 3 and click the “Continue” button .

The screenshot shows the registration interface for the Rating and Valuation Department. At the top, the RVD logo and name are displayed. Below the logo, there are language options for '繁' (Traditional Chinese) and '簡' (Simplified Chinese). The main heading is 'Step 2 of 4: Input Personal Info (1)'. The form contains the following fields: 'Username' with the value 'rvd.uat1' and a green message 'This username is available.'; 'Password' with a masked input; 'Password Strength' indicator showing three green squares and the text 'Strong'; 'Re-enter Password' with a masked input; 'Alias (Nickname)' with a help icon and the value 'John'; and 'Email Address' with the value 'svo_cd_abs@rvd.gov.hk'. At the bottom, there are two buttons: 'Continue' (circled in red) and 'Cancel'. A mouse cursor is pointing at the 'Continue' button.

The screenshot shows the next step in the registration process. At the top, the RVD logo and name are displayed. Below the logo, there are language options for '繁' (Traditional Chinese) and '簡' (Simplified Chinese). The main heading is 'Step 3 of 4: Input Personal Info (2)'. The form contains the following fields: 'Secret Question & Answer' with a help icon, a dropdown menu showing 'What is the date of birth of your first child?', and three date selection buttons for '12', '10', and '2016'; 'Preferred Language for Communication' with a dropdown menu showing 'English'. At the bottom, there are three buttons: 'Continue' (circled in red), 'Back', and 'Cancel'. A mouse cursor is pointing at the 'Continue' button. Below the form, there is a link for 'Registration and login FAQs'. At the bottom of the page, there are logos for 'W3C WAI-AA WCAG 2.0', '無障礙網頁 Web For All', and 'HONG KONG'.

6. Check the information and click “**Confirm**” for submission.

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Step 4 of 4: Confirmation

Please check and submit.

Part 1

Username
rvd.uat1

Secure Password Management
Enforced

Alias (Nickname)
John

Email Address
svo_cd_abs@rvd.gov.hk

Part 2

Secret Question & Answer
What is the date of birth of your first child?
12/Oct/2016

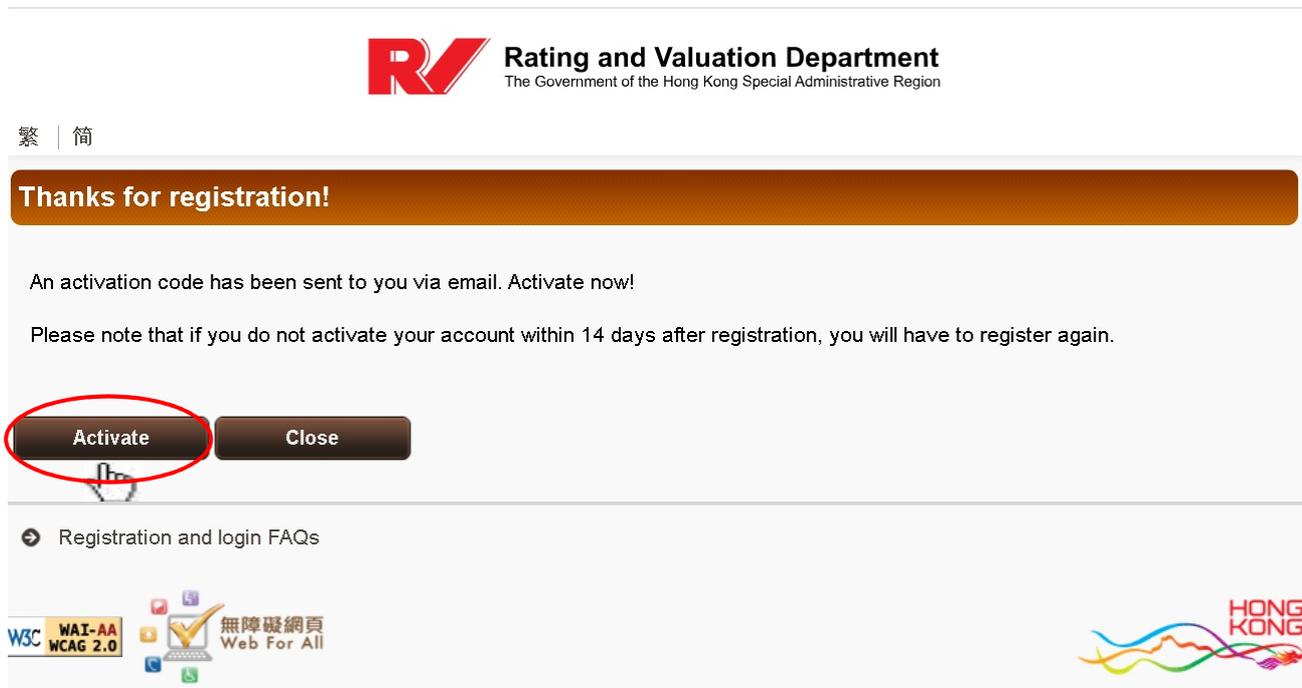
Preferred Language for Communication
English

Confirm Cancel

Registration and login FAQs

W3C WAI-AA WCAG 2.0 無障礙網頁 Web For All HONG KONG

7. Click the “**Activate**” button.



The screenshot shows the registration confirmation page of the Rating and Valuation Department. At the top, the department's logo and name are displayed: "Rating and Valuation Department" and "The Government of the Hong Kong Special Administrative Region". Below the logo, there are language options "繁 | 簡". A prominent orange banner reads "Thanks for registration!". The main content area contains the text: "An activation code has been sent to you via email. Activate now!" and "Please note that if you do not activate your account within 14 days after registration, you will have to register again." At the bottom of this area, there are two buttons: "Activate" and "Close". The "Activate" button is circled in red, and a mouse cursor is pointing at it. Below the buttons, there is a link for "Registration and login FAQs". At the very bottom, there are logos for W3C WAI-AA WCAG 2.0, "無障礙網頁 Web For All", and the "HONG KONG" logo.

8. Check the inbox of your registered email address and open the email of “eRVD Bill Service Activation Code” to retrieve the "Email activation code”.

Wed 25/02/2026 16:13

tt-notification@personalised.gov.hk

eRVD Bill Service Activation Code

收件者 SVO_CD_ABS/RVD

Internet Email

Hi, John.

Thank you for registering at eRVD Bill Service.

To activate your account and verify this email address, please go to the login page of eRVD Bill Service, choose “Activate account” and enter the code below. If you do not activate your account within 14 days after registration, you will have to register again and the username you have chosen before may not be available anymore.

Email activation code: 7552-5434-6497-9773 (Please enter all the numbers and hyphens)

If you have not registered for an eRVD Bill Service account and suspect any unauthorised use of your email address, please call our hotline at (852) 2152 0111.

eRVD Bill Service

Please do not reply to this email.

If you wish to contact us, please call (852) 2152 0111.

This email and any files transmitted with it are intended solely for the use of the individual to whom they are addressed. It may contain information that is privileged for the designated recipient. If you have received this email in error, do not use it for any purpose or disclose its contents to anyone, or save or copy this email. You should also delete it from your system and let us know by the above respective hotline.

9. Enter the “Email activation code” provided in the email and your password for the eRVD Bill service account, and click the “**Submit**” button.

Rating and Valuation Department
The Government of the Hong Kong Special Administrative Region

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Activate eRVD Bill Service Account

Hi, John!

Email activation code

7552-5434-6497-9773

Password

▶ FAQ about forgetting a password

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To protect your personal information, please click “Log Out” and close all browser window(s) after using your eRVD Bill Service account.

Submit **Cancel**

➔ Registration and login FAQs

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10. Please read “Terms & Conditions” and tick the box for agreement, and click the “Continue” button.

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Required Items

	Adobe Reader 7 or Above For display of eRVD Bill.	Download
	Hong Kong Supplementary Character Set (HKSCS) For input, display and processing of Chinese characters specific to Hong Kong.	Download
	Printer For printing of acknowledgement or enquiry results.	
	Hong Kong Post Root CA Certificates For recognising digital certificates issued by Hongkong Post to ensure safe online transactions.	

Terms & Conditions ▾

I have read, understood and agreed with the above terms and conditions.

Continue


11. Input the **15-digit account number** of your bill and the **Registered Payer's name** shown on the latest demand note **(must be identical, including spaces)**. If the Registered Payer's Name shown on the demand note is exceeding one row, only fill in the Registered Payer's Name displayed on the 1st row.

Select your preference of paper demand by post by ticking “Yes” or “No”. After all, click the “Add” button and the “Continue” button. **(Attention: No paper demand will be issued if you select “No”)**.

Step 1 Input Account Particulars

Step 2 Confirm and Submit the Application

Step 3 Application Submitted

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Step 1 **Input Account Particulars** Fields with * are mandatory.

Account Particulars

15-digit Account No. *
XXX-XXXX-XXXX-X-XX

Registered Payer's Name (Must be the same as the name shown on the 1st line of the Registered Payer's Name on the latest demand note) *
XXX XXX XXX

Other Instructions *
Continue to receive paper demand by post?
 Yes No

Add Clear

Point to note:

1. Electronic demand is only applicable to 1) Quarterly Demand for Rates and/or Government rent and 2) Surcharge Demand. Other types of demand notes, such as Replacement Demand, etc, will still be issued in paper form.
2. If you opt for not receiving paper demand note, quarterly demand in paper form will no longer be sent to you. But you may change this instruction online.
3. Payer name of "The Owner/Occupier" is not acceptable for registration of eRVD Bill service.

Continue

12. Check all the account number(s) added and the option(s) for paper demand. If necessary, click the “**Remove**” button to remove the account(s) previously added or repeat Step 1 to add other account(s). After all, click the “**Continue**” button.

eRVD Bill

Step 1 Input Account Particulars Fields with * are mandatory.

Step 1 Input Account Particulars

Step 2 Confirm and Submit the Application

Step 3 Application Submitted

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Account Particulars

15-digit Account No. *
e.g. 123-12345-1234-1-00

Registered Payer's Name (Must be the same as the name shown on the 1st line of the Registered Payer's Name on the latest demand note) *
[Text Box]

Other Instructions *
Continue to receive paper demand by post?
 Yes No

Add Clear

Point to note:

- Electronic demand is only applicable to 1) Quarterly Demand for Rates and/or Government rent and 2) Surcharge Demand. Other types of demand notes, such as Replacement Demand, etc, will still be issued in paper form.
- If you opt for not receiving paper demand note, quarterly demand in paper form will no longer be sent to you. But you may change this instruction online.
- Payer name of "The Owner/Occupier" is not acceptable for registration of eRVD Bill service.

Added Account(s):
**You may click the Account No. below to view the corresponding tenement address or description.

<input type="checkbox"/>	Account No.	Paper Demand Required
<input type="checkbox"/>	XXX-XXXXX-XXXX-X-XX	No

Remove

Continue

13. Review all the account number(s) and the option(s) for paper demand. Then, read “Terms & Conditions” and tick the box for agreement. Click the “Submit” button.

eRVD Bill

Step 1
[Input Account Particulars](#)

Step 2
Confirm and Submit the Application

Step 3
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Step 2 Confirm and Submit the Application

Please review the information entered. Click "Submit" if the entries are correct or click "Back" for amendments. An "Acknowledgement of Receipt" with a Transaction Reference No. will be given if the submission is successfully received by the department.

Profile Information

eRVD Bill Service Account	RVD-UAT1
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Account(s) to be Added

Account No.	Paper Demand Required
XXX-XXXXX-XXXX-X-XX	No

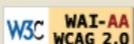
Terms & Conditions

Please note that the system does not maintain the eRVD Bill(s) of previous quarter(s) for new registered user. Successful applicant will receive his first eRVD Bill in the next quarter.

If the addition of account is performed before the cut-off date for the bulk issue of quarterly demand, normally in the middle of March, June, September and December, you will receive the electronic demand starting from the immediately following quarter, i.e. in April, July, October and January respectively.

I have read, understood and agreed with the above terms and conditions.

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14. Click the “**Print /Save**” button for acknowledgement.

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eRVD Bill

Step 3 Application Submitted

Acknowledgement of Receipt

This is to acknowledge the receipt of your submission. Please note the following details regarding your submission:

Submission Date and Time¹: 25/02/2026 16:22:32

Transaction Reference No.: 6002 6022 5800 5308

For enquiries, please call us at 2152 0111 during office hours on next working day and provide the above Transaction Reference No..

Profile Information

eRVD Bill Service Account	RVD-UAT1
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Added Account(s)

Account No.	Paper Demand Required
XXX-XXXX-XXXX-X-XX	No

Point to note:

1. Date and time format: DD/MM/YYYY HH:MM:SS
2. It takes one working day to process the request. You may log on the system on the next working day to check if the eRVD Bill profile is successfully updated.

If you want to retain a copy of this acknowledgement for future reference, you can first click or tap the "Print/Save" button below, then use the print or save function of your device.

Print/Save

Registration for “eRVD Bill Service” has been completed!

(Attention: A notification letter will be sent to the registered payer, informing the payer that the account has been successfully added to the eRVD Bill profile and the effective quarter for retrieving the electronic demand from RVD.)