

Examination of Estimates of Expenditure 2008-09  
**CONTROLLING OFFICER'S REPLY TO  
INITIAL WRITTEN QUESTION**

**Reply Serial No.**

**DEVB(PL)065**

Question Serial No.

1052

Head : 82 Buildings Department                      Subhead (No. & title) :

Programme:                      Buildings and Building Works

Controlling Officer:                      Director of Buildings

Director of Bureau:                      Secretary for Development

Question :

In the 2008-09 financial year, the Buildings Department will carry out an interim review on the operation of the joint office in handling public complaints about water seepage problems and implement improvement measures where necessary. What is the manpower, expenditure and programme involved in this area of work? How many cases of water seepage complaints were handled by the Buildings Department in the 2007-08 financial year?

Asked by : Hon. LEUNG Kwok-hung

Reply :

Since July 2006, the Buildings Department (BD) and the Food and Environmental Hygiene Department have extended the operation of the pilot Joint Office (JO) to handle public complaints about water seepage problems to the whole territory under a three-year programme. The JO has commenced a mid-term review on the effectiveness of the programme for the first 18 months of operation. The review will be completed shortly and we will refine the operation of the JO as appropriate, taking into consideration the findings of the review. No additional staffing resources are required to carry out the review.

From January to December 2007, the JO received about 17 400 public complaints about water seepage and completed investigations on about 13 400 cases. Investigation on the outstanding cases will continue.

Signature \_\_\_\_\_

Name in block letters                      CHEUNG Hau-wai

Post Title                      Director of Buildings

Date                      28 March 2008