

Examination of Estimates of Expenditure 2010-11

Reply Serial No.

**CONTROLLING OFFICER'S REPLY TO  
INITIAL WRITTEN QUESTION**

**DEVB(PL)099**

Question Serial No.

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

0447

Programme : Buildings and Building Works

Controlling Officer : Director of Buildings

Director of Bureau : Secretary for Development

Question :

The Joint Office (JO) established by the Buildings Department and the Food and Environmental Hygiene Department as a pilot programme is dedicated to handle complaints on water seepage in buildings. According to the working procedure of the JO, it will acknowledge a water seepage complaint within three working days after receipt of the same, and contact the complainant within six working days to arrange to conduct investigation. If the investigation is completed within three weeks after receiving the complaint, a detailed reply will be given to the complainant. Otherwise, a reply will be issued within one month after acknowledgement of the complaint and also at appropriate intervals to inform the complainant of the progress of the investigation. In this connection, will the Administration inform this Committee: In the past three years (i.e. 2007-2009), for the water seepage complaints which required investigation, what was the percentage of cases for which investigations were completed within three weeks after receipt of the complaints?

Asked by : Hon. LEE Wai-king, Starry

Reply :

The Joint Office (JO) has been developing internal working guidelines and milestones to monitor the progress of various stages of investigation. Such internal milestones have been evolving and the goal of the JO is to develop the same into performance pledges. Nevertheless, the Office at this stage does not have formal performance pledges as mentioned in the question and hence does not have the required statistics.

Signature \_\_\_\_\_

Name in block letters AU Choi-kai

Post Title Director of Buildings

Date 19 March 2010