

**CONTROLLING OFFICER'S REPLY**

**DEVB(PL)091**

**(Question Serial No. 1704)**

Head: (82) Buildings Department  
Subhead (No. & title): (-) Not Specified  
Programme: (1) Buildings and Building Works  
Controlling Officer: Director of Buildings (AU Choi-kai)  
Director of Bureau: Secretary for Development

Question (Member Question No. 9):

Regarding “Non-emergency services for reports on unauthorised building works (UBWs) under construction”, the target of the Department is to respond to these reports within 48 hours. How will the target of 48 hours be counted if a report is received one hour before the office closing hour and the following two days are non-working days? Furthermore, how many “reports on UBWs under construction” were received by the Administration in 2013? How many of them were not responded to within 48 hours and what were the reasons for that?

Asked by: Hon. CHAN Hak-kan

Reply:

The Buildings Department (BD) has pledged to respond to non-emergency reports on unauthorised building works (UBWs) under construction by carrying out site inspection within 48 hours (the “service standard”). To ensure that the service standard can be met, BD has engaged outsourced consultants who will investigate these cases outside BD’s office hours and report accordingly. The response time will be counted from the time of receiving a report up to the time of arriving at site for inspection irrespective of whether there are any intervening non-working days.

In 2013, BD has attended to 4 381 non-emergency reports on UBWs under construction, with 26 cases (0.6%) failing to meet the service standard which were mainly due to access problems.