

CONTROLLING OFFICER'S REPLY**DEVB(PL)092****(Question Serial No. 1705)**

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. 10):

What was the total number of emergencies relating to buildings and building works reported to the Administration outside office hours in 2013? Please break down the figures by “cases in urban areas and new towns in New Territories” and “cases in other areas in New Territories”, and how do the number of these two types of cases change as compared with 2012? Moreover, what were the reasons for approximately 20% of the emergency reports cases in other areas in New Territories not being responded to within the target time frame in 2013?

Asked by: Hon. CHAN Hak-kan

Reply:

Statistics on emergency cases received by the Buildings Department (BD) outside office hours in 2012 and 2013 are tabulated below:

Emergency service	Service Standard	No. of cases received outside office hours		
		2012 (i)	2013 (ii)	Changes (ii)-(i)
In urban areas and new towns in New Territories (N.T.)	Inspect within two hours	453	411	-42
In other areas in N.T.	Inspect within three hours	9	10	+1

In 2013, BD handled ten emergency cases relating to private buildings, building works, signboards or slopes in other areas in N.T. after office hours. Out of these ten cases, two (i.e. 20%) failed to meet the three-hour service standard. Both cases involved village houses located in the outlying islands, i.e. Peng Chau and Cheung Chau respectively, which could only be accessed by ferry service. Failure to meet the pledge was mainly due to remoteness of the sites concerned. BD will continue to closely monitor its emergency services with a view to meeting the performance pledges.