

**CONTROLLING OFFICER'S REPLY**

**DEVB(PL)104**

**(Question Serial No. 2102)**

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

Question (Member Question No. 38):

Regarding “non-emergency services for reports on unauthorised building works under construction”, the target of “responding to reports within 48 hours (%)” is set at 100%, but the actual performance was only 99% in 2012 and 99.4% in 2013, while the planned performance will restore to 99% in 2014. Please advise this Committee whether the Administration has examined the reasons for failing to meet the target; if yes, of the details; if not, the reasons for that.

Asked by: Hon. CHIANG Lai-wan

Reply:

The Buildings Department has pledged to respond to non-emergency reports on unauthorised building works (UBWs) under construction by carrying out site inspection within 48 hours. As this service standard is applicable to all non-emergency reports on UBWs under construction, a target of 100% is specified as the ultimate goal. To take into account isolated cases where extra time is needed to resolve access problems, for years the planned performance has been set at 99%. In 2012 and 2013, the actual performance fully met the plan. Similarly, a planned performance at 99% is set for 2014.