

CONTROLLING OFFICER'S REPLY**DEVB(PL)135****(Question Serial No. 2251)**

Head: (82) Buildings Department

Subhead (No. & title): (-) Not Specified

Programme: (1) Buildings and Building Works

Controlling Officer: Director of Buildings (CHEUNG Tin-cheung)

Director of Bureau: Secretary for Development

Question:

Members of the public have lodged complaints with the Office of The Ombudsman and relevant government departments about the ineffectiveness and inefficiency of the Joint Office. What are the numbers of complaints this year so far and in each of the past three financial years?

Asked by: Hon TSE Wai-chun, Paul (Member Question No. (LegCo use): 32)

Reply:

Statistics on the number of complaints lodged with the Office of The Ombudsman against the Buildings Department (BD) and the Food and Environmental Hygiene Department (FEHD) regarding the handling of reports of water seepage in buildings by the Joint Office in 2014-15, 2015-16, 2016-17 and 2017-18 are tabulated below –

	2014-15	2015-16	2016-17	2017-18 (as at 1 March 2018)
BD	51	59	72	45
FEHD	61	87	86	71

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