

CONTROLLING OFFICER'S REPLY**DEVB(PL)142****(Question Serial No. 1639)**

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:

Regarding the Joint Office for Investigation of Water Seepage Complaints (JO) under the Buildings Department and the Food and Environmental Hygiene Department, please inform this Committee:

Does the JO know the number of complaint cases received by the Office of The Ombudsman on JO in this financial year? What are the percentage changes as compared with the previous three financial years?

Asked by: Hon TSE Wai-chun, Paul (LegCo internal reference no.: 68)

Reply:

The statistics on the number of complaints referred by the Office of The Ombudsman to the Buildings Department (BD) and/or the Food and Environmental Hygiene Department (FEHD) regarding the handling of reports of water seepage in buildings by the Joint Office in 2015-16, 2016-17, 2017-18 and 2018-19 are tabulated below –

	2015-16 (a)	2016-17 (b)	2017-18 (c)	2018-19 (as at 1 March 2019) (d)	Percentage change of complaints received in 2018-19 (as at 1 March 2019) as compared with		
					2015/16 (d)/(a)	2016-17 (d)/(b)	2017/18 (d)/(c)
BD	59	72	49	74	+25%	+3%	+51%
FEHD	87	86	81	95	+9%	+10%	+17%

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