

服務承諾 Performance Pledge 2011



路政署
Highways Department

同心展關懷

caringorganisation 2010/11

Awarded by The Hong Kong Council of Social Service
香港社會服務聯會頒發



中環灣仔繞道和東區走廊連接路

工程為雙程三線全長4.5公里，其中約3.7公里為行車隧道。繞道由現時的中環林士街天橋接駁至國際金融中心外的隧道入口，隧道將途經中環填海區、香港會議展覽中心、前灣仔公眾貨物裝卸區、香港海底隧道港島入口及銅鑼灣避風塘，再以高架橋連接北角的東區走廊。

工程已於2009年年底動工，預計於2017年年初通車。當繞道完成及通車後，駕車往來中環和北角東區走廊只需約5分鐘，港島東往來西面各區的交通，將變得更為直接暢順。

Central-Wan Chai Bypass and Island Eastern Corridor Link (CWB)

The project will be a 4.5km long dual-three lane trunk road consisting of a length of 3.7km tunnel section. It will connect the existing Rumsey Street Flyover to the tunnel portal near IFC Tower, in the form of a tunnel passing through Central reclamation area, the Hong Kong Convention and Exhibition Centre, the former Wan Chai Public Cargo Working Area and the portal of Cross Harbour Tunnel. It will emerge near the Causeway Bay Typhoon Shelter and finally connect to the Island Eastern Corridor at North Point by a viaduct.

The construction of the CWB commenced in end 2009 for completion in early 2017. Upon completion of the CWB, it will only take about 5 minutes to travel between Central and Island Eastern Corridor at North Point. Traffic flow from the east of the Hong Kong Island to the other districts on the western side of the territory will be significantly improved.



我們的願景

發展及保養道路網、計劃及實施鐵路發展，達致世界先進水平。

我們的使命

為促進社會長遠的繁榮及改善市民的生活質素，本署承諾：

- 擴展及改善道路網，以配合運輸交通及城市發展的需求
- 保持道路網的完好及安全
- 為道路網的策劃、設計、建築及保養工程，提供高質素的技術支援
- 實施及檢討鐵路發展策略

Our Vision

To develop and upkeep the road network as well as to plan and implement railway development to world class standards.

Our Mission

In order to enhance the long term prosperity and improve the living standards of the community, we are committed to :

- expand and improve the road network to meet the growth and change in transport needs, and development requirements
- maintain the integrity of the road network
- provide high quality technical support to the planning, design, construction and maintenance of the road network
- implement and update the Railway Development Strategy

服務承諾

服務承諾包括以下範圍：

- 回應市民的查詢及投訴
- 清理快速公路上障礙物
- 改善凌亂及不潔的道路工程地盤
- 在工地展示道路工程的目的及預計的完工日期
- 修葺路面
- 修葺交通標誌
- 簽發挖掘准許證及快速公路工程許可證
- 在受道路工程影響的現有行人路線提供臨時行人設施
- 清洗道路設施
- 檢查/清理道路排水渠
- 檢查/清洗快速公路的交通標誌、路線指示標誌和清除生長過盛的植物
- 清洗所有行人天橋
- 清洗所有行人隧道



Pledged Services

The performance pledge covers the following services :

- response to public enquiries and complaints
- clear obstructions on expressways
- rectification of untidy and unclean roadwork sites
- on-site display of the purpose and anticipated completion date of roadworks
- repair of road surfacing
- repair of traffic signs
- issue of Excavation Permits & Expressway Works Permits
- provision of temporary pedestrian facilities where roadworks affect existing pedestrian routes
- cleansing of street furniture
- inspection / clearing of exclusive road drains
- inspection / cleansing of traffic signs and directional signs and removal of over-grown vegetation on expressways
- cleansing of all footbridge structures
- cleansing of all subway structures



服務承諾 Performance Pledge

服務項目 Service Item	服務標準 Performance Standards	2010年的目標 Target for 2010	達到的百分比 Results Achieved	2011年的目標 Target for 2011
1. 回應市民的查詢及投訴* Response to public enquiries and complaints *	路政署人員接獲投訴或查詢後，我們會盡快跟進並在七個工作天內給予答覆。** Upon receipt of complaints or enquiries, we will follow up the cases promptly and provide responses within 7 working days. **	100%	99.9%	100%
2. 清理快速公路上障礙物 Clear obstructions on expressways	在接獲報告的八小時內清理快速公路上障礙物。 Clear obstructions on expressways within 8 hours upon receipt of a report.	100%	100%	100%
3. 改善凌亂及不潔的道路工程地盤 Rectification of untidy and unclean roadwork sites	在接獲凌亂及不潔的道路工程地盤報告後，在三個工作天內完成所需修正措施。 Rectify all reported untidy and unclean roadwork sites within 3 working days.	100%	100%	100%
4. 在工地展示道路工程的目的及預計的完工日期 On-site display of the purpose and anticipated completion date of roadworks	在工地展示告示，簡介正進行的道路工程及預計的完工日期，讓市民明白為甚麼要進行工程及工程將於何時完成。 A simple description of roadworks with anticipated completion date will be displayed on site to enable the public to understand why the works are necessary and when they will be completed.	100%	99.9%	100%
5. 修葺路面 Repair of road surfacing	(a) 在接獲投訴後的二十四小時內，完成行車道、單車徑和行人路坑洞的修葺工程。 Repair of holes in the carriageway, cycle track and footpath will be completed within 24 hours after receipt of a complaint.	90%	100%	90%
	(b) 在接獲投訴後的四十八小時內，完成行車道、單車徑和行人路坑洞的修葺工程。 Repair of holes in the carriageway, cycle track and footpath will be completed within 48 hours after receipt of a complaint.	100%	100%	100%
6. 修葺交通標誌 Repair of traffic signs	(a) 在接獲投訴後的三十六小時內，修葺損毀的交通標誌。 Damaged traffic signs will be repaired within 36 hours after receipt of a complaint.	95%	98.6%	95%
	(b) 在接獲投訴後的四十八小時內，修葺損毀的交通標誌。 Damaged traffic signs will be repaired within 48 hours after receipt of a complaint.	100%	98.6%	100%

* 服務標準已修訂
This service item has been revised.

** 如涉及其他部門的複雜個案，我們會盡快在七個工作天內提供初步答覆。
For more complicated cases which may involve other parties, we will provide interim replies within 7 working days to be followed by detailed replies as soon as information is available.

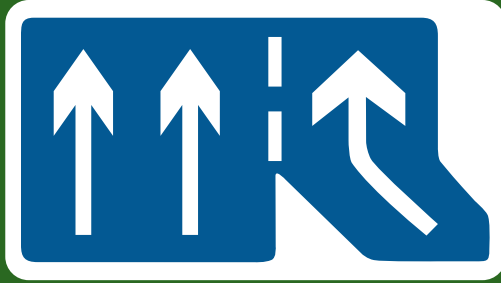


服務承諾 Performance Pledge

服務項目 Service Item	服務標準 Performance Standards	2010年的目標 Target for 2010	達到的百分比 Results Achieved	2011年的目標 Target for 2011
7. 簽發挖掘准許證及快速公路工程許可證 Issue of Excavation Permits & Expressway Works Permits	(a) 在收到申請後的八個工作天內，把挖掘准許證發給公用事業機構。 Excavation Permits will be issued to public utilities within 8 working days after receipt of an application.	75%	99.9%	85%
	(b) 在收到申請後的十個工作天內，把挖掘准許證發給公用事業機構。 Excavation Permits will be issued to public utilities within 10 working days after receipt of an application.	95%	99.9%	98%
	(c) 在收到申請後的十二個工作天內，把快速公路工程許可證發給公用事業機構。# Expressway Works Permits will be issued to public utilities within 12 working days after receipt of an application. #	—	—	100%
8. 在受道路工程影響的現有行人路線提供臨時行人設施 Provision of temporary pedestrian facilities where roadworks affect existing pedestrian routes	如道路工程影響現有行人路線，工地會有臨時行人設施，以盡量減少對使用者造成的不便。 Where roadworks affect existing pedestrian routes, temporary pedestrian routes will be provided on-site to minimize inconvenience to users.	100%	100%	100%
9. 清洗道路設施 Cleansing of street furniture	每季最少檢查/清洗位於高交通流量街道的街名牌、交通標誌、路線指示標誌、欄杆、屏障及花牆一次。 Inspect / cleanse street name plates, traffic signs, directional signs, railings, barriers and planter walls at streets with high traffic flow at least once per quarter.	100%	100%	100%
10. 檢查/清理道路排水渠 Inspection / clearing of exclusive road drains	在雨季期間每月及旱季期間每季最少檢查/清理位於水浸黑點的排水渠一次。 Inspect / clear exclusive road drains at flooding blackspots at least once a month during the wet season and once per quarter during the dry season.	100%	100%	100%
11. 檢查/清洗快速公路的交通標誌、路線指示標誌和清除生長過盛的植物 Inspection / cleansing of traffic signs, directional signs and removal of overgrown vegetation on expressways	每年最少檢查/清洗快速公路的交通標誌和路線指示標誌及清除生長過盛的植物兩次。 Inspect / cleanse traffic signs, directional signs and remove overgrown vegetation on expressways at least twice per year.	100%	100%	100%
12. 清洗所有行人天橋 Cleansing of all footbridge structures	(a) 每季最少清洗行人天橋一次，以保持整潔美觀。 To maintain the appearance in good condition, all footbridges will be cleansed at least once per quarter.	100%	100%	100%
	(b) 每月最少清洗高用量的行人天橋一次，以保持整潔美觀。 To maintain the appearance in good condition, all footbridges with high utilization will be cleansed at least once per month.	100%	100%	100%
13. 清洗所有行人隧道 Cleansing of all subway structures	(a) 每季最少清洗行人隧道一次，以保持整潔美觀。 To maintain the appearance in good condition, all subways will be cleansed at least once per quarter.	100%	100%	100%
	(b) 每月最少清洗高用量的行人隧道一次，以保持整潔美觀。 To maintain the appearance in good condition, all subways with high utilization will be cleansed at least once per month.	100%	100%	100%



由二零一一年起的新增服務標準。
This new performance standard has been added since 2011.



路政署的角色

我們會監察能否達到服務承諾下之服務標準，並每年公布監察結果。

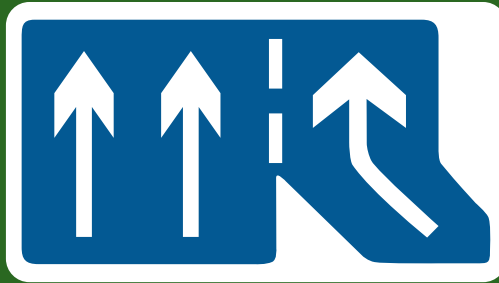
市民的角色

歡迎市民聯絡我們，就路政署提供的服務給予意見及提出建議。

我們一向致力提供完善服務。如你對我們的服務有任何意見、查詢或投訴，可致電本署24小時熱線2926 4111（所有收到的意見、查詢或投訴皆由1823電話中心管理。就閣下所提供之資料，將作為路政署、有關政府部門及政策局作個案跟進用途）。你亦可將書面意見、查詢或投訴透過以下方法送交我們：-

- 電子郵件：
 - 查詢電郵地址：enquiry@hyd.gov.hk
 - 投訴電郵地址：complaint@hyd.gov.hk
- 傳真至：
 - 2714 5216（查詢）
 - 2187 2243（投訴）
- 郵寄至：

路政署總部公共關係科
九龍何文田忠孝街88號
何文田政府合署5樓
- 填寫道路損毀或欠妥報告(附於第12頁)



Highways Department's Role

We will monitor the achievement of the performance standard under the performance pledge and promulgate the results annually.

The Public's Role

You are welcome to contact us to give your comments and suggestions on the services we provide.

There will be occasions when, despite our best efforts, we are unable to provide the services within our specified standards. If you have any suggestions, enquiries or complaints on our services, you may call our 24-hour Hotline 2926 4111 (All suggestions/enquiries/complaints received are now handled by 1823 Call Centre. The information provided by you will be used by the Highways Department, relevant Government departments and bureaux for case follow-up action). You may also send your written suggestions, enquiries and complaints to us by the following means: –

- Sending us an electronic mail through:
 - for enquiries: enquiry@hyd.gov.hk
 - for complaints: complaint@hyd.gov.hk
- Sending your letter by fax:
 - for enquiries: 2714 5216
 - for complaints: 2187 2243
- Mailing to us at:
Public Relations Unit, Headquarters
5th floor, Ho Man Tin
Government Offices
88 Chung Hau Street
Ho Man Tin, Kowloon.
- Complete the Road Damage or Defect Report on page 13.

更多資料

市民倘欲獲得更多有關本署服務範圍的資料，可致電本署查詢熱線2926 4111，或聯絡以下有關辦事處。

More Information

If you wish to obtain further information on the range of services provided by the Department, please telephone Enquiry Hotline 2926 4111, or contact relevant offices below:

總辦事處

九龍何文田忠孝街88號
何文田政府合署5樓
傳真號碼：2187 2243

Headquarters

5th floor, Ho Man Tin Government Offices,
88 Chung Hau Street, Ho Man Tin, Kowloon
Fax No. : 2187 2243

新界區

九龍何文田忠孝街88號
何文田政府合署2樓
傳真號碼：2714 5228

New Territories Region

2nd floor, Ho Man Tin Government Offices,
88 Chung Hau Street, Ho Man Tin, Kowloon
Fax No. : 2714 5228

市區（港島）

香港北角渣華道333號
北角政府合署8樓
傳真號碼：2576 6244

Urban Region (Hong Kong)

8th floor, North Point Government Offices,
333 Java Road, North Point, Hong Kong
Fax No. : 2576 6244

青馬管制區及青沙管制區政府監察組

新界青衣西北交匯處行政大樓1樓
傳真號碼：2497 1622

Tsing Ma Control Area & Tsing Sha Control Area Government Monitoring Team

1st floor, The Administration Building,
North West Tsing Yi Interchange,
Tsing Yi, New Territories
Fax No. : 2497 1622

市區（九龍）

九龍九龍灣臨樂街19號
南豐商業中心13樓
傳真號碼：2758 3394

Urban Region (Kowloon)

13th floor, Nan Fung Commercial Centre,
19 Lam Lok Street, Kowloon Bay, Kowloon
Fax No. : 2758 3394

路燈部

九龍荔枝角長沙灣道833號
長沙灣廣場第1期10樓
傳真號碼：2310 8489

Lighting Division

10th floor, Tower 1, Cheung Sha Wan Plaza,
833 Cheung Sha Wan Road, Lai Chi Kok,
Kowloon
Fax No. : 2310 8489

附表：道路損毀或欠妥報告。

另可透過網站：<http://www.hyd.gov.hk> 作出報告

路政署 道路損毀或欠妥報告

位 置	我要報告/投訴*以下道路損毀：			
	街道名稱：_____			
損 毀 或 欠 妥	地 區：_____			香港/九龍/新界*
	行車方向：_____			
	鄰 近：_____			
	(請盡量註明就近門牌或燈柱編號)			
損 毀 或 欠 妥	行車道/單車徑	天橋/隧道	輔助交通設施出現問題	路面整潔
	<input type="checkbox"/> 路面不平	<input type="checkbox"/> 表面損壞	<input type="checkbox"/> 交通標誌	<input type="checkbox"/> 路面沙石
	<input type="checkbox"/> 坑洞	<input type="checkbox"/> 伸縮縫損壞	<input type="checkbox"/> 路線指示標誌	<input type="checkbox"/> 非法傾倒
	<input type="checkbox"/> 沙井/渠蓋損壞	<input type="checkbox"/> 排水問題	<input type="checkbox"/> 高架道路標誌	<input type="checkbox"/> 塗鴉
	行人路	<input type="checkbox"/> 設施損壞	<input type="checkbox"/> 圍欄及欄杆	<input type="checkbox"/> 野草過長
	<input type="checkbox"/> 路面不平	道路工程	<input type="checkbox"/> 街道名牌	渠務問題
	<input type="checkbox"/> 鋪路塊移位	<input type="checkbox"/> 工地無人施工	<input type="checkbox"/> 安全島指示燈	<input type="checkbox"/> 排水渠淤塞
	<input type="checkbox"/> 沙井/渠道損壞	<input type="checkbox"/> 交通受阻	<input type="checkbox"/> 交通燈	<input type="checkbox"/> 積水
	<input type="checkbox"/> 行人路受阻	<input type="checkbox"/> 行人路受阻	<input type="checkbox"/> 道路標誌	屋宇建造工程
	斜坡	<input type="checkbox"/> 工地不整潔	照明設施	<input type="checkbox"/> 行人路損壞
<input type="checkbox"/> 斜坡面破裂	<input type="checkbox"/> 防護設施 /	<input type="checkbox"/> 照明不足或	<input type="checkbox"/> 集水溝淤塞	
<input type="checkbox"/> 渠道淤塞	交通安排不妥善	沒有照明設施	<input type="checkbox"/> 行人路受阻	
	<input type="checkbox"/> 鋼板發出噪音	<input type="checkbox"/> 街燈/高桅燈沒有亮著	<input type="checkbox"/> 工地不整潔	
	<input type="checkbox"/> 告示板缺欠 /	<input type="checkbox"/> 行人橋/隧道照明問題		
	資料錯誤或含糊			
	<input type="checkbox"/> 其他 _____			
詳 情				
請在適當方格內填上 <input checked="" type="checkbox"/> 號		* 請刪去不適用者		
姓名	: _____	電郵	: _____	
電話/傳真號碼	: _____	日期	: _____	
* 我同意/不同意將我以上的個人資料轉介予其他有關團體、代表、承建商或顧問公司，方便跟進此項投訴及向我回覆。				
填妥本表格後，請郵寄或傳真至：				
路政署公共關係組				
九龍何文田忠孝街八十八號				
何文田政府合署五樓				
電 話：2926 4111 (24小時)				
傳 真：2187 2243				
電子郵件：complaint@hyd.gov.hk				

HIGHWAYS DEPARTMENT ROAD DAMAGE or DEFECT REPORT

Location

I would like to report/complain* the following road defects:-

Road : _____

District : _____ HK / K / NT*

Direction : _____

Near : _____

(Give nearest house or lamp post number if possible)

Damage or Defect	<p>CARRIAGEWAY / CYCLE TRACK</p> <p><input type="checkbox"/> Uneven Surface</p> <p><input type="checkbox"/> Pothole</p> <p><input type="checkbox"/> Damaged Manhole / Grating</p> <p>FOOTPATH</p> <p><input type="checkbox"/> Uneven Surface</p> <p><input type="checkbox"/> Dislocated Paving Slab</p> <p><input type="checkbox"/> Damaged Manhole / Channel</p> <p><input type="checkbox"/> Footpath Obstruction</p> <p>SLOPE</p> <p><input type="checkbox"/> Cracked Surface</p> <p><input type="checkbox"/> Blocked Channel</p> <p><input type="checkbox"/> Others _____</p>	<p>STRUCTURES</p> <p><input type="checkbox"/> Damaged Surface</p> <p><input type="checkbox"/> Damaged Joint</p> <p><input type="checkbox"/> Drainage Problem</p> <p><input type="checkbox"/> Damaged Furniture</p> <p>ROADWORKS</p> <p><input type="checkbox"/> Unattended Site</p> <p><input type="checkbox"/> Traffic Obstruction</p> <p><input type="checkbox"/> Footpath Obstruction</p> <p><input type="checkbox"/> Untidy Site</p> <p><input type="checkbox"/> Poor Guarding / Traffic Arrangement</p> <p><input type="checkbox"/> Noisy Steel Plate</p> <p><input type="checkbox"/> Missing / Problematic Publicity Board</p>	<p>TRAFFIC AID FAULT</p> <p><input type="checkbox"/> Traffic Sign</p> <p><input type="checkbox"/> Directional Sign</p> <p><input type="checkbox"/> Gantry Sign</p> <p><input type="checkbox"/> Fencing & Railing</p> <p><input type="checkbox"/> Street Name Plate</p> <p><input type="checkbox"/> Traffic Bollard</p> <p><input type="checkbox"/> Traffic Light</p> <p><input type="checkbox"/> Roadmarking</p> <p>LIGHTING</p> <p><input type="checkbox"/> Poor or No Lighting Provision</p> <p><input type="checkbox"/> Unlit Street / Highmast Lighting</p> <p><input type="checkbox"/> Unlit Footbridge / Subway Lighting</p>	<p>ROAD TIDINESS & CLEANLINESS</p> <p><input type="checkbox"/> Illegal Dumping</p> <p><input type="checkbox"/> Debris on Road</p> <p><input type="checkbox"/> Graffiti</p> <p><input type="checkbox"/> Overgrowth Obstruction</p> <p>DRAINAGE</p> <p><input type="checkbox"/> Blocked Drain</p> <p><input type="checkbox"/> Ponding</p> <p>BUILDING ACTIVITIES</p> <p><input type="checkbox"/> Damage to Footpath</p> <p><input type="checkbox"/> Blockage of Gully</p> <p><input type="checkbox"/> Blockage of Footpath</p> <p><input type="checkbox"/> Untidy Site</p>

Details

Place in the appropriate square. * Delete whichever not applicable

Name : _____ E-mail : _____

Telephone / Fax no. : _____ Date : _____

* I agree / disagree to refer my personal contact to other relevant organizations, agents, contractors or consultants for follow up of this case and direct reply to me.

Please complete this form and return it by post or by fax to :

HIGHWAYS DEPARTMENT PUBLIC RELATIONS UNIT

5/F, Ho Man Tin Government Offices,
88 Chung Hau Street,
Ho Man Tin, Kowloon

Tel. no. : 2926 4111 (24 hours)
Fax no. : 2187 2243
E-mail : complaint@hyd.gov.hk





