



路政署
Highways
Department



服務承諾

Performance Pledge 2024



Smart Lighting Management System

To enhance the management of the public lighting system, the Highways Department has been exploring automated solutions with the capability to monitor the public lighting system in a continuous manner, enhance the performance of fault rectification, and make centralized and automatic control of individual lighting points possible. With the aid of the Internet-of-Things (IoT) technology, we have implemented the Smart Lighting Management System (SLMS) since 2022.



The SLMS comprises a Central Management System (CMS) by which all field devices are configured, commanded, and monitored; and Control Nodes that are installed at each lighting point. The Control Nodes sense and measure operating parameters, such as the operating voltage, operating current, burning hours, etc, of the luminaires on which they are installed. Regardless of the physical locations of the lighting points, Control Nodes transmit the operating information of the luminaires to, and control commands from the CMS wirelessly via telecommunication network.



The SLMS makes remote monitoring of the public lighting system possible. The SLMS continuously monitors the operation of each lighting point and identifies abnormal operations, if any, so that predictive maintenance could be carried out before they turn into major failures. Any faults would also be identified automatically and notified to the relevant maintenance staff for prompt rectification with a view to reducing downtime of public road lights and enhancing the quality of public lighting service. The SLMS also enables adjustment of the light intensity of each lighting point in response to changes in local operating conditions without the need for on-site manual adjustments. The feature allows flexible control of lighting intensity of specific areas according to actual operational needs and enhanced energy efficiency of the public lighting system.

The SLMS allows us to efficiently manage tens of thousands of public lighting points, effectively plan maintenance strategy to optimize the use of resources, and more importantly, minimize the happening of lighting faults to maintain the high performance of the public lighting system. All in all, the advent of the SLMS will undoubtedly lead the public lighting of Hong Kong into the smart era.

智能路燈管理系統

為加強公共照明系統的管理，路政署一直在致力尋求各式自動化解決方案，以持續監察公共照明系統的運作性能、提高故障修復效率，及實現對每盞燈具的中央及自動控制。藉著物聯網技術，路政署自2022年起建設智能路燈管理系統。

智能路燈管理系統由一個中央管理系統及安裝在每盞燈具上的收發器組成。維修人員可以通過中央管理系統配置，指令和監測各現場照明設備。燈具上的收發器可感應及測量其運作參數，例如運作電壓，運作電流和燃點時間等。無論燈具在任何位置，收發器都可以借助無線通訊技術將燈具的運作數據傳輸到中央管理系統，及將中央管理系統發出的指令傳輸至燈具。



智能路燈管理系統實現了公共照明系統的遠端監察。智能路燈管理系統除持續監察每盞燈具的運作，更能識別其異常運作情況，並在其發展成大範圍事故前進行預測性維護。當燈具出現故障，智能路燈管理系統亦可自動識別故障狀況，並通知相關維修人員及時進行維修，以減少公共路燈故障及熄滅的時間，提升公共照明服務質素。維護人員亦可以在智能路燈管理系統根據實際道路狀況設定每盞燈具的亮度，而無須在現場手動調整。智能路燈管理系統可根據實際運作需求靈活控制特定區域的照明強度，提高公共照明系統的能源效益。

智能照明管理系統除了使我們能夠有效地管理數以萬計的公共照明裝置，有效地制定維護策略以優化資源使用外，更能有效減少故障的發生，維持優質的公共照明服務。總括而言，智能照明管理系統的引入，無疑能引領香港的公共照明系統邁向智慧時代。

我們的抱負

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
- 保持道路網在完好及安全狀況
- 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 standard

Our Mission

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

- expanding and improving the road network to meet the growth and change in transport needs, and development requirements
- maintaining the integrity of the road network
- providing high quality technical support for the planning, design, construction and maintenance of the road network
- implementing and updating 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
- 改善不整齊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和路線指示標誌
- 所有行人天橋的結構清洗
- 所有行人隧道的結構清洗

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 on expressways
- structural cleansing of all footbridge structures
- structural cleansing of all subway structures

服務承諾 Performance Pledge

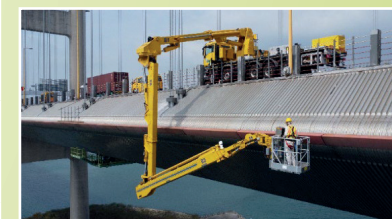
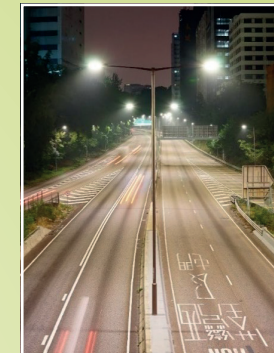
服務項目 Service Item	服務標準 Performance Standards	2023年的目標 Target for 2023	達到的百分比 Results Achieved	2024年的目標 Target for 2024
1. 回應市民的查詢及投訴 Response to public enquiries and complaints	路政署人員接獲投訴或查詢後，我們會迅速跟進並在七個工作天內給予答覆。* Upon receipt of complaints or enquiries, we will follow the cases promptly and provide response within 7 working days. *	100%	99.9%	100%
2. 清理快速公路上障礙物 Clear obstructions on expressways	(a) 在接獲報告的一小時半內到達快速公路現場。 Arrive at reported location of expressway within 1.5 hours upon receipt of a report.	90%	100%	95%
	(b) 在接獲報告的五小時內清理快速公路上障礙物。 Clear obstruction on expressways within 5 hours upon receipt of a report.	95%	100%	95%
	(c) 在接獲報告的八小時內清理快速公路上障礙物。 Clear obstruction on expressways within 8 hours upon receipt of a report.	100%	100%	100%
3. 改善不整齊及不潔的道路工程地盤 Rectification of untidy and unclean roadwork sites	在接獲道路工程地盤不整齊及不潔的報告後，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，讓市民明白工程的目的及完成日期。 A simple description of roadworks with anticipated completion date will be displayed on site to enable the public to understand the need of the works and when they will be completed.	100%	100%	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.	95%	100%	95%
	(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%	100%	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%	100%	100%



* 如個案較為複雜或可能涉及其他部門，我們會在七個工作天內提供初步答覆，並待獲取有關資料後盡快提供詳細回覆。
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	2023年的目標 Target for 2023	達到的百分比 Results Achieved	2024年的目標 Target for 2024
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	<p>(a) 在八個工作天內，向公用事業機構簽發挖掘准許證。 Excavation Permits will be issued to public utilities within 8 working days.</p> <p>(b) 在十個工作天內，向公用事業機構簽發挖掘准許證。 Excavation Permits will be issued to public utilities within 10 working days.</p> <p>(c) 在十二個工作天內，向公用事業機構簽發快速公路工程許可證。 Expressway Works Permits will be issued to public utilities within 12 working days.</p>	95%	100%	95%
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道路排水渠一次。 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和路線指示標誌 Inspection / cleansing of traffic signs and directional signs 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兩次。 Inspect / cleanse traffic signs and directional signs on expressways at least twice per year.	100%	100%	100%
12. 所有行人天橋的結構清洗 Structural cleansing of all footbridge structures	<p>(a) 所有行人天橋結構每季最少全面清洗一次，以保持行人天橋結構的狀態良好。 To maintain footbridge structures in good condition, structural parts of all footbridges will be cleansed at least once per quarter.</p> <p>(b) 所有高用量行人天橋地面每月最少全面清洗一次，以保持行人天橋結構的狀態良好。 To maintain footbridge structures in good condition, floors of all footbridges with high utilization will be cleansed at least once per month.</p>	100%	100%	100%
13. 所有行人隧道的結構清洗 Structural cleansing of all subway structures	<p>(a) 所有行人隧道結構每季最少全面清洗一次，以保持行人隧道結構的狀態良好。 To maintain subway structures in good condition, structural parts of all subways will be cleansed at least once per quarter.</p> <p>(b) 所有高用量行人隧道地面每月最少全面清洗一次，以保持行人隧道結構的狀態良好。 To maintain subway structures in good condition, floors of all subways with high utilization will be cleansed at least once per month.</p>	100%	100%	100%

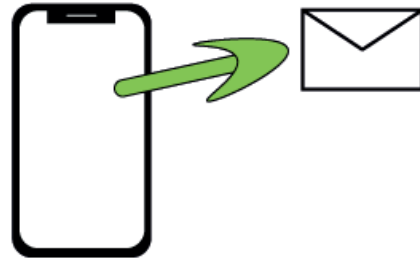


路政署的角色



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



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。如市民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**。市民亦可將書面意見、查詢或投訴透過以下方法送交我們：-

（所有收到的意見、查詢或投訴皆由**1823** 電話中心管理，當中所提供之資料，將作為路政署、有關政府部門及政策局作個案跟進用途）。

- 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：

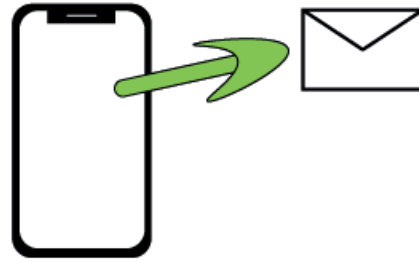
路政署總部公共關係組
九龍何文田忠孝街88號
何文田政府合署5樓
- 填寫於第12頁的道路損毀或欠妥報告

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.

We endeavour to provide the services within our specified standards. For any suggestions, enquiries or complaints on our services, please call our 24-hour Hotline 2926 4111. Written suggestions, enquiries and complaints may also be sent to us by the following means: –

(All suggestions/enquiries/complaints received are now handled by 1823 Call Centre. The information provided will be used by the Highways Department, relevant Government departments and bureaux for case follow-up action.)

- By email:
 - for enquiries: enquiry@hyd.gov.hk
 - for complaints: complaint@hyd.gov.hk
- By fax:
 - for enquiries: 2714 5216
 - for complaints: 2187 2243
- By mail:
 - Public Relations Unit, Headquarters,
Highways Department
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

To obtain further information on the range of services provided by the Department, please telephone our Enquiry Hotline at 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7樓及8樓
傳真號碼：2576 6244

Urban Region (Hong Kong)

7th-8th floors, 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12樓及13樓
傳真號碼：2758 3394

Urban Region (Kowloon)

12th-13th floors, Nan Fung Commercial Centre,
19 Lam Lok Street, Kowloon Bay, Kowloon
Fax No. : 2758 3394

路燈部

九龍協調道3號
工業貿易大樓9樓
傳真號碼：2310 8489

Lighting Division

9th floor, Trade and Industry Tower,
3 Concorde Road, Kowloon
Fax No. : 2310 8489

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： _____ 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 <input type="checkbox"/> 路面不平 <input type="checkbox"/> 坑洞 <input type="checkbox"/> 沙井/渠蓋損壞 行人路 <input type="checkbox"/> 路面不平 <input type="checkbox"/> 鋪路塊移位 <input type="checkbox"/> 沙井/渠道損壞 <input type="checkbox"/> 行人路受阻 斜坡 <input type="checkbox"/> 斜坡面破裂 <input type="checkbox"/> 渠道淤塞 <input type="checkbox"/> 其他 _____	天橋/隧道 <input type="checkbox"/> 表面損壞 <input type="checkbox"/> 伸縮縫損壞 <input type="checkbox"/> 排水問題 <input type="checkbox"/> 設施損壞 道路工程 <input type="checkbox"/> 工地無人施工 <input type="checkbox"/> 交通受阻 <input type="checkbox"/> 行人路受阻 <input type="checkbox"/> 工地不整潔 <input type="checkbox"/> 防護設施 / 交通安排不妥善 <input type="checkbox"/> 鋼板發出噪音 <input type="checkbox"/> 告示板缺欠 / 資料錯誤或含糊	輔助交通設施出現問題 <input type="checkbox"/> 交通標誌 <input type="checkbox"/> 路線指示標誌 <input type="checkbox"/> 高架道路標誌 <input type="checkbox"/> 圍欄及欄杆 <input type="checkbox"/> 街道名牌 <input type="checkbox"/> 安全島指示燈 <input type="checkbox"/> 道路標記 照明設施 <input type="checkbox"/> 照明不足或沒有照明設施 <input type="checkbox"/> 街燈/高桅燈沒有亮著 <input type="checkbox"/> 行人橋/隧道照明問題	路面整潔 <input type="checkbox"/> 路面沙石 <input type="checkbox"/> 非法傾倒 <input type="checkbox"/> 塗鴉 <input type="checkbox"/> 野草過長 渠務問 <input type="checkbox"/> 排水渠淤塞 <input type="checkbox"/> 積水 屋宇建造工程 <input type="checkbox"/> 行人路損壞 <input type="checkbox"/> 集水溝淤塞 <input type="checkbox"/> 行人路受阻 <input type="checkbox"/> 工地不整潔
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		電 話：2926 4111 (24小時)		
何文田政府合署五樓		傳 真：2187 2243		
電子郵件： complaint@hyd.gov.hk				



HIGHWAYS DEPARTMENT

ROAD DAMAGE or DEFECT REPORT

	I would like to report/complain* the following road defects:-			
Location	Road :			
	District :	HK / K / NT*		
	Direction :			
	Near :			
	(Give nearest house or lamp post number if possible)			
Damage or Defect	CARRIAGEWAY / CYCLE TRACK	STRUCTURES	TRAFFIC AID FAULT	ROAD TIDINESS & CLEANLINESS
	<input type="checkbox"/> Uneven Surface	<input type="checkbox"/> Damaged Surface	<input type="checkbox"/> Traffic Sign	<input type="checkbox"/> Illegal Dumping
	<input type="checkbox"/> Pothole	<input type="checkbox"/> Damaged Joint	<input type="checkbox"/> Directional Sign	<input type="checkbox"/> Debris on Road
	<input type="checkbox"/> Damaged Manhole / Grating	<input type="checkbox"/> Drainage Problem	<input type="checkbox"/> Gantry Sign	<input type="checkbox"/> Graffiti
		<input type="checkbox"/> Damaged Furniture	<input type="checkbox"/> Fencing & Railing	<input type="checkbox"/> Overgrowth Obstruction
	FOOTPATH	ROADWORKS	<input type="checkbox"/> Street Name Plate	DRAINAGE
	<input type="checkbox"/> Uneven Surface	<input type="checkbox"/> Unattended Site	<input type="checkbox"/> Traffic Bollard	<input type="checkbox"/> Blocked Drain
	<input type="checkbox"/> Dislocated Paving Slab	<input type="checkbox"/> Traffic Obstruction	<input type="checkbox"/> Roadmarking	<input type="checkbox"/> Ponding
	<input type="checkbox"/> Damaged Manhole / Channel	<input type="checkbox"/> Footpath Obstruction	LIGHTING	BUILDING ACTIVITIES
	<input type="checkbox"/> Footpath Obstruction	<input type="checkbox"/> Untidy Site	<input type="checkbox"/> Poor or No Lighting Provision	<input type="checkbox"/> Damage to Footpath
SLOPE	<input type="checkbox"/> Poor Guarding / Traffic Arrangement	<input type="checkbox"/> Unlit Street / Highmast Lighting	<input type="checkbox"/> Blockage of Gully	
<input type="checkbox"/> Cracked Surface	<input type="checkbox"/> Noisy Steel Plate	<input type="checkbox"/> Unlit Footbridge / Subway Lighting	<input type="checkbox"/> Blockage of Footpath	
<input type="checkbox"/> Blocked Channel	<input type="checkbox"/> Missing / Problematic Publicity Board		<input type="checkbox"/> Untidy Site	
<input type="checkbox"/> Others				
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





香港花卉展覽 2024
HK Flower Show 2024

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Theme : Enchanted Journey - Joyful Inheritance



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