

Examination of Estimates of Expenditure 2006-07  
**CONTROLLING OFFICER'S REPLY TO  
INITIAL WRITTEN QUESTION**

Reply Serial No.

ETWB(T)008

Head : 60 – Highways Department      Subhead (No. & title) :

Question Serial No.

0130

Programme : (2) District and Maintenance

Controlling Officer : Director of Highways

Director of Bureau : Secretary for the Environment, Transport and Works

Question : Regarding the complaints relating to road maintenance, please specify the three types of road maintenance which received most complaints in 2005, the number of complaints involved and how the complaints were handled.

Asked by : Hon. LAU Kong-wah

Reply : The three types of items for which the Highways Department received most complaints in 2005 and the number of complaints are set out below -

Type	Number of complaints
Road	2 238
Footpath	2 307
Traffic aids	997

For complaints that may raise safety concerns (such as potholes on roads and footpaths, and damaged traffic aids), appropriate remedial action is taken within 48 hours from the time the complaint is received by the Department. For other complaints, appropriate remedial action is taken within eight working days from the time the complaint is received by the Department.

Signature \_\_\_\_\_

Name in block letters MAK CHAI KWONG

Post Title Director of Highways

Date 13 March 2006