

**CONTROLLING OFFICER'S REPLY TO
INITIAL WRITTEN QUESTION**

DEVB(W)110

Question Serial No.

0652

Head: 60 - Highways Department

Subhead: 000 Operational
(No. & title): Expenses

Programme: (2) District and Maintenance

Controlling Officer: Director of Highways

Director of Bureau: Secretary for Development

Question:

The Highways Department has committed to meeting the target of 75% for issuing road excavation permits to public utilities within 8 days. Such a pledge has never been made by the Department before. Is this brought about by a streamlining of internal procedure or some other reasons? Why is the target percentage for issuing the permits in 10 days lower than the actual percentage of 2008 and 2009?

Asked by: Hon. SHEK Lai-him, Abraham

Reply:

The target of 75% for issuing road excavation permits within eight days is a new pledge. It is put forward as an improvement of services provided by the Department through adoption of an updated and enhanced computerised processing system.

The target percentage of 95% for issuing road excavation permits within 10 days is lower than the actual percentage of 2008 and 2009 (i.e. 99.9% for both years). It is because some applications for road excavations involve more complex road opening arrangements and may require more time to process. We will however continue to monitor the performance for service enhancement.

Signature _____

Name in block letters WAI CHI SING

Post Title Director of Highways

Date 17 March 2010