

CONTROLLING OFFICER'S REPLY**THB(T)048****(Question Serial No. 0411)**

Head: (60) Highways Department

Subhead (No. & title): (-) Not Specified

Programme: (2) District and Maintenance Works

Controlling Officer: Director of Highways (K K LAU)

Director of Bureau: Secretary for Transport and Housing

Question (Member Question No. 40):

There were 9 909 complaints in 2013 relating to road maintenance, which was a marked increase from 7 992 complaints in 2012. Will Administration inform this Committee whether it has analysed the surge in complaints relating to road maintenance; if it has, of the details, including the nature of the complaints. Since the Department estimates that there will be 9 900 complaints in 2014 relating to road maintenance, will the Administration provide the provision and manpower for handling this work in 2012, 2013 and 2014?

Asked by: Hon. SHEK Lai-him, Abraham

Reply:

The Highways Department (HyD) has analysed the complaint figures and observed that there were general increases in complaints relating to road defects including carriageway, footway, road drainage and roadside slope matters in comparison with 2012. Based on past experience, the number of complaints is related to the weather condition as heavy rainfall tends to accelerate the deterioration of minor defects. The total rainfall in 2013 (2 847 millimetres (mm)) was higher by about 50% when compared with the total rainfall in 2012 (1 925 mm). The HyD considers that this might explain the increase in the number of complaints in 2013 in comparison with 2012.

As regards the resource provision for district and maintenance works in 2012 to 2014, the number of staff is 960, whilst the financial provisions are tabulated as follows:

	2012-13	2013-14	2014-15
Financial provision	\$1,196.0 million (Actual)	\$1,277.9 million (Estimate)	\$1,314.8 million (Estimate)