

CONTROLLING OFFICER'S REPLY

TLB276

(Question Serial No. 3451)

Head: (60) Highways Department
Subhead (No. & title): (-) Not Specified
Programme: (2) District and Maintenance Works
Controlling Officer: Director of Highways (YAU Kwok-ting)
Director of Bureau: Secretary for Transport and Logistics

Question:

The Highways Department (HyD) is responsible for the maintenance of public roads, including conducting “urgent repairs” or “road resurfacing” works which are more comprehensive and durable, upon receipt of reports regarding road surface potholes or uneven road surfaces. In this connection, will the Government advise this Committee on the following:

1. What were the respective numbers of requests received for repairing road surface potholes in Hong Kong's various districts in each of the past 3 years?
2. What were the numbers of “urgent repairs” and “road resurfacing” works carried out in various districts in each of the past 3 years in response to the repair requests for road surface potholes?
3. The HyD has in place a monitoring mechanism to ensure the quality and durability of road repair works. What were the respective numbers of follow-up cases arising from the contractors' unsatisfactory road surface pothole repairs in various districts in each of the past 3 years?
4. Following the previous question, what were the respective numbers of follow-up cases involving deductions in contract payment or issuance of warning letters to the relevant contractors in each of the last 3 years? Have any contracts been terminated due to the contractors' failure to meet the requirements?
5. By what criteria does the HyD determine whether a case requires “road resurfacing” rather than temporary “urgent repair” works.

Asked by: Hon CHIK Kit-ling, Elaine (LegCo internal reference no.: 118)

Reply:

1. Over the past 3 years, the numbers of requests received for repairing potholes in various districts are tabulated below:

District	2023	2024	2025
Central and Western District	39	30	161
Eastern District	21	58	93
Southern District	10	28	56
Wan Chai District	112	142	88
Kowloon City District	9	56	75
Yau Tsim Mong District	63	104	152
Sham Shui Po District	127	192	130
Wong Tai Sin District	3	3	17
Kwun Tong District	22	37	102
Tai Po District	9	19	71
Yuen Long District	246	312	293
Tuen Mun District	41	84	99
North District	98	162	168
Sai Kung District	26	55	50
Sha Tin District	57	36	136
Tsuen Wan District	17	25	76
Kwai Tsing District	69	83	97
Islands District	34	62	48

- 2&5. In addition to following up on reports or complaints regarding damage or defects on public roads, the Highways Department (HyD) also engages contractors to conduct regular road inspections. Upon identifying potholes on road surfaces, the HyD, in accordance with its performance pledge, completes emergency repairs within 48 hours. Over the past 3 years, all road pothole repair works were completed within 48 hours upon receipt of reports. Following the completion of emergency repairs, the HyD formulates appropriate maintenance plans and schedules based on factors such as road wear and tear, traffic volume, and the surrounding environment. Consideration is also given to the potential inconvenience to the public (such as temporary traffic diversion measures involved in the repair arrangement). This includes conducting larger-scale preventive resurfacing works at appropriate times to further improve the overall road condition. The HyD does not maintain separate statistics for “emergency repairs” and “road resurfacing” specifically arising from pothole rectifications.
- 3&4. The HyD attaches great importance to the quality of road surfacing works, and has in place a strict monitoring mechanism to ensure the quality and durability of road maintenance works. The contractors shall submit completion reports for HyD’s verification upon completion of road inspections and maintenance works. Apart from reviewing the road inspection and maintenance reports submitted by contractors, the HyD also selects in random a certain number of completed road inspections, and on-going and completed maintenance works for on-site audit inspections to confirm the proper completion by the contractors.

The HyD takes follow-up actions according to contract provisions if the contractors' performance is unsatisfactory or fails to meet the specified standards. These actions include issuing Default Notices for the relevant defects in response to contractors' failure to complete road maintenance works and submit relevant reports in a timely and proper manner; recording the deficiencies identified during audit inspections in the reports to assess the contractors' performance level; deducting contract payments according to the issuance of Default Notices and the contractors' performance level, and issuing warning letters to contractor due to overall poor performance or serious incidents resulting from inadequate performance. Contractors are also required to follow up and make improvements in monthly meetings. Besides, the HyD would reflect contractor's inadequate performance in their performance evaluation reports. The report ratings would affect contractors' future chances of winning new public works contracts. If the reports are consistently rated as unsatisfactory, the contractor may even be suspended from tendering. The HyD would continue to strictly monitor the contractors' performance, ensuring that all road damage is recorded according to relevant regulations during routine and detailed inspections, and relevant maintenance works are completed in a timely manner to ensure road safety.

Over the past 3 years, the HyD has taken appropriate follow-up actions according to relevant contractual provisions whenever deficiencies in road maintenance works were identified (such as issuing Default Notices to contractors with unsatisfactory performance), but did not terminate any road maintenance contracts in advance due to poor contractor performance. However, as these follow-up actions involve various types of maintenance deficiencies, the HyD does not maintain separate statistics for the follow-up cases related to the quality of pothole repairs.

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