

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

Head : 82 Buildings Department Subhead (No. & title) :

1162

Programme : Buildings and Building Works

Controlling Officer : Director of Buildings

Director of Bureau : Secretary for Housing, Planning and Lands

Question :

For the target of "24-hour emergency services", what were the reasons that the Buildings Department (BD) could not entirely deal with the emergency matters within three hours over the past two years? Was shortage of manpower one of the reasons?

Asked by : Hon. FUNG Kin-kee, Frederick

Reply :

We maintain a 24-hour service to deal with emergency reports concerning buildings, building works, signboards and slopes. We have pledged to attend to all emergency reports within three hours of receipt of a call. In 2003 and 2004, there were some cases where our officers could not arrive on site within the target time. These were mainly attributed to the following reasons:

- (a) usually a large number of emergency calls were received concurrently during typhoons and adverse weather within a short period of time, thus causing delays in responding;
- (b) some cases occurred in remote areas and it took a longer time for our officers to locate and arrive on site; and
- (c) difficulties sometimes arose in making arrangement with the owner of the premises concerned for conducting the required inspection.

The delays were not due to inadequacy of manpower resources.

Signature

Name in block letters

Post Title

Date

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Marco WU

\_\_\_\_\_  
Director of Buildings

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6 April 2005