

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

Reply Serial No.

**HPLB(PL)102**

Question Serial No.

0239

Head : 118 Planning Department      Subhead (No. & title) :

Programme : (4) Town Planning Information Services

Controlling Officer : Director of Planning

Director of Bureau : Secretary for Housing, Planning and Lands

Question : According to paragraph 20, the Planning Department could 100% handle straightforward written enquiries within ten days; 100% handle straightforward oral enquiries at once and 100% handle complicated oral enquiries within three working days in both 2003 and 2004. In this connection, please inform this Council of the reasons and justifications for setting the planned performance targets for these three items of services for 2005 at 95% only.

Asked by : Hon. LEE Wing-tat

Reply :

Although the actual achievement rates for answering straightforward written enquiries and straightforward and complicated oral enquiries were 100% in both 2003 and 2004, the target achievement rate for the subject services in 2005 is set at 95%. A more modest performance target is set because we expect that upon the implementation of the Town Planning (Amendment) Ordinance 2004 (the Ordinance) in 2005, more public enquiries on the new planning procedures and practices under the Ordinance will be received. The nature of these enquiries may be very different from the type we have handled previously and the resource implications for handling such enquiries during the transitional period are yet to be assessed.

Having said the above, setting a more modest target does not mean that we would not try to better perform, as illustrated by our efforts and achievements in the past two years.

Signature \_\_\_\_\_

Name in block letters

**B C K FUNG**

Post Title

Director of Planning

Date

2 April 2005