

CONTROLLING OFFICER'S REPLY**FHB(FE)142****(Question Serial No. 2442)**Head: (49) Food and Environmental Hygiene DepartmentSubhead (No. & title): (-) Not specifiedProgramme: (2) Environmental Hygiene and Related ServicesControlling Officer: Director of Food and Environmental Hygiene (Miss Vivian LAU)Director of Bureau: Secretary for Food and HealthQuestion:

Regarding the Joint Office for Investigation of Water Seepage Complaints (JO) under the Buildings Department and the Food and Environmental Hygiene Department, does the Director of Food and Environmental Hygiene know the number of complaint cases received by the Office of The Ombudsman on JO in this financial year? What are the percentage changes as compared with the previous 5 financial years?

Asked by: Hon TSE Wai-chun, Paul (LegCo internal reference no.: 13)Reply:

The statistics on the number of complaints referred by the Office of The Ombudsman to the Buildings Department and/or the Food and Environmental Hygiene Department regarding the handling of reports of water seepage in buildings by the Joint Office in 2015-16, 2016-17, 2017-18, 2018-19 and 2019-20 are tabulated below:

	2015-16 (a)	2016-17 (b)	2017-18 (c)	2018-19 (d)	2019-20 (as at 1 March 2020) (e)	Percentage change of complaints received in 2019-20 (as at 1 March 2020) as compared with			
						2015-16 (e)-(a)/(a)	2016-17 (e)-(b)/(b)	2017-18 (e)-(c)/(c)	2018-19 (e)-(d)/(d)
BD	59	72	49	78	56	-5%	-22%	+14%	-28%
FEHD	87	86	81	99	75	-14%	-13%	-7%	-24%

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