

**CB(1)198/12-13(02)**

政府總部  
發展局  
工務科

香港添馬添美道 2 號政府總部西翼



**Works Branch  
Development Bureau  
Government Secretariat**

West Wing, Central Government Offices,  
2 Tim Mei Avenue, Tamar, Hong Kong

本局檔號 Our Ref.

電話 Tel No. : 3509 8271

來函檔號 Your Ref. :

傳真 Fax No. : 2186 8924

20 November, 2012

Clerk to the Panel on Development  
Legislative Council Complex  
1 Legislative Council Road  
Central, Hong Kong

(Attn: Ms Sharon Chung)

Dear Ms Chung,

**Panel on Development**  
**Follow-up to Meeting on 30 October 2012**

In the meeting on 30 October 2012, Members were concerned about the efficiency of the Administration's tree complaint mechanism. The Administration was requested to provide a flow chart to illustrate the various steps and timeframes in the process for handling the tree-related complaints/reports made by the public, in particular the process involving cross-departmental actions.

**Arrangement for handling tree-related complaints**

The departments will take action according to the nature of the problem tree reports received, which are broadly divided into two categories: (1) emergency cases – cases that may pose a hazard to the life and property of the general public; and (2) non-emergency cases.

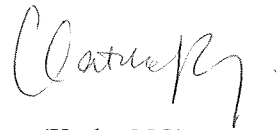
In a case involving a collapsed or problematic tree that has given rise to an emergency situation where life and property are endangered, regardless of whether the land on which the tree stands is owned and managed by the Government or a private party, the Fire Services Department and the Police will deal with it in the first instance. In

case of serious blockage to public road, Highways Department will take earliest possible action.

For non-emergency cases, that is, when no risk is posed to life and property, the tree management department responsible for overseeing the land where the problem tree is will inspect and follow up on the matter as soon as possible under the “integrated approach”. For trees on private land, the Lands Department will notify the land owner concerned to take follow up action.

The flow chart illustrating the arrangement for handling tree-related complaints is attached in Annex A for reference.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Kathy NG', written in a cursive style.

(Kathy NG)  
for Secretary for Development

### Workflow for Complaints Handling on Tree Management

