

To: panel_t <panel_t@legco.gov.hk>
From: WONG Danny <>
Date: 03/22/2014 09:15AM
Subject: 回覆：轉寄：Raise a Legco Question at Transport Panel of Legco for Poor Customers' Service of KMB (E-mail address)
(See attached file: SKMBT_C65214032208380.pdf)

Dear Miss Chan,
Good morning.

In addition to fax the consent slip to you early this morning, I enclosed herewith my Consent Slip of your further action, please. You may wish to note that apart from complaining the KMB, I also complain the poor performance of Commissioner for Transport, Mrs Ingrid Yeung Ho Pui Yan, too.

May I request the Transport to invite KMB to top management, Permanent Secretary for Housing and Transport (Transport) and Commissioner for Transport to attend the upcoming panel meeting to give a full account of the incident given I first made my request for provision of an email account on KMB's web-site (www.kmb.com.hk) and followed a numerous request by emails, but the KMB remained adamant. Only noted and will consider as a standard template answer notwithstanding my request is considered by the Hon. CHAN Kam Lam as sensible and reasonable. The KMB advised the passengers using letter or visit its customer service centres in person. We are now living in IT era, to make a request or complaints or inquiries by dropping in the customers service centres or by letter are both considered failing to keep pace with the IT era. Nearly all private and public companies using e-communication channels round the clock at any corner of the world.

On the other front, the KMB does not give any face to the Commissioner for Transport by turning a blind eye and deaf ear to their referrals. This reflects and coincide with the Ombudsman's Direct Investigation for the poor ability of TD in monitoring the performance of KMB, among others.

You can copy this mail to anybody for information. Thank you very much for yours kind help.

Have a nice weekend.

With the Best Regards,

Danny WONG
22.3.2014

panel_t <panel_t@legco.gov.hk> 於 2014年03月21日 (週五) 4:01 PM 寫道：
Dear Mr WONG,

Thank you for your email below.

Please be informed that with the concurrence of Hon CHAN Kam-lam, Chairman of the Panel on Transport, your submission has been circulated to members of the Panel for

reference.

Subject to your agreement, your submission will be made available to the media and the public, and uploaded onto the Legislative Council website. In this connection, I should be grateful if you could complete and return the attached reply slip by **Friday, 28 March, 2014**. Please note that your submission is not covered by the protection and immunity provided under the Legislative Council (Powers and Privileges) Ordinance (Cap. 382).

Yours sincerely,
Miss Katherine CHAN
for Clerk to Panel

To: "panel_t@legco.gov.hk" <panel_t@legco.gov.hk>
From: WONG Danny <>
Date: 02/22/2014 09:56AM
Subject: 轉寄： Raise a Legco Question at Transport Panel of Legco for Poor Customers' Service of KMB (E-mail address)

WONG Danny <> 於 2014年02月22日 (週六) 9:52 AM 寫道:

Dear the Hon Chan Kam Lam, SBS, JP, the Chairman of the Panel on Transport in Legco

I have requested the KMB to provide an email address on its web-site (www.kmb.com) through Transport Department (TD) and direct write-in to KMB for numerous time since last summer. Much to my regret, the KMB refused to provide its email address on its web-site for receiving public enquiries and complaints for unknown reason. The KMB has turned to blind eyes and deaf ears to TD's request too within giving the strong arguments for not entertaining the request. The hotline staff can only answer the public calls after waiting for 30 minutes in light of high volume of calls and the hotline is run only during office hours instead of round the clock. At present, the KMB only provides a hot-line (only available during office-hours) and a Fax number. As you know, the use of email communication is so common in both private and public sector in IT era, it is pointless to refuse such reasonable request. By sending emails, the passengers can email to KMB round the clock at any corner of the World. Why KMB refused to do so? Any hidden agenda behind. I have just surfed the KMB web-site and fount that no any email address in its web-site. Now that the Transport Department cannot command the KMB to do anything, I have no option to turn to seek your assistance to take up the issue at Legco Transport Panel by inviting Secretary for Transport and Housing, Commissioner for Transport and Transport Department and KMB top management to report at Legco meeting. We are your voters. We will not cast vote on you if you do not entertain our request.

Thanks for a Million for your kind help in advance.

I am looking forward to receiving your favorable reply very soon.

Best Regards,

Danny WONG

22.2.2014