

Index Page

Replies to initial written questions raised by Finance Committee Members in examining the Estimates of Expenditure 2021-22

The Ombudsman

Session No. : 6

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Reply Serial No.	Question Serial No.	Name of Member	Head	Programme
OMB001	2536	LEUNG Mei-fun, Priscilla	114	(1) Complaints Administration

CONTROLLING OFFICER'S REPLY**OMB001****(Question Serial No. 2536)**Head: (114) Office of The OmbudsmanSubhead (No. & title): (000) Operational ExpensesProgramme: (1) Complaints AdministrationControlling Officer: Ombudsman (Winnie CHIU)Director of Bureau: The OmbudsmanQuestion:

How many enquiries about and complaints against the Joint Office for Investigation of Water Seepage Complaints (“JO”) under the Buildings Department (“BD”) and Food and Environmental Hygiene Department (“FEHD”) had the Office received in the past five years? Of those complaints received, how many were substantiated?

Asked by: Hon LEUNG Mei-fun, Priscilla (LegCo internal reference no.: 47)Reply:

1. The caseload statistics of the Office are recorded by the Government departments or public organisations under complaint, and not by their subordinate offices. Hence, the Office does not have the statistics on the enquiries and complaints involving JO.

2. Between 2015-16 and 2019-20, the statistics on complaints against BD and FEHD regarding water seepage are listed in the table below:

Year	Departments under complaint	Number of complaints received	Number of complaints completed ^{Note}	Number of complaints with deficiencies or inadequacies found
2015-16	BD	81	75	30
	FEHD	116	112	25
2016-17	BD	92	92	23
	FEHD	124	128	16
2017-18	BD	84	88	19
	FEHD	132	135	14
2018-19	BD	102	83	14
	FEHD	143	126	7
2019-20	BD	67	68	25
	FEHD	93	93	13

Note: Including the complaints received in the previous year but pursued and concluded in the prevailing year.

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