

Table 1

Number of Complaints or Reports by Districts

Year	2006	2007	2008	2009	2010
District					
Central and Western	643	604	562	565	680
Wan Chai	427	355	416	400	528
Eastern	318	298	418	424	445
Southern	154	162	240	236	274
Kowloon City	333	136	271	124	110
Wong Tai Sin	59	56	198	76	51
Yau Tsim Mong	622	667	756	881	798
Sham Shui Po	299	272	387	256	326
Kwun Tong	324	392	513	564	303
Island	90	18	95	44	21
Kwai Tsing	332	227	464	219	264
Tsuen Wan	316	221	330	303	277
Tuen Mun	334	316	364	619	531
Yuen Long	438	457	455	178	92
North	217	361	310	313	512
Tai Po	196	174	218	307	359
Sha Tin	273	251	233	130	79
Sai Kung	176	186	216	39	100
Total:	5 551	5 153	6 446	5 678	5 750

Table 2

Number of Complaints or Reports by Channels Through which
Complaints or Reports were Made

	Telephone	Electronic Mail	Facsimile	Mail	Online Complaint Form
2006	5 125	219	57	126	24
2007	4 567	226	64	129	167
2008	5 625	331	47	171	272
2009	5 081	268	49	94	186
2010	5 160	310	32	90	158

Table 3

Budget, Actual Expenditure and Staff Involved in
Road Repair Works and Handling of Complaints or Reports

Table (a) - Costs of Engaging Contractors

Year	Budget (\$ million)	Actual Expenditure (\$ million)	Number of Staff Deployed by Contractors
2006	1,277	1,235	1 454
2007	1,295	1,328	1 518
2008	1,367	1,425	1 629
2009	1,426	1,452	1 814
2010	1,452	1,388	1 592

Table (b) - Costs of HyD Staff *

Year	Actual Expenditure (\$ million)	Number of HyD Staff
2006	105	297
2007	108	306
2008	117	314
2009	125	314
2010	123	318

* “Number of HyD Staff” in Table (b) above refers to frontline engineers and technicians responsible for road repair works and handling of relevant complaints or reports. However, other than routine road repairing issues, they also handle technical and administrative issues pertaining to

other works. The actual expenditure in Table (b) refers to the total remuneration expenditure for these HyD staff. The HyD does not have further breakdown solely for the staff budget and expenditure of inspecting and monitoring road repair works.