

**Annex B**  
(Table 1)

**Number and Category of Complaints Received by Regions**  
**(1.10.1999 - 31.12.1999)**

Region									
Category	Hong Kong & Islands	Kwai Chung & Tsing Yi	Kwun Tong	Shatin & Ma On Shan	Sai Kung & Sham Shui Po	Tuen Mun & Tsuen Wan	Wong Tai Sin	Yuen Long, Fanling & Tai Po	<b>Total</b>
Tenancy	21	8	23	26	71	13	9	10	<b>181</b>
Building and Environment	101	153	86	31	106	96	72	68	<b>713</b>
Policy	3	5	6	1	5	1	2	8	<b>31</b>
Public Housing Applications	1	1	0	0	4	1	1	1	<b>9</b>
Staff	2	6	6	0	9	2	1	9	<b>35</b>
Squatter Control and Clearance	0	1	1	0	0	0	0	0	<b>2</b>
Tendering	0	0	0	1	0	1	0	0	<b>2</b>
Miscellaneous	4	1	2	1	4	3	2	1	<b>18</b>
<b>Total</b>	<b>132</b>	<b>175</b>	<b>124</b>	<b>60</b>	<b>199</b>	<b>117</b>	<b>87</b>	<b>97</b>	<b>991</b>