

**Complaints Handled by Directorate Officers
(1.4.1999 - 30.6.1999)**

<u>Nature of Complaints</u>	<u>Substantive Reply by</u>	<u>Outcome</u>
Complaint referred by a LegCo Member concerning the cancellation of a PRH application.	BD/AM	Reply sent to the LegCo Member on 10.6.1999 informing that the Department had approved to reinstate the complainant's PRH application.
Complaint raised by a LegCo Member concerning the construction of the realigned road for HOS at Tung Tau Cottage Area.	CCE	Reply sent to the LegCo Member on 19.5.1999 explaining that the residents would not be affected by the road construction.
Complaint raised by the Tuen Mun Provisional DB Member concerning the suspension of electricity supply in Siu Hong Court Shopping Centre.	AD/M(2)	Reply sent to the Provisional DB Member on 27.4.1999 explaining that immediate remedial actions had been taken by the Department and the contractor.
Complaint referred by a LegCo Member concerning the water tests in Yiu On Estate.	CM/M(S&S)	Reply sent to the LegCo Member on 17.4.1999 explaining that the sampling test conducted in Yiu On Estate in early 1999 had confirmed that the quality of water and condition of pipes were up to standard.
Complaints referred by a MAC Chairman of Chung On Estate, a LegCo Member and a Provisional DB Member concerning the arrangement for the meeting on 8.3.1999 on water contamination incident in Chung On Estate.	CM/M(S&M)	Replies sent to the complainants on 6.5.1999 explaining about the meeting arrangement and the investigation result of the water contamination incident.

<u>Nature of Complaints</u>	<u>Substantive Reply by</u>	<u>Outcome</u>
Complaint raised by the San Fat Estate Residents Concern Group concerning the redevelopment of San Fat Estate.	CPO	Replies sent to the complainant on 30.4.1999 and 21.6.1999 explaining that the tenants affected by the redevelopment would be rehoused within the same district under the resources constraint.