

#### 4. Effective Monitoring

Despite our best efforts, we believe there is still room for improvement in our work and services. The Drainage Services Department will continue to monitor and review the achievement of these services against our targets. If you feel your case has not been dealt with properly, you are most welcome to request for a full and prompt explanation by writing to the Director of Drainage Services at 43/F, Revenue Tower, 5 Gloucester Road, Hong Kong or enquiry@dsd.gov.hk.

#### 5. Contact Us

To serve you better, you can reach us through the following channels of communication:

- Reports on flood and/or blocked drains/sewers

**Drainage Hotline: 2300 1110**

**Fax: 2827 8605**

- Enquiries on sewage services accounts

Tel: 2834 9432 (during office hours)

Fax: 2574 5645

Post: G/F, Western Magistracy, 2A Pok Fu Lam Road, Hong Kong

- General enquiries

Tel: 2877 0660 (during office hours)

Fax: 2827 8605

DSD's Website: [www.dsd.gov.hk](http://www.dsd.gov.hk)

E-mail: [enquiry@dsd.gov.hk](mailto:enquiry@dsd.gov.hk)

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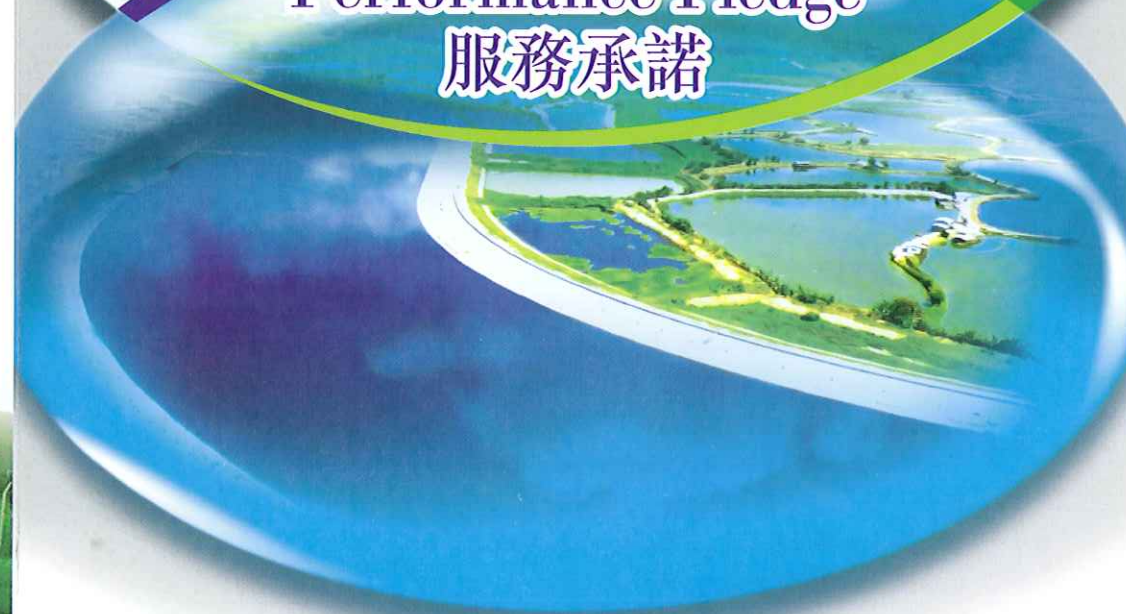


渠務署

Drainage Services Department



Performance Pledge  
服務承諾



#### Our Vision:

To provide world-class wastewater and stormwater drainage services enabling the sustainable development of Hong Kong.

## Our Vision

To provide world-class wastewater and stormwater drainage services enabling the sustainable development of Hong Kong.

## Our Mission

- Improving drainage services in a cost-effective and environmentally responsible manner
- Enhancing a caring, harmonious, safe and healthy work environment that fosters staff development and a mindset for change
- Strengthening relationships with community, industry and worldwide counterparts

## Our Values

- Customer Satisfaction
- Quality
- Commitment
- Teamwork

## 1. Our Work

### Flood Prevention

- Plan, implement and operate river training works and village flood protection schemes in the New Territories.
- Upgrade and expand stormwater drainage systems in the urban areas.
- Maintain efficient operation and performance of the existing stormwater drainage systems.

### Sewage Collection, Treatment & Disposal

- Plan, implement and operate the Harbour Area Treatment Scheme to improve the water quality of Victoria Harbour.
- Improve and expand the sewerage system and sewage treatment plants for the rest of the territory.
- Maintain efficient operation and performance of the existing sewerage systems and sewage treatment plants.



## 2. Our Performance

Service/Application	Pledge	Performance Target	2007/08 Achievement
Clearance of Blocked Sewers/ Drains	Response within the same day for complaints received before 1 pm	99%	99.89%
	Response before noon of next day for complaints received after 1 pm	99%	99.98%
	Customers satisfy with the clearing work	95%	98.84%
Technical Audit for Connection to the Public Drainage/ Sewerage Systems	Issuing reply to applicant for drainage connections within nine working days upon receipt of applications	99%	99.44%
Response to Written Enquiries on Sewage Services Accounts	Initial response within 2 working days	100%	100%
	Full reply within 1 month	95%	99.05%
Response to Other Written Complaints	Within 10 Calendar days	98%	99.71%



## 3. You Can Help Us!

Your support is vital to the proper functioning of our drainage and sewerage systems.

- DO NOT litter and block the drains.
- DO NOT discharge wastewater into the stormwater drainage systems/natural streamcourses.
- DO NOT flush away inappropriate waste from your toilet.
- DO save water.
- DO stay vigilant and report any blockage in drainage channels or natural streamcourses near your houses, particularly before and during the rainy seasons.
- DO inspect and ensure proper functioning of private sewage treatment facilities.
- DO report to us immediately if you find any improper functioning of the public drainage or sewerage systems.