

The Number of Public Enquiries and Complaints received by Drainage Services Department

The dataset provides information of the Public Enquiries and Complaints received by Drainage Services Department. It is in GeoJSON format

Column Name	Type	Description
Period of Time	String	The data in the period of Q1 (Jan to Mar), Q2 (Apr to Jun), Q3 (Jul to Sep) and Q4 (Oct to Dec) of year YYYY
Number of Enquiries / "Request for Services" from Public	Number	Enquiries: Request for information on departmental policy, services or the like via departmental hotlines, 1823 or application for Access to Information.  "Request for Services": A request for services to be delivered by DSD, e.g. clearance of blocked sewers and drains, desilting of watercourses, removal of refuse etc.
Number of Public Complaints	Number	Complaint: An expression of dissatisfaction by the public with the departmental policy or services, the way in which a policy is implemented or service is delivered, including staff attitude.

Note: YYYY is a number representing a year, e.g. if the dataset is for 2019, then YYYY = 2019