



Office of the Water Authority

Immigration Tower
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Hong Kong

水務監督辦事處

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Reference

檔號 (19) in WSD-C/734/C

Date

日期 10 August 1998

Distribution: To all Licensed Plumbers and Authorized Persons

Dear Sir,


WSD Circular Letter 1/98
Enquiries Related to Applications for New Water Supply

In the course of processing applications for new water supply from practitioners, we occasionally receive enquiries concerning the status of the applications such as the progress of their plumbing submissions or arrangement of site inspection. Please be informed that we have target response time for completing the key activities in respect of the application for new water supply, details of which can be found in the Annex. In case your application is not processed within the target response time or you want to discuss the way in which your application has been handled, you are advised to contact the supervisory staff of our Regional Offices to which your application is submitted.

If after contacting our Regional supervisory staff you still cannot resolve your case, you may bring the matter to the attention of our headquarters in writing, and address your letter to :-

Chief Engineer/Regional Administration
Regional Administration Division
Water Supplies Department
Immigration Tower
7 Gloucester Road
Hong Kong

Yours faithfully,



(C K FUNG)

for Water Authority

(with Chinese Translation)

encl.

cc : WSD 3608/9/27/95 Pt 1

WSD 3318/22/85 Pt 3

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Target Response Time of Services Provided by Water Supplies Department

Services	Target Response Time
Reply plumbing submissions for applications for new water supply	20 working days*
Issue approved or refused Form WWO 46 (Form G) to Licensed Plumber	7 working days
Provide water supply connection after settlement of payment for general cases	8 weeks
Inspect completed inside service on receipt of Form WWO 46 (Form H)	7 working days
Issue endorsed Form WWO 46 (Form H) to Licensed Plumber after site inspection	7 working days
Commence fixing of water meter for new water supply (by WSD) after inside service being checked in order	7 working days

* This has been included in WSD Performance Pledge

附件

水務署提供服務的目標回應時間

服 務	目標回應時間
回覆為初次申請供水而遞交的水管工程計劃	20 個工作天*
向持牌水喉匠發回批簽或拒予批簽的 46 號(G 款)水務表格	7 個工作天
在一般情況下繳費後進行駁喉供水工程	8 個星期
在收到 46 號(H 款)水務表格後檢查完竣的屋內供水設備工程	7 個工作天
實地檢查後向持牌水喉匠發回批簽的 46 號(H 款)水務表格	7 個工作天
在屋內供水設備驗明合格後，為初次申請供水展開新水錶安裝工程(由水務署負責)	7 個工作天

* 已列入水務署的服務承諾