

TRANSPORT DEPARTMENT (TD)

Case No. OCAC 493/95

Complaint against TD - delay in relocating a traffic signal post

The relocation of a traffic signal post took TD and Urban Services Department (USD) some serious writing back and forth for one and a half years until this Office found a solution to the problem.

2. Mdm A lodged a complaint against TD for erecting a traffic signal post standing in the middle of a pavement 1.3 m wide and right in front of her cafe. Her complaint was acknowledged by TD as valid from the beginning as the signal post was standing on a temporary location. It had to be relocated to a permanent location to be identified nearer to the road junction.

3. For one and a half years, TD and USD exchanged correspondences on the relocation. However, the pavement at that point in time was occupied by two wall stalls and USD considered their relocation not fully justified. This Office conducted a site visit upon receipt of the complaint and considered that there was sufficient space between the wall stalls and the temporary location of the traffic signal post. TD and the relevant departments visited the site subsequently and accepted the proposal. The traffic signal post was relocated away from the front of the cafe to its new location in one and a half months.