



處理查詢及要求 / 投訴的服務承諾

Performance Pledge for handling enquiries & requests/complaints

市建局致力提供快捷的公眾查詢、要求及投訴服務。本局希望所提供的各項服務能達致以下的目標：

	最長處理時間
查詢及要求	14個工作天內
投訴	30個工作天內

The URA aims to provide a helpful and efficient service in the handling of public enquiries, requests and complaints. The target response times we aim to achieve are as follows:

	Maximum Response Time
Enquiries & Requests	Within 14 working days
Complaints	Within 30 working days