

**A Complaint Against Transport Department**

**"Relocation of Traffic Signal Post"**

The operators of a cafe were aggrieved at the delay of the Transport Department (TD) in attending to their complaint about the erection of a traffic signal post in front of their shop which they felt adversely affecting their business.

COMAC invited the TD's comments and see if the traffic signal post could be suitably relocated. The site in question was also visited. The TD revealed that the signal post was erected to cater for the increase in vehicular and pedestrian traffic following the opening of a large scale shopping-cum-office complex in the vicinity. However, the planned location of the signal post was found to be occupied by a wall stall, adjacent to the cafe. The signal post was therefore erected in front of the cafe instead as a temporary measure pending removal of the wall stall. The cafe had subsequently undergone renovation and moved its entrance away from the signal post. The Department unfortunately assumed that the location of the signal post was acceptable to the operators and did not pursue the matter further.

Upon receiving the cafe operators' complaint and initial comments from the Transport Department, COMAC made enquiry with the Urban Services Department which was responsible for the licensing of the wall stall and had subsequent discussions with the Transport Department. The licensee of the wall stall was willing to remove part of the shop extension to enable the relocation of the signal post. Further, the TD in consultation with the Highways Department and the Electrical and Mechanical Services Department immediately carried out site investigation which confirmed that the signal relocation work was feasible. The signal post was subsequently relocated away from the cafe.

As the Transport Department had taken positive remedial steps to address the complainants' grievances and as the matter was resolved to the satisfaction of the complainants upon COMAC's intervention, the case was concluded accordingly.