

Brief Introduction on Postal Facilities in the Eastern District

Purpose

This paper provides an overview of postal facilities in the Eastern district as background information for Postmaster General to be tabled at the Eastern District Council meeting on 21 September 2007.

Overview of Postal Facilities in the Eastern District

2. At present, there are 11 post offices in Eastern District providing general postal services. Addresses and business hours of the post offices are given at **Annex I**.

3. Delivery of mail in the Eastern District is provided by the Eastern Delivery Office (1/F, Eastern Law Courts Building, 29 Tai On Street, Sai Wan Ho) and the Shau Kei Wan Delivery Office (5/F, Eastwood Centre, 5 A Kung Ngam Village Road, Shau Kei Wan). There are 136 delivery beats within the district, each served by a postman. From January 2006 to July 2007, some 180 million mail items were delivered.

4. A total of 67 street posting boxes are available in the district. Numbers and locations of the street posting boxes are given at **Annex II**.

5. Our performance pledges regarding local delivery and counter services are as follows:

- (a) Deliver locally posted letters to addressees by the following working day: target at 98%;
- (b) Serve customers within 10 minutes during non-peak hours: target at 98%; and
Serve customers within 25 minutes during peak hours or periods: target at 98%

The above targets were achieved during the period from January 2006 and July 2007.

6. Comments on postal services in Eastern District received during the period from January 2006 to July 2007 are produced at Annex III.

Annexes: (I) Addresses and business hours of post offices in the Eastern District
(II) Numbers and locations of street posting boxes in the Eastern District
(III) Comments on postal services received from residents in the Eastern District during the period from January 2006 to July 2007

Post Offices in the Eastern District

Name of Post Office		Address	Business Hours	
1.	Chai Wan Post Office	G/F, Administration Building, Yue Wan Estate, Chai Wan Road	(Mon to Fri) (Sat)	0930 – 1700 0930 – 1300
2.	Cloud View Road Post Office	Shop 6 & 7, G/F, Dairy Farm Shopping Centre, 33 Cloud View Road	(Mon to Fri) (Sat)	0930 – 1700 0930 – 1300
3.	Heng Fa Chuen Post Office	G/F, West Car Park Block, Heng Fa Chuen	(Mon to Fri) (Sat)	0930 – 1700 0930 – 1300
4.	Hing Man Street Post Office	G/F, Shop 1, Wing Hing Court, 50-52 Hing Man Street, Sai Wan Ho	(Mon to Fri) (Sat)	0930 – 1700 0930 – 1300
5.	King's Road Post Office	Shops 204-205A and 208-210, 2/F, Olympia Plaza, 255 King's Road, North Point	(Mon to Fri) (Sat)	0930 – 1700 0930 – 1300
6.	North Point Post Office	Shops L8, L15-16, LG/F, FitFort, 560 King's Road, North Point	(Mon to Fri) (Sat)	0930 – 1700 0930 – 1300
7.	Shau Kei Wan Post Office	G/F, Perfect Mount Gardens, 1 Po Man Street, Shau Kei Wan	(Mon to Fri) (Sat)	0930 – 1700 0930 – 1300
8.	Siu Sai Wan Post Office	Unit 1-2, G/F, Sui Yick House, Siu Sai Wan Estate, Chai Wan	(Mon to Fri) (Sat)	0930 – 1700 0930 – 1300
9.	Taikoo Shing Post Office	Shop G1020-1022, G/F, Kam Sing Mansion, 1-3 Tai Fung Avenue, Taikoo Shing	(Mon to Fri) (Sat)	0930 – 1700 0930 – 1300
10.	Tsat Tsz Mui Post Office	Shops 1, 6, 7 & 11, G/F, Block C, Model Housing Estate, 770 King's Road, North Point	(Mon to Fri) (Sat)	0930 – 1800* 0930 – 1300
11.	Hing Fat Street Post Office	G/F, Causeway Bay Kaifong Welfare Association Building, 30 Hing Fat Street	(Mon to Fri) (Sat)	0930 – 1800* 0930 – 1300

* Starting from 12 March 2007, business hours will be extended from 5:00 pm to 6:00 pm for a trial period of six months.

Street Posting Boxes in the Eastern District

SPB No.	Location	SPB No.	Location
14	King's Road / Tong Chong Street (Quarry Bay)	250	Tai Yue Avenue, Taikoo Wan Road (Taikoo Shing)
15	Shau Kei Wan Road / Tai On Street (Sai Wan Ho)	273	Heng Fa Chuen Commercial Centre (Heng Fa Chuen)
16	169 Shau Kei Wan Main Street East (Shau Kei Wan)	275	Opposite to Kornhill Plaza (North) (Quarry Bay)
24	Hong Shing Street / Block D, Kornhill Garden (Quarry Bay)	281	Lei King Wan, Tai Hong Street (Sai Wan Ho)
70	Watson Road / Electric Road (North Point)	295	Opposite to Fullview Garden (Siu Sai Wan)
74	King's Road / Ming Yuen Street West (North Point)	300	G/F Eastern Law Court Building (Sai Wan Ho)
78	Wing Tai Road / Tsui Wan Estate (Chai Wan)	301	Eastern Hospital, Chai Wan (Chai Wan)
87	164A Tung Lo Wan Road (Causeway Bay)	302	King's Road / Tong Chong Street (Quarry Bay)
88	878 King's Road (Quarry Bay)	303	Cheung Lee Street / Kut Shing Street (Chai Wan)
90	Hing Man Estate Commercial Complex (Chai Wan)	304	Yiu Tung Estate Public Light Bus Terminus (Shau Kei Wan)
98	Lee Chung Street / Hong Man Street (Chai Wan)	305	1 On Yip St (Chai Wan)
108	Hoi Fu Street / Shau Kei Wan Road (Shau Kei Wan)	306	Fung Wah Estate, Chai Wan (Chai Wan)
111	King's Road / Mercury Street (North Point)	314	Watson Road / Electric Road (North Point)
129	Wan Tsui Road near Cheuk Wah House, Hing Wah (I) Estate (Chai Wan)	319	Cheung Lee Street / Kut Shing Street (Chai Wan)
139	Chai Wan Road / Island Garden (Shau Kei Wan)	320	470 King's Road (North Point)
145	Shu Kuk Street / Java Road (North Point)	325	Heng Fa MTR Station (Heng Fa Chuen)
146	Tai Woo Mansion, Taikoo Shing Road (Taikoo Shing)	327	Hing Hong House / Hing Tung Estate (Sai Wan Ho)
148	165 - 175 King's Road (North Point)	328	Taikoo MTR Station (Taikoo Shing)
156	994 King's Road (Quarry Bay)	337	Harmony Garden, Fu Yan Road (Siu Sai Wan)
157	Gordon Road (North Point)	338	Hong On Street (Quarry Bay)
160	Chai Wan Road / Sheung On Street (Chai Wan)	346	Tin Hau MTR Station (Tin Hau)
169	North Point Road / Java Road (North Point)	349	Quarry Bay MTR Station (Quarry Bay)
180	372 Shau Kei Wan Road (Shau Kei Wan)	351	Shau Kei Wan MTR Station (Shau Kei Wan)
182	Tin Hau Temple Road / Fortress Hill Road (North Point)	352	Chai Wan MTR Station (Chai Wan)
194	6 Ah Kung Ngam Village Road (Shau Kei Wan)	366	Aldrich Bay, Oi Yin Street (Shau Kei Wan)
197	Tai Mou Avenue / Taikoo Shing Road (Taikoo Shing)	367	Yee Shing Lane / Yee Tai Street (Chai Wan)
203	Metropole Building, King's Road (North Point)	368	333 Java Road (North Point)
218	Pacific Palisade / Braemar Hill Road (North Point)	369	666 King's Road (North Point)
221	Parkvale, Greig Road (Quarry Bay)	376	Island Resort Bus Terminus (Siu Sai Wan)
226	Neptune Terrace, Tai Man Street (Chai Wan)	382	Tung Yan Court, 68 Yiu Hing Road (Sai Wan Ho)
231	Lai Tak Tsuen Road (Causeway Bay)	389	288 King's Road (North Point)
232	On Hing House, Hing Wah (II) Estate (Chai Wan)	MR19	AIA Tower (North Point)
242	Braemar Hill Shopping Centre (North Point)	MR21	Oxford House, 979 King's Road (Quarry Bay)
248	Wan Tsui Arcade, Yan Tsui Street (Chai Wan)		

Street Posting Box Total: 67

A) Comments received by Hongkong Post during the period from January 2006 to July 2007 concerning mail delivery service in the Eastern District

		<u>Matters Concerned</u>	<u>Follow-up/Result</u>
Compliments			
A total of 85 compliments were received, in which the staff were praised for their quality delivery service, dedication, diligence, sincere and friendly attitude and strong sense of responsibility.		-	Appreciation letters were issued to the staff concerned. - Thank you letters/cards were sent to the senders for their compliments.
Complaints/Suggestions			
1.	99 cases	Misdelivery	<ul style="list-style-type: none"> - For cases where misdeliveries were due to incomplete delivery address, residents were informed of the correct addressing and were advised of the need to write correct address. - Delivery service was normal. - Residents were advised to return to Hongkong Post those mail items which were not intended for them. - Staff were reminded to be careful in performing delivery duties. - Postal Inspectors were asked to step up inspections to enhance high quality service. - Also, it was found that some mistakes might be the fault of private delivery companies rather than Hongkong Post.
2.	66 cases	Failure to receive mail items	<ul style="list-style-type: none"> - Delivery service was normal. - Staff were reminded to be careful in performing delivery duties. - Postal Inspectors were asked to step up inspections to enhance high quality service.
3.	25 cases	Enquiries concerning delivery procedures of bulky/registered/Local	<ul style="list-style-type: none"> - Residents were informed of the delivery procedures of bulky/registered/Local CourierPost mail items.

		<u>Matters Concerned</u>	<u>Follow-up/Result</u>
		CourierPost mail items	<ul style="list-style-type: none"> - For cases where mail items were delayed or returned due to incomplete delivery address, residents were informed of the correct addressing and were advised of the need to write correct address. - Staff were reminded to be careful in performing delivery duties. - Postal Inspectors were asked to step up inspections to enhance high quality service.
4.	48 cases	Delay in delivery	<ul style="list-style-type: none"> - For cases where delay in deliveries were due to incomplete delivery address, residents were informed of the correct addressing and were advised of the need to write correct address. - Staff were reminded to be careful in performing delivery duties. - Postal Inspectors were asked to step up inspections to enhance high quality service. - Also, it was found that some mistakes might be the fault of private delivery companies rather than Hongkong Post.
5.	28 cases	Packaging of mail items damaged/contents missing.	<ul style="list-style-type: none"> - We explained to the residents that insufficient packaging would result in inadequate protection to the mail items or contents. - The residents were informed of the procedures for handling damaged mail items and were reminded of the importance of proper packaging. - Staff were reminded to be careful in performing delivery duties.
6.	10 cases	Mail items not being properly put into letter boxes / being dropped on the ground / being folded	<ul style="list-style-type: none"> - Staff were reminded to be careful in performing delivery duties. - Postal Inspectors were asked to step up inspections to enhance high quality service.

		<u>Matters Concerned</u>	<u>Follow-up/Result</u>
7.	21 cases	Mail items being returned to senders	<ul style="list-style-type: none"> - For cases where mail items were returned due to incomplete delivery address, residents were informed of the correct addressing and were advised of the need to write correct address. - Staff were reminded to be careful in performing delivery duties. - Postal Inspectors were asked to step up inspections to enhance high quality service. - Also, it was found that some mistakes might be the fault of private delivery companies rather than Hongkong Post.
8.	26 cases	Poor manners of staff	<ul style="list-style-type: none"> - Staff were reminded to always remain courteous to customers. - Postal Inspectors were asked to step up inspections and conduct opinion surveys with a view to ensuring good service attitude and high quality service.
9.	22 cases	Failure of redirection service	<ul style="list-style-type: none"> - Staff were reminded to carefully deal with addresses that required redirection service. They should also pay special attention when performing delivery duties. - Postal Inspectors were asked to step up inspections and conduct opinion surveys with a view to ensuring good service attitude and high quality service.
Total: 345 cases			

B) Complaints/suggestions received during the period from January 2006 to July 2007 concerning counter service in Eastern District

	<u>Date</u>	<u>Matters Concerned</u>	<u>Follow-up/Result</u>
嘉許			
Compliments			
<p>During the year, a total of 31 appreciation letters were received, in which our counter service, staff courtesy and service enthusiasm, etc. were commended. The breakdown is as follows:</p> <p>Cloud View Road Post Office (2 letters), Hing Man Street Post Office (5 letters), King's Road Post Office (10 letters), North Point Post Office (4 letters), Shau Kei Wan Post Office (3 letters), Tai Koo Shing Post Office (5 letters) and Tsat Tsz Mui Post Office (2 letters).</p>			<ul style="list-style-type: none"> - Appreciation letters were issued to the staff concerned. - Thank you letters/cards were issued to the senders for their compliments.
Complaints/Suggestions			
1.	11.1.2006	The complainant often went to Chai Wan Post Office for bill payment. Long queues were seen three days out of a week and customers had to wait longer than our pledged time of 25 minutes.	<ul style="list-style-type: none"> - An apology was made to the customer. The postmaster was reminded to always keep an eye on the counters and make prompt deployment of staff as and when necessary.
2.	18.4.2006	The complainant went to Chai Wan Post Office on the day when two PayThruPost counters and two postal counters were available for service. As longer queues were seen at the PayThruPost counters, one of the postal counters should be switched to provide PayThruPost service.	<ul style="list-style-type: none"> - More customers were seen on the day in question since it was the first working day after the long Easter holiday. - An apology was made to the customer. The postmaster was reminded to always keep an eye on the counters and make prompt deployment of staff as and when necessary.

	<u>Date</u>	<u>Matters Concerned</u>	<u>Follow-up/Result</u>
3.	5.6.2006	The complainant went to Chai Wan Post office to purchase stamps. As the customer in front of her had some ten parcels to send, she had to wait 20 to 30 minutes for the service. She expressed concern about the inflexibility of the staff to fully utilise the PayThruPost counter which was in idle.	- An apology was made to the customer. The postmaster was reminded to always keep an eye on the counters and make prompt deployment of staff as and when necessary.
4.	11.6.2006	The complainant posted a Speedpost item with insurance at North Point Post Office. However, he was overcharged for the insurance service as the staff concerned wrongly classified his “notebook computer” as “designated electronic products”.	- An apology was made and the overcharged amount was returned to the customer. - The staff concerned was reminded to pay attention to the charging details and be more familiarised with the products.
5.	17.7.2006	The complainant was not aware of the change of the “Hongkong Post Circular Service” indication. As a result, the mail items bearing the old indication were rejected for posting by the staff at King’s Road Post Office.	- The mail items were accepted at the discretion of the Post Office, and the customer was advised to use the new indication.
6.	20.7.2006	The complainant expressed dissatisfaction with the staff deployment of King’s Road Post Office. It was because long queues were seen at the stamp-selling counter and the registered	- An apology was made to the customer. The postmaster was reminded to always keep an eye on the counters and make prompt deployment of staff as and when necessary.

	<u>Date</u>	<u>Matters Concerned</u>	<u>Follow-up/Result</u>
		mail counter while other counters remained idle.	
7.	17.8.2006	The complainant expressed dissatisfaction as the staff at Tsat Tsz Mui Post Office failed to remind him that the herbaceous plant in the parcel would be denied entry by the French Customs. As a result, his parcel was returned and he was asked to pay for the required returning fee. The complainant requested the parcel to be posted again.	<ul style="list-style-type: none"> - The customer's request for resending the parcel could not be acceded to due to the prohibition of herbaceous plants by the French Customs. - An apology was made and a detailed explanation given to the customer.
8.	30.9.2006	The complainant went straight ahead to a counter at Heng Fa Chuen Post Office for posting a Speedpost item and making enquiries. As there were customers waiting at the counter, the senior postman concerned asked him to line up without answering his question. He therefore lodged a complaint with the postmaster and they had a quarrel. The complainant admitted using foul language, and he alleged that the postmaster also did the same.	<ul style="list-style-type: none"> - An apology was made and a letter of apology detailing the case was issued to the customer.

	<u>Date</u>	<u>Matters Concerned</u>	<u>Follow-up/Result</u>
9.	23.10.2006	The complainant sent her maid to make partial payment of a bill by cheque at Tai Koo Shing Post Office. However, the payment was rejected and her maid had to pay the bill in cash. Her maid also felt insulted by the comments made by the staff.	<ul style="list-style-type: none"> - Having discovered that the sum written on the cheque did not tally with the amount of the bill, the staff concerned tried to clarify with the maid rather than simply rejecting the cheque. - An apology was made and a written reply detailing the case was issued to the customer.
10.	31.10.2006	The complainant expressed dissatisfaction that only two PayThruPost counters were available for service at Chai Wan Post Office, thus causing long queues.	<ul style="list-style-type: none"> - In view of the situation, a third counter was opened to provide PayThruPost service. - An apology was made to the customer. The postmaster was reminded to always keep an eye on the counters and make prompt deployment of staff as and when necessary.
11.	31.10.2006 Tai Koo Shing Post Office	The complainant went to Tai Koo Shing Post Office for bill payment. Only one PayThruPost counter was available for service with a long queue of 20 to 30 customers. However, the two counters for selling stamps and providing registered mail service were idle at that time.	<ul style="list-style-type: none"> - An apology was made to the customer. The postmaster was reminded to always keep an eye on the counters and make prompt deployment of staff as and when necessary.
12.	10.11.2006	The complainant went to Chai Wan Post Office to post a Speedpost item, and the customer in front of him had some 30 packets to send. Though the stamp-selling counter was	<ul style="list-style-type: none"> - An apology was made to the customer. The postmaster was reminded to always keep an eye on the counters and make prompt deployment of staff as and when necessary. - Speedpost pick-up service was

	<u>Date</u>	<u>Matters Concerned</u>	<u>Follow-up/Result</u>
		idle at that time, it could not switch to Speedpost service due to the absence of the required devices, thus causing him to wait for a long time.	introduced to the customer.
13.	8.12.2006 Hing Man Street Post Office	The complainant expressed dissatisfaction as the staff at Hing Man Street Post Office failed to remind him that the certificate of posting for Speedpost item should be completed in English. The item was eventually returned by the Canadian Customs, thus causing him to suffer a loss.	<ul style="list-style-type: none"> - An apology was made to the customer and the item was sent again. - The staff concerned was reminded to be careful when performing his duties and provide necessary assistance to customers at all times.
14.	2.1.2007	The complainant expressed dissatisfaction that only one PayThruPost counter was available for service at King's Road Post Office during noon time, resulting in long waiting time.	<ul style="list-style-type: none"> - The leave reserve staff closed some of the counters for he mistakenly thought that it was lunch time. When the postmaster noticed the situation, he immediately opened more counters for PayThruPost service. - An apology and a detailed explanation were made to the customer.
15.	24.1.2007	The complainant claimed that he was overcharged for a Speedpost item at Heng Fa Chuen Post Office. The staff concerned failed to deduct the price of the Multipack from the postage.	<ul style="list-style-type: none"> - The incident might be due to the misunderstanding of the staff concerned of Multipack service rates. A cheque for refund of the difference as well as a letter of apology and explanation were sent to the complainant. - The staff concerned was instructed to be more familiarised with the

	<u>Date</u>	<u>Matters Concerned</u>	<u>Follow-up/Result</u>
			products.
16.	25.1.2007	The complainant expressed dissatisfaction that the philatelic product that he ordered was wrongly collected by someone else at Siu Sai Wan Post Office.	<ul style="list-style-type: none"> - Due to the negligence of the staff concerned, the philatelic product was wrongly given to a customer with the same name of the complainant. A letter of apology and a replacement were issued to the complainant. - The staff concerned was instructed to be careful when verifying the names of recipients.
17.	10.4.2007	The complainant expressed dissatisfaction that only one PayThruPost counter and one postal counter were available for service at Shau Kei Wan Post Office on the day in question.	<ul style="list-style-type: none"> - More customers were seen on that day since it was the first working day after the long Easter holiday. - An apology was made to the customer. The postmaster was reminded to open more counters during peak hours to meet customers' needs.
18.	19.5.2007	The complainant went to Cloud View Road Post Office to collect a registered mail item. However, as his name appeared on the identity card (with no other name in English) did not tally with the recipient's name shown on the mail item, the staff concerned refused to accept his credit card (with other name in English) as proof of identity.	<ul style="list-style-type: none"> - The Post Office had exercised flexibility in giving the mail item to the complainant.

	<u>Date</u>	<u>Matters Concerned</u>	<u>Follow-up/Result</u>
19.	19.5.2007	The complainant was dissatisfied with the delivery delay of a Speedpost item posted at Tsat Tsz Mui Post Office.	<ul style="list-style-type: none"> - The delay was due to wrong entry of country code by the staff concerned. - An apology was made to the customer and postage was refunded as compensation. - The staff concerned was instructed to be careful in performing his duties.
20.	29.6.2007	The complainant expressed dissatisfaction that a staff at King's Road Post Office used foul language but the postmaster did nothing to mediate the dispute.	<ul style="list-style-type: none"> - The staff concerned was disciplined and the postmaster was instructed accordingly. - A written apology and a detailed explanation were made to the customer.

C) Suggestions received by Hongkong Post during the period from January 2006 to July 2007 concerning street posting boxes in Eastern District

	<u>Date</u>	<u>Matters Concerned</u>	<u>Follow-up/Result</u>
1.	7.2.2006	A request was received for relocation of street posting box nos. 303 and 319 at Cheung Lee Street	- Street posting box nos. 303 and 319 were relocated to near Chai Wan Factory Estate on 11 May 2006.
2.	13.2.2006	A complaint was received against the relocation of street posting box no. 226 from Tower 1 to the vehicle access of Neptune Terrace, Chai Wan	- We explained to the complainant that the previous location of the posting box had posed danger to our staff during letter collection. Also, customers should find the present location more convenient.
3.	12.7.2006	A request was received for a new street posting box near the previous King's Road Post Office	- A new street posting box was set up at 288 King's Road on 20 January 2007 for the convenience of nearby residents.
4.	21.11.2006	A request was received for a new street posting box near 625 King's Road.	- Given that two street posting boxes, i.e. no. 369 (666 King's Road) and no. 368 (333 Java Road), and North Point Post Office are provided nearby, the suggestion will not be considered for the time being.
5.	27.11.2006	A request was received for a new street posting box in Quarry Bay for the convenience of the residents.	- Given that five street posting boxes, i.e. no. 14 and no. 302 (King's Road / Tong Chong Street), no. 88 (878 King's Road), no. 156 (994 King's Road) and no. 349 (Quarry Bay MTR Station), are provided nearby, the suggestion will not be considered for the time being.

6.	8.12.2006	A request was received for relocation of street posting box no. 129 at Wan Tsui Road to the opposite pavement for the convenience of wheelchair users.	- Street posting box no. 129 was relocated to the opposite pavement on 27 June 2007.
7.	17.7.2007	A request was received for a new street posting box near 1063 King's Road.	- Given that two street posting boxes, i.e. no. 221 (Parkvale, Greig Road) and no. 275 (Kornhill Plaza (North)), are provided nearby, the suggestion will not be considered for the time being.