

**Information Note
for LegCo Members' meeting with The Ombudsman
on 2 December 2003**

Work of The Ombudsman's Office

(i) For the year 2002/2003

In the 2002/2003 Reporting Year, the Office received a total of 14,298 enquiries and 4,382 complaints. 74.3% of the complaints were concluded within three months, and 24% between three to six months.

The six direct investigations completed were –

1. Education Department's contingency and relief measures for the secondary school places allocation exercise 2001
2. Funding of sports programmes by Hong Kong Sports Development Board
3. Administration of vehicle registration marks auctions
4. Mechanism for handling missing patients in Hospital Authority hospitals
5. Monitoring of charitable fund-raising activities
6. Role of Home Affairs Department in facilitating the formation of Owners' Corporations

In the year, a total of 245 recommendations to improve various aspects of the public service were made. Of these, 173 arose from investigation of complaints lodged with this Office and 72 came from direct investigation. More than 95% of the recommendations were accepted for implementation. On 29 October 2003, the Administration tabled in the Legislative Council a Government Minute reporting on government departments' response to The Ombudsman's recommendations.

(ii) For the first seven months (April to October) of 2003/04

From April 2003 to November 2003, the Office received a total of 7,148 enquiries and 2,455 complaints.

Three direct investigations have been completed and four are in progress. They are–

Completed

1. Enforcement of the Education Ordinance on universal basic education, the findings of which were announced on 22 May 2003
2. Operation of the Integrated Call Centre (ICC), the findings of which were announced on 2 July 2003
3. Assistance provided by Home Affairs Department to owners and Owners' Corporations in managing and maintaining their buildings, the findings of which were announced on 14 November 2003

In progress

1. Prevention of abuse of the Comprehensive Social Security Assistance Scheme
2. Enforcement action on unauthorized building works in New Territories exempted houses
3. Handling of examination scripts under marking
4. EMB's arrangements for surplus teachers in aided primary schools for 2003/04

Apart from these, the Office also conducted five direct investigation assessments, as follows –

Completed

1. Arrangement for claims relating to traffic accidents involving government vehicles
2. System of monitoring the operation of road maintenance vehicle
3. Monitoring of compliance with licensing conditions for operation of non-franchised buses (residents' service)
4. Administrative arrangements for temporary closure of public swimming pools

In progress

Mechanism for handling complaints on TV advertisement

Office of The Ombudsman
November 2003