

**Replies to written questions raised by Finance Committee Members in  
examining the Estimates of Expenditure 2005-06**

**[Controlling Officer : The Ombudsman]  
[Session No. : 8 File name : OMB-e1.doc]**

<b>Reply Serial No.*</b>	<b>Question Serial No.</b>	<b>Name of Member</b>	<b>Head</b>	<b>Programme</b>
<a href="#"><u>OMB001</u></a>	1828	TONG Ka-wah	114	Complaints Administration

Examination of Estimates of Expenditure 2005-06  
**CONTROLLING OFFICER'S REPLY TO**  
**@INITIAL WRITTEN QUESTION**

Reply Serial No.

OMB001

Question Serial No.

1828

Head: 114-Office of The Ombudsman

Subhead(No. & title): 000 Operational expenses

Programme: Complaints Administration

Controlling Officer: The Ombudsman

Director of Bureau: ---

Question : Under this Programme, the Office of The Ombudsman undertakes to launch community programmes in 2005-06 to arouse public awareness and understanding of the work of the Office. Please provide details of these programmes and the estimated funding for each of the programme items.

Asked by: Hon. TONG Ka-wah

Reply: To promote public awareness of our role and services, we have developed publicity and community education programmes. One of the aims of these programmes is to cultivate a positive complaint culture in our community and highlight the importance of fair, open and accountable public administration.

In 2005-06, I have reserved \$3,504,000 for launching our publicity programmes. Details of these programmes together with the estimated budget breakdowns are provided below:

Event/Item	Purpose	Frequency	Estimated Cost
Broadcasting of a new API	Promote the concept of Ombudsmanship and its significance in improving the standard of public service	Normally once a year, lasting for 1 to 3 months	\$3,000,000 (for purchase of air-time on radio and TV channels)
Roving exhibitions	Publicise the functions and services provided by this Office in public areas such as MTR stations, shopping malls and public estates	Normally once a year, lasting for about 3 months	\$300,000
Press Conferences and Ombuds News	Announce selected anonymised cases and results of our direct investigations to promote quality service in the public sector	Average of once every 6-8 weeks	No specific funding

Meeting with the media	Update them on work progress and latest development of the Office	On request or as when necessary	No specific funding
Guided visits to Resource Centre, with talks to groups from schools, youth centres and elderly centres	Introduce the role of The Ombudsman and the procedures for lodging complaints with the Office	About 6 times per month	\$12,000
Outreach talks to universities, departments /organizations	Introduce the functions of the Office, the jurisdiction of The Ombudsman and various complaint handling mechanism	On request, average of once per two months	No specific funding
JP Assistance Scheme (for JPs enrolled into the scheme):visits to government departments	Provide an opportunity for JPs to share their views on the operation of departments having frequent contacts with the public and the delivery of quality of services to the public by these departments	About 3 visits a year	\$2,000
Seminars for target groups, e.g. Councillors and their assistants and social workers	Explain the functions of The Ombudsman and complaint investigation procedures, to enlist support from participants to assist members of the public to lodge complaints with the Office	Once a year	\$20,000
Updating and reprinting publications of the Office	Promote ombudsmanship and deliver messages on the importance of complaint handling in improving the quality of public services	On regular basis	\$170,000

Signature \_\_\_\_\_

Name in block letters \_\_\_\_\_ Alice Tai

Post Title \_\_\_\_\_ The Ombudsman

Date \_\_\_\_\_ 6 April 2005