

**Information Note
for Legco Members' meeting with The Ombudsman
on 7 December 2004**

Work of The Ombudsman's Office

(i) For the year 2003/2004

In the 2003/2004 Reporting Year, the Office received a total of 12,552 enquiries and 4,661 complaints. Of all the complaints concluded, 71.2% were concluded within three months, and 27% between three to six months.

The five direct investigations completed were –

1. Enforcement of the Education Ordinance on universal basic education
2. Operation of the Integrated Call Centre
3. Assistance provided by the Home Affairs Department to owners and owners' corporations in managing and maintaining their buildings
4. Prevention of abuse of the Comprehensive Social Security Assistance Scheme
5. Handling of examination scripts under marking

In the year, a total of 209 recommendations to improve various aspects of the public service were made. Of these, 121 arose from investigation of complaints lodged with this Office and 88 came from direct investigation. More than 95% of the recommendations were accepted for implementation. On 30 June 2004, 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 2004/05

From April 2004 to October 2004, the Office received a total of 6,984 enquiries and 3,027 complaints.

Four direct investigations have been completed and two are in progress. They are –

Completed

1. EMB's Arrangements for Surplus Teachers in Aided Primary Schools for 2003/04
2. Enforcement of Building Management Ordinance

3. Enforcement Action on UBW in NTEHs
4. Administration of Urn Grave Cemeteries

In progress

1. Administration of the Mid-levels Administration Moratorium
2. Bloodworms in Public Swimming Pools

Apart from direct investigations, the Office also conducted nine direct investigation assessments, as follows –

Completed

1. Information Provided for Personal Tax Assessment
2. Action against the Burning of Candle Wax at Mid-Autumn Festival
3. The Use of Bilingual Information Materials
4. Enforcement of Demolition Orders

In progress

1. Mosaic Tiles Falling from External Walls of Kwai Chun Court
2. Planning Standards for Public Swimming Pools
3. Administration of Squatter Control
4. Prevention of Abuse of Protection of Wages on Insolvency Fund
5. EOC – Mechanism for Declaration of Interest

Office of The Ombudsman
November 2004