

LegCo Panel on Public Service

Follow-up to Meeting on 17 October 2005

The requested information as per the Panel on Public Service is provided below :-

Performance Pledges (Item 5(a))

About 93% of incoming calls are resolved at first point of contact at ICC. For unresolved cases, the performance pledges are governed by respective Service Level Agreements (SLA) as agreed between Efficiency Unit (EU) and the relevant departments. The key pledges are summarized at Annex 1.

Breakdown of enquiries and complaints by nature and departments (Item 5(b))

Since its inception in 2002, ICC has received over 4,240,000 enquiries and 570,000 complaints. A breakdown by nature of the cases and the departments involved is at Annex 2.

The number of staff employed (Item 5(c))

At present, the ICC has a staff force of 185 working on a three-shift basis providing round-the-clock telephone enquiry and complaint handling service, of which 16 NCSC staff from five government departments were offered employment in ICC as a result of the transfer of enquiry service and complaint handling to ICC.

(A) Handling Enquiries Received by ICC		
Follow-up Action Required	Action Party	Performance Pledges
1. To log citizen's enquiries in ICC's computer system	ICC	<ul style="list-style-type: none"> • Immediate for calls received.
2. For unresolved cases, ICC agent to call responsible subject officer of concerned department for an answer. If unable to reach the subject officer by phone, to refer case to officer by fax/email.	ICC	<ul style="list-style-type: none"> • Call departmental subject officer within 1 working day.
3. Subject officer of concerned department to acknowledge receipt of the case to ICC.	Concerned participating department	<ul style="list-style-type: none"> • Within a pre-defined time frame as agreed in SLAs. This normally takes 1-2 working days.
4. Subject officer to inform ICC of an answer or to reply caller directly and then update the ICC of the status.	Concerned participating department, ICC	<ul style="list-style-type: none"> • Within a pre-defined time frame as agreed in SLAs. This ranges from 2 working days to 28 working days depending on the nature of the cases.
5. If the acknowledgement or final reply is not received within the pre-defined time frame, ICC to escalate the issue to respective party of concerned department by fax/email.	ICC	<ul style="list-style-type: none"> • When the required acknowledgement or final reply is due.

(B) Handling Complaints Received by ICC		
Follow-up Action Required	Action Party	Performance Pledges
1. To log citizen's complaint in the ICC's computer system, and refer the case to subject officer of concerned department for follow up action.	ICC	<ul style="list-style-type: none"> • Within 1 working day of receiving the complaint.
2. Subject officer of concerned department to acknowledge receipt of the case to ICC.	Concerned participating department	<ul style="list-style-type: none"> • Within a pre-defined time frame as agreed in SLAs. This normally takes 1-2 working days.
3. To investigate the complaint case and provide an interim / final reply to ICC, or to reply caller directly and then update the ICC of the status.	Concerned participating department, ICC	<ul style="list-style-type: none"> • Within a pre-defined time frame as agreed in SLAs. This ranges from 7 working days to 28 working days. If departments need time to conduct the investigation, department would issue an interim reply via the ICC.
4. If the acknowledgement or a reply is not received within the pre-defined time frame, ICC to escalate the issue to respective party of concerned department by fax/email.	ICC	<ul style="list-style-type: none"> • When the required acknowledgement or final reply is due.

Enquiry Statistics by Nature of Case (Oct 2002 to Sep 2005)

Nature	Description	Total Number
Labour related	Enquiries on labour related issues, e.g. termination of contract, leave arrangement, etc.	678671
License related	Enquiries related to licensing, e.g. vehicle license, driving license, electrical worker's license and restaurant license, etc.	661719
Rates/government rent & tenancy matters	Enquiries on rates & government rent, e.g. account balance, change of payer's particulars, landlord and tenant matters, etc.	589437
Postal service	Enquiries related to postal service, e.g. local / overseas mailing service, redirect mailing service, etc.	567813
Programme related	Ad hoc programmes handled by ICC, e.g. Continuing Education Fund, Mega Hong Kong Sales, etc.	342853
"1823" service	Enquiries on services related to departments outside the scope of ICC's service e.g. Immigration	277153
Traffic & road related	Issues related to transport and road maintenance, e.g. enquiries on public transport, traffic facilities, road works and road defects, etc.	216642
Environmental hygiene	Enquiries related to hygiene issues, e.g. refuse in private & public areas, water seepage, etc.	156608
Building safety	Enquiries related to building safety, e.g. unauthorized building works, fire safety, building defects, etc.	114206
Others	Enquiries that do not fall within the above main categories e.g. activities organised by departments, service pledges, government venues, operating hours, etc.	638898
Total:		4244000

Enquiry Statistics by Departments (Oct 2002 to Sept 2005)

Department	Total
Transport Department	743315
Labour Department	742210
Hongkong Post	669468
Rating and Valuation Department	598765
Continuing Education Fund of Student Finance Assistance Agency	342373
Food and Environmental Hygiene Department	191649
Agriculture, Fisheries and Conservation Department	184357
Buildings Department	137318
Leisure and Cultural Services Department	136652
Electrical and Mechanical Services Department	121320
Highways Department	49570
ICC (Enquiries on the "1823" service)	37640
Architectural Services Department	8304
Trade & Industry Department	1474
Marine Department	1238
Civil Engineering and Development Department	1194
Other departments	277153
Total:	4244000

Complaint Statistics by Nature of case (Oct 2002 to Sep 2005)

Nature	Description	Total Number
Environmental hygiene	Complaints related to hygiene issues, e.g. refuse in private & public areas, water seepage, etc.	266137
Traffic & road related	Issues related to transport and road maintenance, e.g. complaints on public transport, traffic facilities, road works and road defects, etc.	171415
Building safety	Complaints related to building safety, e.g. unauthorized building works, fire safety, building defects, etc.	35861
Government venues & related services	Complaints on quality, adequacy and facility management of government venues including parks, sports centres, libraries, camp sites, etc and other services provided by government departments, such as web site, interactive voice reponse systems etc.	25544
Food safety	Complaints about the food safety, e.g. labelling, additives and food import and export, etc.	17256
Staff & service	Complaints on the staff / service of departments	16360
"1823" service	Complaints on the services related to departments outside the scope of ICC's service	13486
Vegetation management	All complaints on vegetation related issues, e.g. fallen trees, overgrown trees, tree chopping, etc.	10473
Slope	Complaints related to man-made slopes & natural slopes, e.g. landslides, fallen boulders, etc.	3260
License related	Complaints related to licensing, e.g. vehicle license, driving license, electrical worker's license and restaurant license, etc.	1821
Others	Complaints that do not fall within the above main categories	8985
	Total:	570598

**Number of complaints referred to Departments for Investigation/Action
(Oct 2002 to Sept 2005)**

Department	Total
Food and Environmental Hygiene Department	256898
Highways Department	137095
Agriculture, Fisheries and Conservation Department	43190
Transport Department	38092
Buildings Department	36677
Leisure and Cultural Services Department	28375
Electrical and Mechanical Services Department	4071
Hongkong Post	3890
ICC (Complaints on the "1823" service)	1352
Civil Engineering and Development Department	840
Marine Department	827
Architectural Services Department	821
Rating and Valuation Department	378
Labour Department	291
Continuing Education Fund of Student Finance Assistance Agency	205
Other departments	17596
Total:	570598