

**Information Note
for LegCo Members' meeting with The Ombudsman
on 14 December 2005**

Work of The Ombudsman's Office

(i) For the year 2004/2005

In the 2004/2005 Reporting Year, the Office received a total of 11,742 enquiries and 4,645 complaints. Of the complaints concluded, 43.3% were concluded within three months, and 53.7% between three to six months.

Five direct investigations were completed on the following subjects –

1. 2003 Priority arrangements for surplus teachers in aided primary schools
2. Enforcement of the Building Management Ordinance
3. Enforcement action on unauthorized building works in New Territories exempted houses
4. Administration of urn grave cemeteries
5. Bloodworm incidents in public swimming pools

Apart from direct investigations, the Office also concluded the following six direct investigation assessments –

1. Action against the burning of candle wax at Mid-Autumn Festival
2. Information provided for personal tax assessment
3. The use of bilingual information materials
4. Enforcement of demolition orders
5. Repair of external wall cladding at a Home Ownership Scheme estate
6. Administration of squatter control

In the year, a total of 270 recommendations were made to improve various aspects of the public service. Of these, 198 were complaint-related and 72 resulted from direct investigations. Over 97% of the recommendations were accepted for implementation. On 2 November 2005, the Administration tabled in the Legislative Council a Government Minute reporting on Government departments' response to The Ombudsman's recommendations. We shall continue to monitor closely the implementation of these recommendations.

(ii) For the first seven months (April to October) of 2005/2006

From April 2005 to October 2005, the Office received a total of 9,283 enquiries and 2,772 complaints.

Two direct investigations have been completed and five are in progress –

Completed

1. Letting of market stalls by auction
2. Monitoring of property services agents by Housing Department

In progress

1. Administration of the Mid-levels Administrative Moratorium
2. Monitoring of cases assigned out by Legal Aid Department
3. Assessment of children with specific learning difficulties
4. Medical fees waiver mechanism
5. Processing of disability allowance applications

During this period, six direct investigation assessments were also completed or are in progress –

Completed

1. Hospital Authority – Close personal care of female patients by male nurses
2. Monitoring of licensing requirements of private elderly residential institutions
3. EOC – Mechanism on handling conflict of interest
4. Collection of Government rent

In progress

1. Planning Standards for public swimming pools
2. Prevention of abuse of Protection of Wages on Insolvency Fund

Office of The Ombudsman

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