

**Replies to initial written raised by Finance Committee Members in  
examining the Estimates of Expenditure 2009-10**

**Controlling Officer : The Ombudsman  
Session No. : 4**

| <b>Reply Serial No.*</b> | <b>Question Serial No.</b> | <b>Name of Member#</b>      | <b>Head</b> | <b>Programme</b>             |
|--------------------------|----------------------------|-----------------------------|-------------|------------------------------|
| <a href="#">OMB001</a>   | 0491                       | Hon. EU Yuet-mee,<br>Audrey | 114         | Complaints<br>Administration |
| <a href="#">OMB002</a>   | 2093                       | Hon. NG Margaret            | 114         | Complaints<br>Administration |
| <a href="#">OMB003</a>   | 2094                       | Hon. NG Margaret            | 114         | Complaints<br>Administration |
| <a href="#">OMB004</a>   | 2958                       | Hon. WONG Kwok-kin          | 114         | Complaints<br>Administration |

Examination of Estimates of Expenditure 2009-10

Reply Serial No.

**CONTROLLING OFFICER'S REPLY TO  
INITIAL WRITTEN QUESTION**

**OMB001**

Head: 114 – Office of The Subhead (No. & 000 Operational  
Ombudsman title): expenses

Question Serial No.

0491

Programme: Complaints Administration

Controlling The Ombudsman

Officer:

Director of Bureau:--

Question:

To develop community programmes is one of the “Matters Requiring Special Attention” in 2009-2010. Please provide details on the funding provision for this item.

Asked by: Hon. EU Yuet-mee, Audrey

Reply:

The purpose of our community programmes is to promote public awareness and understanding of the work of the Office. We have reserved approximately \$4.3 million for 2009-10 for our community programmes as follows:

| Event/Item  | Purpose   | Frequency                                       | Estimated Cost   |
|---|---|---|--|
| Broadcasting of a new Announcement of Public Interest (API) | Promote the concept of Ombudsmanship and its significance in improving the standard of public service. Educate the public on how and what to lodge a complaint with the Office. | Normally once a year, lasting for 1 to 3 months | \$3,500,000 (for purchase of air-time on radio and television channels and API production) |
| Press Conference and Ombuds News                            | Announce results of direct investigations and selected anonymised cases to promote quality service in the public sector   | On average, once in 2 to 3 months               | No specific allocation, funded out of overall provision for operating expenses             |

|  |   |   |  |
|--|---|---|--|
| Meeting with the media   | Update the media on our work progress and latest development of the Office  | As necessary, but normally once a year  | No specific allocation, funded out of overall provision for operating expenses |
| Group 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 twice per month                   | \$3,000  |
| Outreach talk to universities, Government departments and public organisations   | Introduce the functions of the Office, the jurisdiction of The Ombudsman and various complaint handling mechanism   | On request, about once every two months | No specific allocation, funded out of overall provision for operating expenses |
| Justice of Peace (JP) Assistance Scheme (for JPs enrolled into the scheme) : visits to Government departments and public organisations | Provide an opportunity for JPs to share their views on the operation of Government departments and public organizations having frequent contacts with the public and the delivery of quality service to the community | About 3 visits a year                   | \$5,000  |
| 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                                | About twice a year                      | \$20,000   |

|   |  |   |   |
|---|--|---|---|
| Review and update 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                        | \$270,000 (including the Annual Report) |
| Teaching kits for primary and secondary schools | Instill the concept of good public governance and ombudsmanship to the students  | About once in every three to four years | \$500,000                               |
| Client Opinion Survey                           | Solicit public opinions on our services for review and improvement   | About once in two to three years        | \$10,000                                |

Signature \_\_\_\_\_

Name in block letters \_\_\_\_\_ ALICE TAI \_\_\_\_\_

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

Date \_\_\_\_\_ 13.3.2009 \_\_\_\_\_

**CONTROLLING OFFICER'S REPLY TO  
INITIAL WRITTEN QUESTION**

**OMB002**

Head: 114 – Office of The Subhead (No. & 000 Operational  
Ombudsman title): expenses

Question Serial No.

2093

Programme: Complaints administration

Controlling The Ombudsman

Officer:

Director of Bureau:--

Question:

Regarding the staffing establishment and financial provision of the Office of The Ombudsman, please set out:-

- (a) the total number of staff in the Office as at February 2009, with breakdown into various grades and ranks; and
- (b) the actual staff costs as compared to the total expenditure of the Office.

Asked by: Hon. NG Margaret

Reply:

- (a) The total number of staff with breakdown into various grades and ranks as at 28 February 2009 is as follows -

**(i) Regular staff**

|                                 | <b>Number</b> |
|---------------------------------|---------------|
| <i>Directorate staff</i>        |               |
| Ombudsman                       | 1             |
| Deputy Ombudsman                | 1             |
| Assistant Ombudsman             | 2             |
| Sub-total:                      | 4             |
| <i>Investigation staff</i>      |               |
| Chief Investigation Officer     | 7             |
| Senior Investigation Officer    | 18            |
| Investigation Officer           | 17            |
| Assistant Investigation Officer | 2             |
| Complaints Assistant            | 10            |
| Sub-total:                      | 54            |

*Administration & support staff*

|                                 |           |
|---------------------------------|-----------|
| Chief Manager                   | 1         |
| Chief Translation Officer       | 1         |
| Senior Translation Officer      | 3         |
| Senior Manager                  | 3         |
| Manager                         | 1         |
| Assistant Manager               | 2         |
| Personal Secretary              | 4         |
| Senior Administrative Assistant | 1         |
| Administrative Assistant        | 26        |
| Office Assistant                | 4         |
| Motor Driver                    | 1         |
| Sub-total:                      | <u>47</u> |

**Total no. of regular staff** 105

**(ii) Temporary staff**

|  |                   |
|--|-------------------|
| Temporary investigation staff<br>(Equivalent to full-time regular staff) | 4.5               |
| Temporary support staff  | <u>4</u>          |
| <b>Total no. of temporary staff</b>                                      | <u><u>8.5</u></u> |

**Total no. of staff** 113.5

- (b) The actual staff costs for the past five years as compared to the total expenditure of the Office.

|                                     | <b>2003-04</b><br><b>(\$m)</b> | <b>2004-05</b><br><b>(\$m)</b> | <b>2005-06</b><br><b>(\$m)</b> | <b>2006-07</b><br><b>(\$m)</b> | <b>2007-08</b><br><b>(\$m)</b> |
|-------------------------------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|
| <b>Personal emoluments (PE)</b>     | <b>51.616</b>                  | <b>44.265</b>                  | <b>43.814</b>                  | <b>46.614</b>                  | <b>54.766</b>                  |
| <b>Other operating expenses</b>     | 12.330                         | 9.287                          | 9.722                          | 11.206                         | 10.851                         |
| <b>Total expenditure</b>            | 63.946                         | 53.552                         | 53.536                         | 57.820                         | 65.617                         |
| <b>PE as % to total expenditure</b> | <b>80.72%</b>                  | <b>82.66%</b>                  | <b>81.84%</b>                  | <b>80.62%</b>                  | <b>83.46%</b>                  |

Signature \_\_\_\_\_

Name in block letters \_\_\_\_\_  
ALICE TAI

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

Date \_\_\_\_\_  
13.3.2009

**CONTROLLING OFFICER'S REPLY TO  
INITIAL WRITTEN QUESTION**

**OMB003**

Head: 114 – Office of The Subhead (No. & 000 Operational  
Ombudsman title): expenses

Question Serial No.

2094

Programme: Complaints Administration

Controlling The Ombudsman

Officer:

Director of Bureau:--

Question:

The funding for 2009-10 shows a 1.3% increase over that for 2008-09 due to additional provisions for meeting operating expenses. Please provide details for such an increase.

Asked by: Hon. NG Margaret

Reply:

The increase of 1.3% amounts to about \$1.2 million, which is mainly for meeting price increase in operating expenses of the Office.

Signature \_\_\_\_\_

Name in block  
letters \_\_\_\_\_ ALICE TAI \_\_\_\_\_

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

Date \_\_\_\_\_ 13.3.2009 \_\_\_\_\_

**CONTROLLING OFFICER'S REPLY TO  
INITIAL WRITTEN QUESTION**

**OMB004**

Question Serial No.

Head: 114 – Office of The Subhead (No. & 000 Operational  
Ombudsman title): expenses

2958

Programme: Complaints Administration

Controlling The Ombudsman

Officer:

Director of Bureau:--

Question:

The Ombudsman has completed her review on the jurisdiction of The Ombudsman and submitted the reports to the Administration in November 2006 and November 2007 respectively. What will be The Ombudsman's follow-up in 2009-10?

Asked by: Hon. WONG Kwok-kin

Reply:

The reports on The Ombudsman's jurisdictional review I submitted in two parts in November 2006 and November 2007 were based on my experience in administering The Ombudsman Ordinance. Part One re-examined the criteria for including public bodies in The Ombudsman's purview and recommended a few additions. It also revisited the legislative intent for some of the restrictions on legislative powers. Part Two of the review surveyed trends for development in ombudsmanship worldwide and the implications these could have on the ombudsman system in Hong Kong.

Upon submission of my review to the Administration, it becomes a matter of policy whether or not the Administration adopts my suggestions. I understand that the Administration has submitted Part One of my jurisdictional review to the LegCo Panel on Administration of Justice and Legal Services for deliberation.

Signature \_\_\_\_\_

Name in block  
letters ALICE TAI

Post Title The Ombudsman

Date 13.3.2009