

**Replies to initial written questions raised by Finance Committee Members in  
examining the Estimates of Expenditure 2010-11**

**Controlling Officer: The Ombudsman**

**Session No. : 10**

<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>	1316	Hon. WONG Ting-kwong	114	Complaints Administration

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

**OMB001**

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

Question Serial No.

1316

Programme: Complaints Administration

Controlling Officer: The Ombudsman

Director of Bureau: --

Question:

There was clearly an increase in the workload of the Office of The Ombudsman in 2008-09 compared with 2007-08. Has the Office estimated the workload for the coming year? In view of the reduction of \$1.5 million (1.7%) in the 2010-11 estimate, will the Office have sufficient resources to cope with such workload?

Asked by: Hon.WONG Ting-kwong

Reply:

It is not possible for the Office to estimate the workload in the coming year. Caseload fluctuates with issues of individual and community concern, beyond our control or projection. In fact, we have had to establish two additional investigation teams in the past three years to meet the increase in cases.

In 2008-09, our Office received a total of 5,386 complaints, some 400 more than 2007-08. This increase was due to the influx of over 700 complaints arising from social issues of wide public attention. Similarly, the 5,606 complaints received in 2006-07 included about 1,500 complaints related to two major social issues. Discounting complaints on the same subject matters, the annual average of incoming complaints would be around 4,000 to 5,000.

The reduction in provision in 2010-11 is primarily to keep in line with the civil service pay adjustment in 2009-10. It will not affect the existing staffing level, hence, the operation of the Office.

In 2010-11, four more public organisations will be added to The Ombudsman's purview. We will try our level best to cope with the existing financial provision. We shall monitor our caseload and resources closely and review our investigation workforce. If necessary, we will consider steps to strengthen our resources to ensure that our services to the public will not be affected.

Signature \_\_\_\_\_

Name in block letters \_\_\_\_\_ Alan N LAI

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

Date \_\_\_\_\_ 12.3.2010