

**Replies to initial written questions raised by Finance Committee Members in
examining the Estimates of Expenditure 2011-12**

Controlling Officer: The Ombudsman

Session No. : 7

Reply Serial No.	Question Serial No.	Name of Member	Head	Programme
OMB001	1457	Hon. EU Yuet-mee, Audrey	114	Complaints Administration
OMB002	1526	Hon. IP LAU Suk-yea, Regina	114	Complaints Administration

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

OMB001

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

Question Serial No.

1457

Programme: Complaints Administration

Controlling Officer: The Ombudsman

Director of Bureau: --

Question:

The number of substantiated complaint cases after full investigation increased from 9 in 2007-08, 21 in 2008-09 to 32 in 2009-10. Please advise on the impact of the increase in substantiated complaint cases on the estimated expenditure of the Office and also on the estimated expenditure for investigation of complaint cases in 2011-12.

Asked by: Hon. EU Yuet-mee, Audrey

Reply:

The terms “substantiated”, “partially substantiated” and “unsubstantiated” are The Ombudsman’s classifications of the outcome of his investigations on complaint cases. The increase or decrease of any particular class of outcome does not affect the Office’s estimated expenditure.

Funding for our Office is provided on the basis of the manpower and material resources required for processing complaints and conducting investigations. The number of complaints received and which require our investigation is beyond our control. However, based on past experience, the average number of complaints received per year is about 5,000. Assuming that this situation continues, the provision of \$89.4 million in 2011-12 should be sufficient for us to cope with our complaint and investigation workload.

Signature _____

Name in block letters _____ Alan N LAI

Post Title _____ The Ombudsman

Date _____ 11.3.2011

Examination of Estimates of Expenditure 2011-12

Reply Serial No.

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

OMB002

Head: 114 – Office of The Subhead (No. & title): 700 General non-
Ombudsman recurrent

Question Serial No.

1526

Programme: Complaints Administration

Controlling Officer: The Ombudsman

Director of Bureau: --

Question:

Under the “General non-recurrent” account, there is a balance of \$425,000 for the “Exchange Development Scheme with the Mainland”. What is the estimated expenditure in 2011-12 for this scheme? And how many exchanges will be conducted under this account and also how many staff will be trained?

Asked by: Hon. IP LAU Suk-ye, Regina

Reply:

The purpose of the “Exchange Development Scheme with the Mainland” is to foster greater mutual understanding of each other’s supervisory and monitoring systems for public services and to share experience in promoting fairness in public administration. The scheme entails reciprocal visits to and from the Mainland in alternate years.

The provision of \$425,000 is intended to cover the costs of exchanges for five years from 2011-12 up to 2015-16. During this five-year period, we plan to send three delegations to visit the Mainland and host two reciprocal visits from the Mainland. Each delegation to the Mainland will comprise seven persons.

The estimated expenditure for this scheme in 2011-12 is \$75,000.

Signature _____

Name in block letters Alan N LAI

Post Title The Ombudsman

Date 11.3.2011