

Ref : CP/G01/12

**Enhanced Productivity Programme  
in relation to the LegCo Complaints Division**

At the meeting of The Legislative Council Commission on 10 December 1998, proposed measures to be taken by the LegCo Secretariat in support of the Enhanced Productivity Programme (EPP) were discussed. Among other measures, it was agreed that instead of one Research Officer post, one Senior Assistant Secretary post should be deleted from the Complaints Division. The Commission also suggested that the Subcommittee on Review of the Operation of the LegCo Redress System should review the existing operation of the Complaints Division with a view to enhancing efficiency and optimising resources. Members of the Commission expressed the following views during the discussion:

- (a) Members should be encouraged to receive and handle complaints from members of the public directly without referring such cases to the Complaints Division;
  - (b) Members noted that the Redress System was being abused by some complainants, e.g. lodging the same complaint with different Members and/or different complaint channels. Duplication of efforts should be discouraged.
  - (c) Members also noted a growing tendency of Members holding case conferences, some with the Administration and the deputation(s) together, incurring substantial workload for the Complaints Division.
  - (d) The feasibility of a queuing system to receive complaints should be explored.
2. Members of the Subcommittee may wish to consider the views of the Commission.