

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 savings should be achieved by reducing the staffing support of the Complaints Division instead of the Research and Library Services Division. The Commission also suggested the Subcommittee on Review of the Operation of the LegCo Redress System to consider how the existing operation of the Complaints Division, whilst fulfilling the functions required under the Basic Law, could be streamlined 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) 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) There was 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. Having reviewed the staffing of the Complaints Division, the LegCo Secretariat proposed the deletion of one post of Assistant Secretary and one post of Clerical Officer II from the Division. The proposal was endorsed by the Legislative Council Commission on 21 January 1999. A summary of the staffing arrangements affected by the EPP is at LC Paper No. CP 868/98-99(01).
3. The following information/statistics are also attached for Members' reference :

- (a) Organisation Chart of LegCo Complaints Division  
(Before 1994 Review of Services of the LegCo Secretariat)  
(LC Paper No. CP 868/98-99(02))
  - (b) Organisation Chart of LegCo Complaints Division  
(as at 1.1.1999)  
(LC Paper No. CP 868/98-99(03))
  - (c) LegCo Redress System  
Number of New Cases and Telephone Enquiries  
1995-96 to 1998-99 LegCo Session  
(LC Paper No. CP 868/98-99(04))
  - (d) Number of Cases referred to the Complaints Division  
by LegCo Members and UC/RC/DB Members  
1995-96 to 1998-99 LegCo Session  
(LC Paper No. CP 868/98-99(05))
4. Members of the Subcommittee may wish to consider the views of the Commission in paragraph 1.

Legislative Council Secretariat  
22 January 1999