

Ref : CB2/PL/HA
Tel : 28699264
Date: 7 July 1999
From : Clerk to Panel
To : Hon CHOY So-yuk (Chairman)
Hon Albert HO Chun-yan (Deputy Chairman)
Hon Cyd HO Sau-lan
Hon Edward HO Sing-tin, SBS, JP
Hon LEE Wing-tat
Hon MA Fung-kwok
Hon James TO Kun-sun
Hon Ambrose CHEUNG Wing-sum, JP
Hon Christine LOH
Hon Mrs Sophie LEUNG LAU Yau-fun, JP
Hon Gary CHENG Kai-nam, JP
Hon Andrew WONG Wang-fat, JP
Hon Jasper TSANG Yok-sing, JP
Hon LAU Wong-fat, GBS, JP
Hon Emily LAU Wai-hing, JP
Hon Andrew CHENG Kar-foo
Hon Timothy FOK Tsun-ting, SBS, JP
Hon LAW Chi-kwong, JP

LegCo Panel on Home Affairs

Follow-up to meeting on 8 February 1999

The Administration has undertaken to follow up an incident relating to a booking of the Wong Tai Sin Community Hall at the captioned meeting. The Administration's report on the incident is now enclosed for members' information.

(Miss Flora TAI)
for Clerk to Panel

Encl.

c.c. Hon Fred LI Wah-ming, JP }
Hon CHAN Yuen-han } (Non-Panel Members)
Hon CHAN Kam-lam }
Hon LAU Chin-shek, JP }
ALA4

**Wong Tai Sin Community Centre (WTSCC):
Cancellation of booking upon opening of cold shelters**

Introduction

Regarding the incident mentioned by the Hon. Emily Lau at the LegCo Panel on Home Affairs meeting on 8.2.99, this report sets out the background and outlines the Administration's response.

Background

2. Ms. CHAN Mei-ping applied in the name of the Hon. Emily Lau for the use of the hall of WTSCC on 17.1.99 (Sunday) for holding an Annual General Meeting of the Frontier.

3. On 11.1.99 (Monday), HAD announced the opening of cold shelters. As the hall of WTSCC was one of the cold shelters, Wong Tai Sin District Office (WTSDO) informed the applicants that the bookings from 11.1.99 to 13.1.99 had to be cancelled and alerted the applicants that the bookings from 14.1.99 to 16.1.99 might have to be cancelled if the hall was still required for cold shelter purposes by that time. The work was normally carried out by the Clerical Assistant (CA) concerned under the supervision of a Liaison Officer II (LO). On this particular occasion, the CA was on leave for two days and, therefore, the LO carried out the liaison work in respect of the period from 11.1.99 to 16.1.99. Then, the LO assumed that upon returning

from leave on 13.1.99, the CA would proceed with the liaison work in respect of the subsequent period, i.e. from 17.1.99 onwards.

4. On 13.1.99 (Wednesday), Ms. CHAN called to enquire whether her booking on 17.1.99 could be extended from 9 a.m. - 6 p.m. to 8 a.m. to 8 p.m. Being helpful, our staff (the CA in consultation with the LO) responded that this could be entertained; **however, they were not alert enough to tell her that we might have to cancel her booking if the hall was still required for cold shelter purposes by 17.1.99.** On 15.1.99 (Friday) when we were about to inform her that her booking on 17.1.99 had to be cancelled, we were again not quick enough to do so. **It was not until Ms. CHAN called us on that day that we told her so.**

Response

5. We admit that there has been an oversight on the part of our staff over alerting the applicants in advance. This is an isolated incident and must not be generalized to reflect poor management of community centres.

6. District Officer/Wong Tai Sin (DO/WTS) has apologized to the Hon. Emily Lau. Also, her staff have offered to render any possible assistance, e.g. offering Fung Tak Estate Community Centre as an alternative and posting up a prominent notice at WTSCC, albeit such efforts might not have fully addressed the needs of the applicants.

7. DO/WTS has reviewed and streamlined the procedures, namely alerting the applicants concerned 10 days in advance of the possibility of the

cancellation of their bookings and following up with the actual cancellation 2 days in advance depending on the weather forecast. In this way, it will allow the applicants more time to make alternative arrangements.

8. DO/WTS has conducted a training session for all her staff in charge of the various community centres, with a view to avoiding recurrence of similar incidents in the District. Meanwhile, she has kept other District Officers posted of the incident and the lessons to be learnt, with a view to avoiding recurrence of similar incidents in other Districts.

Conclusion

9. We will continue to adopt a customer-oriented approach in the management of our community centres. Having taken the steps above, we are confident that we can avoid similar incidents from recurring in all Districts in future.

Home Affairs Department

June 1999