

**Information Note
for LegCo Members' meeting with The Ombudsman
on 14 December 2005**

Performance Pledges

Our performance pledges were made in 1997, based on the Office's processing time then. We have not revised our performance pledges since.

Since 1997, the number of complaints received and processed by the Office has generally been on the rise. Over the years, our replies have become more communicative in respect of reasoning and advice to complainants. Despite this, **our primary target is still to conclude complaint cases as far as practicable, within six months after receipt.** For easier reference, the table below shows our results on these targets for the past three years and the first seven months of the current year –

Processing Time			
	Completed within 3 months (target: 60%)	Completed between 3 to 6 months (target: 40%)	More than 6 months
2002/2003	57.52%	39.64%	2.84%
2003/2004	51.08%	45.74%	3.18%
2004/2005	43.29%	53.72%	2.99%
2005/2006 (April to October)	55.79%	41.19%	3.02%

Every year, a small percentage of cases cannot be completed within our performance pledge. As explained in the Annual Report, this is due partly to the complexity of cases and partly to new developments and supply of further material emerging in the course of investigation.

As regards the need to modify our performance pledges as raised by Dr Hon Fernando Cheung Chiu-hung, we welcome Members' views.

Office of The Ombudsman

December 2005