

**Information Note  
for LegCo Members' meeting with The Ombudsman  
on 11 December 2006**

**(A) Work of The Ombudsman's Office****(i) For the year 2005/2006**

In the 2005/2006 Reporting Year, the Office received a total of 14,633 enquiries and 4,266 complaints. Of the complaints concluded, 71.8% were concluded within three months, 26.2% were concluded between three to six months and 2% took longer than 6 months to conclude.

For easy reference, the statistics on complaints and enquiries for the past five years are tabulated below:-

	<b>Reporting years</b>				
	01/02 (10 1/2 months)	02/03	03/04	04/05	05/06
<b>(A) Enquiries received</b>	12,900	14,298	12,552	11,742	14,633
<b>(B) Complaints received</b>	3,736	4,382	4,661	4,654	4,266
<b>(C) Complaints brought forward</b>	814	760	772	1,088	719
<b>(D) Complaints for processing = (B) + (C)</b>	4,550	5,142	5,433	5,742	4,985
<b>(E) Complaints handled and concluded</b>	3,790	4,370	4,345	5,023	4,309
<b>By preliminary inquiries</b>	1,567	2,172	1,834	1,873	1,758
<b>By full investigation</b>	331	124	284	125	55
<b>By mediation</b>	19	6	7	6	12
<b>Complaints screened out</b>	1,563	1,729	1,892	1,948	1,113
<b>Complaints not pursued</b>	-	-	-	-	1,371
<b>(F) Percentage of complaints</b>	83%	85%	80%	88%	86%

<b>concluded = (E) ÷ (D)</b>					
<b>(G) Total cases carried forward = (D) – (E)</b>	760	772	1,088	719	676
<b>(H) Number of direct investigations completed</b>	4	6	5	5	4
<b>(I) Direct investigation assessment reports produced</b>	0	1	5	6	6

Four direct investigations were completed on the following subjects:

1. Letting of Market Stalls by Auction
2. Monitoring of Property Services Agents by Housing Department
3. Monitoring of Assigned-out Cases by Legal Aid Department
4. Medical Fee Waiver System

Apart from direct investigations, the Office also concluded the following six direct investigation assessments:

1. Mechanism of Equal Opportunities Commission for Handling Conflict of Interests
2. Collection of Government Rent
3. Consolidation of High-cost and Under-utilized Primary Schools
4. Handling of HKCEE Examination Papers 2005
5. Planning of Swimming Pools
6. Prevention of Abuse of Protection of Wages on Insolvency Fund

For the year, a total of 110 recommendations were made to improve various aspects of public administration. Of these, 56 were related to complaints and 54 resulted from direct investigations. 94.5% of the recommendations were accepted for implementation.

**(ii) For the first seven months (April to October) of 2006/2007**

From April 2006 to October 2006, the Office received a total of 9,823 enquiries and 3,124 complaints. By projection, if this trend continues, the total number of complaints and enquires received in the year would be around 16,800 and 5,300 respectively.

During the period, two direct investigations have been completed and two others are in progress:

1. Administration of the Mid-Levels Moratorium (*completed*)
2. Processing of Disability Allowance Applications (*completed*)
3. Assessment of Children with Specific Learning Difficulties (*in progress*)
4. Monitoring of Cases with “Time-bar” for Prosecution (*in progress*)

Meanwhile, one direct investigation assessment has been completed and four are in progress:

1. Management of roadside non-commercial publicity materials (*completed*)
2. Tenants’ obligations under Senior Citizen Residences Scheme (*in progress*)
3. Monitoring operation of subvented associations by the Leisure and Cultural Services Department (*in progress*)
4. Flood warning in Sheung Wan area by the Drainage Services Department (*in progress*)
5. Administration of the Building Safety Loan Scheme (*in progress*)

Office of The Ombudsman

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