

**Replies to initial written raised by Finance Committee Members in
examining the Estimates of Expenditure 2009-10**

**Controlling Officer : The Ombudsman
Session No. : 4**

Reply Serial No.*	Question Serial No.	Name of Member#	Head	Programme
OMB001	0491	Hon. EU Yuet-mee, Audrey	114	Complaints Administration
OMB002	2093	Hon. NG Margaret	114	Complaints Administration
OMB003	2094	Hon. NG Margaret	114	Complaints Administration
OMB004	2958	Hon. WONG Kwok-kin	114	Complaints Administration

Examination of Estimates of Expenditure 2009-10

Reply Serial No.

**CONTROLLING OFFICER'S REPLY TO
INITIAL WRITTEN QUESTION**

OMB001

Head: 114 – Office of The Subhead (No. & 000 Operational
Ombudsman title): expenses

Question Serial No.

0491

Programme: Complaints Administration

Controlling The Ombudsman

Officer:

Director of Bureau:--

Question:

To develop community programmes is one of the “Matters Requiring Special Attention” in 2009-2010. Please provide details on the funding provision for this item.

Asked by: Hon. EU Yuet-mee, Audrey

Reply:

The purpose of our community programmes is to promote public awareness and understanding of the work of the Office. We have reserved approximately \$4.3 million for 2009-10 for our community programmes as follows:

Event/Item	Purpose	Frequency	Estimated Cost
Broadcasting of a new Announcement of Public Interest (API)	Promote the concept of Ombudsmanship and its significance in improving the standard of public service. Educate the public on how and what to lodge a complaint with the Office.	Normally once a year, lasting for 1 to 3 months	\$3,500,000 (for purchase of air-time on radio and television channels and API production)
Press Conference and Ombuds News	Announce results of direct investigations and selected anonymised cases to promote quality service in the public sector	On average, once in 2 to 3 months	No specific allocation, funded out of overall provision for operating expenses

Meeting with the media	Update the media on our work progress and latest development of the Office	As necessary, but normally once a year	No specific allocation, funded out of overall provision for operating expenses
Group visits to Resource Centre, with talks to groups from schools, youth centres and elderly centres	Introduce the role of The Ombudsman and the procedures for lodging complaints with the Office	About twice per month	\$3,000
Outreach talk to universities, Government departments and public organisations	Introduce the functions of the Office, the jurisdiction of The Ombudsman and various complaint handling mechanism	On request, about once every two months	No specific allocation, funded out of overall provision for operating expenses
Justice of Peace (JP) Assistance Scheme (for JPs enrolled into the scheme) : visits to Government departments and public organisations	Provide an opportunity for JPs to share their views on the operation of Government departments and public organizations having frequent contacts with the public and the delivery of quality service to the community	About 3 visits a year	\$5,000
Seminars for target groups, e.g. Councillors and their assistants and social workers	Explain the functions of The Ombudsman and complaint investigation procedures, to enlist support from participants to assist members of the public to lodge complaints with the Office	About twice a year	\$20,000

Review and update publications of the Office	Promote ombudsmanship and deliver messages on the importance of complaint handling in improving the quality of public services	On regular basis	\$270,000 (including the Annual Report)
Teaching kits for primary and secondary schools	Instill the concept of good public governance and ombudsmanship to the students	About once in every three to four years	\$500,000
Client Opinion Survey	Solicit public opinions on our services for review and improvement	About once in two to three years	\$10,000

Signature _____

Name in block letters _____ ALICE TAI _____

Post Title _____ The Ombudsman _____

Date _____ 13.3.2009 _____

**CONTROLLING OFFICER'S REPLY TO
INITIAL WRITTEN QUESTION**

OMB002

Question Serial No.

Head: 114 – Office of The Subhead (No. & 000 Operational
Ombudsman title): expenses

2093

Programme: Complaints administration

Controlling The Ombudsman

Officer:

Director of Bureau:--

Question:

Regarding the staffing establishment and financial provision of the Office of The Ombudsman, please set out:-

- (a) the total number of staff in the Office as at February 2009, with breakdown into various grades and ranks; and
- (b) the actual staff costs as compared to the total expenditure of the Office.

Asked by: Hon. NG Margaret

Reply:

- (a) The total number of staff with breakdown into various grades and ranks as at 28 February 2009 is as follows -

(i) Regular staff

	Number
<i>Directorate staff</i>	
Ombudsman	1
Deputy Ombudsman	1
Assistant Ombudsman	2
Sub-total:	4
<i>Investigation staff</i>	
Chief Investigation Officer	7
Senior Investigation Officer	18
Investigation Officer	17
Assistant Investigation Officer	2
Complaints Assistant	10
Sub-total:	54

Administration & support staff

Chief Manager	1
Chief Translation Officer	1
Senior Translation Officer	3
Senior Manager	3
Manager	1
Assistant Manager	2
Personal Secretary	4
Senior Administrative Assistant	1
Administrative Assistant	26
Office Assistant	4
Motor Driver	1
Sub-total:	<u>47</u>

Total no. of regular staff 105

(ii) Temporary staff

Temporary investigation staff (Equivalent to full-time regular staff)	4.5
Temporary support staff	<u>4</u>
Total no. of temporary staff	<u><u>8.5</u></u>

Total no. of staff 113.5

- (b) The actual staff costs for the past five years as compared to the total expenditure of the Office.

	2003-04 (\$m)	2004-05 (\$m)	2005-06 (\$m)	2006-07 (\$m)	2007-08 (\$m)
Personal emoluments (PE)	51.616	44.265	43.814	46.614	54.766
Other operating expenses	12.330	9.287	9.722	11.206	10.851
Total expenditure	63.946	53.552	53.536	57.820	65.617
PE as % to total expenditure	80.72%	82.66%	81.84%	80.62%	83.46%

Signature _____

Name in block letters _____
ALICE TAI

Post Title _____
The Ombudsman

Date _____
13.3.2009

**CONTROLLING OFFICER'S REPLY TO
INITIAL WRITTEN QUESTION**

OMB003

Head: 114 – Office of The Subhead (No. & 000 Operational
Ombudsman title): expenses

Question Serial No.

2094

Programme: Complaints Administration

Controlling The Ombudsman

Officer:

Director of Bureau:--

Question:

The funding for 2009-10 shows a 1.3% increase over that for 2008-09 due to additional provisions for meeting operating expenses. Please provide details for such an increase.

Asked by: Hon. NG Margaret

Reply:

The increase of 1.3% amounts to about \$1.2 million, which is mainly for meeting price increase in operating expenses of the Office.

Signature _____

Name in block
letters _____ ALICE TAI

Post Title _____ The Ombudsman

Date _____ 13.3.2009

Examination of Estimates of Expenditure 2009-10

Reply Serial No.

**CONTROLLING OFFICER'S REPLY TO
INITIAL WRITTEN QUESTION**

OMB004

Head: 114 – Office of The Subhead (No. & 000 Operational
Ombudsman title): expenses

Question Serial No.

2958

Programme: Complaints Administration

Controlling The Ombudsman

Officer:

Director of Bureau:--

Question:

The Ombudsman has completed her review on the jurisdiction of The Ombudsman and submitted the reports to the Administration in November 2006 and November 2007 respectively. What will be The Ombudsman's follow-up in 2009-10?

Asked by: Hon. WONG Kwok-kin

Reply:

The reports on The Ombudsman's jurisdictional review I submitted in two parts in November 2006 and November 2007 were based on my experience in administering The Ombudsman Ordinance. Part One re-examined the criteria for including public bodies in The Ombudsman's purview and recommended a few additions. It also revisited the legislative intent for some of the restrictions on legislative powers. Part Two of the review surveyed trends for development in ombudsmanship worldwide and the implications these could have on the ombudsman system in Hong Kong.

Upon submission of my review to the Administration, it becomes a matter of policy whether or not the Administration adopts my suggestions. I understand that the Administration has submitted Part One of my jurisdictional review to the LegCo Panel on Administration of Justice and Legal Services for deliberation.

Signature _____

Name in block
letters ALICE TAI

Post Title The Ombudsman

Date 13.3.2009