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Replies to initial written questions raised by Finance Committee Members in examining the Estimates of Expenditure 2018-19

**The Ombudsman
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Reply Serial No.	Question Serial No.	Name of Member	Head	Programme
<u>OMB001</u>	5629	CHAN, Tanya	114	(1) Complaints Administration
<u>OMB002</u>	5850	CHAN, Tanya	114	(1) Complaints Administration

CONTROLLING OFFICER'S REPLY**OMB001****(Question Serial No. 5629)**Head: (114) Office of the OmbudsmanSubhead (No. & title): (000) Operational expensesProgramme: (1) Complaints AdministrationControlling Officer: The Ombudsman (Connie Y H Lau)Director of Bureau: The OmbudsmanQuestion:

1. Please provide the average time required by the Office of The Ombudsman to process a complaint case in the past five years.
2. For the year 2018-2019, what is the estimated average time required by the Office to process a complaint case?
3. Will the Office review and reform its complaint handling procedures in 2018-19 to speed up the processing time? If yes, what are the details and estimated expenditure?
4. Will the Office consider recruiting more accredited mediators to strengthen its capacity in handling complaint cases? If yes, what are the details and estimated expenditure?

Asked by: Hon CHAN Tanya (Member Question No. (LegCo use): 160)Reply:

1. This Office has in place performance pledges for the time required to process complaint cases. Our processing time for complaint cases in the past five years are given in the tables below:

- (1) For complaint cases outside jurisdiction or under restriction:

Year	Response Time		
	Within 10 working days (Target: >70%)	Within 11-15 working days (Target: <30%)	More than 15 working days
2012-13	89.5%	8.7%	1.8%
2013-14	88.9%	9.7%	1.4%
2014-15	90.9%	8.6%	0.5%

Year	Response Time		
	Within 10 working days (Target: >70%)	Within 11-15 working days (Target: <30%)	More than 15 working days
2015-16	98.4%	1.6%	0.0%
2016-17	97.3%	2.6%	0.1%

(2) For other complaint cases:

Year	Response Time		
	Less than 3 months (Target: >60%)	Within 3-6 months (Target: <40%)	More than 6 months
2012-13	86.3%	12.8%	0.9%
2013-14	81.7%	17.2%	1.1%
2014-15	86.3%	13.1%	0.6%
2015-16	84.8%	14.7%	0.5%
2016-17	87.6%	12.2%	0.2%

2. In 2018-19, this Office will continue to endeavour to complete processing different categories of cases within our pledged targets:

Category of Complaint Cases	Standard Response Time	Maximum Response Time
(1) Cases outside jurisdiction or under restriction	Within 10 working days (Target: not less than 70%)	Within 11-15 working days (Target: not more than 30%)
(2) Other cases	Less than 3 months (Target: not less than 60%)	Within 3-6 months (Target: not more than 40%)

3. This Office makes a constant effort to review and improve its complaint handling procedures. In 2018-19, this Office will continue to promote the use of mediation to handle cases involving no or minor maladministration for reaching a speedier and more direct resolution. Resources thus saved can then be redeployed to direct investigations and full investigation of more complex complaint cases.

4. This Office attaches great importance to developing the ability of our investigation officers to resolve disputes and organises from time to time related workshops and training sessions. This Office has in place a sponsorship scheme to encourage our investigation officers to attend more advanced mediation training courses and attain accreditation as mediators. This Office has no need to recruit more accredited mediators for the time being.

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CONTROLLING OFFICER'S REPLY

OMB002

(Question Serial No. 5850)

Head: (114) Office of The Ombudsman
Subhead: (000) Operational Expenses
Programme: (1) Complaints Administration
Controlling Officer: The Ombudsman (Connie Y H Lau)
Director of Bureau: The Ombudsman

Question:

- 1) Among the complaint cases that the Office of The Ombudsman received in 2017-18, how many were concluded with maladministration found on the part of the public organisation(s) concerned?
- 2) Please provide the figures in the form of a table regarding all complaint cases against public organisations.
- 3) Please provide the figures in the form of a table regarding complaint cases where maladministration was found on the part of the public organisation(s) concerned.

Asked by: Hon CHAN Tanya (Member Question No. (LegCo use): 262)

Reply:

In 2017-18 (as at February 2018), the Office completed 4 404 complaint cases. Among these cases, 1 893 were closed after assessment for jurisdictional or legal restriction reasons. The remaining 2 511 cases were handled by way of inquiry, full investigation or mediation. Of the cases pursued and concluded, we found deficiencies or inadequacies on the part of the organisation(s) concerned in 354 cases (14.1%). Details are given below by organisations in the form of a table:

Organisation	Number of complaints	Cases assessed and closed	Cases pursued and concluded	Cases with inadequacies /deficiencies found
Agriculture, Fisheries and Conservation Department	49	16	33	5
Airport Authority	7	3	4	-
Architectural Services Department	7	1	6	-
Audit Commission	2	1	1	-
Auxiliary Medical Service	3	3	-	-
Buildings Department	268	77	191	53
Census and Statistics Department	2	2	-	-
Civil Aid Service	5	3	2	-
Civil Aviation Department	9	5	4	-
Civil Engineering and Development Department	11	3	8	2
Companies Registry	4	1	3	-
Consumer Council	16	7	9	5
Correctional Services Department	101	37	64	2
Customs and Excise Department	38	17	21	-
Department of Health	50	17	33	2
Department of Justice	30	23	7	1
Drainage Services Department	10	2	8	-
Electrical and Mechanical Services Department	21	9	12	1
Employees Retraining Board	10	6	4	-
Environmental Protection Department	51	12	39	2
Equal Opportunities Commission	21	7	14	1
Estate Agents Authority	5	2	3	-
Financial Reporting Council	2	-	2	-
Fire Services	40	24	16	-

Organisation	Number of complaints	Cases assessed and closed	Cases pursued and concluded	Cases with inadequacies /deficiencies found
Department				
Food and Environmental Hygiene Department	456	165	291	64
General Office of the Chief Executive's Office	12	8	4	-
Government Laboratory	1	1	-	-
Government Logistics Department	5	4	1	-
Government Property Agency	8	5	3	1
Government Secretariat				
- Chief Secretary for Administration's Office	37	22	15	5
- Civil Service Bureau	15	12	3	1
- Commerce and Economic Development Bureau	3	1	2	-
- Constitutional and Mainland Affairs Bureau	5	1	4	-
- Development Bureau	7	3	4	1
- Education Bureau	70	32	38	3
- Financial Secretary's Office	1	-	1	-
- Financial Services and the Treasury Bureau	3	2	1	-
- Food and Health Bureau	9	1	8	-
- Home Affairs Bureau	9	4	5	1
- Innovation and Technology Bureau	3	1	2	1
- Labour and	10	2	8	1

Organisation	Number of complaints	Cases assessed and closed	Cases pursued and concluded	Cases with inadequacies /deficiencies found
Welfare Bureau				
- Security Bureau	7	2	5	1
- Transport and Housing Bureau	14	7	7	2
Highways Department	67	19	48	5
Home Affairs Department	89	34	55	11
Hong Kong Housing Authority	11	1	10	1
Hong Kong Housing Society	37	7	30	2
Hong Kong Monetary Authority	24	7	17	1
Hong Kong Observatory	5	5	-	-
Hong Kong Police Force	126	107	19	5
Hospital Authority	169	120	49	15
Housing Department	572	169	403	25
Immigration Department	86	38	48	5
Independent Commission Against Corruption	10	7	3	-
Information Services Department	4	4	-	-
Inland Revenue Department	68	33	35	8
Insurance Authority	9	7	2	-
Intellectual Property Department	1	1	-	-
Judiciary Administrator	46	26	20	4
Labour Department	51	34	17	2
Land Registry	5	2	3	-
Lands Department	275	88	187	33
Legal Aid Department	62	24	38	11
Legislative Council Secretariat	1	-	1	-
Leisure and Cultural Services Department	185	61	124	17
Mandatory Provident	8	4	4	-

Organisation	Number of complaints	Cases assessed and closed	Cases pursued and concluded	Cases with inadequacies /deficiencies found
Fund Schemes Authority				
Marine Department	12	3	9	-
Office of the Communications Authority	26	17	9	3
Official Receiver's Office	8	3	5	2
Other Organisations	283	278	5	-
Planning Department	26	4	22	-
Post Office	74	22	52	8
Privacy Commissioner for Personal Data	15	11	4	1
Radio Television Hong Kong	13	9	4	1
Rating and Valuation Department	13	8	5	2
Registration and Electoral Office	110	2	108	2
Securities and Futures Commission	16	4	12	-
Social Welfare Department	150	81	69	7
The Hong Kong Examinations and Assessment Authority	11	8	3	-
Trade and Industry Department	5	2	3	2
Transport Department	157	44	113	13
Treasury	1	1	-	-
University Grants Committee, Secretariat	2	-	2	-
Urban Renewal Council	8	5	3	-
Vocational Training Council	6	3	3	-
Water Supplies Department	86	18	68	12
Working Family and Student Financial Assistance Agency	34	21	13	1

Organisation	Number of complaints	Cases assessed and closed	Cases pursued and concluded	Cases with inadequacies /deficiencies found
Total	4 404	1 893	2 511	354

Note 1. The organisations concerned are listed in alphabetical order.

Note 2. Organisations under Schedule 1 to The Ombudsman Ordinance with no complaints received in the reporting year are not shown.

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