

申訴專員公署
Office of The Ombudsman
中國香港 Hong Kong, China



申訴專員年報
Annual Report of The Ombudsman
2024/25



香港有明鏡
HONG KONG HAS A CLEAR MIRROR

理想 Vision

確保香港的公共行政公平和有效率，兼且問責開明，服務優良

To ensure that Hong Kong is served by a fair and efficient public administration which is committed to accountability, openness and quality of service

使命 Mission

透過獨立、客觀及公正的調查，處理及解決因公營機構行政失當而引起的不滿和問題，以及提高公共行政的質素和水平，並促進行政公平

Through independent, objective and impartial investigation, to redress grievances and address issues arising from maladministration in the public sector and bring about improvement in the quality and standard of and promote fairness in public administration

信念 Values

- 以公正客觀的態度進行所有調查
- 勇於承擔責任，為市民、政府部門和機構提供便捷的服務
- 與市民、政府部門和機構溝通時尊重有禮及建立互信
- 維持正直和專業水平，切實履行公署各項職能
- Maintaining impartiality and objectivity in all investigations
- Making ourselves accessible and accountable to the public, government departments and public organisations
- Interacting with the public, government departments and public organisations with courtesy, respect and trust
- Upholding integrity and professionalism in the performance of our functions

本年度主要統計數字

Key Figures of the Year



接到的申訴
Complaints received
4,402



100%
(目標 Target: 99%)

申訴個案因超出公署職權範圍，
經初步評審後於**15個工作天**內結案
Complaints outside our statutory purview
closed within **15 working days** after initial assessment



91.1%
(目標 Target: 80%)

個案於**3個月**內完成調查或查訊後結案
Complaints concluded by investigation
or inquiry within **3 months**



100%
(目標 Target: 99%)

複雜個案於**6個月**內完成調查或查訊後結案
Complex cases concluded by investigation
or inquiry within **6 months**



3,009
經評審後結案
Closed after **assessment**

已完成的申訴個案
Complaints completed

4,664



1,060
經查訊後結案
Concluded by **inquiry**



40
經全面調查後結案
Concluded by **full investigation**



555
經調解後結案
Resolved by **mediation**



8
已完成的主動調查行動
Direct investigation
operations completed



141
已處理涉及跨部門及機構協作的個案
Inter-departmental collaboration
cases processed



254
提出的建議
Recommendations given



8,211
接到的查詢
Enquiries received



106
提出的觀點
Observations given

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申訴專員導言

The Ombudsman's Introduction

香港特別行政區正穩步邁向「由治及興」，特區政府亦集中力量振興經濟，驅動發展與革新，讓市民生活得更幸福和美滿；而我作為申訴專員則有責任帶領公署確保公共行政公平、有效、問責開明，以及協助進一步提高特區的公共管治水平。

As the Hong Kong Special Administrative Region continues its steady progression from stability to prosperity, the Government stays focused on boosting the economy, driving development and breakthrough, and enhancing the livelihood of its people. At the same time, it is incumbent on me as the Ombudsman to lead my Office to uphold administrative fairness, accountability and open-mindedness while contributing to further enhancing the standard of public administration in Hong Kong.

策略性方向

為此，我在本報告年度4月1日履新後，制定並聚焦三個策略性方向：(1) 積極以調解方式有效和快速地處理市民的申訴；(2) 促進跨部門及跨機構的協作，提供高效優質的公共服務；以及(3) 在社會層面推動正面和積極的申訴文化。這三個策略性方向旨在提升公共行政質素，為市民帶來實際裨益，同時鼓勵政府和市民共同建設更穩定和諧、不斷進步的社會。

調解是極之有效的排解糾紛方法，可以促進申訴人與政府部門和公營機構攜手尋求雙方滿意的妥善解決方案。這種積極主動及非對立式的解決爭拗方法不但能迅速平息紛爭，同時能緩解社會上各種矛盾，增進和諧以至團結社會。公署會加大力度全方位推動調解，現時已經優先採用調解方式處理申訴個案，務求令事涉各方保持和諧關係，互相諒解，以達成對各方都有利的結果。無論從實際處理或法理考慮，不涉及或只涉及輕微行政失當的申訴個案均最適宜以調解方式處理。

公署的調解員全都訓練有素，有充足的實踐經驗，絕對能勝任中介人角色，啟發雙方坦誠和非對立的討論，以尋求解決方案為首要考慮。事涉各方透過協作澄清誤會，並探討各種可行的和解協議。以查訊或調查這類傳統方式處理申訴個案往往需時數月，但調解一般可以在數天，有時甚至一天內便可完成處理。我於2024年9月去信申訴專員職權範圍涵蓋的所有政府決策局、部門和公營機構的首長，推動他們更廣泛更積極地使用調解方式處理申訴個案，並邀請所有局、部門及機構任命一名調解協調人員，專責在決策局、部門或機構內推廣調解，並與公署的調解員保持聯絡，商討處理合適個案的事宜。決策局、部門和機構的反應相當正面。目前，

Strategic Focuses

To this end, I have, since taking up my position on 1 April 2024, championed three strategic focuses: (1) enhancing mediation to effectively and swiftly resolve public complaints; (2) fostering inter-departmental collaboration to improve service delivery; and (3) cultivating a positive complaint culture within the community. These three initiatives are designed to improve the quality of public administration, deliver tangible benefits to our citizens, and strengthen the connection between the Government and the community, fostering a more stable, harmonious and progressive society for all.

Mediation is a powerful and effective tool that brings government departments, public organisations and complainants together in pursuit of mutually satisfactory solutions. This proactive and non-confrontational approach not only ensures the swift resolution of disputes but also alleviates societal tensions, fostering harmony and social cohesion. By embracing a comprehensive approach that places mediation at the forefront of complaint handling, my Office is committed to nurturing harmonious relationships and facilitating mutual understanding that benefit all parties involved. Complaints involving minor or no maladministration are both practically and legally well-suited for resolution through our mediation services.

Our highly skilled and well-trained mediators possess extensive hands-on expertise, allowing them to serve as effective intermediaries in guiding discussions that are open, non-adversarial, and solution-oriented. This collaborative process enables all parties to clarify misunderstandings and explore a full range of settlement options. Unlike traditional inquiries or investigations that may take months to complete, mediation can often resolve complaints within just a few days – sometimes even in a single day. In September 2024, I wrote to the heads of all government bureaux, departments and public organisations under my purview urging them to adopt mediation more extensively and proactively in handling public complaints. I also requested them to each nominate a Mediation Coordinator, responsible for promoting



申訴專員導言 The Ombudsman's Introduction

所有106個決策局、部門和公營機構已安排調解協調人員時刻與公署緊密聯繫和合作。

在本年度，公署在調解方面的成績卓越，令人十分鼓舞。我們以調解方式處理了555宗個案，佔已跟進個案的34%，幾近上年度的三倍，刷新了公署的記錄。

在積極採用調解的同時，公署亦致力推動跨部門及跨機構協作。我們實行了多項主動進取的措施，處理需要跨部門和跨公營機構相互協作的個案。這種積極協作、齊心合力的精神有助優化行政安排，顯著提升公共服務的質量，從而增強市民大眾的幸福感和獲得感，以及達到市民所期望在「同一個政府」理念下得到全方位服務。在本年度，我們完成了三宗涉及跨部門及機構協作的主動調查行動及成功處理了141宗涉及跨部門及機構協作的個案。

此外，我們以年輕一代為重點對象，全力在社會層面宣揚「正面看申訴」的理念。這個策略性方向旨在推動全社會以正面態度提升公共行政水平的文化。我們亦鼓勵決策局、部門和公營機構以民為本，多聽多了解公眾關注的事宜，為加強互動及提升公共服務質素打穩基礎。公署就這方面的工作務實進取，不僅是為了回應和處理市民的申訴，更是為積極塑造政府多回應市民，市民多參與的和諧社會。在年度內，我們舉辦了13場大學、大專院校和中學講座，向學生和教職人員宣揚正面思維。為嘉許及鼓勵各方在「正面看申訴」作出的努力，我提出並實行向公職人員和申訴人發感謝信的做法。公署至今已向16個政府部門和公營機構發出共41封嘉許信，以及向申訴人致送了19張感謝狀，以表揚他們對改善公共行政的貢獻。

mediation within their bureaux, departments or organisations and liaising with my mediators to handle suitable cases by mediation. Their response was highly encouraging. Today, all 106 government bureaux, departments and public organisations have designated their respective Mediation Coordinators, who are working closely with my Office on a daily basis.

The remarkable success of our mediation efforts is evident in the resolution of 555 cases this year, accounting for 34% of the cases pursued. This achievement marks nearly three times the number of cases resolved through mediation last year, setting a new record for the Office.

In addition to advancing mediation, my Office is deeply committed to promoting inter-departmental collaboration. We have implemented proactive measures to tackle cases that require cooperative efforts across various government departments and public organisations. This spirit of cooperation and synergy enhances administrative processes, significantly improving the quality and efficiency of public services, ultimately heightening the sense of happiness and fulfilment among members of the community and meeting public expectation of seamless service delivery under "One Government". This year, we completed three direct investigation operations involving inter-departmental collaboration and successfully processed 141 related cases.

Furthermore, we are vigorously promoting a positive complaint culture, particularly among the younger generation. Our goal is to foster a constructive mindset within the whole community towards enhancing the standard of public administration. By encouraging government bureaux, departments and public organisations to listen to and understand public concerns with empathy, we are laying the foundation for improved interactions and better services. Through these initiatives, my Office is not just addressing complaints, but actively shaping a more responsive, harmonious and engaged community. This year, we organised 13 school talks at universities, tertiary institutions and secondary schools to educate students and refresh teachers and staff. To recognise and encourage contributions to the promotion of a positive complaint culture, I introduced appreciation letters for both public officers and complainants. We issued 41 appreciation letters to 16 government departments and public organisations and presented 19 appreciation certificates to complainants, acknowledging their role in improving public administration.

除了上述三個策略性方向，我繼續致力加深公眾對公署角色的認識，讓市民知道有獨立、客觀持平的申訴途徑。我們善用公署的網頁、社交媒體和其他方式宣傳公署的工作。本年度的申訴專員嘉許獎頒獎典禮於2024年10月順利舉行。除了三個大獎外，公署自2018年起頒發調解獎予積極採用調解並有出色表現的部門和機構。在本年度，我增設了「科技應用及創意獎」和「客戶服務獎」兩個新獎項，以表揚部門和機構主動運用最新科技並以創新方式提供服務，本着以人為本和事在人為的精神，為市民提供最到位的服務及解決難題。公署除了嘉許表現出色的部門和機構，亦向79名公職人員頒發個人獎項，表揚他們在服務市民方面的卓越表現和專業態度。

公署會繼續以全面調查和主動調查行動處理行政失當問題，加強職員培訓及知識管理，以鞏固及提升專業效能。我們亦更加積極參與國際活動，出席海外申訴專員機構舉辦的大型國際會議及研討會。

就國際事務方面，今年對公署來說是極具意義的一年。公署於2024年12月3日在香港舉辦了首次國際申訴專員高峰論壇（「IOS 2024」）。

IOS 2024約有140位來自六大洲約40個國家及地區的申訴專員和高級人員出席。高峰論壇以「承先啟後 — 申訴專員在轉變的世界中履行使命」為主題，我們邀請到香港特別行政區行政長官和政務司司長分別主持閉幕和開幕典禮。多位傑出演講者雲集論壇，包括國家監察委員會和國家信訪局的高級領導、來自國際申訴專員協會和亞洲申訴專員協會等國際機構的重量級講者，以及其他申訴專員機構和國際組織（包括世界銀行、國際貨幣基金組織、亞洲基礎設施投資銀行等）的代表。是次論壇涵蓋多個具啟發性的專題演講和座談討論。眾多嘉賓在香港故宮文化博物館聚首一堂，交流意見和經驗。

My strategic focuses aside, I have continued to raise public awareness of our role as an independent, objective and impartial channel for seeking redress. We have actively promoted our work through our website, social media platforms and outreach initiatives. The annual Ombudsman's Awards Presentation Ceremony was successfully held in October. In addition to the three top Awards, we introduced the Mediation Award in 2018 to recognise departments and organisations for their commitment to and excellence in mediation. This year, to acknowledge innovative use of technology in service delivery and the adoption of a people-oriented approach and a "can-do" spirit in providing the best service to the public and resolving their problems, I introduced the Information Technology Application and Creativity Award and the Customer Services Award. Beyond recognising departments and organisations, 79 public officers received Individual Awards for their exemplary services and professionalism.

We have also continued with our efforts in conducting full investigations and direct investigation operations to tackle maladministration; building professional capacity through staff development and knowledge management; and reinforcing our international presence by participating actively in global conferences and meetings of ombudsman institutes.

On the international front, this was a remarkable year for my Office. For the first time, we held an International Ombudsman Summit ("IOS 2024") on 3 December 2024 in Hong Kong.

IOS 2024 was attended by about 140 participants from some 40 jurisdictions across six continents. With the Closing Ceremony and the Opening Ceremony officiated respectively by the Chief Executive and the Chief Secretary for Administration of the HKSAR, the Summit, themed "Ombudsman in a Changing World: Learning from the Past; Preparing for the Future", featured many illuminating keynote speeches and panel discussions including speeches delivered by senior leaders from the National Commission of Supervision and the National Public Complaints and Proposals Administration. We also had distinguished speakers from international institutions, including the International Ombudsman Institute and the Asian Ombudsman Association, and representatives from other ombudsman related institutions and international bodies such as the World Bank, the International Monetary Fund, the Asian Infrastructure Investment Bank etc. who gathered at the renowned Hong Kong Palace Museum and shared insights and expertise on past experiences.

申訴專員導言 The Ombudsman's Introduction

高峰論壇的閉幕禮暨公署成立35周年慶祝大會在愉快氣氛下圓滿結束。行政長官以榮譽主禮嘉賓身份主持閉幕禮暨慶祝大會，慶祝活動獲得熱烈支持，近230名嘉賓踴躍出席，當中除了約140名來港出席論壇的海外及內地參加者外，亦包括多名行政會議成員、立法會議員、高級政府官員、駐港領事、商會主席、本地專業和學術界人士等。

在行政長官的見證下，公署與來自五大洲八個國家及地區的代表，包括北美洲的加拿大安大略省和美國夏威夷州；南美洲的庫拉索；歐洲的斯洛伐克；亞洲的印尼、韓國和澳門；以及非洲的贊比亞，交換雙邊合作諒解備忘錄，承諾會推動相互合作和意見及經驗交流。國際申訴專員協會第一副理事長和亞洲申訴專員協會理事長以及數百名其他嘉賓亦一同見證這個重要時刻。簽署雙邊合作諒解備忘錄彰顯了香港背靠祖國，聯通世界並作為「超級聯繫人」和「超級增值人」的重要地位。

緊接高峰論壇暨慶祝大會，海外嘉賓於2024年12月4日參加了一系列精彩的文化觀光活動，包括參觀立法會及展城館、遊覽香港地質公園、中環半山新舊城區漫步、詠春拳鍛鍊體驗以及繽紛賽馬夜。這些活動展現了香港這顆東方之珠的璀璨魅力，以及動感之都的超凡活力，為參加者帶來難忘的體驗。

主要數字

公署在本年度接到4,402宗涉及不同課題的申訴個案，並完成處理了4,664宗，當中3,009宗經評審後結案，以及1,655宗已跟進並結案。我們以全面調查方式完成處理40宗個案，並完成了八項主動調查行動，合共提出了254項改善公共行政的建議，較去年改善建議的總數增加了37%。

The Closing Ceremony of the Summit was marked by a delightful Reception to celebrate the Office's 35th Anniversary. With the Chief Executive delivering a speech as the officiating guest, the Closing Ceremony and Reception garnered overwhelming interest and welcomed some 230 esteemed guests, including members of the Executive Council and the Legislative Council, senior government officials, consul-generals, chairpersons of chambers of commerce, and local professionals and academics, alongside the 140 international and Mainland participants who also joined the Summit.

In a commitment to fostering cooperation and sharing, my Office signed and with the Chief Executive as witness, exchanged a Memorandum of Understanding on Bilateral Cooperation with representatives from eight countries and regions across five continents, including Ontario, Canada, and Hawaii, the United States, in North America; Curaçao in South America; Slovakia in Europe; Indonesia, Korea and Macao in Asia; and Zambia in Africa. The First Vice President of the International Ombudsman Institute and the President of the Asian Ombudsman Association and hundreds of other illustrious guests were also present to witness this important moment. The signing of these Memoranda of Understanding demonstrates Hong Kong's distinctive advantage of having strong support from our motherland and close connection with the world and our important role as a "super connector" and "super value-adder".

Following the Summit and the Reception, on 4 December 2024, overseas guests participated in an array of captivating social and cultural programmes, including visits to the Legislative Council and the City Gallery, a Hong Kong Geopark tour, a city walk in Central and Mid-Levels, a Wing Chun wellness workshop, and evening horse racing entertainment. These activities showcased the exceptional charm, vitality and vibrancy of Hong Kong as a dynamic metropolitan, and provided unforgettable experiences for all participants.

Notable Figures

This year, my Office received 4,402 complaints on various topics and completed 4,664 cases, of which 3,009 were assessed and closed and 1,655 pursued and concluded. We completed 40 full investigations and eight direct investigation operations, delivering a total of 254 recommendations for improvement of public administration. The total number of recommendations has increased by 37% as compared to that of last year.

公署會在完成全面調查和主動調查行動後提出改善建議，藉以提升公共行政水平。這些建議能起改善和優化作用，對修正行政體制問題相當重要和有效，亦能提高整體服務質素。例如，救援和搶修人員更快到達現場處理緊急情況；使道路更安全；簡化申請程序、令公共資源更公平地分配等。然而，全面調查和主動調查行動需時數月才能完成。自2024年11月起，公署會對以初步查訊方式完成處理的個案提出觀點並作相關記錄，點出已實行的改善措施或可從速改善之處；這樣有利於政府部門和公營機構以及市民大眾。我希望可藉此鼓勵所有政府部門和公營機構就市民關注的問題更主動改善工作及實行補救措施，無需每次都需時較長的調查方式處理個案。此做法自11月開始實行至今已有五個月，我們所提出的106項觀點均獲相關政府部門和公營機構接納。

感謝之言及未來發展方向

過去35年，公署一直本着無畏無私的精神，竭盡所能，秉持獨立、客觀及公正的原則，致力確保香港的公共行政公平高效，而香港在全球最安全，效率最高的宜居城市當中穩佔一席。我感謝公署全體人員努力不懈服務市民，各位專家顧問對公署工作的貢獻，所有政府部門和公營機構通力合作和配合，以及市民大眾的支持。我會繼續推動上述策略性方向，全力以赴，使市民的幸福感和獲得感不斷提升。

陳積志

申訴專員

2025年3月31日

Upon conclusion of full investigations and direct investigation operations, we make recommendations for the improvement of public administration. Such impactful recommendations are essential and effective for fixing systemic issues and improving overall service quality, for example: faster emergency and rescue arrivals; safer roads; simpler application processes, fairer allocation of public resources etc. However, full investigations and direct investigation operations take months to complete. From November 2024 onwards, we started making and recording observations in cases concluded after preliminary inquiries to highlight the improvements which have been or can be put in place more speedily as a result benefiting both government departments and public organisations and the public. I hope that this would encourage all government departments and public organisations to be more proactive in making improvements and remedies as regards matters of public concern while sparing the need for lengthy investigations. For the five months since introduction in November, we have made 106 observations which are well-received by government departments and public organisations concerned.

A Note of Appreciation and the Way Forward

For 35 years, the Office has acted without fear, favour or reservation and remained steadfast as an independent, objective and impartial organisation committed to ensuring that Hong Kong is served by a fair and efficient public administration and remains one of the world's safest, most efficient and very liveable cities. I would like to extend my sincere gratitude to my dedicated staff for their tireless efforts, my Advisers for their invaluable contribution, all government departments and public organisations for their full cooperation and collaboration, and members of the public for their support. I will continue to advance my strategic priorities to better serve the community and foster a greater sense of fulfillment and happiness for all citizens.

Jack Chan

The Ombudsman

31 March 2025

職能及權力

Functions and Powers

公署的角色

申訴專員公署根據香港法例第397章《申訴專員條例》(「《條例》」)成立，是專責監察香港特區的公共行政的獨立法定機構，角色包括：



調查有關行政失當¹的申訴
investigate complaints of
maladministration¹



辨識行政體制上的不足之處
identify administrative deficiencies



建議補救和改善措施，解決市民的不滿，並改善公共行政
recommend remedial measures to
redress grievances and improve
public administration

公署的職能

調查申訴事宜

調查由受屈人士提出，有關行政失當（包括違反《公開資料守則》(「《守則》」)）的申訴

主動調查行動

就可能引致不公的行政失當問題，進行主動調查行動

調解

就不涉及或只涉及輕微的行政失當的申訴，優先以調解方式處理

調查對象限於《條例》附表1第1部及第2部所列的政府部門及公營機構

(所列機構，參見附錄1)

Who we are

Established under The Ombudsman Ordinance ("the Ordinance"), Cap. 397 of the Laws of the HKSAR, we serve as the community's independent watchdog of public administration. We:

What we do

Investigate COMPLAINTS

from aggrieved persons about maladministration (including non-compliance with the Code on Access to Information ("the Code"))

Carry out DIRECT INVESTIGATION OPERATIONS

where injustice may have been caused by maladministration

Resolve complaints by MEDIATION

as the default handling mode where no or only minor maladministration is noted in the action taken

by government departments and public organisations listed in Part 1 and Part 2 of Schedule 1 to the Ordinance

(See **Appendix 1** for full list)

註1. 行政失當在《條例》第2條中已有定義，指機構行政欠效率、拙劣或不妥善，包括不合理的行為；濫用權力或權能；不合理、不公平、欺壓、歧視或不當地偏頗的程序及拖延；無禮及不為他人着想的行動。

Note 1. Maladministration is defined in section 2 of the Ordinance. It means inefficient, bad or improper administration including unreasonable conduct; abuse of power or authority; unreasonable, unjust, oppressive or improperly discriminatory procedures and delay; discourtesy and lack of consideration for a person.

不受公署調查的事宜

- 申訴所涉機構不在《條例》附表1之列
- 申訴所涉機構列於《條例》附表1第2部但申訴事項與《守則》無關
- 與以下行動有關的申訴
 - 保安、防衛或國際關係
 - 行政長官親自作出的行動
 - 行政長官行使權力赦免罪犯
 - 政府頒授勳銜、獎賞或特權
 - 法律程序或檢控決定
 - 合約或商業交易
 - 人事方面的事宜
 - 有關施加或更改土地權益條款的決定
 - 與《香港公司收購、合併及股份回購守則》有關的行動
 - 香港警務處、香港輔助警察隊或廉政公署就防止及調查任何罪行而採取的行動

公署不得展開或繼續調查的申訴個案

- 申訴人對申訴事項已實際知悉超過24個月
- 申訴由匿名者提出
- 申訴人無從識別或下落不明
- 申訴並非由感到受屈的人士或適當代表提出
- 申訴人及申訴事項與香港並無任何關係
- 申訴人有權利根據法律程序提出上訴或尋求補救辦法
- 以前曾調查性質相近的申訴，而結果顯示並無行政失當之處
- 申訴關乎微不足道的事
- 申訴事屬瑣屑無聊、無理取鬧或非真誠作出
- 因其他理由而無須調查（例如：缺乏表面證據、所涉機構正採取行動，或申訴人只是表達意見）

What we cannot investigate

- complaints against organisations not listed in Schedule 1 to the Ordinance
- complaints against organisations listed in Part 2 of Schedule 1 to the Ordinance about matters unrelated to the Code
- complaints relating to
 - security, defence or international relations
 - actions by the Chief Executive personally
 - exercise of power by the Chief Executive to pardon criminals
 - grant of honours, awards or privileges by the Government
 - legal proceedings or prosecution decisions
 - contractual or other commercial transactions
 - personnel matters
 - imposition or variation of conditions of land grant
 - actions in relation to the Hong Kong Codes on Takeovers and Mergers and Share Buy-backs
 - crime prevention and investigation actions by the Hong Kong Police Force, the Hong Kong Auxiliary Police Force or the Independent Commission Against Corruption

We shall not undertake or continue an investigation into a complaint if

- the complainant has had actual knowledge of the subject of complaint for more than 24 months
- the complaint is made anonymously
- the complainant cannot be identified or traced
- the complaint is not made by the person aggrieved or suitable representative
- subject of complaint and complainant have no connection with Hong Kong
- statutory right of appeal or remedy by way of legal proceedings is available to the complainant
- investigation of similar complaints before revealed no maladministration
- subject matter of the complaint is trivial
- the complaint is frivolous or vexatious or is not made in good faith
- investigation is for any other reason unnecessary (such as lack of *prima facie* evidence, the organisation involved is already taking action, or the complainant is just expressing opinions)

職能及權力 Functions and Powers

公署獲賦予的權力

- 斷定申訴是否妥當地提出
- 進行初步查訊以斷定是否展開調查
- 若符合公眾利益，展開或繼續調查已撤回的申訴
- 若雙方同意，以調解方式處理不涉及行政失當或只涉及輕微行政失當的申訴
- 向專員認為適當的人獲取資料、文件或物件並作出查詢
- 傳召任何人以獲取調查有關的證據，並可為此而監誓
- 進入及視察任何機構所佔用、管理或控制的任何處所
- 對申訴下結論，並提出建議
- 向所涉機構的首長作出調查報告；如適宜，亦可向行政長官作出報告

保密規定

- 專員及其屬下所有人員，以至於公署的顧問，均須遵守保密條文，不得披露任何有關申訴及調查的資料
- 專員可基於公眾利益，在不披露所涉人士身份的情況下就任何調查發表報告

罪行

任何人

- 無合法辯解而妨礙、阻撓或抗拒專員根據《條例》行使權力；
- 無合法辯解而不遵從專員根據《條例》作出的合法要求；或
- 於專員根據《條例》行使權力時，向其作出明知為虛假或不信為真的陳述，或以其他方式明知而誤導專員，

即屬犯罪，可處罰款及監禁

The powers we have

- Determine whether a complaint is duly made
- Conduct preliminary inquiries for the purposes of determining whether to undertake an investigation
- Undertake or continue investigation notwithstanding withdrawal of complaint if it is in the public interest to do so
- Dealing with complaints by mediation if the subject matter involves no or minor maladministration, subject to mutual agreement by the parties concerned
- Obtain information, documents or things from such persons and make such enquiries as the Ombudsman thinks fit
- Summon any person to obtain evidence related to investigation, and may administer an oath for this purpose
- Enter and inspect any premises occupied, managed or controlled by any organisation
- Decide on complaints and make recommendations
- Report the results of investigations to the head of organisation concerned, or if appropriate to the Chief Executive

How we maintain secrecy

- The Ombudsman and all his staff and advisers are bound by the Ordinance to maintain secrecy for all matters of any complaint and investigation
- The Ombudsman may in the public interest publish a report on any of his investigations without disclosing the names of the persons involved

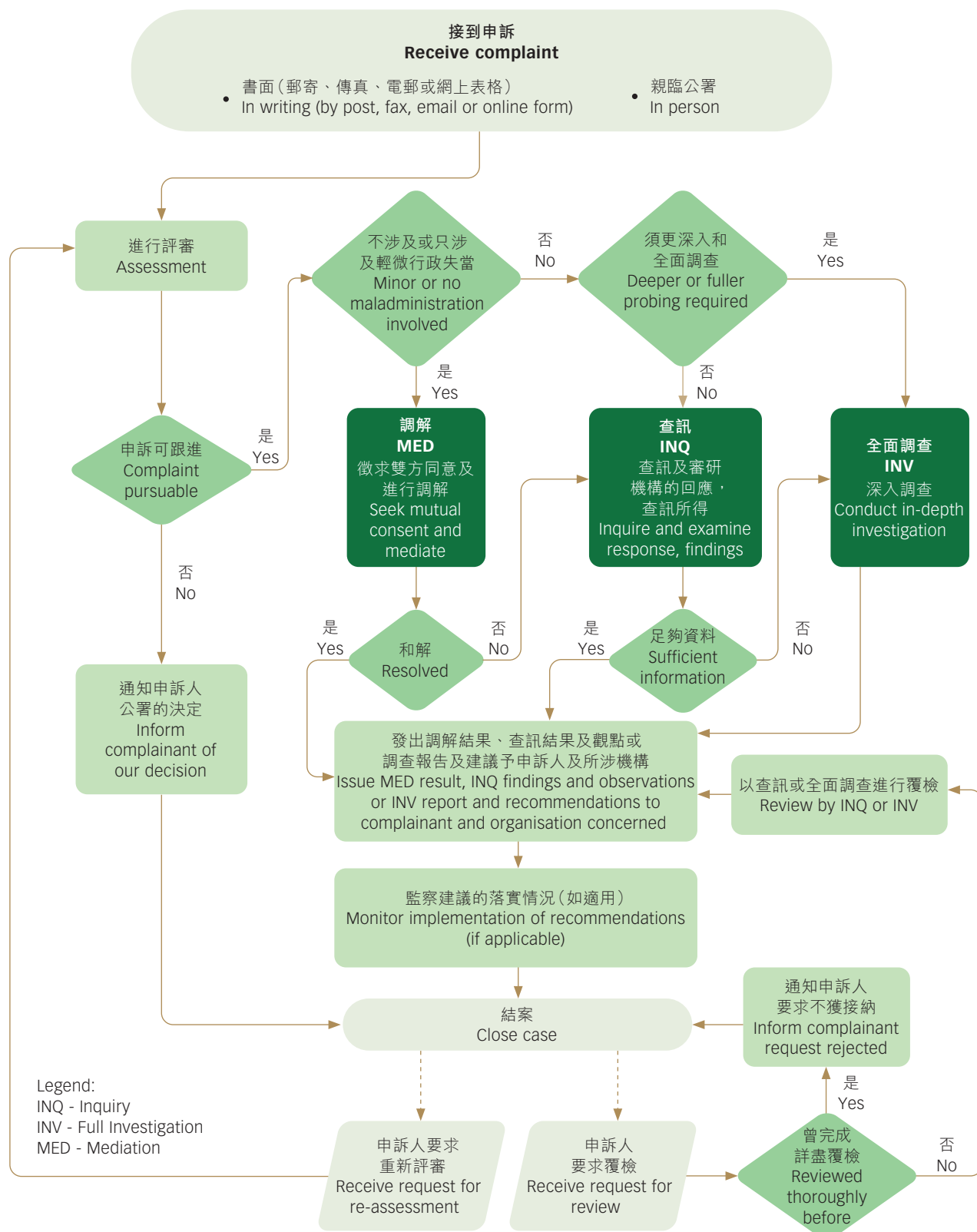
Offences

Any person who

- without lawful excuse, obstructs, hinders or resists the Ombudsman in the exercise of his powers under the Ordinance;
- without lawful excuse, fails to comply with any lawful requirement of the Ombudsman under the Ordinance; or
- makes a statement which he knows to be false or does not believe to be true, or otherwise knowingly misleads the Ombudsman in the exercise of his powers under the Ordinance,

commits an offence and is liable to a fine and imprisonment

處理申訴流程圖 Flow Chart on Handling of a Complaint



主動調查行動

Direct Investigation Operations

根據法例，申訴專員有權就可能引致不公的行政失當問題，主動展開調查行動。觸發我們展開主動調查行動的，主要是牽涉重大的公眾利益的課題，當中懷疑存在系統性的流弊，必須改善。

展開主動調查行動

在決定是否對某課題展開主動調查行動前，公署通常會進行初步查訊。若查訊結果顯示有需要作進一步研究，我們會展開主動調查行動。視乎情況，我們可無須先進行初步查訊，便直接展開主動調查行動。

一般而言，如決定就某課題展開主動調查行動，我們會作出公布並徵集公眾意見。進行主動調查行動時，公署會按照一貫做法向相關部門或機構索取資料，審核文件和檔案，亦會視乎主動調查行動課題的性質，進行實地視察及秘密偵查，以及決定是否邀請相關界別的人士及業內專家提供意見。

在展開主動調查行動時及總結有關調查前，公署通常會與所涉部門或機構的高層人員詳細討論我們的觀察所得及意見。這類交流有助澄清疑問及更深入地探討相關問題。

Under the legislation, the Ombudsman may, of his own volition, initiate direct investigation ("DI") operations where injustice may have been caused by maladministration. Our DI operations may be prompted by issues of significant public interest indicative of suspected systemic problems which need to be rectified.

Launching Direct Investigation Operations

Before deciding whether or not to launch DI operations into an issue, we usually conduct a preliminary inquiry. If the inquiry points to the need for further study, we will commence DI operations. Where the circumstances warrant, we may launch DI operations without conducting a preliminary inquiry.

In general, we will publicly announce the commencement of our DI operations and invite members of the public to provide information and views on the topics under investigation. In the course of carrying out DI operations, the Office would act in accordance with the prevailing practice to seek information from the organisations concerned and examine relevant documents and files. Depending on the nature of the subject under study, we may conduct site inspections, undergo covert operations and consider inviting views from relevant sectors and experts.

We often discuss our observations and views in details with senior officers of the organisations under investigation, at the outset as well as before conclusion. Such exchanges are useful in clarifying points of doubt and furthering insight into the issues.



發表調查報告

申訴專員如認為將主動調查行動報告公布是符合公眾利益的，可在新聞發布會或透過新聞公報發表調查行動報告，並上載到公署網站。

公署的主動調查行動並非每次都以有關部門或機構有嚴重行政失當為結論，而事涉部門或機構在公署進行調查行動期間可能已經採取了適當的補救或改善措施。無論如何，主動調查行動報告會交代公署的調查所得。

Publication of Reports

If the Ombudsman considers it to be in the public interest to publish a DI report, he may announce the findings at media conferences or through press releases, and upload the report to our website.

Naturally, our DI operations may not all come to a conclusion that there is serious maladministration on the part of the organisations concerned, and some organisations may have taken remedial or improvement measures in the course of our investigation. In any case, our DI reports will set out the findings.



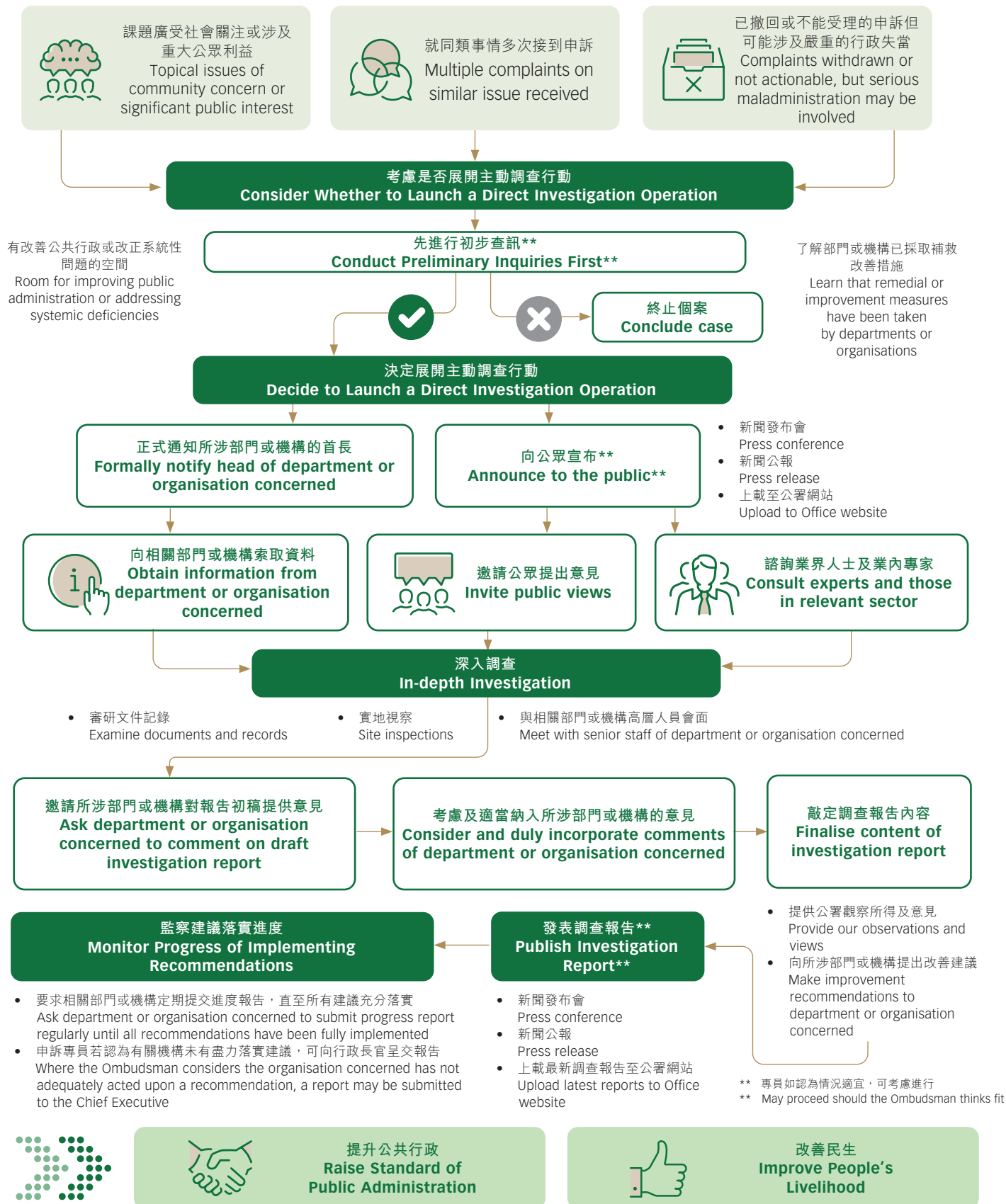
新聞稿、活動及公布

2024-2025
新聞稿

2025年3月13日
申訴專員公署公布就房屋署處理公共屋邨違例泊車問題的主動調查行動報告
新聞稿

2025年2月20日
申訴專員公署公布就當局收回、翻新及重新編配公屋單位的安排的主動調查行動報告
新聞稿

2025年2月19日
編輯注意：申訴專員公署將於2月20日舉行新聞發布會
新聞稿

主動調查行動流程
Workflow of Direct Investigation Operations

本年度，公署完成了八項主動調查行動，當中六項的調查結果已於新聞發布會上公布，其餘兩項則透過新聞公報發表，而最新的主動調查行動報告已上載公署網頁。一如以往，相關部門和機構對公署提出的所有建議均作出積極和正面的回應，且經常在公署尚未完成調查行動前已主動採取適當改善措施。

During the year we completed eight DI operations, with six reports publicly announced at press conferences and the rest through press releases. The reports of latest DI operations were uploaded to our website. As always, the relevant organisations have been responding to our recommendations positively and proactively where they often initiated appropriate improvement measures before completion of our investigation.

在2024/25年度，

In 2024/25,



公署完成了：
We completed:

8 項主動調查行動
DIRECT INVESTIGATION OPERATIONS



當中，公署提出了：
of which, we made:

148 項建議
RECOMMENDATIONS

在年度內完成的主動調查行動開列如下。

DI operations completed during the year are listed below.

1 政府對建造業職業安全及健康的監管 Government's Regulation of Occupational Safety and Health in Construction Industry (DI/464)

近年建造業工程屢有發生致命工業意外，引起社會高度關注。在公署展開主動調查行動期間，現屆政府積極採取多項改善措施，公署表示讚賞。雖然如此，鑑於建造業工業意外仍不時發生，政府當局的監管工作絕對不能鬆懈，以保障工人及市民的安全。

公署調查發現，在多宗涉及高風險作業（如竹棚架、吊運等）的個案，「合資格人士」未有妥善檢查裝置或機械便簽署指定表格確認安全，甚至預先簽署表格，或未有作出任何檢查便輕率簽署表格，完全罔顧工人和大眾安全，干犯者必須受到法律制裁。此外，建造業因違反職業安全及健康（「職安健」）法例而罪成者，過往法庭判罰的阻嚇力明顯不足。公署欣悉，於2023年4月28日生效的《2023年職業安全及職業健康法例（雜項修訂）條例》，大幅增加違反職安健法例的罰則及延長檢控時限。鑑於新罰則的實施時間尚短，勞工處應適時進行系統性分析，檢視處方的檢控工作及定罪個案的法庭判罰。

In recent years, fatal industrial accidents relating to construction works have occurred frequently. The situation has aroused wide public concern. During our DI operation, the current-term Government has proactively introduced an array of improvement measures which is commendable. Nevertheless, due to the occurrence of fatal industrial accidents from time to time, the Government must continue to step up its efforts to safeguard the safety of workers and the public.

The Office found that in a number of cases concerning such high-risk operations as bamboo scaffolds and lifting operations, the "competent persons" had failed to properly inspect the plant or machinery before signing the prescribed form to confirm the operations were safe, or even signed the form in advance or irresponsibly signed the form without any inspection. Such reckless acts put the safety of workers and the public at serious risk. The offenders must face legal consequences. Besides, the level of penalty imposed on offenders of occupational safety and health ("OSH") legislation in the construction industry was obviously inadequate to bring about deterrent effect. The Office is pleased to learn that the Occupational Safety and Occupational Health Legislation (Miscellaneous Amendments) Ordinance 2023, which took effect from 28 April 2023, has significantly increased the penalties for contravention of OSH legislation and extended the time limit for prosecution. Since the new penalties have taken effect for only a short period of time, the Labour Department ("LD") should conduct a systematic analysis promptly to review its prosecution work and the penalties imposed by the Court in convicted cases.



公署調查亦發現，屋宇署多年來遺漏處理勞工處轉介的個案，以考慮是否對違反職安健法例並已定罪的承建商進行紀律處分。在2011年至2021年期間，屋宇署只曾就一宗個案向承建商採取紀律處分，而該個案由致命事故發生至完成紀律處分，歷時逾六年，顯示紀律處分程序冗長和失效。

另一方面，數據顯示，工務工程的工地安全表現顯然較整體建造業為佳，這絕非僥倖，實是監管之功。雖然如此，公署認為仍有可盡善之處。經審研多個發生致命工業意外的工務工程項目，公署雖未有發現現時工務工程的標書評審出現「價低者得」的系統性情況，但投標者過往的工地安全表現未能獲充分考慮，原因是工地安全有關的評分項目所佔分額不高，而投標者之間的分數差異輕微，難以影響整體評審結果。

公署就九大範疇提出共40項改善建議，包括勞工處應研究就各種高風險作業制訂「檢查清單」範本、全面檢視「合資格人士」備存檢查記錄的規定、長遠而言研究建立電子平台供承建商及「合資格人士」上載檢查記錄及表格，方便監察及抽查；屋宇署應加快處理過往被遺漏的個案，盡快將當中獲確立需展開紀律處分程序的個案轉介承建商紀律委員會、盡快完成修訂《建築物條例》，優化紀律處分制度；以及發展局應繼續適時檢討工務工程標書評審制度，確保只有安全表現水平達到標準的承建商才能夠投得項目等。

The Office's investigation also reveals that the Buildings Department ("BD") has, for many years, failed to handle cases referred by LD for determining whether disciplinary action should be taken against contractors convicted of OSH offences. Between 2011 and 2021, BD has only taken disciplinary action against the contractor in one case. In this case, it took more than six years from the occurrence of the fatal accident to BD's completion of disciplinary action against the contractor, which shows that disciplinary action was cumbersome and inefficient.

On the other hand, relevant data shows that site safety has obviously been better maintained in public works than in the entire construction industry. While it is not by luck but achieved by effective regulation, the Office considered that there is still room for improvement. The Office has examined a number of public works projects involving fatal industrial accidents. Although no systematic occurrence of "the lowest bid wins" situation in the tender evaluation of public works was found, tenderers' previous performance of site safety had not been adequately considered because items relating to site safety did not weigh much in the rating and the score gaps were narrow, thereby making only insignificant impact on the overall outcome.

Overall, the Office has made 40 recommendations for improvements in relation to nine major areas, including LD to explore formulating templates of inspection checklist for different types of high-risk operations, to conduct a comprehensive review of the existing requirements for maintenance of inspection records by "competent persons", to explore development of an electronic platform for contractors and "competent persons" to upload inspection records and forms in the long run to facilitate monitoring and random checking; BD to speed up processing of the cases previously omitted and promptly refer cases that warranted disciplinary action to the Registered Contractors' Disciplinary Board, to expedite the amendment to the Buildings Ordinance to enhance disciplinary system; and the Development Bureau to continue to review the tender evaluation system for public works in a timely manner to ensure that only contractors with performance meeting the safety standards will be awarded contracts, etc.

2 當局打擊濫用公屋資源的工作 Government's Work in Combating Abuse of Public Housing Resources (DI/468)

現屆政府在打擊濫用公屋的工作上不遺餘力，不斷推出優化措施，取得顯著成效，值得社會肯定和表揚。但本着「沒有最好，只有更好」的施政精神，香港房屋委員會（「房委會」）和香港房屋協會（「房協」）在打擊濫用公屋的行政工作方面仍可更臻完善，以確保打濫的工作能夠更精準、更全面和更有效。

公署提出共31項改善建議，涵蓋房協「富戶政策」的適用範圍、以及房委會和房協「與入息和資產申報相關」和「與住用情況相關」的濫用公屋行為的偵測工作、周期性家訪、探討在懲罰濫用公屋的租戶方面增強阻嚇性等多方面。

具體建議包括房委會及房協應提醒屋邨辦事處人員嚴謹審核租戶在申報表上所填寫的資料；檢討周期性家訪的安排；探討是否可以加重懲罰濫用公屋的租戶；考慮制定為物管公司及護衛服務承辦商個別職員的獎勵計劃；透過與土地註冊處建立的「資料比較及核對機制」，在核實公屋編配資格前就每宗公屋申請進行查冊，嚴格審查公屋申請者是否擁有香港住宅物業，並在公屋申請者輪候期間，隨機抽選一些個案作深入調查，從源頭堵截濫用公屋人士等。另外，房委會應探究如何在檢控時效內發現並搜集到足夠證據作出檢控；房協應探討盡早將「富戶政策」涵蓋所有出租屋邨的租戶，以及考慮效法房委會，與社會福利署協商建立通報機制，以更全面掌握租戶的情況等。



The current-term Government has spared no effort in combating public rental housing ("PRH") abuse with a range of improvement measures and achieved substantive progress. To go the extra mile, there is still room for improvement on the part of the Hong Kong Housing Authority ("HKHA") and the Hong Kong Housing Society ("HKHS") to ensure that their administrative work against PRH abuse is more precise, comprehensive and effective.

The Office has made 31 recommendations, covering the applicable scope of the full implementation by HKHS of the Well-off Tenants Policy, HKHA and HKHS' detection of abuse relating to "income and assets declaration" and "occupancy status", routine home visits, feasibility of increasing the deterrent effect with heavier penalties imposed on PRH abuse, etc.

The recommendations include that HKHA and HKHS should remind estate management office staff to stringently scrutinise the particulars in the declaration forms submitted by tenants, review the arrangements of routine home visits, explore the feasibility of imposing heavier penalties on tenants for PRH abuse cases, consider formulating specific incentive schemes to motivate staff members of property service agents and security service contractors, consider conducting a land search on all PRH applicants through the data matching and verification mechanism established with the Land Registry before confirming their eligibility for PRH allocation, rigorously screening them for any domestic property ownership in Hong Kong, and randomly selecting cases for in-depth investigation during the waiting period of PRH applicants, so as to intercept PRH abuse at source. Besides, HKHA should review its strategies and policies to raise prosecution rate, and explore ways to identify and collect sufficient evidence for prosecution within the limitation of time for prosecution; HKHS should seriously explore ways to cover all tenants of its rental estates under the Well-off Tenants Policy as soon as possible, and consider liaising with the Social Welfare Department to set up a notification mechanism in the same way as HKHA to get a fuller picture of the situation of the tenants.

3

當局收回、翻新及重新編配公屋單位的安排

Government's Arrangements for Recovery, Refurbishment and Reallocation of Public Rental Housing Flats

(DI/473)

房屋署及香港房屋協會（「房協」）每年因不同原因收回不少公屋單位，例如租戶在私人市場購買物業、購置資助出售房屋、遷入安老院舍、不幸離世或其他原因而自願退回單位等。有效率地收回及翻新公屋單位，以及盡早作出編配，有助縮短公屋申請者的輪候時間。在公署展開主動調查行動後，房屋署主動採取多項優化措施，公署肯定部門的工作。另一方面，房屋署及房協翻新公屋單位以再作編配的工序、收回單位的流程、就前租戶遺留在單位的物品的處理方法，以及相關配套措施等仍有改善空間。

公署提出共19項改善建議，包括房屋署應研究優化在「遷出通知書」所訂期限屆滿後單位仍未騰空交回的程序；房協應研究縮短現時收回單位後14天內發出翻新工程單的安排，以及檢討處理翻新空置單位的流程及標準；房屋署及房協應研究在可行情況下為單位收回後至再推出編配訂定目標、優化電腦系統的數據收集及分析功能、修訂有關獨居租戶離世後收回單位的工作指引，並加強職員培訓等。



The Housing Department ("HD") and the Hong Kong Housing Society ("HKHS") recover a number of public rental housing ("PRH") flats each year for various reasons such as tenants purchasing private flats in the market or subsidised sale flats, moving into residential care homes, passing away or voluntarily surrendering their flat for other reasons. Efficient recovery and refurbishment of PRH flats is essential to speed up reallocation of flats, thereby shortening the waiting time for public housing. Subsequent to the launch of our DI operation, HD proactively introduced several enhancement measures. We consider such efforts of HD laudable. On the other hand, there is room for improvement for HD and HKHS in the procedures for refurbishing flats for reallocation, the workflow of recovering PRH flats, the disposal of items left in PRH flats by previous tenants, and relevant measures.

The Office has made 19 recommendations, including that HD should explore how the procedures for handling cases involving tenants' failure to vacate and surrender their flat upon expiry of the deadline prescribed in the Notice-to-Quit can be improved; HKHS should explore shortening the time frame for issuance of the refurbishment works order after recovery of a flat to less than 14 days; review the workflow and standards of refurbishment works of vacant PRH flats; HD and HKHS should explore setting of target for reallocation arrangement after recovery of PRH flats where feasible; enhance the statistics compilation and analysis function of the computer system; and revise the guidelines on handling the tenancy matters of deceased singleton tenants and strengthen staff training.

4

房屋署對公共屋邨的管理：違例泊車

Housing Department's Management of Public Housing: Illegal Parking

(DI/478)

部分公共屋邨內個別道路因受地理和環境所限而未能安裝車輛閘機系統，以致車輛違泊的情況存在實際執管困難，在辦公時間外更為嚴重。公署實地視察發現，多條公共屋邨於晚間長期有多輛違泊車輛，部分更有可能影響緊急救援車輛。公署認為，情況並不理想。然而，從友愛邨在公署展開主動調查行動後的情況可見，加強執管的確有助改善違泊情況。綜合而言，公署認為房屋署處理違例泊車須作出改善，特別需要加大力度打擊在緊急車輛通道違泊的車輛，以減低安全隱患。

公署向房屋署提出共12項改善建議，包括繼續密切監察公共屋邨的違泊情況；加大力度打擊違泊黑點；對在緊急車輛通道違泊的車輛即時採取執管和掃蕩行動；加強監察承辦商的跟進工作；適時檢討應用新科技管理違泊的效用及試行結果，積極擴展至更多公共屋邨試行；檢視現有人手應付執管工作所需；加強對駕駛人士的宣傳和教育等。



In certain public housing estates, the installation of vehicle barrier gates is infeasible due to geographical and environmental constraints, resulting in practical enforcement challenges against illegal parking, particularly outside office hours. Our site inspections revealed prolonged illegal parking of many vehicles in a number of public housing estates at night, some of these vehicles may even obstruct emergency vehicular access. The situation was unsatisfactory. Nevertheless, as the case of Yau Oi Estate has shown, strengthening enforcement is indeed conducive to alleviating illegal parking. Overall, we urge the Housing Department ("HD") to improve its handling of parking violations, especially to step up combating illegal parking along emergency vehicular access to minimise potential safety hazards.

The Office has made 12 recommendations to HD, including continuing to closely monitor the situation of illegal parking in public housing estates; stepping up enforcement against blackspots of illegal parking; taking prompt enforcement action against and crackdown on illegal parking along emergency vehicular access; stepping up monitoring the follow-up actions taken by security service contractors; conducting timely review on the effectiveness and results of the pilot use of new technologies in monitoring illegal parking and proactively expanding the pilot arrangement to more public housing estates; reviewing existing manpower for enforcement; and stepping up publicity and education for motorists.

5

運輸署有關駕駛考試的安排

Transport Department's Arrangements for Driving Tests

(DI/469)

近年市民對駕駛考試的需求不斷增加，部分較熱門的非商用車輛駕駛考試項目的輪候時間曾長達接近一年。公署調查發現，運輸署提供駕駛考試（特別是路試）數量不足以滿足需求。此外，路試的上訴個案數目亦呈上升趨勢，反映市民對路試安排不滿有所增加；亦有市民質疑該署禁止以考試車輛上的行車記錄儀記錄駕駛考試過程的決定和理據。

公署向運輸署提出共12項改善建議，包括優化考牌主任「報到值勤安排」，並研究透過靈活調配人力資源及增加考試場地，增加路試數目；考慮恢復為非商用車輛路試訂定服務承諾；為考牌主任於路試期間即時撰寫備註的工作制訂指引；檢討禁止路試進行攝錄的安排；長遠而言，進一步探討能否利用高科技（如電子考核系統）協助考牌主任評核考生的路試表現等。



The public demand for driving tests has been increasing in recent years, and the waiting time for taking the more popular driving tests for non-commercial vehicles had been as long as nearly a year. Our investigation found that the number of driving tests (especially road tests) provided by the Transport Department ("TD") was insufficient to satisfy the demand. There was also a rising trend in the number of appeals against road tests, reflecting the public's increasing discontent with the road test arrangements. Some members of the public had also queried about TD's decision of and justification for prohibiting video recording of road tests with the dashboard cameras in test vehicles.

The Office has made 12 recommendations to TD. These include, among others, optimising the "Duty Reporting Arrangement" for driving examiners, exploring ways to increase the number of road test through flexible deployment of manpower and more driving test centres; considering reinstating the performance pledge for road tests for non-commercial vehicles; promulgating guidelines for driving examiners on the making of instant remarks during road tests; reviewing the practice of prohibiting video recording of road tests; and in the long run, further exploring the feasibility of using advanced technology (such as electronic assessment systems) to assist driving examiners to evaluate candidates' performance in road tests.

6

政府提供辦理先人過世手續相關的公共服務 Government's Provision of Public Services Relating to the After-death Arrangements

(DI/472)

與先人過世相關的手續牽涉到不同政府部門提供的公共服務，包括死亡登記、殮房服務、火化或土葬服務等。替先人辦理身後事的市民需要耗用不少時間和心力，同時要處理失去摯親的傷痛，過程並不容易。若政府當局能優化上述服務資訊的發布工作、適度簡化相關程序的安排，並將死亡登記及相關申請流程電子化或自助化，可大大減輕家屬辦理先人身後事繁瑣手續的實際及心理負擔，並同時提高工作效率。

在公署開展此項主動調查行動後，食物環境衛生署（「食環署」）在2024年11月推出「身後事專題網站」，集中提供有關綠色殯葬以及與食環署提供相關的服務資訊。公署建議，其他相關部門及機構，包括入境事務處、衛生署及醫院管理局等，應以食環署牽頭設立的網上平台作為基礎，研究進一步設立一個真正跨部門的一站式專題網站，並附設相關電子服務申請，利便家屬更快捷地完成相關流程，免除他們需親身前往不同部門辦事處申請及辦理各項服務所帶來的不便。

公署提出共十項改善建議，除上述外，亦包括研究就先人過世手續相關的公共服務制定危急應變機制，並為員工定期提供培訓，以應付突發或重大事故；因應本港人口增長及高齡化，不時檢視並考慮研究增加殮房遺體貯存裝置等。



Public services relating to after-death arrangements including death registration, mortuary services, cremation and coffin burial services, etc. Taking care of after-death arrangements requires time and effort and dealing with the loss of a loved one at the same time is not an easy process. If the Government can improve the dissemination of information on related public services, simplify the application procedures for such services and digitalise or automatise the workflows of death registration and related applications, it would significantly reduce the pressure and emotional stress on the bereaved in dealing with the formalities for after-death arrangements, and at the same time enhance the efficiency of relevant government departments.

After the Office initiated this DI operation, the Food and Environmental Hygiene Department ("FEHD") launched the After-death Arrangements thematic website in November 2024, aiming to provide information focusing on green burials and after-death arrangements provided by the department. We recommend that based on this online platform launched by FEHD, other departments and authorities, including the Immigration Department, the Department of Health and the Hospital Authority, should explore the development of a truly inter-departmental one-stop thematic website, with the function of an online application for the relevant after-death public services to enable family members to complete the relevant procedures more expeditiously to save them the inconvenience of having to go to the offices of different departments in person to apply for various services.

The Office has made 10 recommendations. Apart from the above, recommendations also include exploring the establishment of an emergency response system regarding provision of public services relating to the after-death arrangements and providing regular training for relevant staff to cope with emergencies or major accidents; reviewing regularly the availability of body storage facilities and considering installing additional units in public mortuaries and hospital mortuaries in response to the population growth and the ageing trend in Hong Kong.

7

規劃署和地政總署對土地違例發展的執管

Enforcement by Planning Department and Lands Department
against Unauthorised Land Developments

(DI/470)

常見違反《城市規劃條例》的發展（「違例發展」），涉及在新界鄉郊土地違規進行填塘或填土，從而將土地作貯物、工場和泊車等用途。綜合調查所得，公署認為，規劃署及地政總署已按其職能及法例賦予的權力跟進違例發展個案，但在執管流程及力度上仍有進步空間。

其中，就重複違規個案，規劃署的現行做法對部分冥頑不靈的重犯者而言，欠缺阻嚇力。至於涉及非法佔用政府土地的違例發展，當個案同時涉及優先和非優先處理類別的情況時，地政總署的現行指引對如何判斷個案整體應屬優先還是非優先處理類別欠清晰。亦有個案顯示，該署未有適時完成處理屬優先處理類別的個案。

另一方面，公署成功推動跨部門協作，規劃署及地政總署在這項主動調查行動進行期間，成立一個由兩署副署長共同主持的合作小組及推出先導計劃，選定兩個涉及私人農地的大規模違例發展採取聯合執管行動。

公署提出共16項改善建議，包括規劃署應研究在釐定法定通知書的遵辦期限時納入更多考慮因素，以遞減方式縮短遵辦期限，藉此增加違規者的違規成本；地政總署應全面檢視現有指引、設立監察機制，並加強職員培訓；以及規劃署和地政總署應為違例發展個案設立資料庫，以方便跨部門的情報分享和執管工作，以及就高風險地點訂立針對性的措施，防患於未然等。



The commonly found developments in breach of the Town Planning Ordinance ("TPO") (known as "unauthorised developments") involve land or pond filling in rural New Territories for such uses as storage, workshop or parking. Overall, the Office considers that both the Planning Department ("PlanD") and the Lands Department ("LandsD") have handled unauthorised development cases according to their purview and statutory power; however, there is still room for improvement regarding enforcement procedures and intensity.

In particular, for cases involving repeated breaches, the existing practice of PlanD lacks sufficient deterrent effect on some serious repeated offenders. As for unauthorised development cases concurrently involving unlawful occupation of government land, LandsD's existing guidelines were unclear as to how each case should be classified as a whole when the cases involved both priority and non-priority circumstances. There were also cases revealing LandsD's failure to complete priority cases in a timely manner.

On the other hand, the Office has been successful in fostering inter-departmental collaboration. In the course of this DI operation, PlanD and LandsD established a joint working group co-led by their deputy directors and introduced a pilot scheme involving two large-scale unauthorised developments related to private agricultural land selected for joint enforcement operations.

The Office has made 16 recommendations, including that PlanD should explore considering more factors in setting the timeframe for compliance with statutory notices and progressively shortening the timeframe to raise offenders' costs for non-compliance; LandsD should comprehensively review its existing guidelines, put in place a monitoring mechanism and step up staff training; and PlanD and LandsD should establish a database for unauthorised development cases to facilitate inter-departmental intelligence sharing and enforcement, as well as formulating targeted measures for high-risk sites to nip problems in the bud, etc.

8

康樂及文化事務署處理單車租賃服務營辦商的單車阻塞通道問題 Leisure and Cultural Services Department's Handling of Obstructions to Passageways by Bicycles Owned by Operators of Bicycle Rental Services (DI/475)

康樂及文化事務署(「康文署」)轄下部分場地附設由營辦商提供的單車租賃服務，該署經公開招標程序批出單車租賃服務的業務許可證(「許可證」)。許可證的合約條款列明不可將單車及與單車租賃業務相關的物品存放在許可範圍外，但公署調查發現，營辦商違規將單車擺放在許可範圍外的情況普遍。康文署雖一直有跟進，但未有根據合約條款採取果斷的執管行動，該署對營辦商的執管機制亦欠缺一致標準。

此外，公署認為，康文署應檢視營辦商存放及展示單車的安排，如認為單車亭的空間或其所處的地理環境會令營辦商的經營遇上困難，應研究可否容許營辦商在符合規定的情況下使用許可範圍外的地方擺放單車。

公署向康文署提出共八項改善建議，包括加強對單車租賃服務營辦商的監察，對違規行為採取果斷的執管行動；加強職員就許可證合約條款及執行程序的培訓；研究優化執管機制及相關指引，以更有效地及更公平地按一致的標準進行執管工作；以及考慮修訂日後的許可證的合約條款，適當地將單車亭外的地方納入為合約所訂明的許可範圍，以完善管理等。



Some recreational venues managed by the Leisure and Cultural Services Department ("LCSD") have bicycle rental services provided by operators engaged by LCSD. The business permit for conducting bicycle rental services ("Permit") is granted by LCSD through open tendering procedures. The contract terms of the Permit explicitly forbid placing bicycles and articles relating to the bicycle rental services outside the Permit Area. Our investigation found that it was common for operators to place their bicycles outside the Permit Area in violation of contract terms. LCSD had for years failed to take timely and decisive enforcement actions in accordance with contract terms. The existing enforcement mechanism of LCSD against operators was also inconsistent.

The Office also considered that LCSD should review the arrangement for storage and display of bicycles by operators. If it is considered that the space or the geographical location of the bicycle kiosks is found to hamper business operations, LCSD should examine whether operators can be allowed to use the space outside the Permit Area for placing their bicycles as long as the relevant regulations are complied with.

The Office has made eight recommendations to LCSD, including that it should strengthen monitoring of bicycle rental service operators and take decisive enforcement action against irregularities; step up staff training on the enforcement of Permit contract terms and relevant procedures; examine how to enhance the enforcement regime and relevant guidelines, so as to carry out enforcement work in a more efficient and fairer manner in accordance with consistent standards; and consider revising the terms of future Permit contracts to suitably include a certain area outside the bicycle kiosks as part of the Permit Area for better management, etc.

主動調查行動 Direct Investigation Operations

在未來數年，公署會繼續致力透過主動調查行動改善公共行政及改善民生。其中，公署會以系列形式有序地展開多個主動調查行動，務求就相類問題取得系統性的改善。正如本年度完成了的三項有關房屋署對公共屋邨管理的主動調查行動（即上文第2、3和4項行動），便是一個相關系列。

In the coming years, the Office will continue to launch DI operations with a view to enhancing public administration and people's livelihood. In particular, we will initiate a number of DI operations under a series approach in phases so as to bring about systemic improvements to problems of a similar nature. The three DI operations (the second, third and fourth operations above) completed in this reporting year relating to the management of public housing estates by the Housing Department form an example of a DI operation series.

公署正在進行的主動調查行動如下：

Ongoing DI operations are as follows:

支援長者及殘疾人士照顧者的暫託服務（關注有需要人士系列）

Respite Services for Supporting Carers of Elderly Persons and Persons with Disabilities (A series on persons in need)

非法棄置建築廢物問題及「好好斗」回收服務（處理路邊棄置廢物系列）

Illegal Disposal Problem and "HoHoSkips" Recycling Service for Construction Waste (A series on the handling of on-street disposed waste)

政府的防治山泥傾瀉工作及對政府斜坡的管理（山泥傾瀉及斜坡安全系列）

Government's Work on Landslip Prevention and Mitigation and Management of Government Slopes (A series on landslips and slope safety)

政府對斜坡維修責任的鑑別及對私人斜坡的風險管理（山泥傾瀉及斜坡安全系列）

Government's Determination of Slope Maintenance Responsibility and Risk Management of Private Slopes (A series on landslips and slope safety)

當局就打擊殘虐動物及保障動物權益的工作（良好動物管理系列）

Government's Work on Anti-Animal Cruelty and Protection of Animal Rights (A series on good animal management)

房屋署對公共屋邨的管理：冷氣機滴水（公共屋邨管理系列）

Housing Department's Management of Public Housing Estates: Air-conditioner Dripping (A series on the management of public housing estates)

註。公署會不時檢視已展開的主動調查行動，當中會考慮相關因素，包括公署認為所涉部門或機構有否已經採取適切的改善措施、是否涉及重大公眾利益、公署正進行的各項主動調查行動的優次，以及公署的資源運用等，考慮是否繼續進行。

Note. The Office will, from time to time, review DI operations already commenced, and take into account various factors when considering whether to proceed, including, in the Office's opinion, whether the departments or organisations under investigation have already taken appropriate improvement measures, whether significant public interest is involved, the priorities of different DI operations in the pipeline and resource utilisation of the Office etc.

申訴

Complaints

整體申訴及查詢

在2024/25年度，我們共收到4,402宗申訴，與上年度相若。

Overall Complaints and Enquiries

In the year 2024/25, we received 4,402 cases of complaints, which is about the same as last year.



接到的申訴
Total Complaints Received

4,402



已完成的申訴
Total Complaints Completed

4,664



接到的查詢
Total Enquiries Received

8,211

連同由上年度轉入的582宗申訴個案，公署在本年度須處理共4,984宗申訴，並完成了當中的4,664宗，320宗將會在下年度處理。

Together with 582 cases brought forward from last year, we had a total of 4,984 complaint cases for processing this year and we completed 4,664 of them; 320 cases were carried forward for handling next year.

已完成處理的申訴

我們在本年度完成處理4,664宗申訴個案，佔整年須處理個案總數的93.6%。

在已完成處理的申訴當中，有1,655宗是已跟進並結案，在公署積極推動下，當中以調解方式處理的個案數目較上年度大幅增加，佔已跟進個案的33.5%；其餘3,009宗個案經評審後結案。

已跟進並結案的個案的處理方式如下：



1,060
(64.1%)

查訊
By Inquiry



40
(2.4%)

全面調查
By Full Investigation



555
(33.5%)

調解
By Mediation



1,655
(100%)

已跟進並結案的
申訴個案總計
**Complaints Pursued and
Concluded in Total**

其餘的個案(3,009宗)經評審後結案，當中包括申訴缺乏充分理據(1,805宗，或60%)，或超出公署的法定職權範圍(1,204宗，或40%)。

詳細個案數字請參閱附錄3。

按機構排列的申訴個案數字，載於附錄4。

Complaints Completed

We completed processing 4,664 cases, i.e., 93.6% of all for processing this year.

Among the complaints processed, 1,655 were pursued and concluded. As a result of our vigorous facilitation, the number of cases handled by mediation has soared as compared with last year, accounting for 33.5% of the cases pursued. The remaining 3,009 cases were closed after assessment.

The distribution of cases pursued and concluded by mode of handling was as follows:

The rest of complaints handled (3,009) were closed after assessment due to insufficient grounds to pursue the complaint (1,805 or 60%) or outside our statutory purview (1,204 or 40%).

Detailed caseload statistics are given in **Appendix 3**.

A detailed breakdown of cases by organisations is in **Appendix 4**.

申訴
Complaints

提出申訴的方式

Mode of Lodging Complaints



78.2%

電子方式
(包括電郵和經由公署網站)
Through Electronic Means
(including email and our website)



13.8%

郵寄
By Post



7%

親臨公署
In Person



1%

傳真
By Fax

申訴的主要原因

Major Causes of Complaints

根據申訴人所提出的指稱作統計，市民作出申訴的五大原因如下：

Based on the allegations made by complainants, the top five causes of complaints were:



45.6%

出錯、意見或決定錯誤
Error, wrong advice
or decision



14.8%

延誤或沒有
採取行動
Delay or inaction



13.4%

監管不力
Ineffective
control



9.3%

沒有回應投訴
Lack of
response



4.3%

職員態度
Staff attitude

同類主題申訴

公署不時會收到由不同申訴人就類同事宜提出的申訴，而該些申訴的內容亦大致相近。公署會將該些申訴歸類為同類主題申訴。在本年度，公署接到60宗的同類主題申訴，涉及七個不同的主題，主要包括：

- 未有就設立某設施充分諮詢居民意見 (18宗)
- 反對某道路興建計劃 (16宗)
- 要求全力跟進某宗涉嫌虐待動物個案 (14宗)

查訊及全面調查

查訊

《條例》訂明，申訴專員如認為適當，可先進行「初步查訊」，以決定應否就申訴展開全面調查。考慮到申訴人的利益，我們以這種較快捷的初步查訊方式處理一般性質的申訴個案，而不一定進行需時較長的全面調查。我們把這種處理方式歸納為「查訊」。

在1,060宗以查訊方式結案的個案中，我們在159宗（佔15%）中發現事涉機構有不足之處。有關以查訊方式結案的申訴個案的詳細統計數字，載於**附錄5**。

自2024年11月起，公署會對以查訊方式完成的個案提出觀點（詳情見**第五章**）。

全面調查

申訴個案如較為複雜、涉及原則性問題、嚴重行政失當、極不公平的情況、行政體制上的流弊或程序上的缺失，或公署認為有必要對個案作更深入和全面的調查，我們會展開全面調查。

Topical Complaints

From time to time, we receive complaints on similar issues from different complainants with essentially identical content. These complaints are categorised as topical complaints. This year, we received 60 topical complaints concerning seven different issues, including:

- Failure to fully consult residents on the provision of a facility (18 cases)
- Objection to a road construction project (16 cases)
- Request for follow-up action on a suspected animal cruelty case (14 cases)

Inquiry and Full Investigation

Inquiry

The Ordinance provides that for the purposes of determining whether to undertake a full investigation, the Ombudsman may conduct such “preliminary inquiries” as he considers appropriate. In the interest of complainants, we often use this procedure to resolve complaint cases of a general nature more quickly, without unnecessarily resorting to the more time-consuming action of full investigation. For simplicity, we call this “inquiry”.

Among the 1,060 inquiry cases concluded, inadequacies were found in 159 (15%). Detailed statistics of complaints concluded by inquiry are given in **Appendix 5**.

Starting from November 2024, we made observations in cases concluded after inquiries. For details, please refer to **Chapter 5**.

Full Investigation

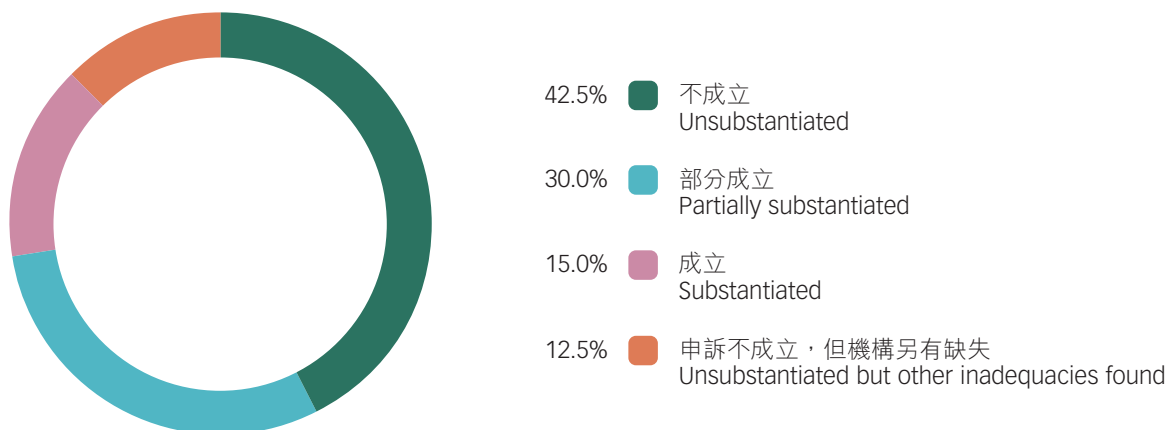
For complex cases which appear to involve issues of principle, serious maladministration, gross injustice, systemic flaws or procedural deficiencies, or simply require deeper and fuller probing, we will conduct full investigation.

申訴
Complaints

在本報告年度，申訴專員以全面調查方式結案的申訴個案共有40宗，結果如下：

In the year, we completed 40 full investigations. Results are as follows:

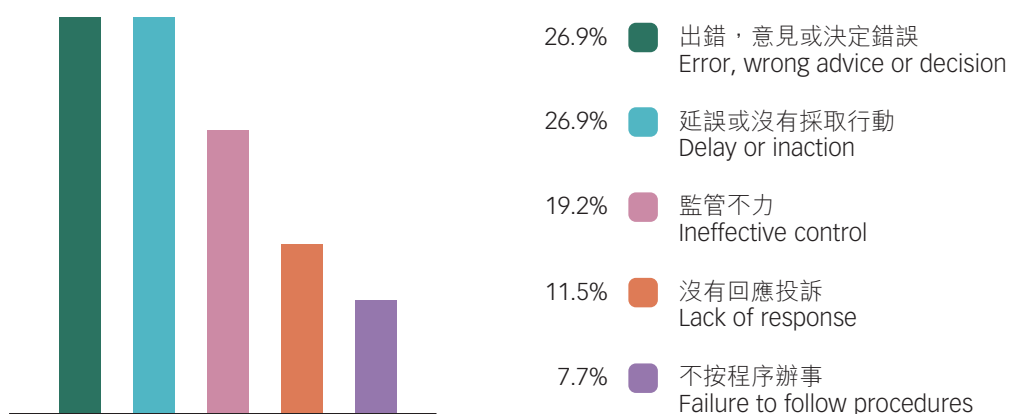
經全面調查結案的申訴個案結果
Results of Complaints Concluded by Full Investigation



上圖顯示，經全面調查結案的申訴個案中，佔57.5%的結論是「成立」、「部分成立」或「申訴不成立，但機構另有缺失」。

As shown above, 57.5% of the complaints concluded by full investigation were substantiated, partially substantiated or unsubstantiated but with other inadequacies found.

經全面調查後確定的主要行政失當類別
Major Forms of Maladministration Substantiated by Full Investigation



公署在完成全面調查後，會因應調查所得向相關部門或機構提出改善建議，進一步提升公共行政質素。

以一宗有關水務署的申訴個案為例，申訴人於終止其供水帳戶後一年多，始獲通知其單位和隔鄰單位的水錶於數年前的更換水錶工程中錯調，申訴人因而須繳付數千元的調整水費。公署的調查發現水務署在錯調水錶及帳戶跟進方面均有失誤，並欣悉該署已主動要求所有職員在更換水錶後加強查核相關文件及改善跟進投訴個案的監管機制。公署亦建議該署修訂部門指引，指示人員須於指定時限內書面通知因水錶錯調而受影響的用戶。

此外，公署在兩宗關於康樂及文化事務署（「康文署」）轄下場地食肆招標過程申訴個案的調查中，發現康文署內部溝通不足，在告知申訴人競投不成功，並在申訴人按康文署職員指示還原相關營業處所後，旋即向申訴人表示接納其投標價，令申訴人無所適從；以及該署在向競標者提供有關投標時序等資訊方面有改善空間。公署建議康文署加強相關職員培訓、採取措施改善內部溝通及提示職員日後就招標事宜進行商議時應有的程序及需注意的事項，以及增加有關投標資訊的透明度，免生誤會。

Upon completion of a full investigation, we will make recommendations to the departments or organisations concerned for improvement based on our findings, with a view to further enhancing the quality of public administration.

In a complaint case involving the Water Supplies Department ("WSD"), for example, the complainant was informed, more than a year after closure of her water account, that during the water meter replacement works several years earlier, the water meters of her flat and a neighbouring flat had been mixed up. It resulted in water charge adjustment and the complainant was required to pay thousands of dollars. Our investigation revealed that WSD had not only mixed up the water meters, but also failed to properly follow up on the water accounts. We were pleased to note that WSD had taken the initiative to require all of its staff to exercise greater care and caution when checking relevant documents after replacing water meters, and had enhanced the monitoring mechanism for handling complaint cases. We also recommended that WSD amend its guidelines to require its staff to give written notice to affected consumers in water meter mix-up cases within a specified time frame.

Separately, we investigated two cases concerning the tender process for conducting food business at venues managed by the Leisure and Cultural Services Department ("LCSD"). In one of the cases, we found inadequate internal communication within LCSD, resulting in a confusing situation that shortly after an LCSD staff had notified the complainants that their tender was unsuccessful and instructed them to restore the tender premises to their original conditions, LCSD then indicated acceptance of their tender price. In the other case, we considered that there was room for improvement in provision of tender schedule and relevant information to tenderers. Our Office recommended LCSD to step up training for relevant staff, introduce measures to enhance internal communication, remind staff of the proper procedures and points to note when negotiating for tenders in future, and enhance the transparency of tender information to avoid misunderstanding.

申訴 Complaints

而在一宗有關郵政署的申訴個案中，申訴人收到郵政署短訊，指該署預計於某日下午派遞包裹，但最終申訴人未有收到。他致電郵政署查詢，職員卻表示郵差曾到戶派遞但不成功。申訴人指事涉職員說謊。公署調查發現，申訴人的收件地址為沒有獨立大門或門鐘的分間房間（俗稱「劏房」），郵差一般會發出領取郵件通知卡，通知收件人到郵政署取件，而不會安排上門派遞。然而，郵政署的電腦系統缺乏合適的選項，事涉郵差只能揀選派遞結果為「未能成功派遞」，以致事涉職員錯誤地回答申訴人曾到戶派遞。公署建議郵政署於派遞前發短訊告知收件人其地址不屬「可到戶派遞的地址」，並提供熱線讓收件人聯絡郵政局安排到戶派遞，以及盡快在電腦系統增設合適選項。

在2024/25年度，公署在全面調查報告中合共提出了106項建議，所有建議均獲所涉部門或機構接納並同意落實。

經全面調查後結案的個案索引載於**附錄6**。

重新評審個案及覆檢個案

在年度內，公署重新評審了197宗個案，其後就當中85宗個案重新展開查訊。此外，我們覆檢了53宗個案，並維持所有個案原來的決定。

In a complaint case involving the Post Office ("PO"), the complainant received a short message from PO, which indicated that a parcel was scheduled for delivery one afternoon, but the parcel ultimately did not arrive. When the complainant made a telephone enquiry, PO staff claimed that the postman had attempted door delivery but was unsuccessful. The complainant accused the staff of telling lies. Our investigation revealed that the complainant's address was a "sub-divided unit" without a separate door or door bell. In which case, the postman would normally issue a mail collection notification card for the recipient to collect the parcel from PO, rather than arranging for door delivery. However, as there was no suitable option in PO's computer system to reflect this scenario, the postman could only select "unsuccessful delivery" as the delivery result, resulting in the staff mistakenly informing the complainant that door delivery had been attempted. We recommended that PO send short messages before delivery to inform recipients if their addresses are not eligible for door delivery, provide a hotline for recipients to contact post offices to arrange for door delivery, and promptly add a suitable option in the computer system.

In 2024/25, we made a total of 106 recommendations in full investigation reports, with all these recommendations accepted for implementation by the departments or organisations concerned.

An index of cases concluded by full investigation is in **Appendix 6**.

Re-assessment and Review of Cases

During the year we re-assessed 197 cases, with 85 cases subsequently re-opened. Moreover, we reviewed 53 cases. Conclusions were upheld for all these cases.

2024/25年度履行服務承諾的統計數字

Achievement of Performance Pledges 2024/25

在本年度，我們在處理查詢、申訴、重新評審和覆檢均已全部超標完成。

All our targets in handling enquiries, complaints, re-assessment and review of complaints were exceeded.

申訴 Complaints	服務標準 Service Standard	承諾指標 Target	達標率 Achievement
認收申訴個案 Acknowledge receipt of a complaint	5個工作天內 Within 5 working days	99%	100% (超標) (exceed target)
超出公署職權範圍，經初步評審後結案的 申訴個案 Close a complaint case which is outside our statutory purview after initial assessment	10個工作天內 Within 10 working days	90%	99.9% (超標) (exceed target)
	15個工作天內 Within 15 working days	99%	100% (超標) (exceed target)
完成申訴個案 Conclude a complaint case	3個月內 Within 3 months	80%	91.1% (超標) (exceed target)
	6個月內 Within 6 months	99%	100% (超標) (exceed target)

查詢 Enquiries	服務標準 Service Standard	承諾指標 Target	達標率 Achievement
答覆書面查詢 Reply to a written enquiry	5個工作天內 Within 5 working days	95%	100% (超標) (exceed target)
	10個工作天內 Within 10 working days	99%	100% (超標) (exceed target)

重新評審和覆檢申訴 Re-assessment and Review of Complaints	服務標準 Service Standard	承諾指標 Target	達標率 Achievement
完成重新評審個案 Complete re-assessment of a complaint case	1個月內 Within 1 month	95%	99.5% (超標) (exceed target)
	2個月內 Within 2 months	99%	100% (超標) (exceed target)
完成覆檢申訴個案 Complete review of a complaint case	3個月內 Within 3 months	70%	86.8% (超標) (exceed target)
	6個月內 Within 6 months	90%	100% (超標) (exceed target)

司法覆核

申訴人如不滿意公署的決定，除了可要求公署覆檢其個案外，亦可入稟法院提出司法覆核。在本報告年度，沒有申訴人就公署處理申訴個案的決定入稟法院提出司法覆核。

Judicial Review

A complainant not satisfied with our Office's conclusion may, apart from requesting a review by our Office, seek a judicial review by the court. During the year, no complainants applied for judicial review of our decisions on complaint handling.

調解 Mediation

全力推動以調解方式處理市民大眾的申訴是公署的重要策略性方向，藉以迅速回應市民的訴求及改善公共行政，緩解市民的不滿，化解社會矛盾和怨氣，凝聚各方力量，全社會合力拼經濟改善民生。

市民向公署求助最主要的目的是希望公署解決他們的切身問題，而調解是最直接最快速解決一般困擾市民的煩惱的好方法。同時，調解亦是法、理、情三者兼備的一個申訴處理手法。法律上，根據《申訴專員條例》的第11B條，公署在考慮有關求助後，如認為當中不涉及行政失當，或只涉及輕微的行政失當，可決定以調解方式處理該求助。在理方面，調解鼓勵申訴方與被申訴方積極合作解決問題，促進雙贏局面。在情方面，求助人士透過調解可以充分表達他的煩惱、困擾、感受和關注，有助安撫求助人的情緒和促進雙方和解。

如公署認為個案只涉及輕微或沒有行政失當，公署將首先考慮以調解作為處理個案的模式。另外，所有公署涵蓋的政府部門和公營機構均已應公署的邀請任命一名調解協調員，處理公署認為適宜調解的求助個案。

何謂調解

調解是非常有效的排解糾紛方法，促使申訴人與部門和機構攜手尋求雙方滿意的解決方案，可以快捷及平和地解決不涉及或只涉及輕微行政失當的申訴個案。

Advancing the use of mediation in handling public complaints is a key strategic focus of our Office. Through mediation, we can promptly address societal demands, improve public administration and redress grievances. By alleviating resentment and fostering social cohesion, mediation helps unite the community in collective efforts to drive economic growth and improve people's livelihood.

When members of the public seek our assistance, their primary objective is to find solutions to their immediate concerns. Mediation serves as the most direct and effective way to resolve disputes while offering a holistic approach to complaint handling that is legal, practical and empathetic. Legally, section 11B of The Ombudsman Ordinance empowers the Ombudsman to resolve cases by mediation if, having regard to all the circumstances, he is of the opinion that the matter involves no, or only minor, maladministration. From a practical standpoint, mediation encourages proactive cooperation between the parties involved in complaint to reach a settlement and achieve a win-win outcome. In the empathetic process of mediation, members of the public have adequate opportunity to express their frustration, feelings and concerns, which is conducive to giving vent to emotions and promoting mutual understanding.

Mediation is the default handling mode for cases involving no or only minor maladministration. At our invitation, all scheduled government departments and public organisations have assigned a mediation coordinator to deal with requests for assistance which we consider to be suitable for mediation.

What is Mediation?

Mediation is a powerful and effective tool for bringing complainants and departments and organisations hand-in-hand in the pursuit of mutually satisfactory solutions. It aims at resolving complaints involving no or only minor maladministration in a speedy and amicable manner.

調解的好處 Advantages of Mediation



快捷
Efficient



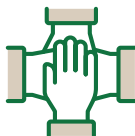
非對立
Non-adversarial



解決爭議為本
Solution-focused



達致雙贏
Win-win



讓事涉各方保持和諧關係
Nurture a harmonious
relationship among all
parties concerned



緩解社會上各種矛盾
有利團結社會
Address contradictions in
society to foster solidarity

調解程序 Procedures of Mediation



揀選適合以調解方式
處理的個案
Identify suitable cases
for mediation



先徵求申訴人和所涉部
門或機構同意自願參與
Seek prior consent
from both the
complainant and
the department
or organisation
concerned for
voluntary participation



以面談或電話形式進行
調解
Conduct mediation
meeting in person or
through telephone



討論問題並尋求可行的
解決方案
Discuss problems
and explore possible
options for resolution



成功達成雙方均接受的
和解協議
Reach a mutually
acceptable settlement
agreement

或
OR



調解若不成功，另派個案主
任重新審研申訴內容和跟進
Assign another case officer
to take over the complaint
and examine it afresh
in case of unsuccessful
mediation

推動調解工作

申訴專員本人在公署大力推動調解工作並採取一系列措施，包括鼓勵調查人員接受調解培訓並全資資助人員的培訓費用。現時，公署所有調查人員均已接受基本調解培訓，80%已完成深造課程，其中四位(8%)更已取得專業資格。公署亦把調解作為人員基本能力要求，並在考慮人員晉升或續約時重視在調解工作的表現。

Promoting Mediation

The Ombudsman has put emphasis on the use of mediation and introduced a series of measures in the Office to this end, including encouraging investigation officers to enrol in mediation training and fully sponsoring their training costs. At present, all our investigation officers have completed essential mediation training, with 80% having pursued advanced training and 8% (four) attaining professional accreditation as mediators. Moreover, having incorporated mediation skills in the core skills of officers, the Office would appraise their mediation performance and outcomes as a key criterion for consideration of promotion or contract renewal.

調解工作的成績

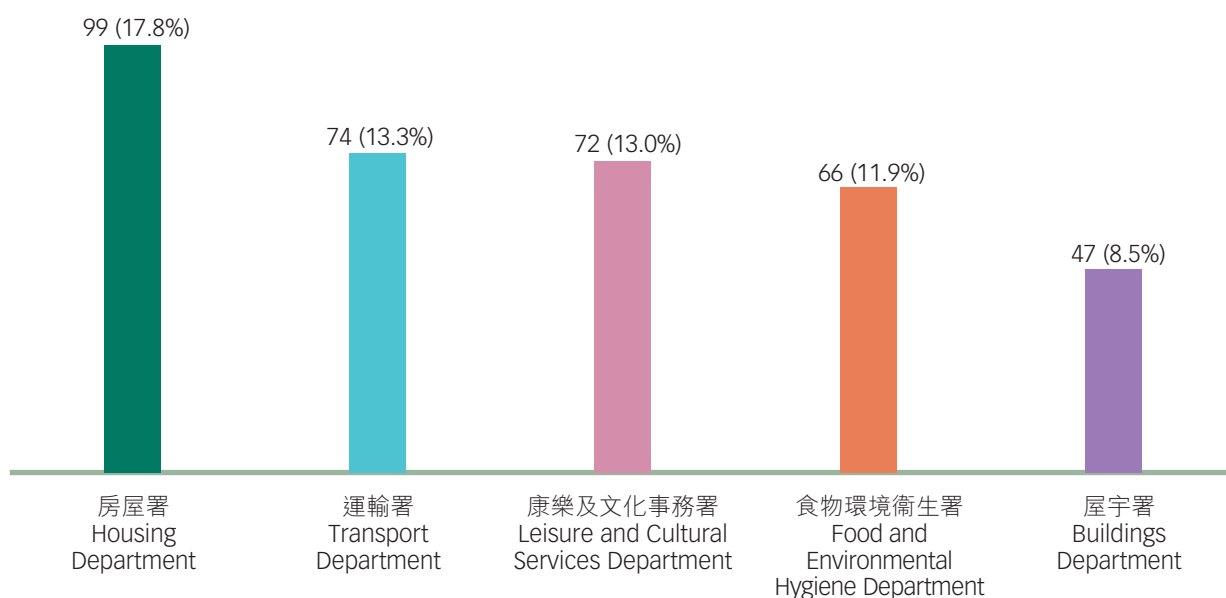
在申訴專員的大力推動下和公署人員通力合作，公署本年度的調解工作取得史無前例的成績，成功調解了555宗申訴，接近上年度的三倍，佔已跟進個案的33.5%，刷新了記錄。

Our Performance

Under the firm leadership of the Ombudsman and relentless efforts of our officers, we achieved unprecedented results this year, with an all-time high of 555 cases resolved by mediation, nearly tripling the number of the previous year and accounting for 33.5% of the cases pursued.

最多成功調解個案的五個部門和機構（2024/25 年度）

Top Five Departments and Organisations with Complaints Resolved by Mediation (2024/25)



調解有助迅速並圓滿地解決申訴人的困擾和申訴。在2024/25年度，以調解方式結案的申訴個案平均僅需時10.87天。

By conducting mediation, the problems and complaints raised by complainants could be resolved amicably within a short period of time. In 2024/25, the average time taken to resolve a complaint by way of mediation was 10.87 days.

調解個案摘錄

公署積極推動調解，從而化解社會矛盾和怨氣，鼓勵各部門和機構攜手為市民提供更優良的服務，增加市民的獲得感和幸福感。

Selected Cases on Mediation

Our Office has been proactively promoting the use of mediation to resolve disputes and redress grievances in society. We urge departments and organisations to make joint efforts to enhance services and bring about a stronger sense of happiness and fulfilment among members of the public.

個案 1：彈性處理，恢復和諧 — 食物環境衛生署彈性處理紀念花園撒灰申請 Case 1: Flexibility for harmony – Food and Environmental Hygiene Department's flexible handling of application for scattering cremated ashes in garden of remembrance

求助事項

求助人希望將他過世的母親的骨灰撒在食物環境衛生署（「食環署」）的紀念花園，但按食環署規定，如紀念花園撒灰申請的申請人並非「領取骨灰許可證」持證人，申請人須提交持證人的書面授權。由於相關「領取骨灰許可證」持證人身在海外，故此求助人未能提供授權書正本。求助人希望食環署接受其授權書的電子版本，好讓他能盡快將母親的骨灰撒在紀念花園，故向公署尋求協助。

Request for Assistance

A member of the public applied for scattering the cremated ashes of his deceased mother in a garden of remembrance managed by the Food and Environmental Hygiene Department ("FEHD"). However, FEHD required that if the applicant for scattering of cremated ashes is not the holder of the Permit to Take Away Cremated Ashes, a written authorisation from the permit holder should be submitted with the application. As the permit holder was residing overseas, the applicant was unable to provide the original letter. The applicant hoped that FEHD would accept the authorisation letter in digital format, so that he could scatter his mother's cremated ashes in a garden of remembrance as soon as possible. He, therefore, requested assistance from our Office.

公署調解成果

透過公署的調解，食環署馬上審視求助人的個案，並決定彈性處理事件。食環署透過通訊軟件與相關「領取骨灰許可證」持證人確認已授權求助人提交撒灰申請，因此求助人無須提交授權書正本，並加快審批求助人的申請，最終求助人的申請快速獲批，順利將母親的骨灰撒在紀念花園。

Solution

Following the mediation by our Office, FEHD immediately examined the applicant's case and decided to adopt a flexible approach. After confirming by means of instant messaging software that the permit holder had indeed authorised the applicant to apply for scattering of cremated ashes, FEHD exempted the applicant from submitting the original authorisation letter and expedited the handling of his application. The application was thus quickly approved and the applicant completed the ritual of scattering his mother's cremated ashes in a garden of remembrance.

上述個案顯示部門可以因應個別情況，靈活地處理市民的申請和訴求，令市民更滿意政府的服務，一舉多得。

The above case demonstrates that by flexibly handling applications and requests from member of the public in light of specific circumstances, departments can enhance public satisfaction about their services and achieve mutually beneficial outcomes.

個案2：應民所急，釋民所憂－地政總署着眼市民所急加快處理塌樹隱患 Case 2: Easing anxiety – Lands Department attentive to public concern with prompt actions to address risk of tree collapse

求助事項

求助入一直非常關注在其村屋附近的政府土地上的樹木狀況，特別是在他屋旁的一棵大樹，不單止越長越高，生長角度更不斷傾斜。求助入擔心終有一天那棵樹抵受不到風雨的考驗突然倒塌，引致人命傷亡。因此，多年來他每年在風季來臨前，致電1823要求政府跟進那棵危樹。但數年來，他不斷催促，但一直未察覺政府有派員到場處理，1823曾回覆他指地政總署會安排實地視察，但是仍未見有實際行動。由於問題一直未得到解決，求助入越來越焦急，於是向公署求助。

公署調解成果

公署理解求助入多年的擔憂，明白到過往不時有樹木倒塌造成人命傷亡，為免不幸事件再次發生，便建議透過調解方式處理，好讓求助入和地政總署直接溝通，加快解決問題。

地政總署解釋憑藉求助入向1823提交的資料，經評估後，認為那棵樹未有倒塌風險的跡象，鑑於政府土地上樹木眾多，他們會按風險程度順序處理，因此未有即時派員到場視察有關樹木。

經公署調解員的協助及疏導下，地政總署明白到要解決今次事件，不是簡單的「高危」或「不高危」，絕對的「對」，還是「錯」的問題，而是需要先應民所憂。因此，他們透過公署向求助入承諾會於一星期內完成該棵大樹的護養工作，釋除求助入多年以來的憂慮。

上述個案顯示部門或機構應主動與市民溝通，聆聽和及時回應市民所急，積極化解他們的憂慮，解決日常實際問題。

Request for Assistance

A village resident was concerned about the condition of the trees on the government land nearby, particularly a large tree adjacent to his house, which had grown taller and taller with its trunk leaning more significantly. He worried that the tree might collapse suddenly under the impact of winds and storms, resulting in casualties. Over the past few years, he had made a report to the 1823 hotline before the typhoon season, asking the Government to handle this potentially dangerous tree. He had pressed for follow-up actions by the Government, but to no avail. Although 1823 once informed him that the Lands Department ("LandsD") would arrange a site inspection, no actual action was taken all along. As the problem remained unresolved and his anxiety worsened, he approached The Ombudsman for help.

Solution

Our Office sympathised with his long-standing concern, given that tree collapse had caused casualties time and again in the past. To prevent the recurrence of such tragedies, we proposed to handle his case by mediation, such that the resident could communicate directly with LandsD for speedy resolution of the problem.

LandsD explained that based on the information provided by the resident to 1823, it assessed that there was no sign of the tree at risk of falling for the time being. Due to the vast number of trees on government land, such cases would be handled in an orderly manner according to the degree of risks, and hence LandsD did not deploy staff to conduct site inspection immediately.

With the assistance and guidance of our mediator, LandsD recognised that to settle this matter, it was paramount to address the public's concern, rather than simply classifying cases as high or low risk in a hard-and-fast way. Through our Office, LandsD agreed to complete tree maintenance on the site within a week, so as to give the resident peace of mind at long last.

This case illustrates that departments or organisations should adopt a positive attitude to communicate with the public, attend and respond to their urgent needs promptly, ease their anxiety and resolve their daily practical problems.

個案3：設身處地，應民所需－郵政署迅速處理失物認領 失主煩惱迎刃而解 Case 3: Standing in other people's shoes – Post Office's responsiveness in handling lost-and-found items

求助事項

求助人在街上遺失銀包，翌日獲好心街坊告知已把他的銀包投進郵筒內，求助人是立即聯絡郵政局要求取回失物。然而，根據郵政局處理失物的程序，職員無權把失物直接交還失主，只能將失物交由香港警務處（「警務處」）處理，並請求助人先向警務處報失，以便聯絡他認領失物。

求助人不解郵政局已確認他是失主身份後仍不可以直接歸還失物，認為他們的作風官僚，處理失物的程序亦不合理，故向公署求助。

公署調解成果

公署了解求助人的個案後，立即聯絡郵政署，希望透過調解方式簡單、快捷處理事件。郵政署檢視個案後得悉求助人的銀包已交給警務處，便隨即聯絡警務處，協助求助人即日取回銀包。調解期間，郵政局向求助人解釋職員是按既定程序處理失物，但同意可在諮詢警務處後研究檢討及如何改善有關程序。

求助人非常滿意他領取失物的要求藉公署的調解獲迅速解決，並期望郵政署可盡快改善處理失物的程序。

Request for Assistance

A member of the public lost his wallet and the next day, some kind-hearted neighbour told him that the wallet had been dropped into a post box. He immediately contacted the Post Office ("PO") to claim it. However, according to PO's procedures for handling lost-and-found items, PO staff are in no position to return the items to their owners, and they could only hand them over to the Police. PO staff advised him to report it to the Police who would contact him to claim his wallet.

Puzzled by PO's refusal to return the wallet despite that he had already confirmed his identity as the owner, he considered PO's practice bureaucratic and the procedures for handling lost-and-found items unreasonable. He, therefore, approached The Ombudsman for assistance.

Solution

Having studied the information he provided, our Office contacted PO at once to explore straightforward and efficient handling of his case by way of mediation. After checking the status of the requestor's case, PO found that his wallet had been handed over to the Police. PO then helped him claim his wallet from the Police on the same day. During the mediation process, PO explained to him that it had followed the established procedures for handling lost-and-found items. Nevertheless, PO agreed to seek the Police's advice and then review and improve the relevant procedures.

The requestor really appreciated the speedy resolution of his request for reclaiming lost item through mediation by our Office and hoped to see PO expediting the review of the relevant procedures to improve them.

個案4：促進正向溝通，共建人牛共融社區－漁農自然護理署承諾會妥善照料被捕捉的牛隻 Case 4: Positive communication – Agriculture, Fisheries and Conservation Department to achieve peaceful coexistence of human and stray animals

求助事項

隨着城市發展，新界有不少以往輔助耕種有功有勞的牛隻「功成身退」，在郊野地區繼續自然生活。早前，部分長期生活在某鄉村的流浪牛隻沿着馬路走到多人地區，惹來個別居民指牠們造成滋擾。漁農自然護理署（「漁護署」）於是在事涉鄉村一帶展開捕捉流浪牛行動，因而引起關注動物權益的「牛義工」們不滿。有「牛義工」向公署提出申訴，質疑該署捕捉牛隻的理據，並擔心該署未有善待被捕捉的牛隻。公署審研個案後，認為促進正向溝通是化解是次矛盾的關鍵，於是嘗試為「牛義工」和漁護署進行調解。

公署調解成果

調解過程中，公署向漁護署轉達「牛義工」的憂慮和疑問，好讓該署能夠聚焦回應。漁護署解釋不是單單因為有人提出投訴便立即採取捕捉行動，而是考慮到流浪牛走到馬路或人多地區，有機會引發人車牛衝突，甚至影響牛隻自身、市民及交通安全。該署亦承諾會妥善照料被捕捉的牛隻，包括密切留意牛隻的健康狀況及提供醫療和足夠食物和活動空間，並且願意在可行範圍內配合協助事涉鄉村尋覓合適地點安置牛隻，長遠解決問題。

「牛義工」表示接受漁護署的解釋，亦欣然在公署的調解下，其關注和疑慮能充分反映給部門，並獲得正面回應。

Request for Assistance

Urbanisation in the New Territories has a big impact on domestic cattle that used to help farmers plough their land, rendering them useless and turning them into strays. Many of these feral herds continued to live in rural areas. Recently, some stray cattle settling in a certain village roamed around on roads and got into a busy neighbourhood, leading to local complaints about the nuisances caused. The Agriculture, Fisheries and Conservation Department ("AFCD") then launched an operation to capture stray cattle in the village concerned, which sparked dissatisfaction among animal rights activists who champion cattle welfare. Some of these volunteers complained to our Office against AFCD, querying the reasons for capturing these cattle and expressing concerns about the treatment of the cattle captured. After examining the case, our Office believed that positive communication was the key to resolving the conflict and therefore attempted to mediate between the volunteers and AFCD.

Solution

During the mediation process, our Office related the volunteers' queries to AFCD to facilitate a focused response. AFCD explained that they did not capture the cattle simply because of the complaints, but also out of concern over potential collisions between cattle and people or vehicles due to stray cattle's roaming around on roads or getting into busy neighbourhoods, which could endanger the cattle themselves and the public and could jeopardise traffic safety. AFCD also undertook to take proper care of the cattle captured by closely monitoring their health conditions and offering them medical care as well as adequate food and space. Moreover, the Department indicated that it would assist the village concerned as far as practicable in identifying suitable locations for resettling the stray cattle, thereby resolving the issue in the long run.

The volunteers accepted AFCD's explanation and were pleased that through mediation by our Office, all their concerns and queries were passed on to AFCD and the Department responded in a positive manner.

個案5：從市民角度多想一步，尋找廁所臭味來源 — 房屋署主動跟進 希望盡快徹底解決臭味問題
Case 5: Detection from the perspective of residents – Housing Department's follow-up action to resolve the problem of bathroom odours**求助事項**

求助人的公屋單位廁所長期發出臭味，她多次向房屋署提出申訴，但房屋署職員每次巡視時都沒有發現異味。問題一直持續未得到解決，求助人大受困擾，認為房屋署沒有妥善跟進，因此向公署求助。

公署調解成果

公署收到求助後，首先向求助人士詳細了解單位散發臭味的位置、時間，以及屋內衛生情況等細節，其後再向房屋署了解職員巡視的方式。房屋署表示已替求助人士更換廁所隔氣，負責職員亦曾到其上下層單位巡視，均沒發現異味和衛生問題，因而認為臭味問題已經解決。

公署留意到求助人士曾提及每當她或家人關上廁所門和使用抽氣扇時，臭味就會變得明顯。公署於是建議房屋署職員模擬求助人士的實際使用情況再作檢查，尋找臭味源頭。房屋署其後亦主動為求助人士更換單位外牆的喉管，繼續跟進情況，希望盡快徹底解決臭味問題。

經過公署的調解，房屋署和求助人士之間的溝通得以重新建立。這次調解行動亦促使房屋署日後在處理市民求助時，職員會設身處地及從多角度思考不同的方案，積極採取合適措施解決問題。

Request for Assistance

A public housing resident had been bothered by the stench emanated from her bathroom for a long time. Notwithstanding many complaints she lodged with the Housing Department ("HD"), its staff invariably concluded that no odour was detected after each inspection. Frustrated by the persisting problem, she considered HD to have not addressed it properly, and hence approached The Ombudsman for assistance.

Solution

Upon receiving her request for assistance, we first found out in detail when and where she smelled the odour, and the hygiene condition of her flat. We then asked HD how its staff had conducted inspections. HD explained that after replacing the bathroom's drainage trap, and inspecting the upstairs and downstairs flats to confirm there were no odour or hygiene problems, its staff concluded that the issue was resolved.

Noting that the resident had mentioned that the odour became strong when the bathroom door was closed with the exhaust fan switched on, we suggested that HD staff replicate the scenario and inspect the bathroom again to trace the origin of the odour. Subsequently, HD replaced the external drainage pipes of her flat and continued to follow up on this case, with a view to resolving the problem.

Through mediation, we have restored the communication between HD and the resident. Drawing on this mediation case, HD has called on its staff to put themselves in the shoes of the public, explore solutions from multiple perspectives and proactively adopt proper measures to handle the public's requests for assistance.

個案6：改善溝通，回應市民就強制驗樓計劃的疑問 — 屋宇署承諾會按現行政策行事
Case 6: Communication to allay queries – Buildings Department undertaking to act in accordance with policy for Mandatory Building Inspection Scheme

求助事項

求助入要求屋宇署提供全港「三無大廈」的數目、它們在「強制驗樓計劃」樓宇評分制度下的最高及最低分數，以及某幢樓宇的評分。屋宇署回覆指沒有備存全港「三無大廈」的數目，並指樓宇評分資料屬該署諮詢委員會的會議記錄，故拒絕披露。求助入並不同意屋宇署拒絕的理由，故向公署求助。

公署調解成果

公署調解員細心聆聽求助人的陳述後，發現他索取資料的目的，原來是擔心屋宇署沒有按「強制驗樓計劃」的政策行事。在公署的協調下，屋宇署承諾會按現行政策行事，包括揀選合適的樓宇發出「強制驗樓通知」。求助入接納屋宇署的解釋及跟進，亦非常滿意其疑慮藉公署的調解獲得正面回應。

Request for Assistance

A member of the public requested the Buildings Department (“BD”) to provide the number of “three-nil buildings” in the territory; among them the highest and lowest scores according to the building scoring system under the Mandatory Building Inspection Scheme (“MBIS”); and the score of a particular building. BD replied that the Department did not maintain the number of “three-nil buildings” and refused to provide building scores as they were the meeting records of its selection panel. Disagreeing with BD’s reason for non-disclosure, the requestor approached The Ombudsman for assistance.

Solution

Having listened attentively to the requestor, our Office found that his information request was actually made out of concern about BD’s failure to implement MBIS according to the policy. With our mediator’s facilitation, BD undertook to act in accordance with the prevailing policy, including selecting suitable buildings for issuance of mandatory inspection notices. The requestor accepted BD’s explanation and was very pleased that through mediation by our Office, BD responded to all his queries positively.

用者的正面回饋

調解成功後，公署會以問卷調查方式邀請申訴人及參與部門和機構分享對公署調解服務的意見。在本年度，逾97%交回問卷的申訴人及參與部門和機構表示滿意公署的調解服務及逾98%表示滿意公署調解員的表現。部分評語摘錄如下：

Positive Feedback from Users

Upon successful conclusion of mediation, we invited the complainants and participating departments and organisations to share their feedback with us through our questionnaire survey. This year, over 97% of the respondent complainants and participating departments and organisations were satisfied with our mediation service and over 98% were satisfied with the performance of our mediators. Some of the comments we received are as follows:



「感謝公署的調解服務，使到有關個案可順利和有效解決。」



「貴署人員十分專業及迅速處理個案。」



「與市民大眾溝通是公共事務重要的一環，公署致力改善香港的公共行政，從獨立、客觀、公正的態度協助市民大眾解決困難，積極提倡溝通及協商，並提供適切協助，值得稱讚。以調解方式去處理申訴是實際可行的方法，可以增進溝通及避免不必要的誤會。」



「感謝及表揚申訴專員公署迅速及專業地為民解困，成功向香港郵政調解及爭取將信箱位置合理地遷移至本村範圍。過程中有效率協調及安排促成多個部門參與搬遷及派遞之安排，包括地政署、民政署、漁護署及郵政署，成功地將問題解決，實在感激萬分。謹代表本村村民衷心感激貴署的幫忙。」



"Good communication, good articulation of the case, very clinical in handling, and well manner on the phone" and "professional, efficient, systemic, disciplined."



「調解員確切掌握申訴人的訴求及意見，以致部門能精準地向申訴人解釋個案進度及作出跟進安排，達致今次調解。」



「處事快、公平、公正、萬分欣賞，感謝協助。」



"This approach is good."



「本處感謝貴署調解員的專業表現，一直積極與申訴人以電話跟進此個案，並且最終達成雙方接受的協議。」



"The mediation service provided by your Office acts as a bridge conveying comment/feedbacks between the complainant and our Department, which is an effective and efficient way of communication in addressing complainant's concerns. Therefore, it is highly recommended that the mediation service will be applicable to all cases."



「公署提供的調解服務能夠更有效率地協助部門和申訴人溝通，從而解決問題，並能有效減省公署及部門在處理個案及回覆申訴人所需的時間，值得大力推廣和支持。」

調解獎

公署自2018年起在申訴專員嘉許獎計劃下增設調解獎，以表揚致力參與調解及表現卓越的機構。

Award on Mediation

To acknowledge the participating organisations' commitment to and excellence in mediation, we have introduced an Award on Mediation in The Ombudsman's Awards since 2018.

2018



房屋署 Housing Department

積極回應公署提出以調解方式處理個案的建議。
For proactive attitude towards our invitation to mediation.

2019



食物環境衛生署 Food and Environmental Hygiene Department

採取務實態度，與申訴人探討解決問題的雙贏方案。
For adopting a pragmatic approach in exploring win-win solutions by jointly resolving problems with the complainants.

2020



在職家庭及學生資助事務處 Working Family and Student Financial Assistance Agency

迅速回應申訴人關注的事項，亦提出務實及具建設性的方案以解決申訴。
For swiftly responding to the complainants' concerns and providing pragmatic and constructive suggestions for complaint resolution.

2021



屋宇署 Buildings Department

以清晰淺白的用語向申訴人解釋其執法政策、程序，以至實地視察技術的細節，從而消除誤會及爭議，找出解決方法。
For explaining to complainants in clear and plain terms its enforcement policies, procedures and even technicalities in respect of in-situ inspection techniques to eliminate misunderstandings and hence shift from disputes to solutions.

2022

**康樂及文化事務署 Leisure and Cultural Services Department**

態度積極，迅速回應申訴人對前線運作和服務的疑問和查詢，並且樂意探討申訴人建議的方案。

For promptly and proactively responding to the complainants' enquiries and queries relating to frontline operations and services and for willingness to explore suggestions raised by the complainants.

2023

**政務司司長辦公室 Chief Secretary for Administration's Office**

迅速回應申訴人在疫情期間就申請各項政府資助計劃的進度查詢，並提供電話專線方便他們隨時了解最新情況。

For swiftly informing the complainants of the progress of their applications for government subsidies during the pandemic and providing a dedicated hotline for checking the progress of cases at any time.

2024

**房屋署 Housing Department**

積極通過調解方式處理申訴，成效顯著。有時候，房屋署的員工更會向公署主動建議用調解方式解決引發申訴的根本問題，並且提出不少高質量的調解建議，快速將申訴人的不滿化解，成功促進和諧。

For active use of mediation as a mode of complaint handling to achieve good results. On many occasions, its staff suggested using mediation to resolve quickly fundamental problems leading to complaints and made practical recommendations to address complainants' discontent, thereby achieving harmony.

推動跨部門及機構的協作，改善公共行政

Inter-departmental Collaboration and Improving Public Administration

申訴專員給公署的其中一個策略性方向是全力推動跨部門及跨機構的協調和合作。跨部門、跨機構的良好協作，是高效、以民為本和良政善治的公共行政非常重要的一環。如果不同部門或機構之間欠缺協調，便會容易出現各自為政、問題遲遲未獲解決的情況，直接影響到市民的福祉和對政府的觀感。在本年度，公署完成了三宗涉及跨部門及機構協作的主動調查行動及處理了141宗涉及跨部門及機構協作的全面調查和申訴個案。

公署在處理相關個案時，會要求所有事涉部門及機構以積極的態度跟進，並且充分與其他單位協作，切實解決市民的困難。如果有系統性權責不清的情況，公署在完成調查後，更會嚴正指出問題的癥結，要求及督促部門及機構認真理順權責，並在有需要時提升層次敲定解決方案，從根源處理問題。公署處理的一宗涉及公眾安全及環境衛生的個案，正正是個好例子。這宗個案有關某海濱外的泊船及延伸而成的岸上墟市違規經營售賣新鮮食物攤檔，涉及非法佔用政府土地、違例搭建構築物、污染近岸水質等問題，牽涉四個部門，包括食物環境衛生署（「食環署」）、地政總署、民政事務總署（「民政總署」）及海事處。為更全面了解事件，公署另向康樂及文化事務署（「康文署」）及土木工程拓展署索取資料。

公署的全面調查發現，這宗申訴涉及不同政府部門的職權範疇，且有不少灰色地帶。有個別部門只參與跨部門聯合行動而未有按其職權盡職跟進，甚至有對執管行動和跨部門協作欠積極的情況。

One of the Ombudsman's strategic priorities is fostering inter-departmental coordination and cooperation. Effective collaboration among departments is crucial to achieving efficient, people-oriented public administration and good governance. Without proper coordination, departments and organisations may operate independently without aligning their efforts, which can cause issues to persist, negatively impacting on society's well-being and shaping public perception of the Government. This year, we completed three direct investigation operations involving inter-departmental collaboration and processed 141 related complaint cases.

When handling relevant cases, we require all departments and organisations concerned to take proactive follow-up action and collaborate fully to effectively resolve difficulties faced by the public. Where unclear divisions of responsibilities involve systemic issues, we explicitly highlight the crux of the matter in our conclusions and urge the departments and organisations to seriously rationalise responsibilities. If necessary, we recommend escalating the matter to a higher level to facilitate dispute resolution and address the problem at its root. This can be illustrated in a case we handled, which was related to public safety and environmental hygiene. The case involved berthing of vessels off a waterfront area and a market formed by unauthorised operations of fresh food stalls in that area. Problems arising from such operations included illegal occupation of government land, unauthorised structures and contamination of inshore waters, which concerned four departments, namely the Food and Environmental Hygiene Department ("FEHD"), the Lands Department ("LandsD"), the Home Affairs Department ("HAD") and the Marine Department. For better understanding of the case, we requested information from the Leisure and Cultural Services Department ("LCSD") and the Civil Engineering and Development Department.

Our full investigation revealed that the complaint involved matters falling within the ambit of multiple government departments, with quite a number of grey areas. While some departments took part in joint operations, they failed to follow up the complaint according to their roles and responsibilities, and some were overly passive in taking enforcement actions and fostering inter-departmental collaboration.

推動跨部門及機構的協作，改善公共行政 Inter-departmental Collaboration and Improving Public Administration

公署認為這宗申訴涉及的問題，不僅是對違規行為的執管工作，而是關乎區內整體商戶的利益、鄰近地段的公眾安全和環境衛生、以至促進經濟和本地旅遊的社區特色等考量，並非個別部門能單獨決定如何處理。公署完成調查後，除分別就涉事部門的不當之處作出評論外，亦促成各部門加強協作，透過執管行動解決公眾安全和環境衛生問題。在公署介入事件後，部門更積極和切實跟進違規行為並進行執管行動。公署同時亦建議，部門同步研究將有關商業活動規範化的可能性和就墟市的長遠定位的討論設訂時間表，並諮詢「地區治理專組」¹的意見，以短、中和長期措施解決問題。

公署另一宗關乎跨部門協作的個案，也是涉及環境衛生的問題，牽涉五個部門，包括當時的效率促進辦公室²、渠務署、建築署、民政總署及地政總署。申訴人指上述部門沒有合力解決某村渠道嚴重淤塞的問題，部門間互相推卸責任。

公署調查後認為，相關部門均有跟進申訴人的投訴，包括多次視察及重複進行一次性清理、轉介個案，以及向申訴人交代。然而，該村以往的特殊發展過程導致有關公共設施的管理及維修責任多年來一直不清晰。

In our view, resolution of the issues identified in this complaint requires not only enforcement against irregularities but also a holistic approach to problem-solving in which various considerations have to be taken account of. For example, the interests of shops in the entire district, the public safety and environmental hygiene of the vicinity, preserving the characteristics of the district for gaining economic momentum and fostering growth of local tourism. Hence, no individual department could decide how those issues should be addressed. When we concluded our investigation, we commented on the improprieties on the part of individual departments and also encouraged inter-departmental collaboration in enforcement actions to resolve the problems of public safety and environmental hygiene. Subsequent to our intervention, the departments concerned took positive steps to rectify irregularities and launch targeted enforcement operations. We also recommended that the departments, in parallel, explore the feasibility of regularising those commercial activities and setting a timetable for discussion about the positioning of the market in the long run, as well as consulting the Task Force on District Governance¹ for resolution of the issues with short-term, mid-term and long-term measures.

Another case of inter-departmental collaboration is also about environmental hygiene, which involved five departments, namely the then Efficiency Office², the Drainage Services Department, the Architectural Services Department ("ArchSD"), HAD and LandsD. The complainant complained against these departments for failing to align efforts to solve the serious clogging at a village and shifting responsibility to one another.

After investigation, we found that the departments concerned did follow up on the complaint and their actions included conduct of multiple site visits and repeated arrangements for one-time clearance, referral of cases to another department and notifying the complainant of the case progress. Nevertheless, there had been unclear demarcation as regards the management of the public facilities in question and the responsibility of their maintenance due to the exceptional development of the village.

註釋：

1. 政府於2023年7月成立「地區治理專組」(「專組」)，以期在中央層面加強統籌力度，提高地區治理效能。「專組」由政務司副司長主持，負責指揮和統籌各政策局及部門的地區工作，並協調涉及跨部門或跨區的地區問題。
2. 現為數字政策辦公室。

Notes :

1. The Government set up the Task Force on District Governance in July 2023 to facilitate coordination at the central level and to improve district governance capabilities and efficacy. Chaired by the Deputy Chief Secretary for Administration, the Task Force coordinates and steers the district work of various policy bureaux and departments and monitors and coordinates inter-departmental or cross-district issues.
2. The current Digital Policy Office.

推動跨部門及機構的協作，改善公共行政 Inter-departmental Collaboration and Improving Public Administration

在公署調查及介入後，當區民政處與各相關部門召開聯合會議討論有關管理及維修責任，從根源處理好問題。公署建議若有某些問題未能透過聯合會議理順，相關部門應考慮提升個案至部門首長以至常任秘書長作最終決定。

在檢視涉及跨部門的個案時，公署觀察到，儘管牽涉的部門均有作出跟進，但問題往往未能徹底解決，歸根究底，是部門未能多走一步主動與其他部門協調和合作。公署在處理以下的個案，正正是顯示這個問題。

申訴人向1823投訴，指某私人屋苑對出的行人路面有懷疑污水滲溢。個案其後獲轉介水務署、食環署及屋宇署跟進。屋宇署其後因應其跟進結果，將個案交由水務署重新跟進。申訴人不滿，指摘各部門互相推諉。

公署的查訊發現，各有關部門均有按其職份跟進投訴，分別多次嘗試找出滲溢原因但未能成功確定滲溢源頭。

為解決事件，公署邀請水務署、食環署連同沒有被申訴人指摘的建築署進行聯合實地視察，並要求各部門繼續積極跟進。在公署積極介入後，相關部門加強協調並作出跟進，滲溢問題其後停止。

另一方面，公署認為，不同部門及機構各自有其專業知識、專長和經驗，促進協作能夠產生協同效應，從而提升公共行政的水平和質素。在公署處理的一宗個案中，有申訴人指食環署於某街道以膠袋裝放有毒鼠餌，寵物經過時可能會意外咬到而中毒。

After our investigation and intervention, the respective District Office would organise joint meetings with other relevant departments to discuss the responsibility of management and maintenance of the facilities so as to address the underlying causes of the problem. We recommended that the relevant departments escalate any problems that could not be solved in the joint meetings to the heads of departments or the respective Permanent Secretary for a final decision.

In examining cross-departmental cases, we have observed that the issues in the cases often remained unresolved despite follow-up actions taken by the departments concerned. At its core, this is due to the lack of initiative and proactive effort to collaborate with other departments. The following case reflects exactly such mindset.

The complainant reported to 1823 a suspected case of water seepage on a pavement off a private housing estate. The case was referred to the Water Supplies Department ("WSD"), FEHD and then the Buildings Department ("BD") for follow-up actions. Based on the result of its follow-up, BD remitted the case to WSD for re-examination. The complainant was dissatisfied that the departments were shifting responsibility to one another.

Our inquiry revealed that all the departments concerned had followed up the complaint in accordance with their responsibilities and made multiple attempts to identify the source of the seepage, but in vain.

For resolution of the problem, we engaged WSD, FEHD and ArchSD, which was not complained against, in a joint site visit and urged proactive follow-up action by the departments. With our active intervention, the relevant departments strengthened the coordination in following up the matter, and the seepage eventually stopped.

Moreover, we consider that combined efforts of different departments and organisations can unlock the power of synergy, enabling more effective and efficient public administration given each of them has their professional knowledge, specialised areas and experience. In one case, the complainant alleged that FEHD had placed plastic packets of poisonous baits on a street, posing a risk to pets that might accidentally bite into the packets during their walks and get poisoned.

推動跨部門及機構的協作，改善公共行政 Inter-departmental Collaboration and Improving Public Administration

公署查訊發現，政府部門須視乎現場環境決定防治鼠患的方法。食環署重新評估現場情況後，確認在有關地點放置鼠餌盒是可行及較合適的做法，遂在有關街道全面以鼠餌盒代替鼠餌袋放置鼠餌，減低寵物誤服鼠餌的風險。由於該街道亦有康文署負責管理的公園及遊樂場，公署介入後，食環署主動聯絡康文署，分享其經驗。康文署經評估後，亦同意以鼠餌盒取代置於公園及遊樂場的鼠餌袋，以免寵物散步時可能會意外咬到鼠餌而中毒。

公署分析了過往處理的跨部門協作的個案，發現成效主要可以歸納為四方面：

- (1) 協助部門釐清權責
- (2) 協助部門理解問題的癥結所在
- (3) 促成部門就事件直接溝通，採取聯合行動
- (4) 促成部門互相分享資訊和經驗

公署會繼續協助部門就涉及跨部門的申訴，確立權責分工和促成部門加強交流和合作，為市民辦實事，辦到事，增進民生福祉。

另一方面，為鼓勵部門及機構共同協作，優化行政安排，公署除透過個案的處理外，亦有持續舉辦講座及工作交流活動，大力推動不同部門及機構在日常工作中，在各個層面深化協作，包括設立溝通協調平台、優化個案轉介程序、建立資料交換機制、互相分享專業技術、科技應用和經驗、開展跨部門聯合行動等，促使所有政府部門及公營機構攜手為市民提供更優良更到位的服務，增強市民的幸福感和獲得感。

Our inquiry revealed that when administering baits, government departments would assess the environment to determine which method of rodent disinfection should be used. After re-assessing the baiting point, FEHD confirmed that use of bait boxes would be feasible and more appropriate. Hence, FEHD replaced all the bait packets on that street with bait boxes to reduce the risk of pets taking the baits accidentally. As there are a park and a playground managed by LCSD in the same street, FEHD approached and shared its experience with LCSD after our intervention. Having assessed the environment, LCSD agreed to use bait boxes instead of bait packets in the park and playground to prevent pets from chewing on the baits accidentally during their walks.

We have analysed the inter-departmental collaboration cases previously handled and found that our intervention had positive impact in the following four areas:

- (1) clarify demarcation of responsibilities among departments
- (2) help departments understand the crux of the matter
- (3) enable direct communication among departments regarding the subject matter for launching joint operations
- (4) facilitate information and experience sharing among departments

We will continue to assist departments and organisations in handling cross-departmental complaints to establish clear demarcation of responsibilities and foster effective communication and cooperation among departments and organisations for providing better public service and enhancing the well-being of society.

Apart from handling of related complaints to encourage inter-departmental collaboration and enhance public administration, our Office will continue to organise seminars and activities for exchange to promote intensive collaboration among departments and organisations in their routine work in various aspects. Such collaboration includes: creating a communication platform; enhanced procedures for referring cases; establishment of a mechanism for information exchange; sharing of professional technique; exploring use of information technology and building experience; making inter-departmental joint operations efforts, etc., which aim to encourage all government departments and public organisations to join hands in providing better and more appropriate public services and bring about a stronger sense of happiness and fulfilment among members of the public.

推動跨部門及機構的協作，改善公共行政 Inter-departmental Collaboration and Improving Public Administration

同時，公署亦在網站和社交媒體公布跨部門協作的實例，令大眾更了解公署如何透過推動部門加強跨部門協作，積極解決市民所急。

公署除鼓勵跨部門的協作及優化行政安排外，亦會按情況在完成全面調查或主動調查行動後，向部門或機構提出改善建議。此外，由今個年度11月開始公署在經查訊方式結案的個案中，亦會向部門或機構提出公署的觀點，就其不足之處或有待改善之處提出意見或建議，或對部門或機構作出正面評價，肯定他們在促進良好行政方面所採取的良好措施。公署提出的改善建議和觀點可大致分為以下類別：

Moreover, case examples on inter-departmental collaboration are provided on our website and social media to demonstrate how we encourage proactive efforts by departments and organisations to cooperate with one another to address public concern.

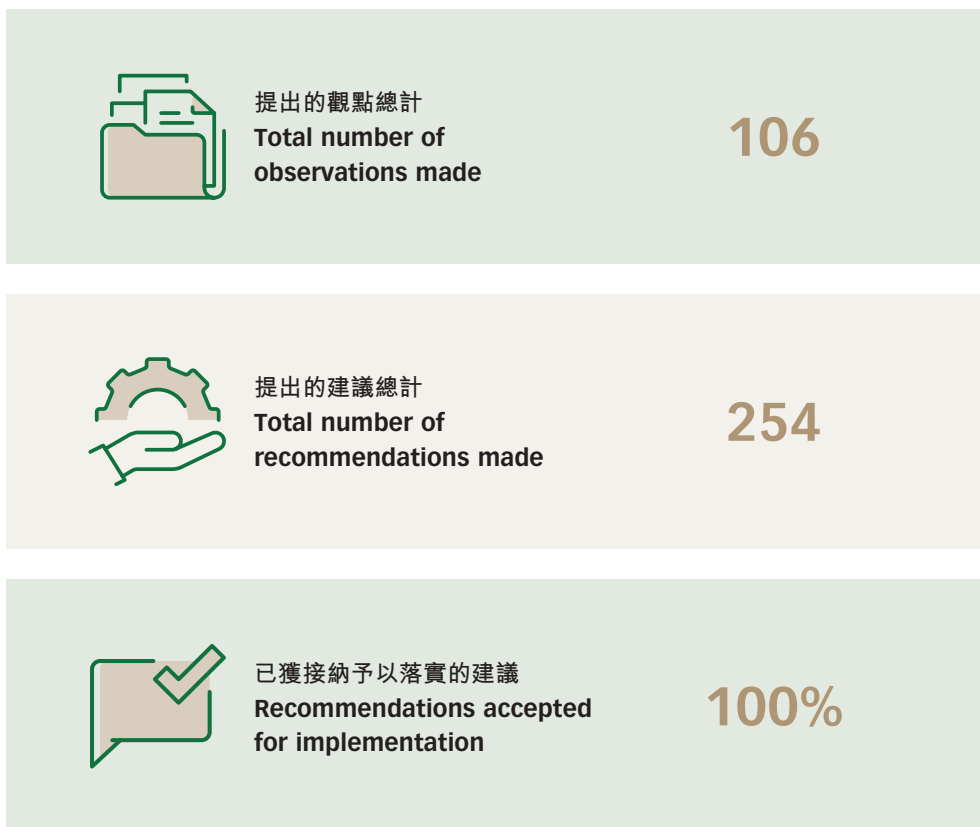
In addition to promoting inter-departmental collaboration and joint efforts to enhance administrative arrangements, we make recommendations to the department or organisation concerned upon completion of our full investigation or direct investigation operation depending on the actual situation. Besides, starting from November this year, we also put forward our observations to the department or organisation concerned after we conclude a case by inquiry, and present our views or suggestions as regards any inadequacy or area for improvement, or give positive comments on the department or organisation to recognise the effective measures taken by them for better administration. Our recommendations and observations are mainly categorised as follows:

- | | |
|-------------------------|---|
| (1) 制定更清晰指引，使運作更為一致和有效率 | (1) guidelines for clarity, consistency or efficiency in operation |
| (2) 鼓勵跨部門的協調及優化安排 | (2) incentives to foster inter-departmental coordination and arrangements for enhancement |
| (3) 改善處理市民查詢或投訴的措施 | (3) measures for better public enquiry or complaint handling |
| (4) 改善客戶服務的措施 | (4) measures for better client services |
| (5) 加強規管及管制的措施 | (5) measures for more effective regulation or control |
| (6) 訂立更清晰和合理的規則及收費 | (6) clearer and more reasonable rules and charges |
| (7) 為市民提供更適時和更清晰的資料 | (7) clearer and more timely information to the public |
| (8) 加強員工培訓 | (8) enhanced training for staff |
| (9) 其他 | (9) others |

推動跨部門及機構的協作，改善公共行政 Inter-departmental Collaboration and Improving Public Administration

公署在年度內提出的觀點及建議的數目如下：

The figures of our observations and recommendations made for this year are set out below:



在完成調查及提出建議後，公署會要求所涉部門或機構定期提交報告，以監察公署的建議的落實進度，直至建議全部落實為止。在年度內公署提出的建議均獲所涉部門或機構接納，部分建議亦已獲部門或機構跟進及落實。公署會繼續跟進其他建議的落實情況。如發現有部門或機構未有盡力落實建議，申訴專員可根據《條例》，向行政長官呈交報告。此外，專員如認為曾有嚴重的不當或不公平事件發生，可向行政長官提交另一份報告，並在其後一個月，或行政長官釐定的更長時間內，將報告的文本提交立法會省覽。

After concluding our investigation and making recommendations, we will monitor the progress of implementation of our recommendations by requesting periodical updates from the departments or organisations concerned until our recommendations are fully implemented. All the recommendations we made during the year were accepted, and some of them had been followed up and implemented. We will continue to follow up the progress of implementation of other recommendations. Where a department or an organisation fails to take forward a recommendation, the Ombudsman may submit a report to the Chief Executive of the HKSAR pursuant to the Ordinance. In addition, if the Ombudsman deems that a serious irregularity or injustice has taken place, he may make a further report to the Chief Executive. Within one month or such longer period as the Chief Executive may determine, a copy of the report has to be laid before the Legislative Council.

在本年度，已落實改善建議的重要實例載於附錄7。

Major examples of the improvement measures implemented in this year are listed in **Appendix 7**.

推動正面申訴文化及傳遞公署資訊

Promoting Positive Complaint Culture and Spreading Our Message

公署多年來積極推動「正面看申訴」的理念，深信以正面的態度提出建議和聽取意見，有助推動高效、以民為本及良政善治的公共行政。我們利用不同渠道與各持份者聯繫和溝通，透過多元化的工作交流、宣傳教育及嘉許計劃，一方面鼓勵市民以建設性態度參與公共事務和提出意見，同時亦倡導政府部門及公營機構持開明開放態度服務市民。

此外，我們繼續向海內外傳遞公署信息，加強與內地及國際組織的聯繫，透過實地考察和訪問，以及參與各類國際申訴機構的會議和活動，進一步構建國際層面合作網絡，促進經驗交流和知識共享，亦藉以說好香港故事，達至「背靠祖國，聯通世界」的目標。

Promotion of positive complaint culture is a priority aspect of our work over the years. We firmly believe that fostering constructive suggestions and positive feedback will enhance efficiency, people-oriented service and responsive governance in public administration. To connect with stakeholders, we employ a diverse range of communication channels, including exchange meetings, publicity campaigns, educational initiatives and commendation schemes. Not only do we encourage the public to voice their opinions on social issues in a constructive manner, we also advocate that government departments and public organisations serve the public with an open and impartial attitude.

We continue our efforts to spread our message to both local and global audiences, and strengthen ties with Mainland and overseas counterparts. Through visits, courtesy calls and international conferences and activities of ombudsman institutions, we reinforce our worldwide cooperation network facilitating experience exchange, knowledge sharing and the promoting of Hong Kong's success stories, leveraging the unique position of having strong support from the motherland and close connections to the world.

傳訊及媒體宣傳

新聞發布及傳媒聯繫

我們一直與各大新聞媒體保持良好聯繫，藉着傳媒報道向公眾講述公署的最新工作發展及調查結果。我們舉辦了六次新聞發布會，並以兩次新聞稿形式，公布了年內完成的共八項主動調查行動的結果，包括公署對有關政府部門或公營機構提出的改善建議。此外，我們亦宣布展開五項主動調查行動，邀請各界持份者及公眾提供意見。

Communication and Publicity

Press Releases and Media Events

To highlight to the public our latest developments and investigation findings, we have enlisted the support of major news media. We held six press conferences and issued two press releases to announce the results of eight direct investigation operations completed during the year, including the improvement recommendations made to the relevant government departments or public organisations. Furthermore, we declared the launch of five direct investigation operations, inviting stakeholders and the public to submit their views.



推動正面申訴文化及傳遞公署資訊 Promoting Positive Complaint Culture and Spreading Our Message

網站及社交媒體宣傳

我們同時透過社交媒體及網站，發布公署的最新消息及工作資訊，提升公眾對公署工作的理解和注視。除了發表選錄的調查報告外，我們推出了全新的「好人好事」系列，用成功的調解個案及跨部門協作案例作為題材，撰寫與市民生活息息相關的真實故事，更有效地展現公署的工作成果。

Website and Social Media

By sharing news and updates about the Office through social media and our website, we capture the public attention and raise awareness of our initiatives. In addition to the publication of selected investigation reports, we have introduced a new series featuring stories of good people and good deeds. These real-life cases showcase successful mediation and inter-departmental collaboration and highlight the tangible improvements in people's livelihood brought about by our work.



調解及跨部門協作

2024-2025 所有類別



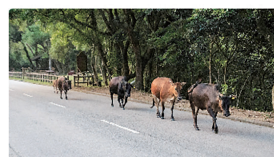
2025年3月
跨部門協作實例：聯手合作查明滲水疑雲真相

跨部門協作



2025年3月
調解實例：從市民角度多想一步 尋找廁所臭味來源

調解



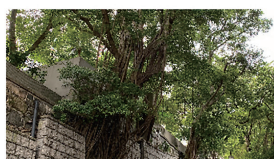
2025年2月
調解實例：促進正向溝通 共建人生共融社區

調解



2025年2月
調解實例：郵政署迅速處理失物認領 失主煩惱迎刃而解

調解



2024年10月
調解實例：地政總署着眼市民所急 加快處理樹根隱患

調解



2024年10月
跨部門協作實例：食物環境衛生署聯同康樂及文化事務署協力更換鼠餌盒

跨部門協作

推動正面申訴文化及傳遞公署資訊

Promoting Positive Complaint Culture and Spreading Our Message

持份者互動及公眾教育

我們非常重視與社會各界的持份者保持良性互動溝通，一方面傳遞公署的資訊和理念，另一方面聆聽各方意見，促進交流、合作和進步。我們透過頒發嘉許獎、嘉許信和感謝狀，與持份者建立互聯互信的關係。公眾教育及宣傳亦是公署工作的重要一環，我們更重點向年輕一代推廣正面申訴文化及良好公共行政的重要性。

與工作伙伴交流合作

年內，我們為多個政府部門、公營機構及內地的相關團體舉辦了13次交流會及講座，講解公署的職能及工作概況，分享處理申訴的實務經驗，並倡導他們保持正向積極態度服務市民，着力推動調解及跨部門協作，優化行政流程，提升公共服務水平。

Interaction with Stakeholders and Public Education

We attach great importance to positive interaction and communication with stakeholders from all sectors. On the one hand, we disseminate our information and ideas, and on the other hand, we take note of the views of various parties to enhance sharing, collaboration and progress. Through the presentation of awards and appreciation letters and certificates, we foster mutual bond and trust with stakeholders. As a key aspect of our work, we have stepped up public education and publicity efforts to cultivate a positive complaint culture, particularly among the younger generation, and stress the importance of quality public administration.

Engagement with Working Partners

During the year, we organised 13 sharing sessions and seminars for government departments, public organisations and Mainland entities to brief them on our functions and scope of duties, share practical experiences in handling complaints and advocate a positive and proactive attitude in serving the public. We highlighted our strategic focuses on mediation and inter-departmental collaboration, with a view to streamlining workflow and enhancing the standard of public service.



推動正面申訴文化及傳遞公署資訊 Promoting Positive Complaint Culture and Spreading Our Message

公署正積極籌備成立「香港國際申訴專員學院」，為政府部門及公營機構提供適切的培訓，提升公署內部員工的專業能力，並且促進公署與海外申訴機構的交流和合。申訴專員及公署人員先後到訪律政司、香港國際廉政學院及公務員學院，與相關機構的首長及代表會面，就推動調解及發展各類專業培訓等領域交換意見。

The Office is actively preparing for the establishment of the Hong Kong International Ombudsman Academy to provide comprehensive training for government departments and public organisations, enhance the professional capabilities of our staff, and promote exchanges and cooperation between the Office and ombudsman institutions worldwide. The Ombudsman led a group of colleagues to call on the heads and representatives of the Department of Justice, the Hong Kong International Academy Against Corruption and the Civil Service College in succession. We exchanged views on the promotion of mediation and the development of various types of professional training.



推動正面申訴文化及傳遞公署資訊

Promoting Positive Complaint Culture and Spreading Our Message

社區連繫及教育

為與年輕一代建立溝通橋樑，讓他們更深入認識公署的使命和工作，我們在本年度於七所本地中學舉辦學校講座，約900名高年級中學生及教職員參與。今年我們亦將公眾教育擴展至各大學及大專院校，於六間本地大學舉辦座談會和招聘會，出席的教職員和院校學生都覺得座談會十分有用和充實。

Community Outreach and Education

To reach out to the younger generation and deepen their understanding of our mission and functions, we organised school talks for seven local secondary schools, with about 900 senior secondary students and teaching and administrative staff in attendance. This year, we also extended public education to tertiary institutes by organising seminars and career talks at six local universities. The teaching and administrative staff and tertiary students attending our seminars appreciated the useful and comprehensive information.



公署踴躍參與社區活動，推廣「正面看申訴，共建好制度」的理念。申訴專員率先於2024年7月27日為第十四屆中西區區節活動系列《2024全港青少年書畫比賽》總決賽暨頒獎典禮擔任主禮嘉賓，頒發獎項予所有比賽組別的冠軍得獎者，並與一眾參賽青少年互動交流。

We are actively involved in the community to promote the concept of “positive complaint culture for better administration”. To spearhead this effort, the Ombudsman, on 27 July 2024, officiated at the Grand Final cum Award Ceremony of Hong Kong Youth Painting and Calligraphy Competition 2024, part of the 14th Central and Western District Festival. He presented awards to the champions in all divisions of the competition and interacted with the young participants.



嘉許與感謝

申訴專員嘉許獎

第27屆申訴專員嘉許獎頒獎典禮於2024年10月31日舉行。年度公營機構獎的得主分別是香港消防處（大獎）、社會福利署、水務署。其他得獎部門及機構包括房屋署（調解獎）、入境事務處（客戶服務獎），以及醫院管理局（科技應用及創意獎）。我們亦向79名公職人員頒發個人獎，表揚他們在服務市民方面的傑出表現和專業態度。

Commendation and Appreciation

The Ombudsman's Awards

The Presentation Ceremony of the 27th Ombudsman's Awards was held on 31 October 2024. This year's Grand Award went to the Hong Kong Fire Services Department, whereas the Social Welfare Department and the Water Supplies Department were the runners-up. Other winning organisations were the Housing Department (Award on Mediation), the Immigration Department (Customer Services Award) and the Hospital Authority (Information Technology Application and Creativity Award). Individual awards were presented to 79 public officers in recognition of their exemplary performance and professional attitude in public service.



獲獎機構及公職人員名單，可掃描二維碼閱覽。

For the full list of awardees, please scan the following QR code.



推動正面申訴文化及傳遞公署資訊

Promoting Positive Complaint Culture and Spreading Our Message

雙軌嘉許制度

此外，我們在本年度推行雙軌嘉許制度，表揚對改善公共行政有貢獻的政府部門、公營機構和市民，進一步凝聚共識，實踐「正面看申訴」的理念。

嘉許信

我們向16個政府部門及公營機構發出41封嘉許信，肯定他們在多方面的表現，包括：

- **迅速行動：**積極回應市民訴求，主動提供解決方案
- **落實改革：**配合公署建議，優化工作程序或指引
- **協作精神：**就個案提供詳盡資料與專業意見，並與其他相關部門及機構溝通和協作，發揮協同效應

感謝狀

我們亦致送了19張感謝狀予以正面、積極和以建設性方式提出申訴的市民，感謝他們對「正面看申訴」理念的支持及為提升公共行政質素出一分力。

例如在一宗個案，申訴人意外發現其單位的前租客從未承接供水帳戶，但水務署逾一年仍未截斷供水，直至申訴人接管單位並申請承接帳戶後，才被突然截斷供水。結果，申訴人被要求支付重駁水錶費用。其後雖然申訴人成功解決費用爭議，但仍從「改善行政程序」及「善用公帑」角度向水務署提出投訴及建議。經公署介入調查後，水務署檢討並強化監察機制，主動偵查未承接帳戶的用水個案，防止公帑流失。此案顯示申訴人以正面和理性態度提出意見，有助推動公共行政的改進，因此獲得公署的表揚和感謝。

Dual-track Commendation Scheme

In addition, we have introduced a dual-track commendation scheme this year to recognise government departments and public organisations as well as members of the public for contributing to the improvement of public administration. The initiative serves a purpose of forging a consensus among stakeholders and putting the positive complaint culture into practice.

Appreciation Letters

We issued 41 appreciation letters to 16 government departments and public organisations in recognition of their performance in various areas:

- **Speedy action:** proactively addressing public demands with solutions
- **Reform:** optimising work procedures or guidelines in response to our recommendations
- **Collaboration:** offering details and professional advice on cases, and communicating and collaborating with other relevant departments and organisations to achieve synergy

Appreciation Certificates

We also presented 19 appreciation certificates to members of the public who have lodged complaints in a positive, proactive and constructive manner, thanking them for supporting positive complaint culture and contributing to the enhancement of the standard of public administration.

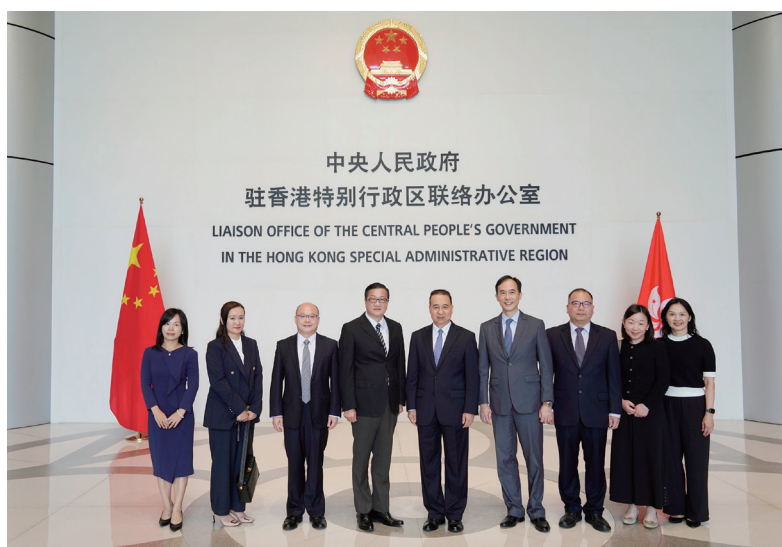
A complaint related to the Water Supplies Department (“WSD”) is a case in point. The complainant found out, to her surprise, that her former tenant had never taken up the water consumership of the flat, but WSD had not disconnected the water supply for over a year. It was not until the complainant repossessed the flat and applied for taking over the consumership that the water supply was disconnected abruptly. As a result, she was charged for reconnection. Although the dispute over the charges was resolved, she lodged a complaint and made suggestions to WSD from the perspectives of improving administrative procedures and properly using public funds. After our intervention, WSD reviewed and strengthened its monitoring mechanism by proactively detecting water consumption not under any registered account to prevent the loss of public funds. In this case, the complainant put forward her views in a positive and sensible manner. We, therefore, commended and appreciated her for bringing improvement in public administration.

與內地及國際機構聯繫

我們與內地的相關機構一直保持緊密的伙伴關係。申訴專員於2024年8月先後率團進行訪問，包括到訪中央人民政府駐香港特別行政區聯絡辦公室（「中聯辦」），與中聯辦副主任劉光源及法律部代表會面；在同月亦前赴北京訪問，與中央紀律檢查委員會（「中紀委」）副書記／國家監察委員會（「國家監委」）副主任傅奎會面，並與中紀委國家監委信息中心領導互相分享經驗。代表團亦與國務院港澳事務辦公室室務會成員向斌及多位領導交流，促進機構之間的了解和協作，以及與北京市紀律檢查委員會副書記／北京市監察委員會副主任王向明及多位領導會面，參觀北京市政務服務中心。

Mainland and Overseas Liaison

We have maintained close relationship with our Mainland counterparts. In August 2024, the Ombudsman led a delegation to visit the Liaison Office of the Central People's Government ("LOCPG") in the HKSAR. They met with Mr Liu Guangyuan, Deputy Director of LOCPG, and representatives of its Department of Law. Subsequently in the same month, the Ombudsman led a delegation to Beijing to call on Mr Fu Kui, Deputy Secretary of the Communist Party of China Central Commission for Discipline Inspection ("CCDI") and Vice Chairman of the National Commission of Supervision ("NCS"), and exchange experiences with the leadership of the Information Centre of CCDI and NCS. The delegation then met and exchanged views with Mr Xiang Bin, Member of the Office Leadership of the Hong Kong and Macao Affairs Office of the State Council, and other senior officials to foster mutual understanding and collaboration. Their itinerary also included a meeting with Mr Wang Xiangming, Deputy Secretary of Beijing Municipal Commission for Discipline Inspection and Vice Chairman of Beijing Municipal Commission of Supervision and other senior officials, and a visit to the Beijing Municipal Administrative Centre.



推動正面申訴文化及傳遞公署資訊

Promoting Positive Complaint Culture and Spreading Our Message

在國際層面，專員率領公署代表於2024年5月中旬參與在荷蘭海牙舉行的第13屆國際申訴專員協會大會。2024年6月28日，專員以亞洲申訴專員協會秘書長身份，出席在土耳其伊斯坦堡舉行的第25屆亞洲申訴專員協會常務理事會會議，積極參與國際申訴事務和推介香港由治及興的美好景況。

The Ombudsman has actively engaged with the international ombudsman community to promote Hong Kong's thriving progression from stability to prosperity. In mid-May 2024, he led a delegation to attend the 13th International Ombudsman Institute World Conference in The Hague, Netherlands. On 28 June 2024, the Ombudsman, in the capacity of Secretary of the Asian Ombudsman Association ("AOA"), attended the 25th AOA Board of Directors Meeting in Istanbul, Türkiye.



推動正面申訴文化及傳遞公署資訊 Promoting Positive Complaint Culture and Spreading Our Message

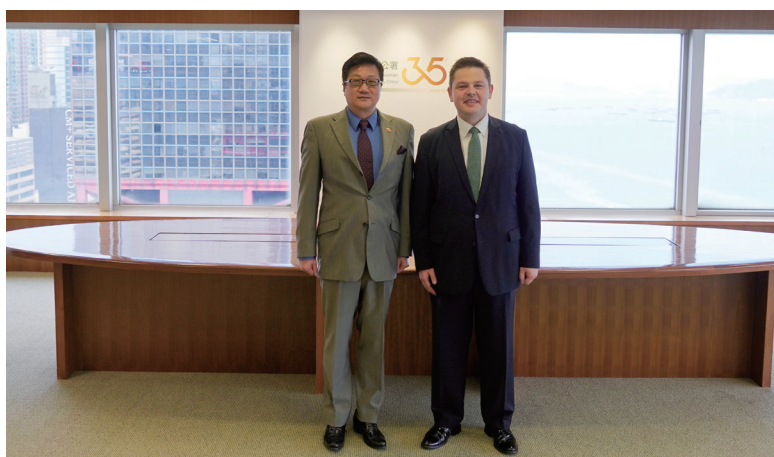
2024年5月9日，公署接待了由馬來西亞國會上議院管治、誠信和反貪污特別委員會主席拿督Arman Azha Abu Hanifah議員率領的代表團及馬來西亞駐香港總領事館代表，就提升公共行政質素及促進社會和諧方面交換意見和經驗。

On 9 May 2024, we received a delegation led by the Honourable Senator Dato' Dr Arman Azha Abu Hanifah, Chairman of the Senate Special Select Committee on Governance, Integrity and Anti-Corruption of the Parliament of Malaysia, and representative of Consulate General of Malaysia in Hong Kong. We exchanged views and experiences in raising the standard of public administration and promoting social harmony.



2024年11月18日，專員亦與土耳其共和國駐香港總領事Kerim Sercan Evcin會面，加強彼此聯繫，並探討未來合作空間。

On 18 November 2024, Mr Kerim Sercan Evcin, Consul General of the Republic of Türkiye in Hong Kong, called on the Ombudsman to strengthen ties and explore areas of future cooperation.



本年度是公署成立35周年，我們於2024年12月3日首次舉辦國際申訴專員高峰論壇暨公署周年慶祝大會，邀請到世界各地的申訴專員、申訴機構及國際組織代表來港參與，啟發深度討論、知識及經驗共享，進一步增進國際間的互動和合作（詳情見**第七章**）。

This year marked the 35th anniversary of the establishment of the Office. On 3 December 2024, we hosted the first International Ombudsman Summit cum Anniversary Reception, gathering international ombudsmen and senior representatives of ombudsman institutions and international bodies in Hong Kong. The mega event served as a platform for insightful discussions, sharing of knowledge and experiences as well as fostering connection and cooperation at the international level. For details, please refer to **Chapter 7**.

國際申訴專員高峰論壇暨申訴專員公署35周年

International Ombudsman Summit and The Ombudsman's 35th Anniversary

為慶祝公署成立35周年，公署於2024年12月3日在香港故宮文化博物館首次籌辦「國際申訴專員高峰論壇2024」，行政長官李家超、政務司司長陳國基、國家信訪局副局長李自軍，及中央紀律檢查委員會及國家監察委員會國際合作局局長蔡為蒞臨發表講話，中央人民政府駐香港特別行政區聯絡辦公室副主任劉光源、中華人民共和國外交部駐香港特別行政區特派員公署副特派員方建明亦有出席主禮。高峰論壇以「承先啟後—申訴專員在轉變的世界中履行使命」為主題，讓來自世界各地、不同司法區域和制度的申訴專員、爭議解決機構、專業和學術界資深人士藉此機會作深度交流，分享實踐經驗和寶貴心得，並討論申訴專員制度和機構面對的挑戰，以及探討申訴專員制度的未來發展。

To commemorate its 35th anniversary, the Office hosted the inaugural International Ombudsman Summit 2024 on 3 December 2024 at the Hong Kong Palace Museum. The Summit was honoured by the presence of distinguished speakers, including the Chief Executive, Mr John Lee, the Chief Secretary for Administration, Mr Chan Kwok-ki, the Deputy Commissioner of the National Public Complaints and Proposals Administration, Mr Li Zijun, and the Director-General of International Cooperation Department, Central Commission for Discipline Inspection and National Commission of Supervision, Mr Cai Wei. Additionally, the Deputy Director of the Liaison Office of the Central People's Government in the HKSAR, Mr Liu Guangyuan, and the Deputy Commissioner of the Office of the Commissioner of the Ministry of Foreign Affairs of the People's Republic of China in the HKSAR, Mr Fang Jianming, officiated at the Opening Ceremony. The Summit, with the theme "Ombudsman in a Changing World: Learning from the Past; Preparing for the Future", provided a global platform for ombudsmen from diverse jurisdictions and systems, dispute resolution organisations, professionals and academics to exchange insights and share experiences and discuss best practices. It also facilitated meaningful conversations on the evolving challenges faced by ombudsman systems and institutions, while fostering in-depth deliberations on future developments in the field.



國際申訴專員高峰論壇暨申訴專員公署35周年 International Ombudsman Summit and The Ombudsman's 35th Anniversary



匯聚八方 拓展交流合作

高峰論壇共有約140位來自六大洲約40個國家及地區的內地及海外參加者，當中包括眾多國際申訴專員和30多位駐港領事等，以及超過20個國際及地區組織的高層代表，包括國際貨幣基金組織、世界銀行、亞洲基礎設施投資銀行、歐洲聯盟駐港澳辦事處等。公署成功舉辦高峰論壇，獲中央政府、特區政府及國際友人充分肯定及高度讚賞，並獲傳媒廣泛報道，當中包括中國日報、新華網、大公報、文匯報、中國新聞網等。



Connecting Minds across Continents

Around 140 overseas and Mainland participants from about 40 countries and regions across six continents, including a multitude of ombudsmen, over 30 consuls, and senior personnel from more than 20 international bodies and local organisations, attended the Summit. The International Monetary Fund, the World Bank, the Asian Infrastructure Investment Bank and the Office of European Union to Hong Kong and Macao were among those international bodies. The Summit was a resounding success and the Office's effort was fully recognised and highly commended by the Central People's Government, the HKSAR Government and international counterparts. It was widely covered by the media, including China Daily, Xinhua Net, Ta Kung Pao, Wen Wei Po and China News Network.



國際申訴專員高峰論壇暨申訴專員公署35周年

International Ombudsman Summit and The Ombudsman's 35th Anniversary



同日傍晚，公署舉行的高峰論壇閉幕禮暨公署成立35周年慶祝活動，行政長官李家超擔任榮譽主禮嘉賓及發表講話。除上述參與高峰論壇的嘉賓外，多名行政會議成員、立法會議員、高級政府官員、商會主席、本地專業和學術界人士等亦踴躍出席。公署並且與來自五大洲八個國家及地區的代表，包括北美洲的加拿大安大略省和美國夏威夷；南美洲的庫拉索；歐洲的斯洛伐克；亞洲的印尼、韓國和澳門；以及非洲的贊比亞，簽署及在行政長官李家超的見證下交換雙邊合作諒解備忘錄，積極促進知識和資訊交流及建立長遠合作伙伴關係，同時亦彰顯香港作為「超級聯繫人」和「超級增值人」的重要地位。

On the evening of the same day, the Chief Executive delivered a speech as the officiating guest at the Closing Ceremony of the Summit and the 35th Anniversary Reception Ceremony, where the abovementioned guests were joined by Members of the Executive Council and the Legislative Council, senior government officials, chairpersons of chambers of commerce, and local professionals and academics. At the ceremonies, we signed and exchanged a Memorandum of Understanding on Bilateral Cooperation with representatives from eight countries and regions across five continents, witnessed by the Chief Executive. They included Ontario, Canada, and Hawaii, the United States, in North America; Curaçao in South America; Slovakia in Europe; Indonesia, Korea and Macao in Asia; and Zambia in Africa. The aim was to foster professional knowledge and information exchange, build long-term partnerships, and demonstrate Hong Kong's important role as a "super connector" and "super value-adder".



國際申訴專員高峰論壇暨申訴專員公署35周年 International Ombudsman Summit and The Ombudsman's 35th Anniversary

聯通世界 展現香港獨特魅力

在高峰論壇暨公署成立35周年慶祝活動翌日，海外嘉賓參與由公署安排的一系列精彩文化觀光活動，包括參觀立法會及展城館、遊覽香港地質公園、中環半山新舊城區漫步、詠春拳鍛鍊體驗、香港電車觀光之旅以及繽紛賽馬夜，藉此親身體驗和感受香港這顆東方之珠的獨特魅力，以及動感之都的超凡活力。

展望將來，公署將會進一步推展國際層面的工作，積極參與國際組織，繼續與國際伙伴保持緊密聯繫，把握與國際伙伴交流和分享經驗的機會，於世界舞台上說好香港在「一國兩制」下的好故事，努力實踐「背靠祖國，聯通世界」的角色。



Showcasing Hong Kong's Unique Charm to the World

On the day following the Summit and the 35th Anniversary Reception, overseas guests participated in an array of social and cultural programmes arranged by the Office, including a visit to the Legislative Council and the City Gallery, the Hong Kong Geopark Tour, city walk in Central and Mid-Levels, Wing Chun wellness workshop, Hong Kong Tram ride and night horse racing entertainment. These activities provided excellent opportunities for them to experience the exceptional charm of Hong Kong and its vitality and vibrancy as a dynamic city.

Looking ahead, we will further enhance our international engagement by actively participating in international organisations, maintaining close ties with international partners and embracing opportunities to exchange insights and share experiences. Through the Office's global presence, we aim to showcase Hong Kong's success and tell our good stories under the "One Country, Two Systems" principle, leveraging our unique position of having steadfast support from the motherland while maintaining close connections with the international community.

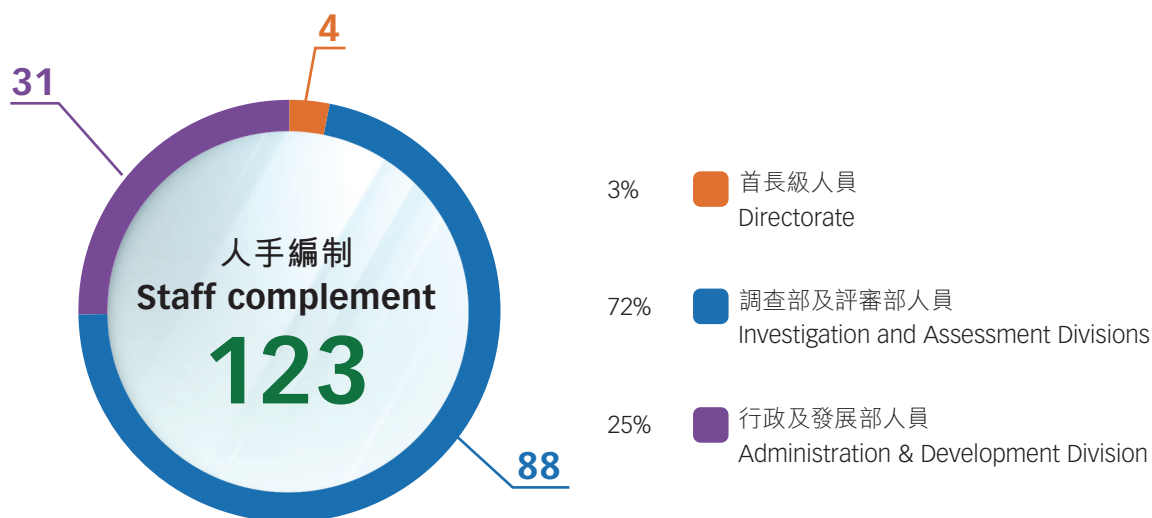


內部行政

Our Office

培訓及發展

公署的策略是透過自行培訓及內部晉升，建立一支富經驗、有能力、忠誠幹練、積極和進取的調查及支援團隊。截至2025年3月31日，公署總編制人數為123。



我們致力提升職員的專業能力及推廣學習文化，提供多元化的學習和培訓機會。為配合以調解方式處理市民大眾申訴的策略性方向，公署投放了更多資源在調解工作上，包括大量增加調解培訓機會和向調查人員提供進修、考試及註冊的全額費用資助。現時，公署所有調查人員均已完成調解培訓，大部分接受過深造訓練，其中多位並取得認可調解員資格。公署已將調解表現和調解績效納入調查人員的工作考核之中，成為獲晉升需考慮的條件之一。

我們提供入職課程及入職指導計劃，協助新招聘的調查主任盡快適應和融入工作。公署亦安排職員參與有關管理與職業訓練的網上或面授課程，以增進知識及提升工作技能。

Training and Development

Our strategy is to cultivate a team of competent, proactive, and self-motivated investigation officers and support staff through structured training and internal promotion. We are committed to equipping them with solid experience and upholding the highest standards of integrity. As at 31 March 2025, we had a staff complement of 123.

We are dedicated to enhancing our professional capacity and fostering a culture of continuous learning by providing diverse training and development opportunities. In alignment with our strategic emphasis on wider use of mediation in resolving public complaints, we have significantly increased our investment in this area. This includes expanding mediation training programmes and fully sponsoring the training courses, examinations and accreditation fees of investigation officers. At present, all our investigation officers have completed essential mediation training, with the majority having pursued advanced training, and several attaining professional accreditation as mediators. In performance appraisals, the Office will take into account their mediation performance and outcomes as a key criterion for consideration of promotion.

Induction training and tutoring scheme are in place for new investigators to help them settle in the job. We also facilitate staff participation in online and classroom-based management and vocational training programmes provided by external organisations to enhance their professional knowledge and job skills.

公署支持及實踐「愛國者治港」的理念，致力推動全體公署人員積極參與有關國家安全的培訓活動，目標是提升公署人員的愛國情懷，以及維護國家安全的意識及責任感。應公署邀請，保安局副局長卓孝業先生在2024年6月來公署親自主持簡介會，為全體主任級及以上人員闡釋有關《香港國安法》及《維護國家安全條例》的重點內容。我們隨後再次安排專題講座，讓全體行政支援職級的人員認識有關維護國家安全法例與其工作的關係及注意事項。專員亦於2024年8月親率約40多位公署人員參觀國家安全展覽廳，並十分榮幸獲得香港特別行政區維護國家安全委員會秘書長區志光先生接待，更清晰和全面地了解國家安全對社會穩定和經濟繁榮的重要意義。隨後超過50位公署人員參觀昂船洲解放軍駐香港部隊展覽中心，深刻了解中國共產黨領導中華民族復興圖強的輝煌成就，同時體會中國人民解放軍在黨的領導下取得的偉大成果，以及對維護香港繁榮穩定的決心和貢獻。

公署派員參與由中央人民政府駐香港特別行政區聯絡辦公室統籌於北京舉辦的「國情研習班」，加深同事對國家歷史的認識及掌握祖國的最新發展和動向。公署亦派員前往深圳參加「國情研習交流計劃」。

僱員身心健康

公署關注職員的身心健康，繼續推行「僱員身心安康計劃」，為職員提供所需的工作指導和輔導，幫助他們在個人及專業方面提升效能。我們舉辦了數個身心健康工作坊，讓職員滿懷正能量，積極面對工作和生活。

市民對公署服務的意見

市民如對公署的服務感到不滿，可以書面方式聯絡公署的專責總行政主任。行政及發展科會就此類申訴展開獨立調查。若市民是因不滿意個案的調查結果或結論而提出申訴，公署會根據《條例》按覆檢個案機制將個案交由相關調查科處理。

We spare no effort in supporting and implementing the principle of “patriots administering Hong Kong”. Through active participation in national security training, we aim to strengthen our staff’s sense of patriotism, awareness and responsibility in safeguarding national security. At our invitation, the Under Secretary for Security, Mr Michael Cheuk, visited our office in June 2024 to provide a briefing for all officer-ranked staff on the key points of the Hong Kong National Security Law and the Safeguarding National Security Ordinance. Shortly afterward, a separate briefing was organised for support staff to ensure their understanding of the relevance of national security to their work and the key consideration to bear in mind. In August 2024, the Ombudsman led a group of around 40 staff members to the National Security Exhibition Gallery, where we were honoured to be received by the Secretary General of the Committee for Safeguarding National Security of the HKSAR, Mr Sonny Au. The visit provided our staff with a comprehensive understanding of the importance of national security to social stability and economic prosperity. Following this, more than 50 staff members visited the Chinese People’s Liberation Army (“PLA”) Hong Kong Garrison Exhibition Centre on Stonecutters Island to deepen their understanding of the great rejuvenation of the Chinese nation. They also gained valuable insights into the PLA’s remarkable achievement under the leadership of the Communist Party of China as well as its dedication and contributions to safeguard Hong Kong’s prosperity and stability.

Our staff participated in a “National Studies Course” held in Beijing by the Liaison Office of the Central People’s Government in the HKSAR to gain deeper insights into the history and latest developments of the motherland. Additionally, another group attended a “National Education Programme” in Shenzhen to enrich their understanding of national affairs.

Employee Wellness

We care for the well-being of our staff and have implemented an Employee Wellness Programme, which offers coaching and counselling to our staff to help them achieve personal and professional effectiveness. We organise staff wellness workshops, aiming to empower them with positive energy for their work and life.

Feedback on Our Service

Members of the public who are dissatisfied with our services may write to our dedicated Chief Manager, who will oversee an independent inquiry into such complaints through the Administration and Development Division. Complaints related to our investigation findings and conclusions will be handled by the relevant Investigation Divisions in accordance with our existing case review mechanism under the Ordinance.

《申訴專員條例》附表所列機構一覽

List of Scheduled Organisations

第1部分：條例（第397章）附表1第1部所列政府部門

Part 1: Government Departments Listed in Part 1 of Schedule 1, Cap. 397

按英文字母順序排列

in alphabetical order

政府部門	Government Department	簡稱 Abbreviation
漁農自然護理署	Agriculture, Fisheries and Conservation Department	AFCD
司法機構政務長轄下所有法院與 審裁處的登記處及行政辦事處	All registries and administrative offices of courts and tribunals for which the Judiciary Administrator has responsibility	JA
建築署	Architectural Services Department	ArchSD
審計署	Audit Commission	Aud
醫療輔助隊（政府部門）	Auxiliary Medical Service (government department)	AMS
屋宇署	Buildings Department	BD
政府統計處	Census and Statistics Department	C&SD
民眾安全服務處（政府部門）	Civil Aid Service (government department)	CAS
民航處	Civil Aviation Department	CAD
土木工程拓展署	Civil Engineering and Development Department	CEDD
公司註冊處	Companies Registry	CR
懲教署	Correctional Services Department	CSD
香港海關	Customs and Excise Department	C&ED
衛生署	Department of Health	DH
律政司	Department of Justice	DoJ
渠務署	Drainage Services Department	DSD
機電工程署	Electrical and Mechanical Services Department	EMSD
環境保護署	Environmental Protection Department	EPD
消防處	Fire Services Department	FSD
食物環境衛生署	Food and Environmental Hygiene Department	FEHD
行政長官辦公室總務室	General Office of the Chief Executive's Office	CEO
政府飛行服務隊	Government Flying Service	GFS
政府化驗所	Government Laboratory	GovtLab
政府物流服務署	Government Logistics Department	GLD
政府產業署	Government Property Agency	GPA

《申訴專員條例》附表所列機構一覽
List of Scheduled Organisations

政府部門	Government Department	簡稱 Abbreviation
政府總部	Government Secretariat	GS
– 政務司司長辦公室	– Chief Secretary for Administration's Office	CSO
– 政務司司長私人辦公室	– Chief Secretary for Administration's Private Office	CSPO
– 公務員事務局	– Civil Service Bureau	CSB
– 商務及經濟發展局	– Commerce and Economic Development Bureau	CEDB
– 政制及內地事務局	– Constitutional and Mainland Affairs Bureau	CMAB
– 文化體育及旅遊局	– Culture, Sports and Tourism Bureau	CSTB
– 發展局	– Development Bureau	DEVB
– 教育局	– Education Bureau	EDB
– 環境及生態局	– Environment and Ecology Bureau	EEB
– 財政司司長辦公室	– Financial Secretary's Office	FSO
– 財政司司長私人辦公室	– Financial Secretary's Private Office	FSPO
– 財經事務及庫務局	– Financial Services and the Treasury Bureau	FSTB
– 醫務衛生局	– Health Bureau	HHB
– 民政及青年事務局	– Home and Youth Affairs Bureau	HYAB
– 房屋局	– Housing Bureau	HB
– 創新科技及工業局 ¹	– Innovation, Technology and Industry Bureau ¹	ITIB
– 勞工及福利局	– Labour and Welfare Bureau	LWB
– 律政司司長辦公室	– Secretary for Justice's Office	SJO
– 保安局	– Security Bureau	SB
– 運輸及物流局	– Transport and Logistics Bureau	TLB
路政署	Highways Department	HyD
民政事務總署	Home Affairs Department	HAD
香港天文台	Hong Kong Observatory	HKO
房屋署	Housing Department	HD
入境事務處	Immigration Department	ImmD
政府新聞處	Information Services Department	ISD
稅務局	Inland Revenue Department	IRD
知識產權署	Intellectual Property Department	IPD
投資推廣署	Invest Hong Kong	InvestHK
公務及司法人員薪俸及服務條件 諮詢委員會聯合秘書處	Joint Secretariat for the Advisory Bodies on Civil Service and Judicial Salaries and Conditions of Service	JSSCS

《申訴專員條例》附表所列機構一覽
List of Scheduled Organisations

政府部門	Government Department	簡稱 Abbreviation
勞工處	Labour Department	LD
土地註冊處	Land Registry	LR
地政總署	Lands Department	LandsD
法律援助署	Legal Aid Department	LAD
康樂及文化事務署	Leisure and Cultural Services Department	LCSD
海事處	Marine Department	MD
通訊事務管理局辦公室	Office of the Communications Authority	OFCA
破產管理署	Official Receiver's Office	ORO
規劃署	Planning Department	PlanD
郵政署	Post Office	PO
香港電台	Radio Television Hong Kong	RTHK
差餉物業估價署	Rating and Valuation Department	RVD
選舉事務處	Registration and Electoral Office	REO
社會福利署	Social Welfare Department	SWD
工業貿易署	Trade and Industry Department	TID
運輸署	Transport Department	TD
庫務署	Treasury	Try
大學教育資助委員會秘書處	University Grants Committee, Secretariat	UGC
水務署	Water Supplies Department	WSD
在職家庭及學生資助事務處	Working Family and Student Financial Assistance Agency	WFSFAA

第2部分：條例（第397章）附表1第1部所列公營機構
Part 2: Public Organisations Listed in Part 1 of Schedule 1, Cap. 397

公營機構	Public Organisation	簡稱 Abbreviation
會計及財務匯報局	Accounting and Financial Reporting Council	AFRC
機場管理局	Airport Authority	AA
醫療輔助隊（非政府部門）	Auxiliary Medical Service (non-government department)	AMS
民眾安全服務隊（非政府部門）	Civil Aid Service (non-government department)	CAS
競爭事務委員會	Competition Commission	ComC
消費者委員會	Consumer Council	CC

《申訴專員條例》附表所列機構一覽
List of Scheduled Organisations

公營機構	Public Organisation	簡稱 Abbreviation
僱員再培訓局	Employees Retraining Board	ERB
平等機會委員會	Equal Opportunities Commission	EOC
地產代理監管局	Estate Agents Authority	EAA
香港藝術發展局	Hong Kong Arts Development Council	HKADC
香港房屋委員會	Hong Kong Housing Authority	HKHA
香港房屋協會	Hong Kong Housing Society	HKHS
香港金融管理局	Hong Kong Monetary Authority	HKMA
香港體育學院有限公司	Hong Kong Sports Institute Limited	HKSIL
醫院管理局	Hospital Authority	HA
保險業監管局	Insurance Authority	IA
九廣鐵路公司	Kowloon-Canton Railway Corporation	KCRC
立法會秘書處	Legislative Council Secretariat	LCS
強制性公積金計劃管理局	Mandatory Provident Fund Schemes Authority	MPFA
個人資料私隱專員	Privacy Commissioner for Personal Data	PCPD
物業管理業監管局	Property Management Services Authority	PMSA
證券及期貨事務監察委員會	Securities and Futures Commission	SFC
香港考試及評核局	The Hong Kong Examinations and Assessment Authority	HKEAA
旅遊業監管局	Travel Industry Authority	TIA
市區重建局	Urban Renewal Authority	URA
職業訓練局	Vocational Training Council	VTC
西九文化區管理局	West Kowloon Cultural District Authority	WKCD

條例（第397章）附表1第2部所列機構

Organisations Listed in Part 2 of Schedule 1, Cap. 397

機構	Organisation	簡稱 Abbreviation
香港輔助警察隊	Hong Kong Auxiliary Police Force	HKAPF
香港警務處	Hong Kong Police Force	HKPF
廉政公署	Independent Commission Against Corruption	ICAC
公務員敍用委員會秘書處	Secretariat of the Public Service Commission	PSC

註1. 創新科技署及數字政策辦公室隸屬創新科技及工業局。

Note 1. The Innovation and Technology Commission and the Digital Policy Office are under the Innovation, Technology and Industry Bureau.

對申訴不予跟進或不展開調查的情況

Circumstances where Complaints are not Followed up or Investigated

不受申訴專員調查的行動 – 香港法例第 397 章附表 2 Actions not Subject to Investigation – Schedule 2, Cap. 397

- | | |
|--|---|
| 1. 保安、防衛或國際關係 | 1. Security, defence or international relations |
| 2. 行政長官親自作出的行動 | 2. Actions by the Chief Executive personally |
| 3. 行政長官行使權力赦免罪犯 | 3. Exercise of power by the Chief Executive to pardon criminals |
| 4. 政府頒授勳銜、獎賞或特權 | 4. Grant of honours, awards or privileges by Government |
| 5. 法律程序或檢控任何人的決定 | 5. Legal proceedings or prosecution decisions |
| 6. 合約或商業交易 | 6. Contractual or other commercial transactions |
| 7. 人事方面的事宜 | 7. Personnel matters |
| 8. 有關施加或更改土地權益條款的決定 | 8. Imposition or variation of conditions of land grant |
| 9. 與《香港公司收購、合併及股份回購守則》有關的行動 | 9. Actions in relation to Hong Kong Codes on Takeovers and Mergers and Share Buy-backs |
| 10. 香港輔助警察隊、香港警務處或廉政公署就防止及調查任何罪行而採取的行動 | 10. Crime prevention and investigation actions by the Hong Kong Auxiliary Police Force, the Hong Kong Police Force or the Independent Commission Against Corruption |

調查申訴的限制 – 香港法例第 397 章第 10(1) 條 Restrictions on Investigation of Complaints – Section 10(1), Cap. 397

- | | |
|----------------------------|---|
| 1. 申訴人對申訴事項已知悉超過24個月 | 1. Complainant having knowledge of subject of complaint for more than 24 months |
| 2. 申訴由匿名者提出 | 2. Complaint made anonymously |
| 3. 申訴人無從識別或下落不明 | 3. Complainant not identifiable or traceable |
| 4. 申訴並非由感到受屈的人士或適當代表提出 | 4. Complaint not made by person aggrieved or suitable representative |
| 5. 申訴人及申訴事項與香港並無任何關係 | 5. Subject of complaint and complainant having no connection with Hong Kong |
| 6. 申訴人有權利根據法律程序提出上訴或尋求補救辦法 | 6. Statutory right of appeal or remedy by way of legal proceedings being available to complainant |

申訴專員可決定不展開調查的情況 – 香港法例第 397 章第 10(2) 條 Circumstances where The Ombudsman may Decide not to Investigate – Section 10(2), Cap. 397

- | | |
|---|--|
| 1. 以前曾調查性質相近的申訴，而結果顯示並無行政失當之處 | 1. Investigation of similar complaints before revealed no maladministration |
| 2. 申訴關乎微不足道的事 | 2. Subject of complaint is trivial |
| 3. 申訴事屬瑣屑無聊、無理取鬧或非真誠作出 | 3. Complaint is frivolous or vexatious or is not made in good faith |
| 4. 因其他理由而無須調查（例如：缺乏表面證據、所涉機構正採取行動，或申訴人只是表達意見） | 4. Investigation is, for any other reason, unnecessary (such as lack of <i>prima facie</i> evidence, the organisation involved is already taking action, or the complainant is just expressing opinions) |

個案數字

Caseload

		報告年度 ¹				
		Reporting year ¹				
		24/25	23/24	22/23	21/22	20/21
查詢	Enquiries	8,211	8,599	9,279	8,851	7,505
申訴	Complaints					
(a) 須處理的申訴個案	(a) For processing	4,984	4,979	5,951	5,626	30,713
— 接到的申訴	– Received	4,402[53]	4,351[146]	5,357[233]	4,934[140]	29,814[25,155]
— 由上年度轉入	– Brought forward	582	628	594	692	899
(b) 已完成的申訴個案	(b) Completed	4,664[52]	4,397[151]	5,323[254]	5,032[135]	30,021[25,155]
已跟進並結案	Pursued and concluded	1,655[4]	2,053[8]	2,558[138]	2,739[102]	2,826[249]
— 經查詢後結案 ²	– By inquiry ²	1,060[4]	1,771	2,112[119]	2,432[102]	2,480[246]
— 經全面調查後結案 ³	– By full investigation ³	40	95[7]	141[16]	92	167[3]
— 經調解後結案 ⁴	– By mediation ⁴	555	187[1]	305[3]	215	179
經評審並結案	Assessed and closed	3,009[48]	2,344[143]	2,765[116]	2,293[33]	27,195[24,906]
— 缺乏充分理據跟進 ⁵	– Insufficient grounds to pursue ⁵	1,805[32]	1,470[110]	1,787[85]	1,171[6]	1,295[203]
— 受條例所限不得調查 ⁶	– Legally bound ⁶	1,204[16]	874[33]	978[31]	1,122[27]	25,900[24,703]
(c) 已完成的申訴個案百分比 = (b)/(a)	(c) Percentage completed = (b)/(a)	93.6%	88.3%	89.5%	89.4%	97.7%
(d) 轉撥下年度 = (a) – (b)	(d) Carried forward = (a) – (b)	320	582	628	594	692
已完成的主動調查行動數目	Direct investigation operations completed	8	10	9	8	9

註釋：

1. 自每年4月1日至翌年3月31日。
 2. 根據《申訴專員條例》第11A條跟進的一般性質的個案。
 3. 根據《申訴專員條例》第12條跟進的較複雜的個案，當中可能涉及嚴重的行政失當、行政體制上的流弊等。
 4. 根據《申訴專員條例》第11B條跟進的個案，當中不涉及行政失當，或只涉及輕微的行政失當。
 5. 根據《申訴專員條例》第10(2)條而不予跟進並已結案的個案。
 6. 根據《申訴專員條例》第8條超出公署職權範圍，或受第10(1)條所限不得調查。
- [] 表示屬於同類主題申訴從屬個案的數目。

Notes:

1. From 1 April to 31 March of the next year.
 2. Pursued under section 11A of The Ombudsman Ordinance, for general cases.
 3. Pursued under section 12 of The Ombudsman Ordinance, for complex cases possibly involving serious maladministration, systemic flaws, etc.
 4. Pursued under section 11B of The Ombudsman Ordinance, for cases involving no, or only minor, maladministration.
 5. Not pursued and closed under section 10(2) of The Ombudsman Ordinance.
 6. Outside the Office's jurisdiction under section 8 or restricted by section 10(1) of The Ombudsman Ordinance.
- [] Number of secondary topical complaints.

接到及已跟進並結案的申訴個案

Complaints Received and Complaints Pursued & Concluded

按英文字母順序排列
in alphabetical order

部門或機構	Department or organisation	接到的申訴 個案數目 No. of complaints received	已跟進並 結案的申訴 個案數目 ¹ No. of complaints pursued and concluded ¹
第1部分：政府部門	Part 1: Government Departments		
漁農自然護理署	Agriculture, Fisheries and Conservation Department	55	21
建築署	Architectural Services Department	12	5
審計署	Audit Commission	3	0
醫療輔助隊	Auxiliary Medical Service	3	0
屋宇署	Buildings Department	200	126
政府統計處	Census and Statistics Department	1	1
民眾安全服務處	Civil Aid Service	3	0
民航處	Civil Aviation Department	8	2
土木工程拓展署	Civil Engineering and Development Department	15	9
公司註冊處	Companies Registry	12	3
懲教署	Correctional Services Department	44	12
香港海關	Customs and Excise Department	47	2
衛生署	Department of Health	75	29
律政司	Department of Justice	13	7
數字政策辦公室	Digital Policy Office	44	23
渠務署	Drainage Services Department	15	6
效率促進辦公室 ²	Efficiency Office ²	7	12
機電工程署	Electrical and Mechanical Services Department	26	9
環境保護署	Environmental Protection Department	51	20
消防處	Fire Services Department	31	10
食物環境衛生署	Food and Environmental Hygiene Department	353	176
行政長官辦公室總務室	General Office of the Chief Executive's Office	11	2
政府化驗所	Government Laboratory	1	0
政府物流服務署	Government Logistics Department	3	0
政府產業署	Government Property Agency	4	0

接到及已跟進並結案的申訴個案
Complaints Received and Complaints Pursued & Concluded

部門或機構	Department or organisation	接到的申訴 個案數目 No. of complaints received	已跟進並 結案的申訴 個案數目 ¹ No. of complaints pursued and concluded ¹
政府總部	Government Secretariat		
— 政務司司長辦公室	– Chief Secretary for Administration's Office	7	1
— 公務員事務局	– Civil Service Bureau	9	2
— 商務及經濟發展局	– Commerce and Economic Development Bureau	8	2
— 政制及內地事務局	– Constitutional and Mainland Affairs Bureau	2	0
— 文化體育及旅遊局	– Culture, Sports and Tourism Bureau	9	4
— 發展局	– Development Bureau	10	3
— 教育局	– Education Bureau	77	33
— 財政司司長辦公室	– Financial Secretary's Office	3	0
— 財經事務及庫務局	– Financial Services and the Treasury Bureau	2	1
— 醫務衛生局	– Health Bureau	7	9
— 民政及青年事務局	– Home and Youth Affairs Bureau	2	1
— 房屋局	– Housing Bureau	13	11
— 創新科技及工業局	– Innovation, Technology and Industry Bureau	3	0
— 勞工及福利局	– Labour and Welfare Bureau	9	2
— 保安局	– Security Bureau	1	0
— 運輸及物流局	– Transport and Logistics Bureau	6	1
路政署	Highways Department	63	42
民政事務總署	Home Affairs Department	82	43
香港天文台	Hong Kong Observatory	3	0
香港警務處	Hong Kong Police Force	99	4
房屋署	Housing Department	490	209
入境事務處	Immigration Department	149	21
稅務局	Inland Revenue Department	61	13
創新科技署	Innovation and Technology Commission	13	2
知識產權署	Intellectual Property Department	3	0
司法機構政務長	Judiciary Administrator	21	8

接到及已跟進並結案的申訴個案

Complaints Received and Complaints Pursued & Concluded

部門或機構	Department or organisation	接到的申訴 個案數目	已跟進並 結案的申訴 個案數目 ¹
		No. of complaints received	No. of complaints pursued and concluded ¹
勞工處	Labour Department	51	19
土地註冊處	Land Registry	5	0
地政總署	Lands Department	197	105
法律援助署	Legal Aid Department	53	19
康樂及文化事務署	Leisure and Cultural Services Department	262	143
海事處	Marine Department	7	3
通訊事務管理局辦公室	Office of the Communications Authority	25	4
政府資訊科技總監辦公室 ²	Office of the Government Chief Information Officer ²	2	0
破產管理署	Official Receiver's Office	8	2
規劃署	Planning Department	12	4
郵政署	Post Office	57	23
香港電台	Radio Television Hong Kong	9	0
差餉物業估價署	Rating and Valuation Department	18	3
選舉事務處	Registration and Electoral Office	4	3
社會福利署	Social Welfare Department	145	42
工業貿易署	Trade and Industry Department	21	10
運輸署	Transport Department	374	194
庫務署	Treasury	4	1
水務署	Water Supplies Department	61	37
在職家庭及學生資助事務處	Working Family and Student Financial Assistance Agency	33	14
第2部分：公營機構	Part 2: Public Organisations		
會計及財務匯報局	Accounting and Financial Reporting Council	1	1
機場管理局	Airport Authority	14	6
競爭事務委員會	Competition Commission	1	1
消費者委員會	Consumer Council	21	1
僱員再培訓局	Employees Retraining Board	5	0
平等機會委員會	Equal Opportunities Commission	10	3
地產代理監管局	Estate Agents Authority	4	1

接到及已跟進並結案的申訴個案
Complaints Received and Complaints Pursued & Concluded

部門或機構	Department or organisation	接到的申訴 個案數目 No. of complaints received	已跟進並 結案的申訴 個案數目 ¹ No. of complaints pursued and concluded ¹
香港房屋委員會	Hong Kong Housing Authority	11	4
香港房屋協會	Hong Kong Housing Society	26	16
香港金融管理局	Hong Kong Monetary Authority	32	4
香港體育學院有限公司	Hong Kong Sports Institute Limited	1	0
醫院管理局	Hospital Authority	153	34
廉政公署	Independent Commission Against Corruption	6	1
保險業監管局	Insurance Authority	23	4
九廣鐵路公司	Kowloon-Canton Railway Corporation	2	3
立法會秘書處	Legislative Council Secretariat	2	0
強制性公積金計劃管理局	Mandatory Provident Fund Schemes Authority	25	5
個人資料私隱專員	Privacy Commissioner for Personal Data	20	5
物業管理業監管局	Property Management Services Authority	35	17
證券及期貨事務監察委員會	Securities and Futures Commission	23	3
香港考試及評核局	The Hong Kong Examinations and Assessment Authority	8	6
旅遊業監管局	Travel Industry Authority	12	3
市區重建局	Urban Renewal Authority	30	14
職業訓練局	Vocational Training Council	9	10
西九文化區管理局	West Kowloon Cultural District Authority	1	0
其他機構 ³	Other Organisations ³	390	0
合計	Total	4,402	1,655

註釋：

1. 包括在上一個年度接到，但在本年度才完成跟進並結案的申訴個案。
2. 於2024年7月25日合併為數字政策辦公室。
3. 「其他機構」是指不在《申訴專員條例》附表1內的機構。

Notes:

1. Including the complaints received in the previous year but pursued and concluded in the prevailing year.
2. Merged for the establishment of the Digital Policy Office on 25 July 2024.
3. "Other Organisations" are organisations falling outside Schedule 1 to The Ombudsman Ordinance.

以查訊方式結案的申訴個案結果

Results of Complaints Concluded by Inquiry

按英文字母順序排列
in alphabetical order

部門或機構	Department or organisation	以查訊方式 結案的申訴 個案數目	發現有缺失 或不足之處 的個案
		No. of complaints concluded by inquiry	Cases with inadequacies or deficiencies found
第1部分：政府部門	Part 1: Government Departments		
漁農自然護理署	Agriculture, Fisheries and Conservation Department	14	1
建築署	Architectural Services Department	3	0
屋宇署	Buildings Department	76	21
政府統計處	Census and Statistics Department	1	0
民航處	Civil Aviation Department	2	0
土木工程拓展署	Civil Engineering and Development Department	6	0
公司註冊處	Companies Registry	3	0
懲教署	Correctional Services Department	12	0
香港海關	Customs and Excise Department	1	0
衛生署	Department of Health	19	2
律政司	Department of Justice	7	0
數字政策辦公室	Digital Policy Office	16	1
渠務署	Drainage Services Department	2	0
效率促進辦公室 ¹	Efficiency Office ¹	8	4
機電工程署	Electrical and Mechanical Services Department	5	1
環境保護署	Environmental Protection Department	12	0
消防處	Fire Services Department	9	0
食物環境衛生署	Food and Environmental Hygiene Department	105	29
行政長官辦公室總務室	General Office of the Chief Executive's Office	2	0

以查訊方式結案的申訴個案結果
Results of Complaints Concluded by Inquiry

部門或機構	Department or organisation	以查訊方式 結案的申訴 個案數目 No. of complaints concluded by inquiry	發現有缺失 或不足之處 的個案 Cases with inadequacies or deficiencies found
政府總部	Government Secretariat		
— 政務司司長辦公室	— Chief Secretary for Administration's Office	1	0
— 公務員事務局	— Civil Service Bureau	2	1
— 商務及經濟發展局	— Commerce, Economic and Development Bureau	2	0
— 文化體育及旅遊局	— Culture, Sports and Tourism Bureau	4	0
— 發展局	— Development Bureau	2	0
— 教育局	— Education Bureau	29	1
— 財經事務及庫務局	— Financial Services and the Treasury Bureau	1	1
— 醫務衛生局	— Health Bureau	8	0
— 民政及青年事務局	— Home and Youth Affairs Bureau	1	0
— 房屋局	— Housing Bureau	9	1
— 勞工及福利局	— Labour and Welfare Bureau	2	0
— 運輸及物流局	— Transport and Logistics Bureau	1	0
路政署	Highways Department	26	12
民政事務總署	Home Affairs Department	29	2
香港警務處	Hong Kong Police Force	4	0
房屋署	Housing Department	108	5
入境事務處	Immigration Department	19	0
稅務局	Inland Revenue Department	5	4
司法機構政務長	Judiciary Administrator	7	1
勞工處	Labour Department	15	1
地政總署	Lands Department	75	7
法律援助署	Legal Aid Department	18	3
康樂及文化事務署	Leisure and Cultural Services Department	68	11

以查訊方式結案的申訴個案結果

Results of Complaints Concluded by Inquiry

部門或機構	Department or organisation	以查訊方式 結案的申訴 個案數目	發現有缺失 或不足之處 的個案
		No. of complaints concluded by inquiry	Cases with inadequacies or deficiencies found
海事處	Marine Department	2	0
通訊事務管理局辦公室	Office of the Communications Authority	4	0
規劃署	Planning Department	4	0
郵政署	Post Office	10	1
差餉物業估價署	Rating and Valuation Department	1	0
選舉事務處	Registration and Electoral Office	1	0
社會福利署	Social Welfare Department	34	3
工業貿易署	Trade and Industry Department	9	3
運輸署	Transport Department	117	25
水務署	Water Supplies Department	21	2
在職家庭及學生資助事務處	Working Family and Student Financial Assistance Agency	7	0
第2部分：公營機構	Part 2: Public Organisations		
會計及財務匯報局	Accounting and Financial Reporting Council	1	1
機場管理局	Airport Authority	5	0
競爭事務委員會	Competition Commission	1	1
消費者委員會	Consumer Council	1	1
平等機會委員會	Equal Opportunities Commission	3	0
地產代理監管局	Estate Agents Authority	1	0
香港房屋委員會	Hong Kong Housing Authority	2	0
香港房屋協會	Hong Kong Housing Society	11	1
香港金融管理局	Hong Kong Monetary Authority	4	0
醫院管理局	Hospital Authority	30	6

以查訊方式結案的申訴個案結果
Results of Complaints Concluded by Inquiry

部門或機構	Department or organisation	以查訊方式 結案的申訴 個案數目 No. of complaints concluded by inquiry	發現有缺失 或不足之處 的個案 Cases with inadequacies or deficiencies found
廉政公署	Independent Commission Against Corruption	1	0
保險業監管局	Insurance Authority	4	0
九廣鐵路公司	Kowloon-Canton Railway Corporation	3	0
強制性公積金計劃管理局	Mandatory Provident Fund Schemes Authority	4	1
個人資料私隱專員	Privacy Commissioner for Personal Data	4	0
物業管理業監管局	Property Management Services Authority	11	1
證券及期貨事務監察委員會	Securities and Futures Commission	3	0
香港考試及評核局	The Hong Kong Examinations and Assessment Authority	4	1
旅遊業監管局	Travel Industry Authority	3	1
市區重建局	Urban Renewal Authority	7	0
職業訓練局	Vocational Training Council	8	2
合計	Total	1,060	159

註1. 於2024年7月25日與政府資訊科技總監辦公室合併為數字政策辦公室。

Note 1. Merged with the Office of the Government Chief Information Officer for the establishment of the Digital Policy Office on 25 July 2024.

經全面調查後結案的個案索引

Index of Cases Concluded by Full Investigation

第1部分：政府部門
Part 1: Government Departments

按英文字母順序排列
in alphabetical order

個案編號 Case No.	申訴事項 Complaint	整體結論 Overall Conclusion	建議數目 No. of Recommendations
漁農自然護理署 Agriculture, Fisheries and Conservation Department			
2023/3521(I)	無理拒絕申訴人索取部分標書評審資料的要求 Unreasonably refusing part of the complainant's request for tender evaluation information	申訴不成立， 但機構另有缺失 Unsubstantiated but other inadequacies found	0
建築署 Architectural Services Department			
2023/2865C	政府各部門互相推卸責任，沒有協調以妥善解決集水坑淤塞問題 Buck-passing among government departments and lack of coordination to properly resolve a clogged catchpit	不成立 Unsubstantiated	3
屋宇署 Buildings Department			
2023/2545	(1) 延誤回覆申訴人的查詢（成立）；以及 (2) 沒有適切跟進申訴人有關某認可人士懷疑有專業失當行為的投訴（不成立） (1) Delay in responding to the complainant's enquiries (substantiated); and (2) Failing to properly follow up the complaint against an Authorised Person for alleged professional misconduct (unsubstantiated)	部分成立 Partially substantiated	4
2024/0026B	未有妥善及拖延處理申訴人的滲水個案 Delay and mishandling the complainant's water seepage case	成立 Substantiated	10
2024/1283	沒有適時採取執法或補救行動，以處理樓宇的違例建築工程 Failing to take timely enforcement or remedial action to address the unauthorised building works of a building	成立 Substantiated	6

經全面調查後結案的個案索引
Index of Cases Concluded by Full Investigation

個案編號 Case No.	申訴事項 Complaint	整體結論 Overall Conclusion	建議數目 No. of Recommendations
渠務署 Drainage Services Department			
2023/2865A	政府各部門互相推卸責任，沒有協調以妥善解決集水坑淤塞問題；渠務署亦沒有給予申訴人具體回覆 Buck-passing among government departments and lack of coordination to properly resolve a clogged catchpit; failing to give a substantive reply to the complainant on the part of the Drainage Services Department	不成立 Unsubstantiated	3
效率促進辦公室 Efficiency Office			
2023/2865B	政府各部門互相推卸責任，沒有協調以妥善解決集水坑淤塞問題 Buck-passing among government departments and lack of coordination to properly resolve a clogged catchpit	不成立 Unsubstantiated	0
2023/3254A	就處理選舉期間和非選舉期間違規懸掛的非商業宣傳品，政府不同部門缺乏統一的對策 Lack of unified strategies among government departments against unauthorised non-commercial publicity materials displayed during election and non-election periods	不成立 Unsubstantiated	0
食物環境衛生署 Food and Environmental Hygiene Department			
2023/1742A	某海濱外的泊船及延伸而成的岸上墟市違規經營售賣新鮮食物攤檔、非法佔用政府土地、違例搭建構築物、污染近岸水質等，但投訴多時仍未見改善 No improvement made despite repeated complaints about the problems caused by the vessels mooring off a waterfront area and the extension of onshore marketplace, including unauthorised operation of fresh produce stalls, illegal occupation of government land, erection of unauthorised structures and pollution of coastal water	部分成立 Partially substantiated	1
2023/2513	無理批准申訴人的父親的誼子作為其父親的公眾骨灰龕位的持證人，以及拒絕申訴人將其父親骨灰從骨灰龕位遷出的申請 Unreasonably accepting the godson of the complainant's deceased father to be the permittee of public niche, and rejecting the complainant's application for removal of his cremated ashes from the niche	不成立 Unsubstantiated	0

經全面調查後結案的個案索引
Index of Cases Concluded by Full Investigation

個案編號 Case No.	申訴事項 Complaint	整體結論 Overall Conclusion	建議數目 No. of Recommendations
2023/3254B	就處理選舉期間和非選舉期間違規懸掛的非商業宣傳品，政府不同部門缺乏統一的對策 Lack of unified strategies among government departments against unauthorised non-commercial publicity materials displayed during election and non-election periods	不成立 Unsubstantiated	0
2023/3763	食物安全中心在接獲跟進樣本的檢測結果後未有適時回應 Lack of timely response from the Centre for Food Safety upon receipt of test results of follow-up samples	不成立 Unsubstantiated	0
2024/0026A	未有妥善及拖延處理申訴人的滲水個案 Delay and mishandling the complainant's water seepage case	不成立 Unsubstantiated	5
政府總部 – 教育局 Government Secretariat – Education Bureau			
2023/1512	未有積極跟進申訴人兒子被學校指其行為不當及要求他留家休息，並且遲遲未能復課的個案 Failure to proactively follow up on the case of the complainant's son who had been required by the school to stay home due to alleged misbehaviours and could not resume class attendance for a prolonged period	部分成立 Partially substantiated	2
民政事務總署 Home Affairs Department			
2023/1742C	某海濱外的泊船及延伸而成的岸上墟市違規經營售賣新鮮食物攤檔、非法佔用政府土地、違例搭建構築物、污染近岸水質等，但投訴多時仍未見改善 No improvement made despite repeated complaints about the problems caused by the vessels mooring off a waterfront area and the extension of onshore marketplace, including unauthorised operation of fresh produce stalls, illegal occupation of government land, erection of unauthorised structures and pollution of coastal water	申訴不成立，但機構另有缺失 Unsubstantiated but other inadequacies found	1
2023/2865D	政府各部門互相推卸責任，沒有協調以妥善解決集水坑淤塞問題 Buck-passing among government departments and lack of coordination to properly resolve a clogged catchpit	不成立 Unsubstantiated	3

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個案編號 Case No.	申訴事項 Complaint	整體結論 Overall Conclusion	建議數目 No. of Recommendations
2023/3254C	就處理選舉期間和非選舉期間違規懸掛的非商業宣傳品，政府不同部門缺乏統一的對策 Lack of unified strategies among government departments against unauthorised non-commercial publicity materials displayed during election and non-election periods	不成立 Unsubstantiated	0
房屋署 Housing Department			
2023/3254E	就處理選舉期間和非選舉期間違規懸掛的非商業宣傳品，政府不同部門缺乏統一的對策 Lack of unified strategies among government departments against unauthorised non-commercial publicity materials displayed during election and non-election periods	不成立 Unsubstantiated	0
2024/1390	沒有妥善跟進某公共屋邨違例泊車問題 Failing to properly tackle the problem of illegal parking in a public housing estate	不成立 Unsubstantiated	8
勞工處 Labour Department			
2023/3420	延誤處理申訴人因僱主對其工傷情況的敘述與事實不符而向該處提交的補充資料 Delay in handling the complainant's supplementary information submitted to the Department due to untrue report by his employer on his work injuries	成立 Substantiated	0
地政總署 Lands Department			
2023/1742B	某海濱外的泊船及延伸而成的岸上墟市違規經營售賣新鮮食物攤檔、非法佔用政府土地、違例搭建構築物、污染近岸水質等，但投訴多時仍未見改善 No improvement made despite repeated complaints about the problems caused by the vessels mooring off a waterfront area and the extension of onshore marketplace, including unauthorised operation of fresh produce stalls, illegal occupation of government land, erection of unauthorised structures and pollution of coastal water	成立 Substantiated	1

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個案編號 Case No.	申訴事項 Complaint	整體結論 Overall Conclusion	建議數目 No. of Recommendations
2023/2865E	政府各部門互相推卸責任，沒有協調以妥善解決集水坑淤塞問題 Buck-passing among government departments and lack of coordination to properly resolve a clogged catchpit	不成立 Unsubstantiated	3
2023/3254D	就處理選舉期間和非選舉期間違規懸掛的非商業宣傳品，政府不同部門缺乏統一的對策 Lack of unified strategies among government departments against unauthorised non-commercial publicity materials displayed during election and non-election periods	不成立 Unsubstantiated	0
2024/0996	(1) 未有妥善跟進一宗有關非法佔用政府土地的投訴（不成立）；以及 (2) 未有適時回覆申訴人（成立） (1) Failing to properly follow up a complaint about unlawful occupation of government land (unsubstantiated); and (2) Failing to give a timely reply to the complainant (substantiated)	部分成立 Partially substantiated	5
康樂及文化事務署 Leisure and Cultural Services Department			
2024/0084	沒有妥善跟進提供單車租借服務的營辦商長期放置大量單車在營辦範圍以外的問題，以致通道被阻塞 Failing to resolve the obstruction of passageways caused by a bicycle rental operator with many bicycles persistently placed outside its business area	部分成立 Partially substantiated	1
2024/1834	某公園小食亭的小食食肆業務許可證的招標程序混亂 Confusing tender procedures for the permit to conduct light refreshment business in a park	部分成立 Partially substantiated	5
2024/2261	延誤開展某游泳池普通食肆業務許可證的公開招標程序，以及未有妥善安排事涉食肆營業處所的維修工程 Delay in commencing the open tender procedures for the permit to conduct general restaurant business at a swimming pool, and failure to properly arrange the maintenance works of the food business premises	不成立 Unsubstantiated	4

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個案編號 Case No.	申訴事項 Complaint	整體結論 Overall Conclusion	建議數目 No. of Recommendations
海事處 Marine Department			
2023/1742D	某海濱外的泊船及延伸而成的岸上墟市違規經營售賣新鮮食物攤檔、非法佔用政府土地、違例搭建構築物、污染近岸水質等，但投訴多時仍未見改善 No improvement made despite repeated complaints about the problems caused by the vessels mooring off a waterfront area and the extension of onshore marketplace, including unauthorised operation of fresh produce stalls, illegal occupation of government land, erection of unauthorised structures and pollution of coastal water	部分成立 Partially substantiated	1
郵政署 Post Office			
2023/3121	錯誤地告知申訴人因其單位無人而未能成功派遞包裹 Wrongly informing the complainant that a parcel could not be delivered successfully because no one answered the door	申訴不成立， 但機構另有缺失 Unsubstantiated but other inadequacies found	3
選舉事務處 Registration and Electoral Office			
2023/3685(I)	(1) 拒絕提供選民登記率及申請撤銷選民登記人數的分項數據（不成立）；以及 (2) 回覆的拒絕理由前後不一（申訴不成立，但機構另有缺失） (1) Refusing to provide the breakdown figures of voter registration rates and number of voter deregistration (unsubstantiated); and (2) Inconsistent reply on reason for refusal (unsubstantiated but other inadequacies found)	申訴不成立， 但機構另有缺失 Unsubstantiated but other inadequacies found	2
2024/0692A(I)	(1) 拒絕提供合資格選民人數的分項數據（不成立）；以及 (2) 延誤回應覆檢要求，亦沒有解釋延後回覆的原因（申訴不成立，但機構另有缺失） (1) Refusing to provide the breakdown figures of persons eligible for voter registration (unsubstantiated); and (2) Delay in replying to the review request and failure to explain the reason for a deferred response (unsubstantiated but other inadequacies found)	申訴不成立， 但機構另有缺失 Unsubstantiated but other inadequacies found	2

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個案編號 Case No.	申訴事項 Complaint	整體結論 Overall Conclusion	建議數目 No. of Recommendations
社會福利署 Social Welfare Department			
2023/2641	(1) 沒有妥善監管某護老院舍（部分成立）；以及 (2) 沒有跟進院舍職員的解釋的不合理之處（不成立） (1) Failing to properly monitor a residential care home for the elderly (partially substantiated); and (2) Failing to probe the anomalies in the explanation given by the care home's staff (unsubstantiated)	部分成立 Partially substantiated	1
2024/2139	廣東院舍照顧服務計劃的網頁所顯示有關安老院舍服務和收費的資料與實際情況不符 Erroneous information about the services and fees of a residential care home for the elderly on the webpage of the Residential Care Services Scheme in Guangdong	部分成立 Partially substantiated	7
運輸署 Transport Department			
2024/0827	無理限制樂悠咭不能加載於智能電話或智能手錶 Unreasonably restricting the transference of JoyYou Card to smartphones or smartwatches	不成立 Unsubstantiated	2
2024/1477	(1) 推卸責任及與天星小輪溝通不善，以致雙方就渡輪臨時停航的原因表述不同（不成立）；以及 (2) 未有就渡輪臨時停航通知政府新聞處，以致政府並無公布任何相關消息（不成立） (1) Shirking of responsibility and poor communication with Star Ferry, resulting in different reasons given for the temporary suspension of ferry services (unsubstantiated); and (2) Failing to notify the Information Services Department of the temporary suspension of ferry services, resulting in the Government not making any relevant announcement (unsubstantiated)	不成立 Unsubstantiated	5
2024/1655	在回應申訴人的查詢時未有交代對其有缺點車輛舉報的跟進行動 Failing to explain the Department's follow-up actions when responding to the complainant's enquiry about his defective vehicle report	成立 Substantiated	3

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個案編號 Case No.	申訴事項 Complaint	整體結論 Overall Conclusion	建議數目 No. of Recommendations
水務署 Water Supplies Department			
2023/3517	(1) 延誤通知申訴人其水錶與另一單位的水錶錯誤對調及追收調整水費（部分成立）；以及 (2) 無理拒絕延長申訴人繳付上述調整水費的限期（申訴不成立，但機構另有缺失） (1) Delay in notifying the complainant of the mix-up of water meters between another flat and hers, and in issuing a demand note for adjusted water charges (partially substantiated); and (2) Unreasonable refusal to extend the due date for the complainant to settle the adjusted water charges (unsubstantiated but other inadequacies found)	部分成立 Partially substantiated	2
2024/0033	(1) 任由事涉單位長期無人承接供水用戶權而不採取截水行動；其後當申訴人接管單位及申請承接用戶權時，卻隨即截斷供水，以及無理向申訴人收取重駁供水的費用（部分成立）；以及 (2) 沒有適時更新申訴人的聯絡資料（不成立） (1) Allowing no consumer to take up the water consumership of a flat for a long time without disconnecting the water supply, but disconnecting it immediately upon the complainant's repossession of the flat and application for taking up the consumership, and unreasonably charging for reconnection (partially substantiated); and (2) Failing to update the complainant's contact details in a timely manner (unsubstantiated)	部分成立 Partially substantiated	9

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第2部分：公營機構
Part 2: Public Organisations

個案編號 Case No.	申訴事項 Complaint	整體結論 Overall Conclusion	建議數目 No. of Recommendations
市區重建局 Urban Renewal Authority			
2023/1879	(1) 不當處理「有需要人士維修自住物業津貼計劃」申請（申訴不成立，但機構另有缺失）； (2) 無理進行入息審查（成立）；以及 (3) 無理拒絕披露各項工程的津貼金額（不成立）	部分成立	3
	(1) Mishandling an application under the Building Maintenance Grant Scheme for Needy Owners (unsubstantiated but other inadequacies found); (2) Unreasonable conduct of means test (substantiated); and (3) Unreasonably refusing to disclose the amount of grants for different works items (unsubstantiated)	Partially substantiated	
職業訓練局 Vocational Training Council			
2024/0696(R)	無理拒絕披露某建築設計比賽的資料文件	成立	1
	Refusing without sufficient grounds to disclose the documentation of an architectural competition	Substantiated	

改善措施實例

Examples of Improvement Measures

公署提出的改善建議可大致分為以下類別：

Our recommendations fall into the following categories:

- (1) 制定更清晰指引，使運作更為一致和有效率
- (2) 鼓勵跨部門的協調及優化安排
- (3) 改善處理市民查詢或投訴的措施
- (4) 改善客戶服務的措施
- (5) 加強規管及管制的措施
- (6) 訂立更清晰和合理的規則及收費
- (7) 為市民提供更適時和更清晰的資料
- (8) 加強員工培訓
- (9) 其他

- (1) guidelines for clarity, consistency or efficiency in operation
- (2) incentives to foster inter-departmental co-ordination and arrangements for enhancement
- (3) measures for better public enquiry or complaint handling
- (4) measures for better client services
- (5) measures for more effective regulation or control
- (6) clearer and more reasonable rules and charges
- (7) clearer and more timely information to the public
- (8) enhanced training for staff
- (9) others

第1部分：所涉部門及機構在公署進行主動調查行動後已採取的改善措施實例

按英文字母順序排列

Part 1: Examples of Improvement Measures Introduced by Departments

in alphabetical order

and Organisations Following Our Direct Investigation Operations

機構（個案編號）	改善措施	類別
Organisation (Case reference)	Improvement measures	Category
數字政策辦公室 Digital Policy Office (DI/461)	<ul style="list-style-type: none"> 優化1823的投訴處理機制，如部門認為個案不應由其處理，須在七個曆日內向1823提出，並提供重新將個案轉介至另一更適合部門的理據；如部門未有在限期前通知1823，1823會向「地區治理專組」主席報告 Enhanced 1823's complaint handling mechanism: if a department considers itself not the right party to take up a complaint, it should make a request within seven calendar days, providing justifications for re-assigning the case to a more suitable department; if a department fails to inform 1823 before the deadline, 1823 will report the matter to the Chairman of the Task Force on District Governance ("Task Force") 	(2)
	<ul style="list-style-type: none"> 就涉及地區問題及重複出現權責爭議的個案，1823會按已優化的投訴處理機制尋求當區民政事務專員審定主事部門 For cases involving recurring district problems and unclear delineation of responsibilities, 1823 shall seek the relevant District Officer's ruling on the lead department according to the enhanced complaint handling mechanism 	(2)
	<ul style="list-style-type: none"> 1823會就涉及跨部門地區問題的未獲解決投訴個案作出系統性疏理，並向「地區治理專組」提交報告，以協助政府解決有關問題及制定加強地區行政的長遠策略 1823 shall systematically sort out unresolved complaint cases involving cross-departmental district issues and submit reports to the Task Force to facilitate the Government's resolution of district issues and formulation of long-term strategies to enhance district administration 	(2)

改善措施實例
Examples of Improvement Measures

機構 (個案編號) Organisation (Case reference)	改善措施 Improvement measures	類別 Category
	<ul style="list-style-type: none"> 1823已與參與部門商討在嚴重影響其服務的極端及緊急情況下處理來電及來函的安排，讓市民有清楚訊息及合理的渠道向政府部門作出查詢及投訴 1823 discussed with the participating departments regarding the arrangements for handling incoming calls and correspondence during extreme and emergency conditions that seriously affect the service of 1823, so that members of the public can have clear information and reasonable channels to make enquiries and complaints to government departments 	(3)
	<ul style="list-style-type: none"> 1823已要求參與部門定期就新服務或新安排提交籌劃預算，並會不時提醒部門更新知識庫 1823 requested participating departments to regularly submit plans for new services or arrangements, and to remind departments to update the knowledge base from time to time 	(2)
環境保護署(「環保署」)、食物環境衛生署(「食環署」)及地政總署 Environmental Protection Department ("EPD"), Food and Environmental Hygiene Department ("FEHD") & Lands Department ("LandsD") (DI/459)	<ul style="list-style-type: none"> 環保署使用不同的媒介(包括社交媒體)，推廣正確使用及維修保養新界豁免管制屋宇(「新界村屋」)的化糞池 EPD promoted the proper use, maintenance and repair of septic tanks of New Territories Exempted Houses ("NTEHs") through various channels including social media 	(7)
	<ul style="list-style-type: none"> 環保署按實際情況及需要運用新技術(如探地雷達)，以協助調查有關新界村屋的污水投訴 EPD to apply innovative technologies such as ground penetrating radar in investigating sewage complaints about NTEHs based on actual circumstances and needs 	(5)
	<ul style="list-style-type: none"> 環保署、食環署及地政總署會就較嚴重或複雜的污水排放個案安排聯合行動 EPD, FEHD and LandsD to conduct joint operations to address more serious or complicated sewage discharge cases 	(2)
	<ul style="list-style-type: none"> 環保署、食環署及地政總署成立跨部門工作小組，以加強處理新界村屋排污設施的投訴的協作 EPD, FEHD and LandsD set up an inter-departmental working group to enhance collaboration in handling complaints about sewage facilities of NTEHs 	(2)
	<ul style="list-style-type: none"> 環保署、食環署及地政總署為前線職員制訂行動指引及資料交換機制，以更妥善跟進新界村屋排污設施的投訴 EPD, FEHD and LandsD drew up operational guidelines and an information exchange mechanism for frontline staff for more effective handling of complaints about sewage facilities of NTEHs 	(2)

改善措施實例

Examples of Improvement Measures

機構 (個案編號)	改善措施	類別
Organisation (Case reference)	Improvement measures	Category
	<ul style="list-style-type: none"> 地政總署在投訴處理系統上增設「排污設施投訴」標記功能，以加強監察處理新界村屋排污設施投訴的進度，以及進行數據分析 LandsD introduced a progress monitoring function to its complaint management system to strengthen the monitoring of the handling of complaints about sewage facilities of NTEHs, as well as for analysis purposes 地政總署將環保署及食環署處理新界村屋欠妥排污設施的經驗與職員分享，以加強培訓 LandsD strengthened staff training by sharing the experience of EPD and FEHD on the handling of defective sewage facilities of NTEHs 地政總署在發給新界村屋申請人的批准興建村屋通知書內，列明環保署《村屋污水排放指南》的要求，供申請人依循 LandsD included the requirements of EPD's "Guidance Notes on Discharges from Village Houses" in the letter of approval of NTEHs for compliance by applicants 	(3) (8) (7)
食物環境衛生署 Food and Environmental Hygiene Department ("FEHD") (DI/466)	<ul style="list-style-type: none"> 就突擊巡查時遇上泳池關閉的跟進安排、檢查持牌泳池的方法、視察表格的記錄方式及處理持牌泳池水質投訴訂定工作守則 For licensed swimming pools, FEHD formulated operational guidelines on the follow-up arrangements in the event of closure of pools during surprise inspections, inspection method, compilation of records and handling of complaints about water quality 加強衛生督察就巡查持牌泳池方面的培訓 Strengthened the training for health inspectors regarding the inspection of licensed swimming pools 施加新牌照條件，規定泳池持牌人須備存和展示救生員的當值記錄，以及設立發生遇溺而致命的個案的通報機制 Imposed new licensing conditions requiring licensees to keep and display duty records of life-saving attendants and established a notification mechanism for fatal drowning incidents 鼓勵持牌人按泳池運作的需要，提升救生及急救復甦設備 Encouraged licensees to upgrade life-saving, first-aid and resuscitation equipment based on the operational needs of swimming pools 與康樂及文化事務署就泳池的監督及管理建立恆常的溝通機制 Established a standing communication mechanism with the Leisure and Cultural Services Department on the regulation and management of swimming pools 	(1), (3) & (5) (8) (5) & (7) (5) (2)

改善措施實例
Examples of Improvement Measures

機構 (個案編號)	改善措施	類別
Organisation (Case reference)	Improvement measures	Category
教育局 Government Secretariat – Education Bureau (“EDB”) (DI/458)	<ul style="list-style-type: none"> 強制要求智障兒童學校宿舍部必須設置具錄影功能的閉路電視監察系統，並在《實務指引》訂明設置閉路電視系統的基本要求 Required the boarding sections of schools for children with intellectual disabilities to install CCTV surveillance systems with recording function, and stipulated the basic requirements for CCTV installation in the Practice Guide 	(5)
	<ul style="list-style-type: none"> 安排教育局職員不時抽查宿舍部內閉路電視監察系統的錄影片段 To arrange EDB staff to conduct random checks from time to time of the recorded footages of the CCTV surveillance system installed at the boarding sections 	(5)
	<ul style="list-style-type: none"> 將宿舍部向宿生使用身體約束物或隔離的情況列為巡視宿舍部時須檢視的項目 Included the use of physical restraint or seclusion on boarders by the boarding sections as an item for review during inspections 	(5)
	<ul style="list-style-type: none"> 針對以身體約束物及隔離作為管教寄宿智障兒童失控情緒及行為的措施，為宿舍部制定詳細及嚴謹的基本指引（包括執行情序及監管機制），並把該些基本指引納入智障兒童學校宿舍部的校本政策及指引 Formulated detailed and rigorous basic guidelines (including implementation procedures and monitoring mechanism) specific to the use of physical restraint and seclusion as a measure to manage boarders with intellectual disabilities losing control of their emotion and behaviour, and incorporated the guidelines into the school-based policies and guidelines 	(1)
	<ul style="list-style-type: none"> 進一步就智障兒童學校宿舍部隔離空間的設計及配置提供指引 Provided further guidelines on the design and facilities of seclusion space in the boarding section of schools for children with intellectual disabilities 	(1)
	<ul style="list-style-type: none"> 安排在辦公時間內及外加強突擊巡查智障兒童學校宿舍部，並設定每學年巡查各間智障兒童學校宿舍部的績效指標 Stepped up surprise inspections at the boarding section of schools for children with intellectual disabilities during both office and non-office hours, and drew up key performance indicators for inspections at the boarding section of each of those schools per school year 	(5)
	<ul style="list-style-type: none"> 嚴格要求智障兒童學校宿舍部遵守呈報嚴重或危及生命意外事故的規定，並訂明提交書面報告的期限 Strictly required the boarding sections of schools for children with intellectual disabilities to adhere to the requirements for reporting serious or life-threatening accidents and stipulated a clear deadline for submitting written reports 	(1)

改善措施實例

Examples of Improvement Measures

機構 (個案編號)	改善措施	類別
Organisation (Case reference)	Improvement measures	Category
房屋署 Housing Department (DI/462)	<ul style="list-style-type: none"> 推動及採取更多鼓勵調遷的措施，主動與社會福利署或社福機構聯繫和合作，提供更多社區活動和服務，令長者租戶盡快適應新社區 Promoted and introduced more transfer incentives, as well as approached and collaborated with the Social Welfare Department or welfare agencies to provide more activities and services to help elderly tenants to adapt to the new community 	(4)
	<ul style="list-style-type: none"> 了解一型設計「長者住屋」及「改建一人單位」租戶對「長者戶全免租金計劃」及其他計劃的意見，了解他們的調遷意向及適當處理其要求 Sought the views of tenants of the Housing for Senior Citizens and converted one-person units about the Full Rent Exemption Scheme for Elderly Households and other incentives, thereby understanding their intention for transfer and duly handling their requests 	(4)
	<ul style="list-style-type: none"> 繼續跟進居於「改建一人單位」的全非長者租戶的個案，以加快收回相關「改建一人單位」 Continued to follow up on cases of converted one-person unit households solely consisting of non-elderly members and speed up recovering these units 	(9)
房屋署 Housing Department (DI/478)	<ul style="list-style-type: none"> 繼續密切監察公共屋邨的違泊情況，特別是個別不能安裝車輛閘機系統的屋邨道路，並制定有效打擊策略 Continued to monitor the situation of illegal parking in public rental housing estates closely, especially on roads where the installation of vehicle barrier gate systems is infeasible, and formulate effective enforcement strategies 	(5)
	<ul style="list-style-type: none"> 加大力度打擊違泊黑點 Stepped up enforcement against blackspots of illegal parking 	(5)
	<ul style="list-style-type: none"> 對於在緊急車輛通道違泊的車輛，不予警告，一經發現立即採取鎖車或拖車等執管行動 Took enforcement action against illegal parking along emergency vehicular access immediately without warning, including impounding or towing away the vehicles 	(5)
	<ul style="list-style-type: none"> 如有需要加強與警務處合作，安排聯合行動，加強阻嚇力及增加違規成本 Strengthened collaboration with the Police Force to arrange joint operations where necessary to enhance deterrence and increase the offenders' non-compliance costs 	(5)

改善措施實例
Examples of Improvement Measures

機構 (個案編號)	改善措施	類別
Organisation (Case reference)	Improvement measures	Category
	<ul style="list-style-type: none"> 適時檢討閉路電視監察系統及物聯網感應器的效用及試行結果 Conducted timely review of the effectiveness and results of the pilot use of CCTV surveillance and Internet of Things sensors 加強對駕駛人士的宣傳和教育，重點提醒駕駛人士切勿在緊急車輛通道違泊 Stepped up publicity and education for motorists, stressing the importance of refraining from illegal parking on emergency vehicular access 	(5) (7)
康樂及文化事務署 Leisure and Cultural Services Department (DI/465)	<ul style="list-style-type: none"> 制訂一套容易理解的技術實務指引，指導前線人員檢查設施，並提供客觀或可量度的標準及實物圖像，協助他們準確判斷設施的損壞狀況和評估施加臨時安全措施的需要 Compiled a technical practice guide on facilities inspection using wording intelligible to staff at all ranks to guide the frontline staff. Objective or measurable standards and illustrations of physical objects are provided to assist them to judge accurately the damage spotted in facilities and assess the need to implement temporary safety measures 指示場地人員在例行巡查表格上列出相關場地的設施，並附加中文解釋，確保在例行巡查時能逐一檢視設施及記錄檢視結果，避免遺漏 Instructed venue staff to list out on the routine inspection form the facilities in a venue, supplemented by Chinese explanations, so that frontline staff of the venue can follow the list to inspect the facilities one by one during routine inspections and record the results accordingly to avoid omissions 加強前線人員檢查設施工作之培訓，確保他們理解相關檢查指引，及加強其對損壞設施臨時加設保護或圍封的安全意識，並安排複修訓練以鞏固相關知識與技能 Strengthened training on facilities inspection for frontline staff to ensure their understanding of the relevant inspection guidelines and enhance their safety awareness in implementing temporary protective measures for damaged facilities or cordoning off those facilities. Refresher training courses will also be arranged for them regularly to solidify their relevant knowledge and skills 	(1) (8) (8)

改善措施實例
Examples of Improvement Measures

機構 (個案編號)	改善措施	類別
Organisation (Case reference)	Improvement measures	Category
	<ul style="list-style-type: none"> 為暫緩維修設施的個案設立監察名單，並制訂跟進相關個案的制度 Compiled a watch list for cases of repairs suspension and drew up a follow-up system for such cases 	(1) & (5)
	<ul style="list-style-type: none"> 制訂指引指示前線人員更有效監察設施維修工程的進度，並執行相關工作 Drew up guidelines to instruct frontline staff to monitor more effectively the progress of facilities repairs and execute the relevant tasks 	(1) & (5)
	<ul style="list-style-type: none"> 檢討現行定期合約的安排，修改遊樂場設施的維修保養合約條款，規定市區和新界兩份合約必須由不同及沒有直屬或間接關係的承辦商中標，以及長遠研究可更靈活安排定期合約承辦商進行設施維修工程的方案，避免過度依賴單一承辦商 Revisited the current term contract arrangement and amended the terms of the maintenance and repair contracts for recreational facilities to stipulate that the two contracts for the urban areas and the New Territories must be awarded to different contractors with no direct or indirect affiliation, and in the long run, to explore options that allow more flexible arrangements for engaging term contractors to take up facilities repair works so as to avoid over-reliance on one single contractor 	(5)
	<ul style="list-style-type: none"> 利用電腦程式設立的監察名單及已更新的例行巡查表格，收集遊樂及康體設施的各項數據，分析承辦商出現延誤工程的原因，並制訂針對性的改善措施 Used the watch list set up by the computer programme and the updated routine inspection forms to collect various data on play and recreation facilities, analyse the causes of delayed works by contractors and formulate targeted improvement measures 	(5)
	<ul style="list-style-type: none"> 為負責評核承辦商表現的人員提供清晰的評核指引，使送交發展局的評核報告能更準確反映承辦商的表現，為日後揀選承辦商提供參考 Provided clear appraisal guidelines on evaluation of contractors' performance such that the appraisal reports to be submitted to the Development Bureau can reflect contractors' performance more accurately and serve as reference for contractor selection in the future 	(1) & (5)

改善措施實例
Examples of Improvement Measures

機構 (個案編號)	改善措施	類別
Organisation (Case reference)	Improvement measures	Category
社會福利署 (「社署」) Social Welfare Department ("SWD") (DI/457)	<ul style="list-style-type: none"> 向認可服務單位索取輪候名單，協助仍在等候編配服務的長者早日獲得服務 Obtained from recognised service providers ("RSPs") the list of elderly persons waiting for services, and provided assistance to those elderly persons so that they can receive services as soon as possible 	(4)
	<ul style="list-style-type: none"> 容許持券人同時向兩間認可服務單位選購服務 Allowed voucher holders to purchase services from two RSPs concurrently 	(4)
	<ul style="list-style-type: none"> 透過簡介會及社署網頁與認可服務單位分享服務供求數據，並鼓勵機構開展服務或擴展服務模式及覆蓋範圍 Shared service supply and demand statistics with RSPs through briefing sessions and SWD's website, and invited organisations to offer services or extend the mode and coverage of services 	(9)
	<ul style="list-style-type: none"> 優化申請表及發券通知書，透過獲取同住家人的資料，主動向缺乏家人照顧的長者提供協助 Optimised the application form and notification of issuance of voucher to seek information about household members and proactively provided assistance to elderly persons without carers 	(4)
	<ul style="list-style-type: none"> 提高職員進行覆核探訪時須抽樣訪問的人次及審核檔案的要求 Required staff to conduct more random interviews and review service records during service monitoring visits 	(5)
	<ul style="list-style-type: none"> 向轉換服務單位的持券人了解當中原因，並向所涉單位反映相關意見 Approached voucher holders switching RSPs to understand the reason behind, and referred such feedback to the RSP concerned 	(5)
	<ul style="list-style-type: none"> 提醒服務單位適時更新「長者資訊網」的資料及推出「長者服務券資訊系統」，並會研究將上述平台的數據互換，以更有效反映服務空缺情況 Reminded RSPs to provide timely updates on the Elderly Information Website and introduced the Voucher Information System. To explore the possibility of data exchange between the two platforms with an aim to reflect the vacancy for service places more effectively 	(5)

改善措施實例

Examples of Improvement Measures

第2部分：所涉部門及機構在公署進行全面調查後已採取的改善措施實例

Part 2: Examples of Improvement Measures Introduced by Departments and Organisations Following Our Full Investigations

機構 (個案編號)	改善措施	類別
Organisation (Case reference)	Improvement measures	Category
屋宇署 Buildings Department (2023/2545)	<ul style="list-style-type: none"> 聯同消防處為申訴人提供技術支援，協助其盡快遵辦兩張消防安全指示 Collaborated with the Fire Services Department to provide technical support to the complainant for complying with two Fire Safety Directions 	(2)
	<ul style="list-style-type: none"> 加強職員培訓，包括定期提供有關投訴處理的課程、提醒職員重溫實務技巧的影片、舉辦經驗分享會及講座等 Enhanced training for staff by offering regular complaint handling courses, reminding staff to go through again the videos on practical skills, organising experience sharing sessions and talks, etc. 	(8)
	<ul style="list-style-type: none"> 完成檢討個案管理機制及程序 Reviewed the case management mechanism and procedures 	(1)
	<ul style="list-style-type: none"> 加強監察個案進展，包括提醒職員適時安排完工視察及更新電腦記錄、檢討回覆查詢的程序、修訂內部工作手冊，以及優化「樓宇狀況資訊系統」 Strengthened the monitoring of case progress by reminding responsible staff to arrange completion inspections and update computer records in a timely manner, reviewing the procedures for responding to enquiries, revising the internal operational manual, and improving the Building Condition Information System 	(1) & (8)
屋宇署 Buildings Department (2024/1283)	<ul style="list-style-type: none"> 與相關職員分享此案經驗，並提醒職員須密切監察清拆令的遵辦情況，以及對持續未有遵辦清拆令的僭建物業主採取嚴格的執法行動 Shared the lessons learnt from this case with relevant staff and reminded them to closely monitor the progress of compliance with removal orders and take stringent enforcement actions against owners of unauthorised buildings works who did not comply with removal orders 	(8)
	<ul style="list-style-type: none"> 採取進一步跟進行動，成功令事涉僭建物被移除 Took further follow-up actions and successfully caused the unauthorised buildings works in question to be removed 	(5)
食物環境衛生署 Food and Environmental Hygiene Department (2022/2602) (2022/2840)	<p>就更改攤檔結構的裝修工程，制定具體和清晰的程序指引，讓職員在跟進攤檔的改建或裝修工程時有所依循 Formulated specific and clear procedural guidelines for staff to follow up on cases on alteration or renovation works of market stalls</p>	(1)

改善措施實例
Examples of Improvement Measures

機構 (個案編號)	改善措施	類別
Organisation (Case reference)	Improvement measures	Category
教育局 Government Secretariat – Education Bureau (2023/1512)	<ul style="list-style-type: none"> 在缺課個案專責小組定期召開的會議加入處理複雜個案的專業交流環節 Introduced professional exchange sessions for complicated cases to the regular meetings of the Non-attendance Cases Team 	(3) & (5)
	<ul style="list-style-type: none"> 把討論複雜的缺課個案的次數增加至每月最少兩次，以加強對個案負責人員的督導 Increased the number of discussions of complicated non-attendance cases to at least two times per month to step up supervision of case officers 	(5)
	<ul style="list-style-type: none"> 加強職員培訓，以進一步提升他們處理缺課個案的專業知識和能力 Strengthened staff straining to enhance their professional knowledge and abilities in handling non-attendance cases 	(8)
	<ul style="list-style-type: none"> 優化處理缺課個案的程序，在介入個案的時間和形式方面給予具體指示 Enhanced the procedures for handling non-attendance cases to provide concrete instructions as to when and how to intervene into a case 	(1)
房屋署 Housing Department (2022/2920)	<ul style="list-style-type: none"> 提醒公共屋邨管理人員須對懷疑濫用公屋個案進行初步調查工作，如有表面證據，須盡快將個案轉介善用公屋資源分組（「資源分組」）進行深入調查 Reminded management staff of public housing estates to carry out preliminary investigation into suspected cases of tenancy abuse, and where a <i>prima facie</i> case has been established, to refer the case to the public housing resources management subsection (“PHRM”) for in-depth investigation as soon as practical 	(1) & (8)
	<ul style="list-style-type: none"> 優化「舉報濫用公屋郵柬」的認收程序 Enhanced the procedures for acknowledging receipt of Tenancy Abuse Report Aerogramme 	(1)
	<ul style="list-style-type: none"> 「資源分組」認收濫用公屋舉報時，會在回覆中向投訴人指出因調查過程和結果涉及他人的個人資料及私隱，故未能透露個案詳情。香港房屋委員會的網頁及相關舉報濫用公屋表格已加入以上訊息 When acknowledging receipt of reports on tenancy abuse, PHRM will inform the complainant in its reply that details of the case would not be disclosed as the investigation process and results involve others’ personal information and privacy. Such information has been included in the website of the Hong Kong Housing Authority and the relevant Abuse Report Form 	(3)

改善措施實例

Examples of Improvement Measures

機構 (個案編號)	改善措施	類別
Organisation (Case reference)	Improvement measures	Category
	<ul style="list-style-type: none"> 透過職員培訓，提升職員處理有關濫用公屋舉報個案時與相關人士的溝通能力 Stepped up staff training to enhance their communication with relevant parties while handling reports of suspected tenancy abuse 	(8)
房屋署 Housing Department (2024/1390)	<ul style="list-style-type: none"> 緊密監察事涉屋邨的違泊情況 To closely monitor the illegal parking situation in the public housing estate concerned 視乎需要加強執管行動，以減低違泊問題造成的公眾安全隱患 To step up enforcement actions as necessary to reduce public safety risks caused by illegal parking 繼續不定時與警務處安排聯合行動，以加強阻嚇力及增加司機的違規成本 To continue to arrange joint operations with the Police Force to enhance deterrence and increase the cost of violations for drivers 適時檢討閉路電視監察系統及物聯網感應器的效用及試行結果，以助前線人員有效偵查違泊行為 To conduct timely review of the effectiveness of CCTV surveillance system and Internet of Things sensors to help frontline staff effectively detect illegal parking 	(5)
地政總署 Lands Department (2023/2289B)	<p>透過舉行培訓講座及提供培訓資料，加強職員了解相關技術通告下部門管理和保養遷置鄉村的權責，並安排每半年傳閱有關技術通告及培訓資料</p> <p>Enhanced staff understanding of the department's roles and responsibilities in the management and maintenance of village resite areas under the Technical Circular by organising training seminars and providing training materials. To disseminate the Technical Circular and relevant training materials to staff on a bi-annual basis</p>	(8)
康樂及文化事務署 Leisure and Cultural Services Department (2024/0084)	<p>加強對提供單車租借服務的營辦商的監管，並採取有效措施解決營辦商造成的通道阻塞問題</p> <p>Stepped up the monitoring over a bike rental service contractor, and took effective measures to resolve the street obstruction problem caused by the contractor</p>	(5)

改善措施實例
Examples of Improvement Measures

機構 (個案編號) Organisation (Case reference)	改善措施 Improvement measures	類別 Category
郵政署 Post Office (2023/3121)	<ul style="list-style-type: none"> 如收件地址不屬可到戶派遞的地址，會發短訊給收件人提醒有關派遞安排 If the delivery address is not an address for door delivery, an SMS message will be sent to inform the addressee of the delivery arrangement 	(4)
	<ul style="list-style-type: none"> 優化網頁的郵件追查功能，讓寄件人和收件人知悉派遞地址不屬可到戶派遞的地址 Optimised the "Track and Trace" function on the webpage to inform the sender and addressee that the delivery address is not an address for door delivery 	(4)
選舉事務處 Registration and Electoral Office (2023/3685(I)) (2024/0692A(I))	<ul style="list-style-type: none"> 提醒職員須嚴格按照《公開資料守則》的規定處理市民索取資料的申請，並提供清晰的回覆 Reminded staff to strictly adhere to the Code on Access to Information and provide a clear reply when handling requests for information from the public 	(8)
	<ul style="list-style-type: none"> 在完成檢視選民登記率的估算方法後，按《公開資料守則》重新處理申訴人索取數據的要求 To revisit the complainant's information request in accordance with the Code on Access to Information upon review of the methodology of estimating voter registration rates 	(9)
社會福利署 Social Welfare Department (2024/2139)	修正或補充「廣東院舍照顧服務計劃」欠詳盡的網頁資料 Revamped or supplemented the insufficient website information of the Residential Care Services Scheme in Guangdong	(7)
社會福利署 Social Welfare Department (2023/2641)	提示職員在跟進投訴時須充分考慮投訴人所提供的資料 Reminded staff to fully consider information provided by complainants when handling complaints	(8)
運輸署 Transport Department (2023/2873(I))	提示職員依照新制訂的內部指引適時檢視及更新駕駛教師名冊內容 Reminded staff to review and update the content of the Name List of Private Driving Instructors in a timely manner in accordance with the newly developed internal guidelines	(8)
運輸署 Transport Department (2024/1655)	<ul style="list-style-type: none"> 持續監察車輛檢驗辦事處(「驗車辦」)的工作情況及有缺點車輛舉報的個案數字 Continued to monitor the performance of the Vehicle Inspection Office and the number of cases of defective vehicle reports 	(5)
	<ul style="list-style-type: none"> 在有需要時考慮檢討人手安排 To consider reviewing staffing arrangements as necessary 	(9)
	<ul style="list-style-type: none"> 提示驗車辦職員務必就有缺點車輛舉報人的個別查詢作精準回覆，避免與其他個案混淆 Reminded staff of the Vehicle Inspection Office to provide precise responses to enquiries from complainants of defective vehicle report to avoid confusion with other cases 	(3)

改善措施實例

Examples of Improvement Measures

機構 (個案編號)	改善措施	類別
Organisation (Case reference)	Improvement measures	Category
運輸署 Transport Department (2024/0827)	承諾關注手機版本樂悠咭及「殘疾人士身份」八達通卡的開發，並會在不影響打擊濫用「2元乘車優惠計劃」的大前提下仔細考慮任何更便利用戶的建議 Undertook to keep in view the development of the mobile versions of JoyYou Card and Octopus Card encoded with "Persons with Disabilities Status" and carefully consider any proposals that can provide users with greater convenience without compromising the overriding policy objective of combatting abuse of the \$2 public transport fare concession scheme	(9)
市區重建局 Urban Renewal Authority (2023/1879)	<ul style="list-style-type: none"> 提示員工在處理申請時避免向申請人索取不必要的資料 Reminded staff to avoid seeking unnecessary information from applicants when processing applications 修訂「有需要人士維修自住物業津貼計劃」申請須知，提供有關覆檢及上訴渠道的資訊 Amended the application guidelines for the "Building Maintenance Grant Scheme for Needy Owners" to provide information on review and appeal channels 修訂「原則上批准通知書」的內容，以便申請人知悉其申請不獲批的原因 Amended the "Approval-in-Principle Letter" to inform applicants of the reasons for rejecting their applications 	(8) (7) (7)
職業訓練局 Vocational Training Council (2024/0696)	向職員提供有關該局的《公開資料守則》的培訓及提醒他們在拒絕向市民披露要求的資料時須提供充分理據 Provided staff training on the organisation's Code on Access to Information and reminded staff to give full justifications for their refusal to requests for information from members of the public	(8)
水務署 Water Supplies Department (2023/3517)	<ul style="list-style-type: none"> 修訂處理水錶錯調而調整水費及排污費的部門指引，當中訂明須於確認水錶錯調個案後的七個工作天內以書面通知受影響用戶有關情況；以及訂定處理調整帳單的時限及向相關組別匯報個案進度的監管機制 Revised departmental guidelines so that affected users in cases involving wrong meter arrangement would be notified of the need for subsequent adjustments to water charges within seven working days of confirmation of such cases; and established a timeline for handling adjusted bills and monitoring mechanism for reporting case progress 提醒職員須謹慎處理註冊用戶有關帳戶的查詢或投訴，並盡快提供清晰的回覆 Reminded staff to handle registered consumers' enquiries or complaints in a prudent manner and to provide clear responses as soon as possible 	(1) (8)

顧問名單

List of Advisers

姓名以英文字母順序排列
in alphabetical order of surname

會計 Accountancy

蔡永忠先生，BBS, JP
Mr Tsai Wing Chung, Philip, BBS, JP

建築、工程及測量 Architecture, Engineering and Surveying

陳志超工程師，SBS
Ir Chan Chi Chiu, SBS

陳旭明測量師
Sr Chan Yuk Ming, Raymond

梁廣灝工程師，SBS, OBE, JP
Ir Leung Kwong Ho, Edmund, SBS, OBE, JP

林雲峯先生，BBS, JP
Mr Lim Wan Fung, Bernard Vincent, BBS, JP

資訊科技 Information Technology

陳仲文工程師
Ir Alex Chan

法律 Legal

羅沛然博士
Dr Lo Pui Yin

黃文傑先生，SC, JP
Mr Wong Man Kit, Anson, SC, JP

調解 Mediation

羅偉雄教授
Professor Law Wai Hung, Francis

蕭詠儀女士，JP
Ms Siu Wing Yee, Sylvia, JP

醫務及護理 Medical and Nursing

賴錦玉教授
Professor Lai Kam Yuk, Claudia

沈秉韶醫生，BBS, JP
Dr Shum Ping Shiu, BBS, JP

社會工作及更生事務 Social Work and Rehabilitation Services

陳麗雲教授，JP
Professor Chan Lai Wan, Cecilia, JP

吳宏增先生
Mr Ng Wang Tsang, Andy

國際申訴專員高峰論壇2024概覽及出席者名單

Programmes and Attendance List of International Ombudsman Summit 2024

概覽 Programmes

2024年12月3日
3 December 2024



09:00	開幕式 Opening Ceremony
	歡迎辭 Welcome Remarks
	陳積志先生 Mr CHAN Jick-chi, Jack 中華人民共和國香港特別行政區申訴專員 The Ombudsman, Hong Kong Special Administrative Region of the People's Republic of China
	開幕辭 Opening Remarks
	陳國基先生，GBS, IDSM, JP The Hon CHAN Kwok-ki, GBS, IDSM, JP 中華人民共和國香港特別行政區政務司司長 Chief Secretary for Administration, Hong Kong Special Administrative Region of the People's Republic of China
09:35	專題演講 Keynote Speech
	蔡為先生 Mr CAI Wei 中華人民共和國國家監察委員會國際合作局局長 Director-General, Department of International Cooperation, National Commission of Supervision, People's Republic of China
09:45	專題演講 Keynote Speech
	Mohamed BENALILOU先生 Mr Mohamed BENALILOU 國際申訴專員協會第一副理事長 摩洛哥王國調解專員 First Vice President, International Ombudsman Institute Mediator, Kingdom of Morocco
10:15	茶點休息 Tea Break

國際申訴專員高峰論壇2024概覽及出席者名單

Programmes and Attendance List of International Ombudsman Summit 2024

10:45

座談討論（一）：回顧往昔，總結經驗

Panel Session (1) : Learning from the Past

主持人及演講者

Moderator & Panel Speaker

Caroline SOKONI女士

Ms Caroline SOKONI

贊比亞行政監察專員

Public Protector, Zambia

演講者（姓名以英文字母順序排列）

Panel Speakers (in alphabetical order)

Peter BOSHIER先生

Mr Peter BOSHIER

新西蘭總申訴專員

Chief Ombudsman, New Zealand

以預錄視頻發表演講

Presentation by pre-recorded video

Şeref MALKOÇ先生

Mr Şeref MALKOÇ

土耳其總申訴專員

Chief Ombudsman, Türkiye

RYU Chul-whan先生

Mr RYU Chul-whan

韓國國民權益委員會主席

Chairperson, Anti-Corruption and Civil Rights Commission, Republic of Korea

與 **JEONG Jae-chang**先生

And **Mr JEONG Jae-chang**

韓國國民權益委員會投訴調查規劃主任

Director for Complaints Investigation Planning, Anti-Corruption and Civil Rights Commission, Republic of Korea

Aydin SAFIKHANLI先生

Mr Aydin SAFIKHANLI

阿塞拜疆人權事務專員（申訴專員）公署總監

Head of Office, Commissioner for Human Rights (Ombudsman), Azerbaijan

國際申訴專員高峰論壇2024概覽及出席者名單
Programmes and Attendance List of International Ombudsman Summit 2024

11:45	<p>座談討論(二)：啟迪未來，行穩致遠 Panel Session (2) : Preparing for the Future</p> <p>主持人及演講者 Moderator & Panel Speaker</p> <p>Csenge BORBÉLY女士 Ms Csenge BORBÉLY 匈牙利基本權利監察專員內閣事務長 Head of Cabinet, Office of Commissioner for Fundamental Rights, Hungary</p> <p>演講者(姓名以英文字母順序排列) Panel Speakers (in alphabetical order)</p> <p>Mohamed BENALILOU先生 Mr Mohamed BENALILOU 摩洛哥王國調解專員 Mediator, Kingdom of Morocco</p> <p>Keursly CONCINCION先生 Mr Keursly CONCINCION 庫拉索申訴專員 The Ombudsman, Curaçao</p> <p>JOO Yong-hak先生 Mr JOO Yong-hak 韓國首爾市市民監察官委員會主席 Chairman, Seoul Metropolitan Citizens' Ombudsman Commission, Republic of Korea</p> <p>林燕生女士 Ms LAM In-sang 中華人民共和國澳門特別行政區廉政公署助理專員 Deputy Commissioner Against Corruption, Macao Special Administrative Region of the People's Republic of China</p>
12:45	<p>午膳 Lunch Break</p>
14:15	<p>專題演講 Keynote Speech</p> <p>Ejaz Ahmad QURESHI先生 Mr Ejaz Ahmad QURESHI 亞洲申訴專員協會理事長 巴基斯坦聯邦申訴專員 President, Asian Ombudsman Association Federal Ombudsman, Pakistan</p>

國際申訴專員高峰論壇2024概覽及出席者名單

Programmes and Attendance List of International Ombudsman Summit 2024

14:45	<p>專題演講 Keynote Speech</p> <p>張國鈞博士 · SBS, JP Dr the Hon CHEUNG Kwok-kwan, SBS, JP 中華人民共和國香港特別行政區律政司副司長 Deputy Secretary for Justice, Hong Kong Special Administrative Region of the People's Republic of China</p>
15:00	<p>座談討論 (三)：促進調解及跨機構協作以處理投訴 Panel Session (3) : Promoting Mediation and Multi-agencies Collaboration in Handling Public Complaints</p> <p>主持人 Moderator</p> <p>李照庭先生 Mr LEE Chiu-ting, Samuel 中華人民共和國香港特別行政區律政司副民事法律專員 Deputy Law Officer, Department of Justice, Hong Kong Special Administrative Region of the People's Republic of China</p> <p>演講者 (姓名以英文字母順序排列) Panel Speakers (in alphabetical order)</p> <p>Paul DUBÉ先生 Mr Paul DUBÉ 加拿大安大略省申訴專員 Ontario Ombudsman, Canada</p> <p>Mokhammad NAJIH博士 Dr Mokhammad NAJIH 印尼申訴公署主席 Chairman, The Ombudsman, Indonesia</p> <p>NAKAI Tohru先生 Mr NAKAI Tohru 日本總務省行政評價局副局長 Deputy Director-General, Administrative Evaluation Bureau, Ministry of Internal Affairs and Communications, Japan</p>
16:15	<p>專題演講 Keynote Speech</p> <p>李自軍先生 Mr LI Zijun 中華人民共和國國家信訪局副局長 Deputy Commissioner, National Public Complaints and Proposals Administration, People's Republic of China</p>
16:30	<p>高峰論壇結束 End of Summit</p>

國際申訴專員高峰論壇2024概覽及出席者名單
Programmes and Attendance List of International Ombudsman Summit 2024

出席者名單 Attendance List

亞洲Asia

按國家英文字母順序排列
in alphabetical order of country

國家Country	機構Institution／代表Representative
Bahrain	Inspector General Office – National Security Agency
Bahrain	Ombudsman for the Ministry of Interior
Bangladesh	Bangladesh Chamber of Commerce & Industry Hong Kong
China	Chinese University of Hong Kong, Shenzhen
China	Commission Against Corruption, Macao SAR
China	National Commission of Supervision
China	National Public Complaints and Proposals Administration
China	Shanghai Academy of Social Sciences
Cyprus	Ombudsman of the Turkish Speaking Community of Cyprus
Indonesia	BANI Arbitration Center
Indonesia	Consulate-General in Hong Kong SAR
Indonesia	Ombudsman
Iran	Consulate-General in Hong Kong SAR
Japan	Administrative Evaluation Bureau, Ministry of Internal Affairs and Communications
Korea	Anti-Corruption and Civil Rights Commission
Korea	Seoul Metropolitan Government Citizens' Ombudsman Commission
Malaysia	Consulate-General in Hong Kong SAR
Pakistan	Federal Ombudsman
Pakistan	Office of the Ombudsman Punjab
Pakistan	Provincial Ombudsman of Sindh
Qatar	Consulate-General in Hong Kong SAR

國際申訴專員高峰論壇2024概覽及出席者名單

Programmes and Attendance List of International Ombudsman Summit 2024

非洲Africa

國家Country	機構Institution／代表Representative
Benin	Mediator
Burundi	Ombudsman
Morocco	Mediator
Mozambique	Mozambique Justice Ombudsman Office
Nigeria	Public Complaints Commission
South Africa	Johannesburg Metropolitan Municipality
South Africa	Public Protector
South Africa	South African Military Ombud
South Africa	Western Cape Police Ombudsman
Zambia	Public Protector

澳大利西亞暨太平洋Australasia & Pacific

國家Country	機構Institution／代表Representative
Australia	Consulate-General in Hong Kong SAR
Papua New Guinea	Ombudsman Commission
Tonga	Ombudsman

加勒比海及拉丁美洲Caribbean & Latin America

國家Country	機構Institution／代表Representative
Chile	Consulate-General in Hong Kong SAR
Curaçao	Ombudsman
Panama	Ombudsman

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歐洲Europe

國家Country	機構Institution／代表Representative
Andorra	Ombudsman
Azerbaijan	Commissioner for Human Rights (Ombudsman)
Hungary	Commissioner for Fundamental Rights
Israel	Consulate-General in Hong Kong SAR
North Macedonia	Ombudsman Office
Slovak Republic	Public Defender of Rights
Türkiye	Ombudsman

北美洲North America

國家Country	機構Institution／代表Representative
Canada	Ontario Ombudsman
Mexico	Consulate-General in Hong Kong SAR
United States of America	Office of the Employee Ombud, City of Seattle
United States of America	North Carolina Medicaid Ombudsman
United States of America	Ombudsman, State of Hawaii

國際組織International Bodies

African Development Bank
Asian Infrastructure Investment Bank
Asian Development Bank
The International Monetary Fund
International Ombudsman Institute
The Office of the European Union to Hong Kong and Macao
Office of the Ombudsman for United Nations Funds and Programmes
World Bank

申訴專員公署35周年活動概覽

Programmes of The Ombudsman's 35th Anniversary

2024年12月2日

2 December 2024

歡迎晚宴

Welcome Dinner

2024年12月3日

3 December 2024

國際申訴專員高峰論壇2024閉幕禮暨香港申訴專員公署35周年慶祝大會 IOS 2024 Closing Ceremony and Hong Kong Ombudsman's 35th Anniversary Reception

主禮嘉賓

Officiating guests

李家超先生，大紫荊勳賢，SBS, PDSM, PMSM

The Hon John KC LEE, GBM, SBS, PDSM, PMSM

中華人民共和國香港特別行政區行政長官

The Chief Executive, Hong Kong Special Administrative Region of the People's Republic of China

陳積志先生

Mr CHAN Jick-chi, Jack

中華人民共和國香港特別行政區申訴專員

The Ombudsman, Hong Kong Special Administrative Region of the People's Republic of China

劉光源先生

Mr LIU Guangyuan

中央人民政府駐香港特別行政區聯絡辦公室副主任

Deputy Director of the Liaison Office of the Central People's Government in the Hong Kong Special Administrative Region

李自軍先生

Mr LI Zijun

中華人民共和國國家信訪局副局長

Deputy Commissioner, National Public Complaints and Proposals Administration, People's Republic of China

蔡為先生

Mr CAI Wei

中華人民共和國國家監察委員會國際合作局局長

Director-General, Department of International Cooperation, National Commission of Supervision, People's Republic of China

申訴專員公署35周年活動概覽
Programmes of The Ombudsman's 35th Anniversary

Mohamed BENALILOU 先生

Mr Mohamed BENALILOU

國際申訴專員協會第一副理事長

摩洛哥王國調解專員

First Vice President, International Ombudsman Institute

Mediator, Kingdom of Morocco

Ejaz Ahmad QURESHI 先生

Mr Ejaz Ahmad QURESHI

亞洲申訴專員協會理事長

巴基斯坦聯邦申訴專員

President, Asian Ombudsman Association

Federal Ombudsman, Pakistan

2024年12月4日
4 December 2024

文化觀光活動 Social Programmes

- 參觀香港特別行政區立法會及展城館
Visit to the Legislative Council of HKSAR & City Gallery
- 香港地質公園導賞遊
Hong Kong Geopark Tour
- 中環半山區城市漫步
City Walk (Central & Mid-Levels)
- 詠春拳鍛鍊體驗
Wellness Workshop (Wing Chun Class)
- 香港電車觀光之旅
Hong Kong Tram Ride
- 觀賞賽馬活動
Horse Racing Entertainment

獨立核數師報告 致申訴專員

Independent auditor's report to The Ombudsman

(根據《申訴專員條例》於香港成立) (Established in Hong Kong pursuant to The Ombudsman Ordinance)

意見

本核數師（以下簡稱「我們」）已審計列載於第122至147頁申訴專員的財務報表，此財務報表包括於2025年3月31日的財務狀況表與截至該日止年度的收支結算表、全面收益表、資金狀況變動表和現金流量表，以及包括重大會計政策信息及其他說明信息的附註。

我們認為，該等財務報表已根據香港會計師公會頒布的《香港財務報告會計準則》真實而中肯地反映了申訴專員於2025年3月31日的財務狀況及截至該日止年度的財務表現和現金流量。

意見的基礎

我們已根據香港會計師公會頒布的《香港審計準則》進行審計。我們在該等準則下承擔的責任已在本報告「核數師就審計財務報表承擔的責任」部分中作進一步闡述。根據香港會計師公會頒布的《專業會計師道德守則》（以下簡稱「守則」），我們獨立於申訴專員，並已履行守則中的其他專業道德責任。我們相信，我們所獲得的審計憑證能充足和適當地為我們的審計意見提供基礎。

財務報表及其核數師報告以外的信息

申訴專員需對其他信息負責。其他信息包括刊載於年報內的全部信息，但不包括財務報表及我們的核數師報告。

我們對財務報表的意見並不涵蓋其他信息，我們亦不對該等其他信息發表任何形式的鑑證結論。

結合我們對財務報表的審計，我們的責任是閱讀其他信息，在此過程中，考慮其他信息是否與財務報表或我們在審計過程中所了解的情況存在重大抵觸或者似乎存在重大錯誤陳述的情況。

Opinion

We have audited the financial statements of The Ombudsman set out on pages 122 to 147, which comprise the statement of financial position as at 31 March 2025, the statement of income and expenditure, the statement of comprehensive income, the statement of changes in funds and the cash flow statement for the year then ended and note, comprising material accounting policy information and other explanatory information.

In our opinion, the financial statements give a true and fair view of the financial position of The Ombudsman as at 31 March 2025 and of its financial performance and its cash flows for the year then ended in accordance with HKFRS Accounting Standards as issued by the Hong Kong Institute of Certified Public Accountants ("HKICPA").

Basis for opinion

We conducted our audit in accordance with Hong Kong Standards on Auditing ("HKSAs") issued by the HKICPA. Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the financial statements* section of our report. We are independent of The Ombudsman in accordance with the HKICPA's *Code of Ethics for Professional Accountants* ("the Code") and we have fulfilled our other ethical responsibilities in accordance with the Code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Information other than the financial statements and auditor's report thereon

The Ombudsman is responsible for the other information. The other information comprises all the information included in the annual report, other than the financial statements and our auditor's report thereon.

Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated.

財務報表及其核數師報告以外的信息(續)

基於我們已執行的工作，如果我們認為其他信息存在重大錯誤陳述，我們需要報告該事實。在這方面，我們沒有任何報告。

申訴專員就財務報表須承擔的責任

申訴專員須負責根據香港會計師公會頒布的《香港財務報告會計準則》擬備真實而中肯的財務報表，並對其認為為使財務報表的擬備不存在由於欺詐或錯誤而導致的重大錯誤陳述所需的內部控制負責。

在擬備財務報表時，申訴專員負責評估申訴專員持續經營的能力，並在適用情況下披露與持續經營有關的事項，以及使用持續經營為會計基礎，除非申訴專員有意將申訴專員清盤或停止經營，或別無其他實際的替代方案。

核數師就審計財務報表承擔的責任

我們的目標，是對財務報表整體是否不存在由於欺詐或錯誤而導致的重大錯誤陳述取得合理保證，並出具包括我們意見的核數師報告。我們是按照雙方同意的聘任條款，僅向申訴專員（作為整體）報告。除此以外，我們的報告不可用作其他用途。我們概不就本報告的內容，對任何其他人士負責或承擔法律責任。

合理保證是高水平的保證，但不能保證按照《香港審計準則》進行的審計，在某一重大錯誤陳述存在時總能發現。錯誤陳述可以由欺詐或錯誤引起，如果合理預期它們單獨或滙總起來可能影響財務報表使用者依賴財務報表所作出的經濟決定，則有關的錯誤陳述可被視作重大。

Information other than the financial statements and auditor's report thereon (continued)

If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of The Ombudsman for the financial statements

The Ombudsman is responsible for the preparation of the financial statements that give a true and fair view in accordance with HKFRS Accounting Standards issued by the HKICPA and for such internal control as The Ombudsman determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, The Ombudsman is responsible for assessing The Ombudsman's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless The Ombudsman either intend to liquidate The Ombudsman or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. This report is made solely to you, as a body, in accordance with our agreed terms of engagement, and for no other purpose. We do not assume responsibility towards or accept liability to any other person for the contents of this report.

Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with HKSAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

獨立核數師報告(續)

致申訴專員

Independent auditor's report to The Ombudsman (continued)

(根據《申訴專員條例》於香港成立) (Established in Hong Kong pursuant to The Ombudsman Ordinance)

核數師就審計財務報表承擔的責任(續)

在根據《香港審計準則》進行審計的過程中，我們運用了專業判斷，保持了專業懷疑態度。我們亦：

- 識別和評估由於欺詐或錯誤而導致財務報表存在重大錯誤陳述的風險，設計及執行審計程序以應對這些風險，以及獲取充足和適當的審計憑證，作為我們意見的基礎。由於欺詐可能涉及串謀、偽造、蓄意遺漏、虛假陳述，或凌駕於內部控制之上，因此未能發現因欺詐而導致的重大錯誤陳述的風險高於未能發現因錯誤而導致的重大錯誤陳述的風險。
- 了解與審計相關的內部控制，以設計適當的審計程序，但目的並非對申訴專員內部控制的有效性發表意見。
- 評價申訴專員所採用會計政策的恰當性及作出會計估計和相關披露的合理性。
- 對申訴專員採用持續經營會計基礎的恰當性作出結論。根據所獲取的審計憑證，確定是否存在與事項或情況有關的重大不確定性，從而可能導致對申訴專員的持續經營能力產生重大疑慮。如果我們認為存在重大不確定性，則有必要在核數師報告中提請使用者注意財務報表中的相關披露。假若有關的披露不足，則我們應當發表非無保留意見。我們的結論是基於截至核數師報告日止所取得的審計憑證。然而，未來事項或情況可能導致申訴專員不能持續經營。
- 評價財務報表的整體列報方式、結構和內容，包括披露，以及財務報表是否中肯反映交易和事項。

Auditor's responsibilities for the audit of the financial statements (continued)

As part of an audit in accordance with HKSAs, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances but not for the purpose of expressing an opinion on the effectiveness of The Ombudsman's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by The Ombudsman.
- Conclude on the appropriateness of The Ombudsman's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on The Ombudsman's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause The Ombudsman to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

核數師就審計財務報表承擔的 責任(續)

除其他事項外，我們與申訴專員溝通了計劃的審計範圍、時間安排、重大審計發現等，包括我們在審計中識別出內部控制的任何重大缺陷。

出具本獨立核數師報告的審計項目合夥人是陳百銘(執業證書編號：P08070)。

Auditor's responsibilities for the audit of the financial statements (continued)

We communicate with The Ombudsman regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

The engagement partner on the auditing resulting in this independent auditor's report is Chan Pak Ming (practising certificate number: P08070).

畢馬威會計師事務所
執業會計師

香港中環
遮打道10號
太子大廈8樓

2025年5月19日

KPMG
Certified Public Accountants

8th Floor, Prince's Building
10 Chater Road
Central, Hong Kong

19 May 2025

收支結算表

截至2025年3月31日止年度

Statement of income and expenditure for the year ended 31 March 2025

(所有數額均以港元為單位) (Expressed in Hong Kong dollars)

		附註	2025	2024
		Note		
收入	Income			
政府資助金	Government subventions	3	\$ 136,644,000	\$ 134,307,000
遞延政府資助金之攤銷	Amortisation of deferred Government subventions	3	1,814,220	1,814,220
銀行存款之利息收入	Interest income on bank deposits		17,671,244	18,782,441
其他收入	Other income		96,800	99,514
			\$ 156,226,264	\$ 155,003,175
支出	Expenditure			
營運開支	Operating expenses	4	(146,293,493)	(144,690,794)
年度盈餘	Surplus for the year		\$ 9,932,771	\$ 10,312,381

全面收益表

截至2025年3月31日止年度

Statement of comprehensive income for the year ended 31 March 2025

申訴專員在所列報的兩個年度期內，除「年度盈餘」外並無其他全面收益帳項。由於申訴專員的「全面收益總額」在兩個年度期內均與「盈餘」相同，因此，本財務報表沒有另行編製全面收益表。

The Ombudsman had no components of comprehensive income other than “surplus for the year” in either of the years presented. Accordingly, no separate statement of comprehensive income is presented as The Ombudsman’s “total comprehensive income” was the same as the “surplus” in both years.

第128至147頁之附註為本財務報表的整體部分。

The notes on pages 128 to 147 form part of these financial statements.

財務狀況表 於2025年3月31日

Statement of financial position as at 31 March 2025

(所有數額均以港元為單位) (Expressed in Hong Kong dollars)

		附註 Note	2025	2024
資產	ASSETS			
非流動資產	Non-current asset			
物業、機器及設備	Property, plant and equipment	7	\$ 67,537,007	\$ 65,278,468
流動資產	Current assets			
按金及預付款項	Deposits and prepayments		\$ 1,360,902	\$ 4,881,355
應收利息	Interest receivable		5,036,247	3,826,254
原定三個月以上到期之定期存款	Time deposits with original maturity over three months		321,502,000	181,742,000
現金及現金等價物	Cash and cash equivalents	8	87,530,166	222,293,794
			\$ 415,429,315	\$ 412,743,403
資產總額	Total assets		\$ 482,966,322	\$ 478,021,871
負債	LIABILITIES			
非流動負債	Non-current liabilities			
應付約滿酬金 — 非流動部分	Contract gratuity payable – non-current	9	\$ 7,657,976	\$ 6,953,923
遞延政府資助金 — 非流動部分	Deferred Government subventions – non-current	3	48,015,118	49,829,338
			\$ 55,673,094	\$ 56,783,261
流動負債	Current liabilities			
其他應付款項及應計費用	Other payables and accruals		\$ 5,418,341	\$ 4,782,715
應付約滿酬金 — 流動部分	Contract gratuity payable – current	9	5,699,348	10,213,127
遞延政府資助金 — 流動部分	Deferred Government subventions – current	3	1,814,220	1,814,220
			\$ 12,931,909	\$ 16,810,062
負債總額	Total liabilities		\$ 68,605,003	\$ 73,593,323

財務狀況表（續）
於2025年3月31日
Statement of financial position as at 31 March 2025 (continued)
(所有數額均以港元為單位) (Expressed in Hong Kong dollars)

		附註 Note	2025	2024
資金	FUNDS			
累計資金	Accumulated funds		\$ 414,361,319	\$ 404,428,548
資金總額	Total funds		\$ 414,361,319	\$ 404,428,548
資金及負債總額	Total funds and liabilities		\$ 482,966,322	\$ 478,021,871

申訴專員已於2025年5月19日批准及授權刊發。 Approved and authorised for issue by The Ombudsman on 19 May 2025.

陳積志先生
申訴專員 Mr Jack Chan
The Ombudsman

第128至147頁之附註為本財務報表的整體部分。 The notes on pages 128 to 147 form part of these financial statements.

資金狀況變動表 截至2025年3月31日止年度

Statement of changes in funds for the year ended 31 March 2025

(所有數額均以港元為單位) (Expressed in Hong Kong dollars)

		累計資金 Accumulated funds
於2023年3月31日及2023年4月1日之結餘	Balance at 31 March 2023 and 1 April 2023	\$ 394,116,167
2023/2024年度資金狀況變動：	Change in funds for 2023/2024:	
年度盈餘及全面收益總額	Surplus and total comprehensive income for the year	10,312,381
於2024年3月31日及2024年4月1日之結餘	Balance at 31 March 2024 and 1 April 2024	\$ 404,428,548
2024/2025年度資金狀況變動：	Change in funds for 2024/2025:	
年度盈餘及全面收益總額	Surplus and total comprehensive income for the year	9,932,771
於2025年3月31日之結餘	Balance at 31 March 2025	\$ 414,361,319

現金流量表 截至2025年3月31日止年度

Cash flow statement for the year ended 31 March 2025

(所有數額均以港元為單位) (Expressed in Hong Kong dollars)

		附註 Note	2025	2024
營運活動	Operating activities			
年度盈餘	Surplus for the year		\$ 9,932,771	\$ 10,312,381
調整：	Adjustments for:			
利息收入	Interest income		(17,671,244)	(18,782,441)
折舊	Depreciation	4	5,029,225	4,796,836
遞延政府資助金之攤銷	Amortisation of deferred Government subventions		(1,814,220)	(1,814,220)
處置物業、機器及設備之損失	Loss on disposal of property, plant and equipment	4	2,717	8,600
營運資金變動前之營運虧損	Operating deficit before changes in working capital		\$ (4,520,751)	\$ (5,478,844)
按金及預付款項減少／(增加)	Decrease/(increase) in deposits and prepayments		151,913	(647,236)
其他應付款項及應計費用增加／(減少)	Increase/(decrease) in other payables and accruals		635,626	(1,358,995)
應付約滿酬金(減少)／增加	(Decrease)/increase in contract gratuity payable		(3,809,726)	3,219,081
營運活動運用之現金淨額	Net cash used in operating activities		\$ (7,542,938)	\$ (4,265,994)
投資活動	Investing activities			
收取利息	Interest received		\$ 16,461,251	\$ 17,207,507
購置物業、機器及設備所付款項	Payments for purchase of property, plant and equipment		(3,921,941)	(1,932,643)
原定三個月以上到期之定期存款變動淨額	Net changes of time deposits with original maturity over three months		(139,760,000)	31,338,000
投資活動(運用)／產生之現金淨額	Net cash (used in)/generated from investing activities		\$(127,220,690)	\$ 46,612,864

現金流量表(續)
截至2025年3月31日止年度
Cash flow statement for the year ended 31 March 2025 (continued)
(所有數額均以港元為單位) (Expressed in Hong Kong dollars)

		附註 Note	2025	2024
現金及現金等價物淨 (減少)／增加	Net (decrease)/increase in cash and cash equivalents		\$(134,763,628)	\$ 42,346,870
年初之現金及現金等價物	Cash and cash equivalents at beginning of the year	8	222,293,794	179,946,924
年末之現金及現金等價物	Cash and cash equivalents at end of the year	8	\$ 87,530,166	\$ 222,293,794

第128至147頁之附註為本財務報表的整體部分。

The notes on pages 128 to 147 form part of these financial statements.

財務報表附註

Notes to the financial statements

(所有數額均以港元為單位) (Expressed in Hong Kong dollars)

1 申訴專員的概況

申訴專員於2001年12月19日根據法例成立為單一法團，其職能於《申訴專員條例》中訂明。

申訴專員公署的註冊辦事處地址為香港干諾道中168-200號信德中心招商局大廈30樓。

1 Status of The Ombudsman

The Ombudsman was established as a corporation by statute on 19 December 2001. The functions of The Ombudsman are prescribed by The Ombudsman Ordinance.

The address of its registered office is 30/F, China Merchants Tower, Shun Tak Centre, 168-200 Connaught Road Central, Hong Kong.

2 重大會計政策

(a) 遵例聲明及會計政策變動

本財務報表乃根據香港會計師公會頒布適用的《香港財務報告會計準則》(此統稱包括適用的個別《香港財務報告會計準則》、《香港會計準則》及詮釋)而編製。申訴專員採納的重大會計政策列述如下。

香港會計師公會已頒布若干《香港財務報告會計準則》之修訂，並在申訴專員當前的會計年度首次生效或可提早採納。申訴專員沒有應用任何在當前的會計年度尚未生效的新準則或詮釋(附註15)。

2 Material accounting policies

(a) Statement of compliance and changes in accounting policies

These financial statements have been prepared in accordance with all applicable HKFRS Accounting Standards, which collective term includes all applicable individual HKFRS Accounting Standards, Hong Kong Accounting Standards ("HKASs") and Interpretations issued by the Hong Kong Institute of Certified Public Accountants ("HKICPA"). Material accounting policies adopted by The Ombudsman are disclosed below.

The HKICPA has issued certain amendments to HKFRS Accounting Standards that are first effective or available for early adoption for the current accounting period of The Ombudsman. The Ombudsman has not applied any new standard or interpretation that is not yet effective for the current accounting period (note 15).

2 重大會計政策(續)

(b) 財務報表編製基準

本財務報表以歷史成本作為計量基準而編製。

在編製符合《香港財務報告會計準則》的財務報表時，管理層需要作出影響會計政策的應用及資產、負債、收入和支出的呈報數額的判斷、估計和假設。這些估計和相關假設是根據過往經驗及管理層因應當時情況下乃屬合理的各項其他因素為基礎而作出，所得結果乃構成管理層就目前未能從其他資料來源即時得知資產及負債帳面值時所作出判斷的基礎。實際的結果可能與這些估計有差異。

管理層會不斷檢討各項估計及相關假設。假如會計估計的修訂只影響某一期間，則該修訂會在該期間內確認入帳，或假如會計估計的修訂同時影響當前及未來期間，則該修訂會在修訂期間及未來期間內確認入帳。

(c) 物業、機器及設備

物業、機器及設備是以成本減去累計折舊及減值虧損後列帳。

2 Material accounting policies (continued)

(b) Basis of preparation of the financial statements

The measurement basis used in the preparation of the financial statements is the historical cost basis.

The preparation of financial statements in conformity with HKFRS Accounting Standards requires management to make judgements, estimates and assumptions that affect the application of policies and reported amounts of assets, liabilities, income and expenses. The estimates and associated assumptions are based on historical experience and various other factors that are believed to be reasonable under the circumstances, the results of which form the basis of making the judgements about carrying values of assets and liabilities that are not readily apparent from other sources. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period, or in the period of the revision and future periods if the revision affects both current and future periods.

(c) Property, plant and equipment

Property, plant and equipment are stated at cost less accumulated depreciation and impairment losses.

財務報表附註(續)

Notes to the financial statements (continued)

(所有數額均以港元為單位) (Expressed in Hong Kong dollars)

2 重大會計政策(續)

(c) 物業、機器及設備(續)

折舊是在扣減物業、機器及設備的預計剩餘價值(如有的話)後,按預計可使用年期以直線法沖銷其成本,計算方法如下:

- 持有作自用的租賃土地權益	
Interest in leasehold land held for own use	
- 建築物	
Building	
- 租賃物業裝修	
Leasehold improvements	
- 辦公室傢具	
Office furniture	
- 辦公室設備	
Office equipment	
- 電腦設備	
Computer equipment	
- 車輛	
Motor vehicles	

資產的可使用年期及其剩餘價值(如有的話)會每年檢討。

2 Material accounting policies (continued)

(c) Property, plant and equipment (continued)

Depreciation is calculated to write off the cost of items of property, plant and equipment, less their estimated residual value, if any, using the straight line method over their estimated useful lives as follows:

按租賃的剩餘租期
Over unexpired term of lease
40年
40 years
10年
10 years
5年
5 years
5年
5 years
4年
4 years
5年
5 years

Both the useful life of an asset and its residual value, if any, are reviewed annually.

2 重大會計政策(續)

(c) 物業、機器及設備(續)

管理層會在每個報告年度結束時檢討物業、機器及設備的帳面金額有否出現減值跡象。當資產或所屬的現金產生單位的帳面金額高於可收回數額時，便會在收支結算表內確認減值虧損。資產或所屬的現金產生單位的可收回數額，是以公平價值減處置費用及使用值兩者中較高者計算。在評估使用值時，估計未來現金流量會按除稅前貼現率折讓至現值，而該貼現率應足以反映市場當時所評估的貨幣時間價值與有關資產的獨有風險。假如用以釐定可收回數額的估計基準出現正面的變化，有關的減值虧損便會撥回。

處置或出售任何物業、機器及設備所產生的損益，以出售所得淨額與資產的帳面金額之間的差額釐定，並按處置或出售日期在收支結算表內確認入帳。

(d) 應收款項

應收款項於申訴專員擁有無條件權利可收取代價時予以確認。倘若代價只是隨時間推移即會成為到期應付，則收取代價的權利即為無條件。倘若收入於申訴專員擁有無條件權利可收取代價之前已確認，有關金額會作為合約資產列報。

2 Material accounting policies (continued)

(c) Property, plant and equipment (continued)

The carrying amounts of property, plant and equipment are reviewed for indications of impairment at the end of each reporting period. An impairment loss is recognised in the statement of income and expenditure if the carrying amount of an asset, or the cash-generating unit to which it belongs, exceeds its recoverable amount. The recoverable amount of an asset, or of the cash-generating unit to which it belongs, is the greater of its fair value less costs of disposal and value in use. In assessing value in use, the estimated future cash flows are discounted to their present values using a pre-tax discount rate that reflects current market assessments of the time value of money and the risks specific to the assets. An impairment loss is reversed if there has been a favourable change in the estimates used to determine the recoverable amount.

Gains or losses arising from the retirement or disposal of an item of property, plant and equipment are determined as the difference between the net disposal proceeds and the carrying amount of the item and are recognised in the statement of income and expenditure on the date of retirement or disposal.

(d) Receivables

Receivables are recognised when The Ombudsman has an unconditional right to receive consideration. A right to receive consideration is unconditional if only the passage of time is required before payment of that consideration is due. If income has been recognised before The Ombudsman has an unconditional right to receive consideration, the amount is presented as a contract asset.

財務報表附註(續)

Notes to the financial statements (continued)

(所有數額均以港元為單位) (Expressed in Hong Kong dollars)

2 重大會計政策(續)

(d) 應收款項(續)

應收款項其後採用實際利率方法按攤銷成本並包括以下述方式釐定的信貸虧損撥備列帳：

虧損撥備按等同於整個有效期的預期信貸虧損的金額計量，該等信貸虧損預期在應收款項的整個有效期間出現。就所有金融工具而言（包括存款及應收利息），申訴專員確認相等於12個月預期信貸虧損的撥備，除非金融工具信貸風險自初始確認後大幅增加。在此情況下，虧損撥備乃按相等於整個有效期的預期信貸虧損的金額計量。

預期信貸虧損於各報告日期進行重新計量，任何變動均於損益中確認為減值收益或虧損。申訴專員通過虧損撥備帳中應收款項帳面金額所作的相應調整確認減值收益或虧損。

倘若實際上並無收回的可能，應收款項的帳面金額會予沖銷（部分或全部）。這情況通常出現在申訴專員確定債務人沒有資產或收入來源可產生足夠現金流量以償還沖銷的金額。

2 Material accounting policies (continued)

(d) Receivables (continued)

Receivables are subsequently stated at amortised cost using the effective interest method and including allowance for credit losses as determined below:

The loss allowance is measured at an amount equal to lifetime expected credit losses ("ECLs"), which are those losses that are expected to occur over the expected life of the receivables. For all financial instruments (including deposits and interest receivable), The Ombudsman recognises a loss allowance equal to 12-month ECLs unless there has been a significant increase in credit risk of the financial instrument since initial recognition, in which case the loss allowance is measured at an amount equal to lifetime ECLs.

ECLs are remeasured at each reporting date with any changes recognised as an impairment gain or loss in profit or loss. The Ombudsman recognises an impairment gain or loss with a corresponding adjustment to the carrying amount of receivables through a loss allowance account.

The gross carrying amount of receivable is written off (either partially or in full) to the extent that there is no realistic prospect of recovery. This is generally the case when The Ombudsman determines that the debtor does not have assets or sources of income that could generate sufficient cash flows to repay the amounts subject to the write-off.

2 重大會計政策(續)

(e) 應付款項

應付款項按公平價值初始確認。初始確認後，應付款項按攤銷成本列帳。假如貼現影響並不重大，則會按發票額列帳。

(f) 現金及現金等價物

現金及現金等價物包括銀行存款及庫存現金、存放於銀行和其他金融機構的活期存款，以及短期和高流動性的投資。這些投資一般在購入後三個月內到期，可以隨時換算為已知的現金額，而且價值變動方面的風險不大。現金及現金等價物的預期信貸虧損按照附註2(d)所列的政策評估。

(g) 僱員福利

薪金、約滿酬金、有薪年假、度假旅費及申訴專員提供的非金錢性僱員福利的成本，均在僱員提供相關服務的年度內累積計算。倘若延期支付或清繳款項而影響可屬重大，則有關金額會按現值列帳。

2 Material accounting policies (continued)

(e) Payables

Payables are initially recognised at fair value. Subsequent to initial recognition, payables are stated at amortised cost unless the effect of discounting would be immaterial, in which case they are stated at invoice amounts.

(f) Cash and cash equivalents

Cash and cash equivalents comprise cash at bank and on hand, demand deposits with banks and other financial institutions, and short-term, highly liquid investments that are readily convertible into known amounts of cash and which are subject to an insignificant risk of changes in value, having been within three months of maturity at acquisition. Cash and cash equivalents are assessed for ECLs in accordance with policy as set out in note 2(d).

(g) Employee benefits

Salaries, gratuities, paid annual leave, leave passage and the cost to The Ombudsman of non-monetary employee benefits are accrued in the year in which the associated services are rendered by employees of The Ombudsman. Where payment or settlement is deferred and the effect would be material, these amounts are stated at their present values.

財務報表附註(續)

Notes to the financial statements (continued)

(所有數額均以港元為單位) (Expressed in Hong Kong dollars)

2 重大會計政策(續)

(h) 準備金及或有負債

申訴專員假如須就已發生的事情承擔法律或推定義務，而履行該義務預期可能導致含有經濟效益的資源外流，並且可作可靠的估計，便會提撥準備。假如貨幣時間價值重大，則準備金會按預計履行義務所需資源的現值列帳。

假如含有經濟效益的資源外流的可能性較低，或是無法對有關數額作出可靠的估計，該義務便會披露為或有負債，但如果資源外流的可能性極低則除外。須視乎未來會否發生某項或某些事情才能確定存在與否的義務，亦會披露為或有負債，但如果資源外流的可能性極低則除外。

假如清繳準備金所需的部分或全部開支預期將由另一方償付，則會就任何幾乎肯定的預期償付款項確認一項獨立資產。就償付款項確認的金額不得高於準備金的帳面金額。

2 Material accounting policies (continued)

(h) Provisions and contingent liabilities

Provisions are recognised when The Ombudsman has a legal or constructive obligation arising as a result of a past event, it is probable that an outflow of economic benefits will be required to settle the obligation and a reliable estimate can be made. Where the time value of money is material, provisions are stated at the present value of the expenditure expected to settle the obligation.

Where it is not probable that an outflow of economic benefits will be required, or the amount cannot be estimated reliably, the obligation is disclosed as a contingent liability, unless the probability of outflow of economic benefits is remote. Possible obligations, whose existence will only be confirmed by the occurrence or non-occurrence of one or more future events are also disclosed as contingent liabilities unless the probability of outflow of economic benefits is remote.

Where some or all of the expenditure required to settle a provision is expected to be reimbursed by another party, a separate asset is recognised for any expected reimbursement that would be virtually certain. The amount recognised for the reimbursement is limited to the carrying amount of the provision.

2 重大會計政策(續)

(i) 收入確認

(i) 政府資助金

一筆無條件限制的政府資助金於可收取時會在收支結算表內確認為收入。其他的政府資助金於有理由確信將會收取，而申訴專員亦將會符合各項附帶條件時，便會初始在財務狀況表確認入帳。補償申訴專員開支的資助金，會在開支產生的期間有系統地同時在收支結算表內確認為收入。補償申訴專員資產成本的資助金，會列作遞延政府資助金記入財務狀況表，並按照附註2(c)所列的折舊政策的基準，按相關資產的租賃年期或可使用年期在收支結算表內確認入帳。

(ii) 利息收入

利息收入於產生時按實際利率方法確認入帳。

2 Material accounting policies (continued)

(i) Income recognition

(i) Government subventions

An unconditional Government subvention is recognised as income in the statement of income and expenditure when the grant becomes receivable. Other Government subventions are recognised in the statement of financial position initially when there is reasonable assurance that they will be received and that The Ombudsman will comply with the conditions attaching to them. Subventions that compensate The Ombudsman for expenses incurred are recognised as income in the statement of income and expenditure on a systematic basis in the same periods in which the expenses are incurred. Subventions that compensate The Ombudsman for the cost of an asset are included in the statement of financial position as deferred Government subventions and recognised in the statement of income and expenditure over the period of the lease term or useful life of the related asset on a basis consistent with the depreciation policy as set out in note 2(c).

(ii) Interest income

Interest income is recognised as it accrues using the effective interest method.

財務報表附註(續)

Notes to the financial statements (continued)

(所有數額均以港元為單位) (Expressed in Hong Kong dollars)

2 重大會計政策(續)

(j) 關聯人士

- (a) 任何人士或其直系親屬與申訴專員相關聯，假如該人士或其直系親屬：
 - (i) 可控制或共同控制申訴專員；
 - (ii) 對申訴專員有重大影響力；或
 - (iii) 是申訴專員的主要管理層成員。
- (b) 假如下述任何情況適用，則某實體與申訴專員相關聯：
 - (i) 該實體與申訴專員是同一集團的成員(即每一主體、附屬機構及同集團附屬機構相互有關聯)。
 - (ii) 某一實體是另一實體的聯屬機構或聯辦機構(或另一實體所屬集團成員的聯屬機構或聯辦機構)。
 - (iii) 兩個實體都是相同第三方的聯辦機構。

2 Material accounting policies (continued)

(j) Related parties

- (a) A person, or a close member of that person's family, is related to The Ombudsman if that person:
 - (i) has control or joint control over The Ombudsman;
 - (ii) has significant influence over The Ombudsman; or
 - (iii) is a member of the key management personnel of The Ombudsman.
- (b) An entity is related to The Ombudsman if any of the following conditions applies:
 - (i) The entity and The Ombudsman are members of the same group (which means that each parent, subsidiary and fellow subsidiary is related to the others).
 - (ii) One entity is an associate or joint venture of the other entity (or an associate or joint venture of a member of a group of which the other entity is a member).
 - (iii) Both entities are joint ventures of the same third party.

2 重大會計政策(續)

(j) 關聯人士(續)

- (b) 假如下述任何情況適用，則某實體與申訴專員相關聯：(續)
- (iv) 某一實體是第三方的聯辦機構，而另一實體是第三方的聯屬機構。
- (v) 該實體是為申訴專員或申訴專員關聯實體的僱員而設的聘用期結束後福利計劃。
- (vi) 該實體受附註2(j)(a)所述的人士所控制或共同控制。
- (vii) 附註2(j)(a)(i)所述的人士對該實體有重大影響或是該實體(或其主體)的主要管理層成員。
- (viii) 該實體或其所屬集團內任何人士向申訴專員提供主要管理層成員的服務。

一位人士的直系親屬，概指在該人士與實體交易的過程中，可能影響該人士或受該人士影響的家庭成員。

2 Material accounting policies (continued)

(j) Related parties (continued)

- (b) An entity is related to The Ombudsman if any of the following conditions applies: (continued)
- (iv) One entity is a joint venture of a third entity and the other entity is an associate of the third entity.
- (v) The entity is a post-employment benefit plan for the benefit of employees of either The Ombudsman or an entity related to The Ombudsman.
- (vi) The entity is controlled or jointly controlled by a person identified in note 2(j)(a).
- (vii) A person identified in note 2(j)(a)(i) has significant influence over the entity or is a member of the key management personnel of the entity (or of a parent of the entity).
- (viii) The entity, or any member of a group of which it is a part, provides key management personnel services to The Ombudsman.

Close members of the family of a person are those family members who may be expected to influence, or be influenced by, that person in their dealings with the entity.

財務報表附註(續)

Notes to the financial statements (continued)

(所有數額均以港元為單位) (Expressed in Hong Kong dollars)

3 政府資助金及遞延政府資助金

政府資助金是供申訴專員應付日常營運開支的政府撥款。

遞延政府資助金是作為預付租賃費用及購置建築物之用的政府撥款。遞延政府資助金之攤銷，是按預付租賃費用持有作自用的批租土地權益的租約期(54年)及建築物的可使用年期(40年)，按照附註2(c)及2(i)(i)載列的會計政策以直線法計算確認入帳。

於2025年3月31日計算，預計遞延政府資助金之攤銷如下：

		2025	2024
一年內並包括在流動負債之內	Within one year and included in current liabilities	\$ 1,814,220	\$ 1,814,220
一年後並包括在非流動負債之內	After one year and included in non-current liabilities	48,015,118	49,829,338
		\$ 49,829,338	\$ 51,643,558

3 Government subventions and deferred Government subventions

Government subventions represent the funds granted by the Government for daily operations of The Ombudsman.

Deferred Government subventions represent the funds granted by the Government for prepaid lease payments and the purchase of building. Amortisation of deferred Government subventions is recognised on a straight line basis over the period of the lease term of 54 years of interest in leasehold land held for own use for prepaid lease payments and the useful life of 40 years of building in accordance with the accounting policies set out in notes 2(c) and 2(i)(i).

At 31 March 2025, the deferred Government subventions are expected to be amortised as follows:

4 營運開支

4 Operating expenses

		2025	2024
僱員福利開支(附註5)	Employee benefit expenses (note 5)	\$126,017,203	\$ 124,833,311
物業、機器及設備折舊(附註7)	Depreciation of property, plant and equipment (note 7)	5,029,225	4,796,836
差餉及管理費	Rates and management fee	3,183,309	3,021,479
短期租賃相關開支	Expense relating to short-term leases	100,800	100,800
核數師酬金	Auditor's remuneration	113,000	110,000
處置物業、機器及設備之損失	Loss on disposal of property, plant and equipment	2,717	8,600
其他開支	Other expenses	11,847,239	11,819,768
		\$146,293,493	\$ 144,690,794

5 僱員福利開支

5 Employee benefit expenses

		2025	2024
薪金及津貼	Salaries and allowances	\$108,210,184	\$ 108,398,798
約滿酬金	Contract gratuity	11,588,988	11,138,935
退休保障費用－強制性公積金計劃 (「強積金計劃」)(註)	Pension costs – Mandatory Provident Fund Scheme ("the MPF scheme") (Note)	2,779,589	2,995,124
未放取之年假	Unutilised annual leave	(142,938)	(1,005,059)
其他僱員福利開支	Other employee benefit expenses	3,581,380	3,305,513
		\$126,017,203	\$ 124,833,311

註：申訴專員根據香港《強制性公積金計劃條例》經辦強積金計劃，為在香港《僱傭條例》規管下僱用而未有界定利益退休計劃保障的僱員而設。強積金計劃是由獨立受託人管理的界定供款退休計劃。根據強積金計劃，僱主及僱員各自須按僱員有關入息的5%向計劃供款，每月有關入息以30,000元為上限。向計劃作出的供款即時歸屬僱員，申訴專員並無已沒收供款可用於扣減現行水平的供款。

Note: The Ombudsman operates the MPF scheme under the Hong Kong Mandatory Provident Fund Schemes Ordinance for employees employed under the jurisdiction of the Hong Kong Employment Ordinance and not previously covered by the defined benefit retirement plan. The MPF scheme is a defined contribution retirement plan administered by independent trustees. Under the MPF scheme, the employer and its employees are each required to make contributions to the plan at 5% of the employees' relevant income, subject to a cap of monthly relevant income of HK\$30,000. Contributions to the plan vest immediately, there is no forfeited contributions that may be used by The Ombudsman to reduce the existing level of contribution.

6 主要管理層薪酬

6 Key management compensation

		2025	2024
短期僱員福利	Short-term employee benefits	\$ 16,830,251	\$ 15,861,917
聘用期結束後福利	Post-employment benefits	2,056,050	2,013,580
		\$ 18,886,301	\$ 17,875,497

7 物業、機器及設備

7 Property, plant and equipment

		持有作自用的租賃土地權益	建築物	租賃物業裝修	辦公室傢具	辦公室設備	電腦設備	車輛	總計
		Interest in leasehold land held for own use	Building	Leasehold improvements	Office furniture	Office equipment	Computer equipment	Motor vehicles	Total
成本：	Cost:								
於2024年4月1日	At 1 April 2024	\$ 74,900,000	\$ 16,800,000	\$ 27,938,414	\$ 903,738	\$1,915,270	\$10,534,020	\$ 994,880	\$133,986,322
增添(註)	Additions (Note)	-	-	3,315,885	61,300	400,484	3,512,812	-	7,290,481
處置	Disposals	-	-	-	(36,109)	(29,951)	(150,255)	-	(216,315)
於2025年3月31日	At 31 March 2025	\$ 74,900,000	\$ 16,800,000	\$ 31,254,299	\$ 928,929	\$2,285,803	\$13,896,577	\$ 994,880	\$141,060,488
累計折舊：	Accumulated depreciation:								
於2024年4月1日	At 1 April 2024	\$ 30,794,004	\$ 9,262,438	\$ 17,262,697	\$ 811,039	\$1,239,847	\$ 8,412,455	\$ 925,374	\$ 68,707,854
年內支出	Charge for the year	1,394,220	420,000	1,301,786	42,876	205,421	1,604,946	59,976	5,029,225
處置後撥回	Written back on disposals	-	-	-	(34,470)	(28,873)	(150,255)	-	(213,598)
於2025年3月31日	At 31 March 2025	\$ 32,188,224	\$ 9,682,438	\$ 18,564,483	\$ 819,445	\$1,416,395	\$ 9,867,146	\$ 985,350	\$ 73,523,481
帳面淨值：	Net book value:								
於2025年3月31日	At 31 March 2025	\$ 42,711,776	\$ 7,117,562	\$ 12,689,816	\$ 109,484	\$ 869,408	\$4,029,431	\$ 9,530	\$ 67,537,007

7 物業、機器及設備 (續)

7 Property, plant and equipment (continued)

		持有作自用的 租賃土地權益	建築物	租賃物業裝修	辦公室傢具	辦公室設備	電腦設備	車輛	總計
		Interest in leasehold land held for own use	Building	Leasehold improvements	Office furniture	Office equipment	Computer equipment	Motor vehicles	Total
成本：	Cost:								
於2023年4月1日	At 1 April 2023	\$ 74,900,000	\$ 16,800,000	\$ 26,765,614	\$ 901,907	\$ 1,677,719	\$ 10,854,279	\$ 994,880	\$132,894,399
增添(註)	Additions (Note)	-	-	1,172,800	28,853	566,660	164,330	-	1,932,643
處置	Disposals	-	-	-	(27,022)	(329,109)	(484,589)	-	(840,720)
於2024年3月31日	At 31 March 2024	\$ 74,900,000	\$ 16,800,000	\$ 27,938,414	\$ 903,738	\$ 1,915,270	\$ 10,534,020	\$ 994,880	\$133,986,322
累計折舊：	Accumulated depreciation:								
於2023年4月1日	At 1 April 2023	\$ 29,399,784	\$ 8,842,438	\$ 16,037,752	\$ 790,768	\$ 1,445,328	\$ 7,361,670	\$ 865,398	\$ 64,743,138
年內支出	Charge for the year	1,394,220	420,000	1,224,945	47,293	115,206	1,535,196	59,976	4,796,836
處置後撥回	Written back on disposals	-	-	-	(27,022)	(320,687)	(484,411)	-	(832,120)
於2024年3月31日	At 31 March 2024	\$ 30,794,004	\$ 9,262,438	\$ 17,262,697	\$ 811,039	\$ 1,239,847	\$ 8,412,455	\$ 925,374	\$ 68,707,854
帳面淨值：	Net book value:								
於2024年3月31日	At 31 March 2024	\$ 44,105,996	\$ 7,537,562	\$ 10,675,717	\$ 92,699	\$ 675,423	\$ 2,121,565	\$ 69,506	\$ 65,278,468

註：物業、機器及設備的增添包括經重新分類的按金及預付款項3,368,540元(2024年：無)。

Note: The additions of property, plant and equipment included reclassification from deposits and prepayments amounting to \$3,368,540 (2024: nil).

申訴專員以長期租賃方式持有租賃土地權益。

The Ombudsman’s interest in leasehold land is held under long lease.

8 現金及現金等價物

8 Cash and cash equivalents

		2025	2024
銀行現金	Cash at bank	\$ 87,525,166	\$ 222,288,794
庫存現金	Cash in hand	5,000	5,000
		\$ 87,530,166	\$ 222,293,794

9 應付約滿酬金

有關數額是在僱傭合約屆滿時須支付給僱員的約滿酬金。金額為僱員基本薪金的10%至25% (2024年：10%至25%) 不等，但扣除強積金計劃的僱主供款。

10 稅項

根據《申訴專員條例》附表1A第5(1)條，申訴專員獲豁免繳付根據《稅務條例》徵收的稅項。

11 承擔

於2025年3月31日計算，按照停車位不可撤銷之營運租賃合約應繳付的最低租賃付款總額如下：

		2025	2024
於一年內繳付	Within 1 year	\$ 8,400	\$ 8,400

除非在最少一個曆月前以書面通知退租，否則租約仍然有效。

12 累計資金管理

申訴專員在管理其累計資金時，基本目的是確保申訴專員的財政持續穩健。申訴專員無須承擔外部施加的對累計資金的要求。

9 Contract gratuity payable

The amount represents the gratuity payable to staff on expiry of their employment contracts. The amount of gratuity ranges from 10% to 25% (2024: 10% to 25%) of the basic salary less employer's contributions to MPF scheme.

10 Taxation

The Ombudsman is exempt from taxation in respect of the Inland Revenue Ordinance in accordance with Schedule 1A Section 5(1) of The Ombudsman Ordinance.

11 Commitments

At 31 March 2025, the total future aggregate minimum lease payments under non-cancellable operating leases in respect of parking spaces are payable as follows:

12 Management of accumulated funds

The Ombudsman's primary objective when managing its accumulated funds is to safeguard The Ombudsman's ability to continue as a going concern. The Ombudsman is not subject to externally imposed requirements relating to its accumulated funds.

13 金融風險管理及金融工具的公平價值

風險管理由總務及財務組按照申訴專員核准的政策執行。總務及財務組與各營運單位緊密合作，鑑別和評估財務風險。申訴專員所涉及的信貸風險、資金周轉風險、利率風險及貨幣風險如下：

(a) 信貸風險

信貸風險指因交易對手不履行合約義務而對申訴專員造成財務損失的風險。申訴專員的信貸風險主要源自定期存款和現金及現金等價物。申訴專員已訂定信貸政策，並持續監察這方面涉及的信貸風險。

現金存放於信貸評級穩健的金融機構，以盡量減低信貸風險。

信貸風險額上限為財務狀況表內各項金融資產的帳面金額。申訴專員並無提供任何會使其涉及信貸風險的擔保。

(b) 資金周轉風險

申訴專員的政策是定期監察現時及預計的資金周轉需要，以確保維持足夠現金儲備應付短期及較長期的資金周轉需要。

13 Financial risk management and fair values of financial instruments

Risk management is carried out by the General and Finance Section under policies approved by The Ombudsman. The General and Finance Section identifies and evaluates financial risks in close co-operation with the operating units. The Ombudsman's exposure to credit, liquidity, interest rate and currency risks are described below:

(a) Credit risk

Credit risk refers to the risk that a counter party will default on its contractual obligations resulting in a financial loss to The Ombudsman. The Ombudsman's credit risk is primarily attributable to time deposits and cash and cash equivalents. The Ombudsman has a credit policy in place and the exposure to this credit risk is monitored on an ongoing basis.

Cash is deposited with financial institutions with sound credit ratings to minimise credit exposure.

The maximum exposure to credit risk is represented by the carrying amount of each financial asset in the statement of financial position. The Ombudsman does not provide any guarantees which would expose The Ombudsman to credit risk.

(b) Liquidity risk

The Ombudsman's policy is to regularly monitor its current and expected liquidity requirements and to ensure that it maintains sufficient reserves of cash to meet its liquidity requirements in the short and longer term.

財務報表附註(續)

Notes to the financial statements (continued)

(所有數額均以港元為單位) (Expressed in Hong Kong dollars)

13 金融風險管理及金融工具的
公平價值(續)

(b) 資金周轉風險(續)

下表列載申訴專員的財務負債在報告年度結束時之剩餘合約年期，乃根據未貼現合約現金流及申訴專員可能被要求付款之最早日期編製：

	2025				
	未貼現合約現金外流				
	Contractual undiscounted cash outflow				
	一年以下 或即時到期	一年以上 但兩年以下	兩年以上 但五年以下	未貼現合約 現金流總計	帳面金額
	Within 1 year or on demand	More than 1 year but less than 2 years	More than 2 years but less than 5 years	Total contractual undiscounted cash flows	Carrying amount
應付約滿酬金 Contract gratuity payable	\$ 5,699,348	\$ 4,901,999	\$ 2,755,977	\$ 13,357,324	\$ 13,357,324
其他應付款項及應計費用 Other payables and accruals	5,418,341	–	–	5,418,341	5,418,341
	\$ 11,117,689	\$ 4,901,999	\$ 2,755,977	\$ 18,775,665	\$ 18,775,665

	2024				
	未貼現合約現金外流				
	Contractual undiscounted cash outflow				
	一年以下 或即時到期	一年以上 但兩年以下	兩年以上 但五年以下	未貼現合約 現金流總計	帳面金額
	Within 1 year or on demand	More than 1 year but less than 2 years	More than 2 years but less than 5 years	Total contractual undiscounted cash flows	Carrying amount
應付約滿酬金 Contract gratuity payable	\$ 10,213,127	\$ 4,547,993	\$ 2,405,930	\$ 17,167,050	\$ 17,167,050
其他應付款項及應計費用 Other payables and accruals	4,782,715	–	–	4,782,715	4,782,715
	\$ 14,995,842	\$ 4,547,993	\$ 2,405,930	\$ 21,949,765	\$ 21,949,765

13 Financial risk management and
fair values of financial instruments
(continued)

(b) Liquidity risk (continued)

The following table shows the remaining contractual maturities at the end of the reporting period of The Ombudsman's financial liabilities, which are based on contractual undiscounted cash flows and the earliest date The Ombudsman can be required to pay:

13 金融風險管理及金融工具的公平價值(續)

(c) 利率風險

利率風險指金融工具的價值因市場利率調整而浮動的風險。申訴專員所涉及的利率風險只有按市場利率計息的銀行結餘。

敏感度分析

估計假如利率整體上升／下跌100個(2024年：100個)基點，而其他變數均維持不變，則申訴專員的盈餘及累積資金於2025年3月31日便會增加約428,000元(2024年：197,000元)。

以上的敏感度分析，是假定利率變動在報告年度結束當日已出現，並已應用到同日可能導致申訴專員涉及利率風險的金融工具內。100個基點的升跌，是管理層評估該年度結束當日至下一報告年度之內可能出現的合理利率變動而得出的。有關分析所依據的基準與2024年相同。

(d) 貨幣風險

申訴專員的所有交易均以港元計算，故不涉及任何貨幣風險。

13 Financial risk management and fair values of financial instruments (continued)

(c) Interest rate risk

Interest rate risk is the risk that the value of a financial instrument will fluctuate due to changes in market interest rates. The Ombudsman's only exposure to interest rate risk is via its bank balances which bear interest at market rates.

Sensitivity analysis

At 31 March 2025, it is estimated that a general increase/decrease of 100 (2024: 100) basis points in interest rates, with all other variables held constant, would have increased The Ombudsman's surplus and accumulated funds by approximately \$428,000 (2024: \$197,000).

The sensitivity analysis above has been determined assuming that the change in interest rates had occurred at the end of the reporting period and had been applied to the financial instruments which expose The Ombudsman to interest rate risk at that date. The 100 basis points increase or decrease represents The Ombudsman's assessment of a reasonably possible change in interest rates over the period until the next annual reporting period. The analysis is performed on the same basis for 2024.

(d) Currency risk

The Ombudsman has no exposure to currency risk as all of The Ombudsman's transactions are denominated in Hong Kong dollars.

財務報表附註(續)

Notes to the financial statements (continued)

(所有數額均以港元為單位) (Expressed in Hong Kong dollars)

13 金融風險管理及金融工具的公平價值(續)

(e) 公平價值衡量

申訴專員的金融工具以成本或攤銷成本入帳的帳面金額，與其於2025年及2024年3月31日的公平價值並無重大差異。

13 Financial risk management and fair values of financial instruments (continued)

(e) Fair value measurement

The carrying amounts of The Ombudsman's financial instruments carried at cost or amortised cost were not materially different from their fair values at 31 March 2025 and 2024.

14 重大關聯人士交易

涉及主要管理層人員的交易

主要管理層所有成員的酬金已在附註6披露。

14 Material related party transactions

Transactions with key management personnel

Remuneration of all members of key management personnel is disclosed in note 6.

15 截至2025年3月31日止年度已頒布但尚未生效的修訂、新準則及詮釋可能帶來的影響

截至本財務報表刊發日期止，香港會計師公會已頒布多項修訂，但在截至2025年3月31日止年度尚未生效，亦沒有在本財務報表中採納，當中包括以下可能與申訴專員相關的修訂：

15 Possible impact of amendments, new standards and interpretations issued but not yet effective for the year ended 31 March 2025

Up to the date of issue of these financial statements, the HKICPA has issued a number of amendments, which are not yet effective for the year ended 31 March 2025 and which have not been adopted in these financial statements. These developments include the following which may be relevant to The Ombudsman.

**15 截至2025年3月31日止年度
已頒布但尚未生效的修訂、
新準則及詮釋可能帶來的影
響(續)**

**15 Possible impact of amendments,
new standards and interpretations
issued but not yet effective for
the year ended 31 March 2025
(continued)**

於下列日期
或之後開始的
會計期間生效

Effective for
accounting
periods
beginning
on or after

《香港會計準則》第21號之修訂：匯率變動的影響：缺乏可兌換性

Amendments to HKAS 21, *The effects of changes in foreign exchange rates:*
Lack of exchangeability

2025年1月1日
1 January 2025

《香港會計準則》第9號之修訂：金融工具及《香港財務報告準則》第7號之修訂：
金融工具：披露一對金融工具的分類及計量的修訂

Amendments to HKAS 9, *Financial instruments* and HKFRS 7, *Financial instruments:*
disclosure – Amendments to the classification and measurement of financial instruments

2026年1月1日
1 January 2026

《香港財務報告會計準則》年度改進 – 第11卷

Annual improvements to HKFRS Accounting Standards – Volume 11

2026年1月1日
1 January 2026

《香港財務報告準則》第18號財務報表列報及披露

HKFRS 18, *Presentation and disclosure in financial statements*

2027年1月1日
1 January 2027

《香港財務報告準則》第19號非公共受託責任附屬公司：披露

HKFRS 19, *Subsidiaries without public accountability: disclosures*

2027年1月1日
1 January 2027

申訴專員現正評估該等修訂於初次應用期間所造成的影響。至目前為止，申訴專員認為採納該等修訂不大可能會對本財務報表構成重大影響。

The Ombudsman is in the process of making an assessment of what the impact of these developments is expected to be in the period of initial application. So far The Ombudsman has concluded that the adoption of them is unlikely to have a significant impact on the financial statements.

申訴人約章

Complainants Charter

公署竭誠為市民提供優質服務。為充分履行職務，公署與申訴人訂立以下約章：

We endeavour to provide a high standard of service to the public. In fully discharging our duties, this Office has drawn up the following Charter:

公署的承諾

- 專業、公正及有效率地處理申訴
- 適時知會申訴人查訊的進度及結果
- 清楚解釋公署的決定
- 保障申訴人的私隱
- 對市民有禮及尊重

Our Commitment

- Handle complaints in a professional, impartial and efficient manner
- Keep complainants informed of the progress and outcome of our inquiries
- Explain our decisions clearly
- Protect complainants' privacy
- Treat the public with courtesy and respect

申訴人若不滿意查訊結果，可來函公署及提出理據要求覆檢個案。若對個別職員或服務有任何意見，可向公署專責總行政主任提出。公署會秉持專業公正的精神跟進個案。

Complainants not satisfied with our findings may write to this Office and state the grounds for a review of their cases. Any views on individual staff or our services may be directed to our dedicated Chief Manager. We will take follow-up action with professionalism and fairness.

申訴人的責任

- 清楚說明申訴事項
- 適時提供真確的資料（包括事件經過、可供核實其身份及確定聯絡方法的所需資料等）
- 配合查訊工作
- 以合理的態度提出申訴
- 對職員有禮及尊重

Complainants' Responsibilities

- State clearly the issues of complaint
- Provide true and accurate information (including an account of events, the required information for verification of their identity and determination of their traceability, etc.) in a timely manner
- Cooperate in our inquiries
- Lodge complaints in a reasonable manner
- Treat the staff with courtesy and respect

若申訴人未能配合，查訊進度及／或結果可能會受影響。屆時公署會視乎實際情況，決定採取適當措施，包括根據所獲得的證據作出判斷，或終止查訊等。

If complainants are not cooperative, the progress and/or outcome of our inquiries may be affected. In such circumstances, we will take proper actions as appropriate, such as making our decision on the basis of available evidence or terminating the inquiry.

中國香港申訴專員公署

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