



Redress System

Summary of case data analysis for January to March 2026

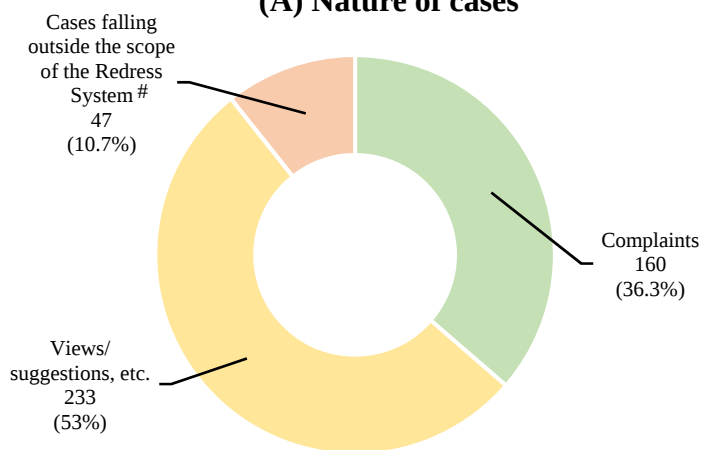
Total no. of cases received
440

Complaints: 160

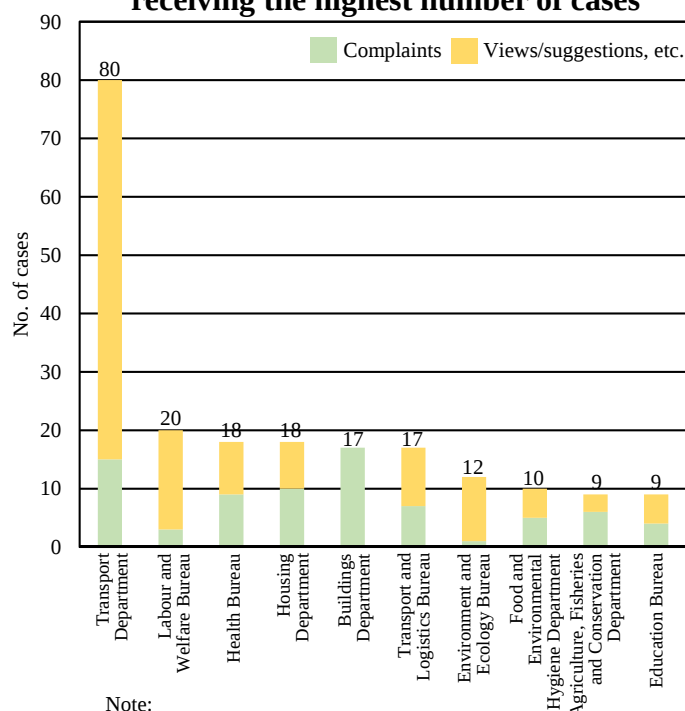
Views/suggestions, etc.: 233

Cases falling outside the scope of the Redress System: 47

(A) Nature of cases



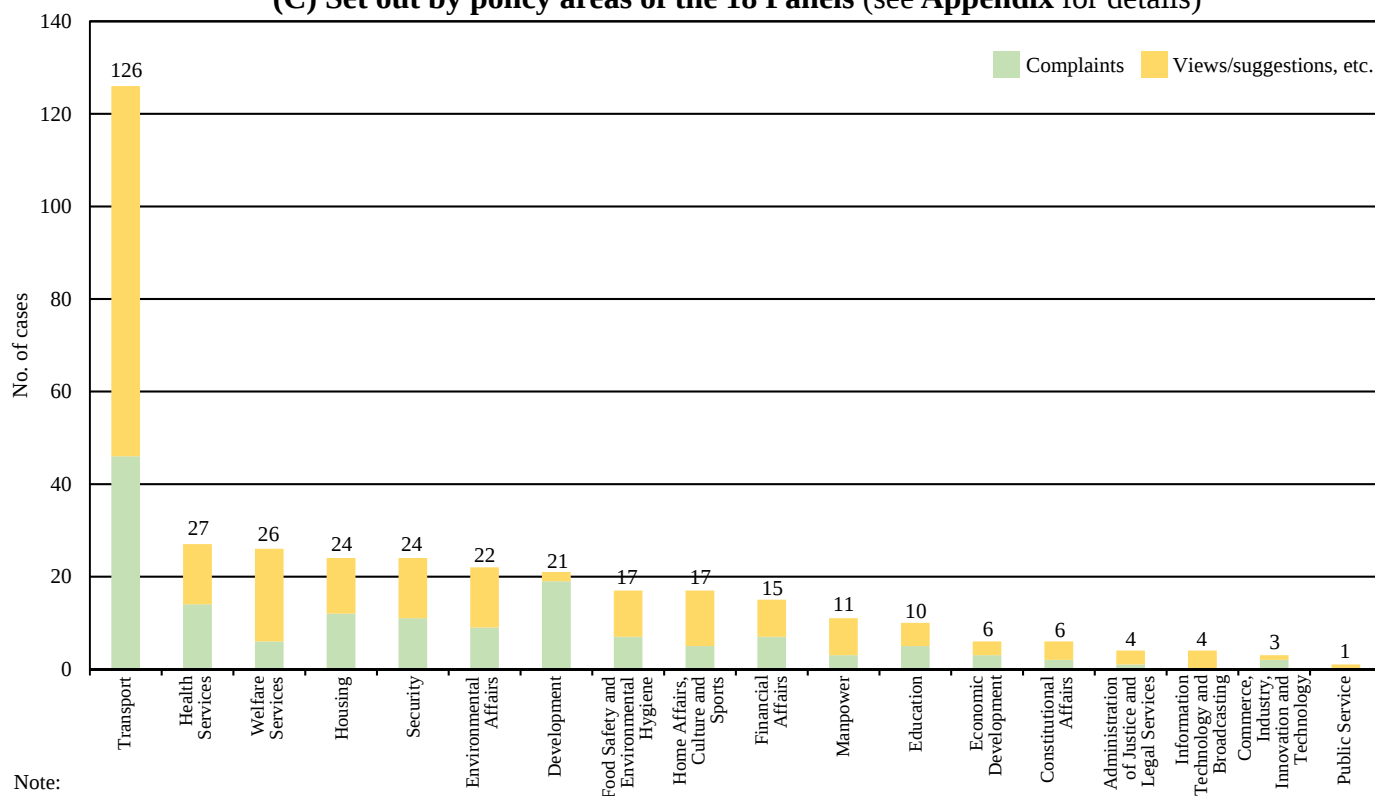
(B) Policy bureaux/government departments receiving the highest number of cases



Note:

Of the 393 cases handled under the Redress System, the 210 cases mentioned above belong to the 10 policy bureaux/government departments with the highest number of cases

(C) Set out by policy areas of the 18 Panels (see Appendix for details)



Note:

A total of 29 cases fall outside the policy areas of the 18 Panels

Appendix

Panel	No. of cases	Issues involved (no. of cases)
Transport	126	• Bus routes and service planning (43) • MTR station safety and facility management (25) • Road safety regulations (seat belts and related legislation) (14) • Road and pedestrian facility works (12) • Complaints about bus and minibus operations (11) • Cross-boundary and overall transport planning (7) • Public transport ticketing and concessionary policies (5) • Transport technology and smart systems (4) • Driving licences and licensing policies (3) • Management of electric vehicles and electric mobility devices (2)
Health Services	27	• Complaints about hospitals, clinics and Chinese medicine practitioners, etc. (9) • Tobacco control policies and tobacco duty (6) • Public healthcare charges and fee waiver mechanisms (5) • Healthcare policies and Elderly Health Care Vouchers (4) • Complaint mechanisms for healthcare services (3)
Welfare Services	26	• Elderly welfare, elderly care services and healthcare support (7) • Family, children and childrearing support (6) • Unemployment, Comprehensive Social Security Assistance and poverty alleviation for the disadvantaged (5) • Support for persons with disabilities and people recovering from mental illness (5) • Public transport fare concessions and public utility subsidies (3)
Housing	24	• Housing policies, allocation and rehousing (8) • Public rental housing repairs and maintenance (7) • Management of public estates and surrounding environment (4) • Combating abuse of public rental housing resources (3) • Review of living space standards (2)
Security	24	• Complaints about disciplined services (8) • Applications for entry and right of abode (5) • Fraud prevention, claims and victims' rights (4) • Public facilities and fire safety (4) • Public safety (3)

Panel	No. of cases	Issues involved (no. of cases)
Environmental Affairs	22	• Animal protection (10) • Combating acts of ecological destruction and protecting the natural environment (6) • Improving noise issues and serenity of the living environment (3) • Enhancing the stability of electricity, water and fuel supplies and prices (2) • Enhancing waste recycling (1)
Development	21	• Land disposal, compensation and squatter policy (6) • Complaints about maladministration and improper enforcement by departments (4) • Building safety, lift installations and window inspection scheme (4) • Public works and public utility management (4) • Redevelopment and acquisition, Small House Policy and complaints about public utility services (3)
Food Safety and Environmental Hygiene	17	• Environmental hygiene issues such as rodent infestation and feral pigeons (6) • Handling of water seepage/leakage complaints (4) • Food safety and market management (3) • Public toilet facilities and management (2) • Environmental complaints in individual districts (2)
Home Affairs, Culture and Sports	17	• Building management issues (6) • Culture, tourism and policy promotion (4) • Legislation, regulation and monitoring mechanisms (3) • Community facilities and environmental enhancement (3) • Property inheritance (1)
Financial Affairs	15	• Taxation, budget and financial regulation (6) • Banking and insurance services (4) • Company registration and commercial regulations (2) • Currency and trading systems (2) • Mandatory Provident Fund and retirement protection (1)
Manpower	11	• Minimum wage and employees' remuneration (3) • Labour market and talent policies (3) • Employment Ordinance (Cap. 57) and employment rights (2) • Manpower planning (2) • Occupational safety and legislative amendments (1)

Panel	No. of cases	Issues involved (no. of cases)
Education	10	• Resource management and project supervision in higher education institutions (3) • Complaints about schools (2) • Education Bureau's administration and complaint handling (2) • Cross-boundary schooling (2) • Students' homework and education policies (1)
Economic Development	6	• Economic development and tourism promotion (3) • Services and management of Post Office (2) • Marine Department and vessel management (1)
Constitutional Affairs	6	• Personal data and privacy protection (2) • Election affairs and regulation of election expenses (2) • Equal opportunities and e-Government services (2)
Administration of Justice and Legal Services	4	• Efficiency of legal institutions (2) • Legal aid and case handling (1) • Personal injury compensation and law reform (1)
Information Technology and Broadcasting	4	• Radio Television Hong Kong's programming strategy (2) • Television subtitling services and licence regulation (1) • Regulation of commercial electronic messages (1)
Commerce, Industry, Innovation and Technology	3	• Processing of applications for the Technology Voucher Programme (2) • Enquiries regarding applications for the Innovation and Technology Fund's Research Talent Hub (1)
Public Service	1	• Civil service pay adjustment (1)