

## **Possible duplication of work of the LegCo Redress System with the work of The Office of The Ombudsman**

### **History of the ombudsman system in Hong Kong**

The Office of the Unofficial Members of the Executive and Legislative Councils (UMELCO Office) was established in 1963. One of the original purposes of establishing the Office was to promote closer relationships between the Unofficial Members of the two Councils and members of the public, who were invited to call at the Office to put forward their views on any matter of public interest or to lodge individual complaints against Government departments. In order to deal with public complaints more effectively, the UMELCO Office was strengthened in 1970. A more effective system for dealing with public complaints and representations evolved, with the objective of giving the maximum possible help to any person who found himself in difficulty with a Government department and of providing every facility for any person wishing to put forward to UMELCO his views or suggestions on any matter of public concern.

2. The UMELCO Redress System as it has since been called has become better known over the years. Members of the public have seen the UMELCO Office as an effective channel to express their grievances.

3. Against this background and in the light of constitutional changes in Hong Kong, UMELCO found it desirable to review the system in the context of the then existing channels of redress available in Hong Kong. Accordingly, an UMELCO Ad Hoc Group was set up in July 1985 to review redress systems in Hong Kong.

### **Establishment of COMAC**

4. Based on the findings of the Ad Hoc Group, Government published a consultative document "Redress of Grievances" in August 1986. Subsequently, the COMAC system was established by the COMAC Ordinance (Chapter 397) enacted in July 1988. The Office of COMAC came into being in February 1989, and started to receive complaints from 1 March 1989.

### **Mission of COMAC**

5. The mission of COMAC is "to serve the community of Hong Kong by redressing grievances and addressing issues arising from maladministration in the public sector, and through the independent and impartial investigations, to bring about improvements and promote fairness in public administration." The definition of "maladministration" covers abuse of power or authority which is unreasonable, unjust or oppressive, or which is based wholly or partly on a mistake of law or fact. The Ordinance is intended to provide for the public a means whereby an independent person outside the public service can investigate and

report on grievances arising from administrative decisions, acts, recommendations or omissions. **The establishment of the Office is designed to supplement and strengthen the existing channels for the redress of grievances, but not to replace them.** In the early days of COMAC, all cases had to be referred to his office by an Unofficial Member of the OMELCO.

### **Extension of COMAC's jurisdiction**

6. Since the COMAC Ordinance came into operation, there had been three occasions on which major amendments were enacted including the following:

- (a) The public is allowed **direct access** to COMAC for the purpose of lodging complaints without referral by an Unofficial Member of the LegCo (June 1994).
- (b) COMAC is empowered to initiate **direct investigations** (June 1994).
- (c) **Extension of COMAC's jurisdiction** to include six major statutory bodies, viz the Mass Transit Railway Corporation, the Kowloon-Canton Railway Corporation, the Securities and Future Commission, the Urban Council, the Regional Council and the Hong Kong Housing Authority (June 1994) and four more major statutory organizations, viz the Airport Authority, the Hong Kong Housing Society, the Land Development Corporation and the Vocational Training Council (April 1996).
- (d) **The English title of "COMAC" was changed to "The Ombudsman"** while the Chinese title "申訴專員" remains unchanged (December 1996).
- (e) With the Government's extension of the Code on Access to Information to all government departments, **the Ombudsman is empowered to investigate complaints on non-compliance with the Code against those government departments previously not covered by the Ordinance**, namely the Hong Kong Police Force, Hong Kong Auxiliary Police Force, the ICAC and the Secretariats of the Independent Police Complaints Council and the Public Service Commission (December 1996).

7. Inclusion of the Hong Kong Examination Authority, Hong Kong Sports Development Board and the Employees Retraining Board was supported by the Administration in principle, but the inclusion of the Electoral Affairs Commission and civilian staff of the Hong Kong Police Force was not supported.

8. At **Appendix I** are extracts from The Ombudsman Ordinance (Cap 397):
- (a) S.7 on functions of Ombudsman;
  - (b) Schedule 1 on the organizations to which the Ordinance applies; and
  - (c) Schedule 2 on actions not subject to investigation by the COMAC.

### **Operation of the LegCo Redress System**

9. Item (8) of Article 73 of the Basic Law stipulates that ‘the Legislative Council of the Hong Kong Special Administration Region shall receive and handle complaints from Hong Kong residents’. Unlike the Office of the Ombudsman, which is a statutory organization, the scope of service of the LegCo Redress System is neither defined nor confined by the law. The operation of the Redress System is presently neither covered by the Rules of Procedure and House Rules of the LegCo. (There was a section on “Redress System” in the House Rules, but since October 1995 this section was excluded because it was considered not related to procedures governing the conduct of LegCo Business). Internal working guidelines are drawn up for the staff of the Complaints Division of the LegCo Secretariat to follow in processing cases.

10. Under the existing system members of the public, in groups or on an individual basis, may make representations on or seek solutions to problems arising from Government policies, decisions, and procedures. They may also request assistance in their dealings with the Government.

11. In groups of six, Members take turns to be on duty each week to oversee the system and to receive petitions as well as representations made by deputations. In addition, they take turns to be on “ward duty” during their duty week to meet individual complainants who wish to discuss their complaints with Member(s) in person, and to give guidance to staff of the Complaints Division in processing cases.

12. Members’ meetings with the public are held in the Complaints Division on a less formal basis than other committee meetings held in the LegCo Building. These and the follow-up case conference with the Administration are closed meetings. Subject to the prior agreement of the parties involved, DRM meetings may be open to the media who are free to take pictures and do filming during the meeting. They are not covered by the Legislative Council (Powers & Privileges) Ordinance. The rules and procedures governing the committee meetings of the Council do not apply to these meetings, viz there is no requirement of a quorum, recording, S/I service (a translator is arranged beside the Member in need of the service) and, for the purpose of confidentiality, no record of the cases are kept in the Library for public perusal.

## **Last review of the LegCo Redress System**

13. The LegCo Redress System was last reviewed in 1993 and 1994 in conjunction with the reorganisation and review of services of the LegCo Secretariat. In these two reviews, several options have been considered including:

- (a) The Office of the Ombudsman to assume greater responsibilities for handling complaints.
- (b) Members' ward offices to deal with complaints on 'personal matters', the Complaints Division to handle group cases only.
- (c) This is a modified version of Option (b). Instead of promulgating that cases on 'personal matters' will be referred to and dealt with at Members' individual offices, we simply cease reminding the public of the LegCo Redress System by scaling down or suspending the publicity efforts on the System, but those who approach the Complaints Division will continue to have their cases processed under the Redress System.
- (d) LegCo Panels to take on the responsibility of handling complaints from groups.

Extracts of the two reports on the Complaints Division are at **Appendix II**.

14. Having considered the merits and demerits of the options, Option (c) was adopted. As a result, announcements through TV APIs and radio broadcasts ceased. Staffing of the Complaints Division was restructured by downgrading the head of the Division from Principal Assistant Secretary to Chief Assistant Secretary level and deleting 7 posts (4 Assistant Secretary, 1 Telephone Operator, 1 Typist and 1 Chinese Language Officer I). The caseload of the Complaints Division has also significantly dropped since 1994-95 as shown in **Appendix III**. The nature and outcome and the statistical breakdown of completed cases for the years 1993-94 to 1997-98 are at **Appendix IV**.

## **Possible duplication of LegCo complaint cases with those of the Ombudsman**

15. On the basis of confidentiality and protection of personal data, there is no communication between the Ombudsman and the LegCo Complaints Division on the cases received respectively. It all depends on the complainant whether he would disclose which other redress system(s) he has been to. There are some complainants who disclose that they have been to the Ombudsman (and other redress systems) but they are not satisfied with their findings or they would like the LegCo and the Ombudsman (and other redress systems) to take up their cases simultaneously. In the latter case, we would suggest to hold on to the case pending the outcome of the Ombudsman's findings in order to avoid duplication. However, if the complainant insists that we should proceed with the case simultaneously, we will act in accordance with the complainant's wish. In our experience, possibly due to the enhanced

awareness of civil rights, it is quite common nowadays that complainants seek assistance from various redress channels at different levels at the same time.

16. With regard to duplication of work with that of the Ombudsman, it should be noted that the Administration has made it very clear that the establishment of the Ombudsman is to supplement and strengthen, and not to replace or change, the existing channels for the redress of grievances. Moreover, in most of the cases, it would be difficult to decide whether they are solely maladministration cases without examining them.

**For Members' consideration**

17. Members may wish to consider whether :

- (a) The LegCo Redress System should exclude those cases which have been or are being examined by the Ombudsman;
- (b) Prima facie maladministration cases should also be excluded; and
- (c) The LegCo Redress System should continue to be “played down”, i.e. the cessation of publicity on the LegCo Redress System should continue.

Legislative Council Secretariat

12 August 1998

## PART III

## FUNCTIONS OF THE OMBUDSMAN

*(Amended 74 of 1996 s. 11)*

## 7. Functions of Ombudsman

- (1) The Ombudsman may investigate any action taken by or on behalf of—
- (a) an organization set out in Part I of Schedule 1 in the exercise of its administrative functions; or
  - (b) an organization set out in Part II of Schedule 1 in the exercise of its administrative functions in relation to the Code on Access to Information published by the Government,

in any case where—

- (i) a complaint is made by a person who claims to have sustained injustice in consequence of maladministration in connection with that action; or
- (ii) notwithstanding that no complaint has been made to him, he is of the opinion that any person may have sustained injustice in consequence of maladministration in connection with that action. *(Replaced 74 of 1996 s. 6)*

(2) The powers conferred on the Ombudsman by this Ordinance shall be exercised in accordance with the provisions of this Ordinance but may be so exercised notwithstanding any provision in any law to the effect that any decision shall be final, or that no appeal shall lie in respect thereof, or that no proceeding or decision of the organization whose decision it is shall be challenged, reviewed, quashed, or called in question. *(Amended 44 of 1994 s. 4; 74 of 1996 s. 11)*

(3) *(Repealed 44 of 1994 s. 4)*

## 第 III 部

## 專員的職能

## 7. 專員的職能

(1) 凡——

- (a) 附表 1 第 I 部所列任何機構在行使該機構的行政職能時採取或由他人代其採取任何行動；或
- (b) 附表 1 第 II 部所列任何機構在就政府所頒布的《公開資料守則》而行使該機構的行政職能時採取或由他人代其採取任何行動，

則專員在以下情況下可調查該行動——

- (i) 有人提出申訴，聲稱因與該行動相關的行政失當，以致他遭受不公平待遇；或
- (ii) 儘管無人向專員提出申訴，但專員認為因與該行動相關的行政失當，以致可能已有人遭受不公平待遇。 *(由 1996 年第 74 號第 6 條代替)*

(2) 本條例所授予專員的權力，須按照本條例的條文行使；儘管有任何法律條文規定某項決定屬最終決定，或規定不得就該項決定提出上訴，或規定不得反對、審核、推翻或質疑有關機構的處事程序或其所作的決定，專員仍可按照本條例行使權力。 *(由 1994 年第 44 號第 4 條修訂)*

(3) *(由 1994 年第 44 號第 4 條廢除)*

## SCHEDULE 1

[ss. 2 &amp; 24]

## ORGANIZATIONS TO WHICH THIS ORDINANCE APPLIES

## PART I

*(Amended 44 of 1994 s. 17; 74 of 1996 s. 9)*

Agriculture and Fisheries Department.  
 Airport Authority. *(Added L.N. 155 of 1996)*  
 All registries and administrative offices of courts and tribunals for which the Judiciary Administrator has responsibility. *(Replaced L.N. 155 of 1996)*  
 Architectural Services Department.  
 Audit Department.  
 \*Auxiliary Medical Service (department). *(Added L.N. 155 of 1996. Amended 57 of 1997 s. 34)*  
 Buildings Department. *(Replaced L.N. 282 of 1993)*  
 Census and Statistics Department.  
 †Civil Aid Service (department). *(Added L.N. 155 of 1996. Amended 58 of 1997 s. 34)*  
 Civil Aviation Department.  
 Civil Engineering Department. *(Replaced L.N. 183 of 1992)*  
 Civil Service Training and Development Institute. *(Added L.N. 155 of 1996)*  
 Companies Registry. *(Added 8 of 1993 s. 28)*  
 Correctional Services Department.  
 Customs and Excise Department.  
 Department of Health. *(Added L.N. 414 of 1989)*  
 Drainage Services Department. *(Added L.N. 357 of 1989)*  
 Education Department.  
 Electrical and Mechanical Services Department.

\* Please see the saving provisions contained in section 33(4) of Cap. 517.

† Please see the saving provisions contained in section 33(4) of Cap. 518.

## 附表 1

[第 2 及 24 條]

## 本條例適用的機構

## 第 1 部

*(由 1994 年第 44 號第 17 條修訂；由 1996 年第 74 號第 9 條修訂)*

人民入境事務處。  
 九廣鐵路公司。 *(由 1994 年第 44 號第 17 條增補)*  
 土木工程署。 *(由 1992 年第 183 號法律公告代替)*  
 土地註冊處。 *(由 1993 年第 8 號第 28 條增補)*  
 土地發展公司。 *(由 1996 年第 155 號法律公告增補)*  
 工業教育及訓練署。  
 工業署。  
 大學教育資助委員會秘書處。 *(由 1995 年第 35 號法律公告修訂)*  
 公司註冊處。 *(由 1993 年第 8 號第 28 條增補)*  
 公務員培訓處。 *(由 1996 年第 155 號法律公告增補)*  
 公務員薪俸及服務條件常務委員會秘書處。 *(由 1996 年第 155 號法律公告增補)*  
 水務署。  
 立法局秘書處。 *(由 1994 年第 14 號第 24 條代替)*  
 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。 *(由 1996 年第 155 號法律公告代替)*  
 布政司署。  
 市政局。 *(由 1994 年第 44 號第 17 條增補)*  
 市政總署。  
 民航處。  
 † 民眾安全服務處(部門)。 *(由 1996 年第 155 號法律公告增補)*

† 請參閱載於第 518 章第 33(4) 條的保留條文。

Environmental Protection Department.  
 Fire Services Department.  
 General Office of Government House. (*Added L.N. 155 of 1996*)  
 Government Flying Service. (*Added L.N. 242 of 1993*)  
 Government Laboratory.  
 Government Land Transport Agency.  
 Government Property Agency. (*Added L.N. 181 of 1991*)  
 Government Secretariat.  
 Government Supplies Department.  
 Highways Department.  
 Home Affairs Department. (*Replaced L.N. 155 of 1996*)  
 Hong Kong Arts Development Council. (*Added 26 of 1995 s. 20*)  
 Hong Kong Housing Authority. (*Added 44 of 1994 s. 17*)  
 Hong Kong Housing Society. (*Added L.N. 155 of 1996*)  
 Hong Kong Monetary Authority. (*Added L.N. 97 of 1993*)  
 Hospital Authority. (*Added L.N. 420 of 1991*)  
 Hospital Services Department. (*Added L.N. 414 of 1989*)  
 Housing Department.  
 Immigration Department.  
 Industry Department.  
 Information Services Department.  
 Information Technology Services Department. (*Added L.N. 373 of 1989*)  
 Inland Revenue Department.  
 Intellectual Property Department. (*Added L.N. 236 of 1990*)  
 Kowloon-Canton Railway Corporation. (*Added 44 of 1994 s. 17*)  
 Labour Department.  
 Land Development Corporation. (*Added L.N. 155 of 1996*)  
 Land Registry. (*Added 8 of 1993 s. 28*)  
 Lands Department. (*Added L.N. 282 of 1993*)  
 Legal Aid Department.  
 Legal Department.  
 Legislative Council Secretariat. (*Replaced 14 of 1994 s. 24*)  
 Management Services Agency. (*Added L.N. 383 of 1993*)  
 Marine Department.  
 Mass Transit Railway Corporation. (*Added 44 of 1994 s. 17*)  
 Office of the Telecommunications Authority. (*Added L.N. 242 of 1993*)  
 Official Languages Agency. (*Added L.N. 155 of 1996*)  
 Official Receiver's Office. (*Added L.N. 183 of 1992*)  
 Planning Department. (*Added L.N. 414 of 1989*)  
 Post Office.  
 Printing Department.  
 Radio Television Hong Kong.  
 Rating and Valuation Department.

地政總署。(由 1993 年第 282 號法律公告增補)  
 法定語文事務署。(由 1996 年第 155 號法律公告增補)  
 法律援助署。  
 房屋署。  
 拓展署。  
 社會福利署。  
 知識產權署。(由 1990 年第 236 號法律公告增補)  
 屋宇署。(由 1993 年第 282 號法律公告代替)  
 政府化驗所。  
 政府印務局。  
 政府車輛管理處。  
 政府物料供應處。  
 政府飛行服務隊。(由 1993 年第 242 號法律公告增補)  
 政府產業署。(由 1991 年第 181 號法律公告增補)  
 政府統計處。  
 政府新聞處。  
 紀律人員薪俸及服務條件常務委員會秘書處。(由 1996 年第 155 號法律公告增補)  
 律政署。  
 皇家香港天文台。  
 政務總署。  
 香港地下鐵路公司。(由 1994 年第 44 號第 17 條增補)  
 香港房屋事務委員會。(由 1994 年第 44 號第 17 條增補)  
 香港房屋協會。(由 1996 年第 155 號法律公告增補)  
 香港金融管理局。(由 1993 年第 97 號法律公告增補)  
 香港海關。  
 香港電台。  
 香港藝術發展局。(由 1995 年第 26 號第 20 條增補)  
 建築署。  
 消防處。  
 海事處。  
 車務署。  
 破產管理署。(由 1992 年第 183 號法律公告增補)  
 差餉物業估價署。  
 核數署。  
 教育署。  
 郵政署。  
 區域市政局。(由 1994 年第 44 號第 17 條增補)  
 區域市政總署。  
 規劃署。(由 1989 年第 414 號法律公告增補)  
 勞工處。  
 貿易署。  
 稅務局。  
 渠務署。(由 1989 年第 357 號法律公告增補)



Regional Council. (*Added 44 of 1994 s. 17*)  
 Regional Services Department.  
 Registration and Electoral Office. (*Added L.N. 251 of 1994*)  
 Registry of Trade Unions.  
 Royal Observatory.  
 Secretariat of the Standing Commission on Civil Service Salaries and Conditions of Service. (*Added L.N. 155 of 1996*)  
 Secretariat of the Standing Committee on Disciplined Services Salaries and Conditions of Service. (*Added L.N. 155 of 1996*)  
 Securities and Futures Commission. (*Added 44 of 1994 s. 17*)  
 Social Welfare Department.  
 Technical Education and Industrial Training Department.  
 Television and Entertainment Licensing Authority.  
 Territory Development Department.  
 Trade Department.  
 Transport Department.  
 Treasury.  
 University Grants Committee, Secretariat. (*Amended L.N. 35 of 1995*)  
 Urban Council. (*Added 44 of 1994 s. 17*)  
 Urban Services Department.  
 Vocational Training Council. (*Added L.N. 155 of 1996*)  
 Water Supplies Department.  
 (*Amended L.N. 76 of 1989; L.N. 373 of 1989; 8 of 1993 s. 28*)

## PART II

Independent Commission Against Corruption.  
 Royal Hong Kong Auxiliary Police Force.  
 Royal Hong Kong Police Force.  
 Secretariat of the Independent Police Complaints Council.  
 Secretariat of the Public Service Commission.

(*Part II added 74 of 1996 s. 9*)

## SCHEDULE 2

[s. 8]

## ACTIONS NOT SUBJECT TO INVESTIGATION

1. Any action taken in matters certified by the Governor as affecting security, defence or international relations (including relations with any international organization) in respect of Hong Kong.
2. The commencement or conduct of any proceedings, whether civil or criminal, before a court of law or tribunal in Hong Kong, including any decision whether or not to prosecute any person for an offence.

路政署。  
 資訊科技署。 (*由 1989 年第 373 號法律公告增補*)  
 電訊管理局。 (*由 1993 年第 242 號法律公告增補*)  
 運輸署。  
 管理參議署。 (*由 1993 年第 383 號法律公告增補*)  
 漁農處。  
 影視及娛樂事務管理處。  
 衛生署。 (*由 1989 年第 414 號法律公告增補*)  
 機場管理局。 (*由 1996 年第 155 號法律公告增補*)  
 機電工程署。  
 選舉事務處。 (*由 1994 年第 251 號法律公告增補*)  
 總督府總務室。 (*由 1996 年第 155 號法律公告增補*)  
 環境保護署。  
 職工會登記局。  
 職業訓練局。 (*由 1996 年第 155 號法律公告增補*)  
 醫院事務署。 (*由 1989 年第 414 號法律公告增補*)  
 醫院管理局。 (*由 1991 年第 420 號法律公告增補*)  
 \* 醫療輔助隊(部門)。 (*由 1996 年第 155 號法律公告增補*)  
 證券及期貨事務監察委員會。 (*由 1994 年第 44 號第 17 條增補*)  
 憲教署。  
 (*由 1989 年第 76 號法律公告修訂; 由 1989 年第 373 號法律公告修訂; 由 1993 年第 8 號第 28 條修訂*)

## 第 II 部

公務員敘用委員會秘書處。  
 投訴警方獨立監察委員會秘書處。  
 皇家香港輔助警隊。  
 皇家香港警隊。  
 總督特派廉政專員公署。

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(*第 II 部由 1996 年第 74 號第 9 條增補*)

## 附表 2

[第 8 條]

## 不受調查的行動

1. 在總督證明會影響香港保安、防衛或國際關係(包括與任何國際組織的關係)的事情上所作的行動。
2. 在香港任何法庭或審裁處的任何民事或刑事法律程序的展開或進行, 包括是否為任何罪行檢控任何人的決定。 (*由 1997 年第 80 號第 102 條修訂*)

\* 請參閱載於第 517 章第 33(4) 條的保留條文。

3. Any exercise of the prerogative of mercy.
4. Any action taken in relation to contractual or other commercial transactions but excluding procedures adopted in inviting tenders, determining the qualification of persons entitled to tender and the selection of the successful tenderer.
5. Any action taken in respect of appointments or removals, pay, conditions of service, discipline, pension, superannuation or other personnel matters, in relation to—
  - (a) service in any office or employment under the Government or under any organization; or
  - (b) service in any office, or under any contract for services, in respect of which power to take action, or to determine or approve the action to be taken, in such matters is vested in the Governor or any organization. (*Amended 44 of 1994 s. 18*)
6. The grant of honours, awards or privileges within the gift of the Crown.
7. Any action taken personally by the Governor.
8. Any decision concerning the imposition or variation of any condition of granting, extending or renewing any interest in Crown land. (*Added 44 of 1994 s. 18*)
9. Any action taken in relation to the Hong Kong Codes on Takeovers and Mergers and Share Repurchases issued by the Securities and Futures Commission. (*Added 44 of 1994 s. 18*)
10. Any action taken by the Independent Commission Against Corruption, the Royal Hong Kong Auxiliary Police Force or the Royal Hong Kong Police Force in relation to the prevention, detection or investigation of any crime or offence, whether or not the action is taken solely by any one of these organizations, or jointly by more than one of these organizations or by any one or more of them together with any other organizations or persons. (*Added 74 of 1996 s. 10*)

3. 赦免權的行使。
4. 在合約或其他商業交易上所作的行動，但不包括招標、確定投標人資格及挑選中標人時採取的程序。
5. 與以下項目有關的任免、薪酬、服務條件、紀律、退休金、離職金或其他人事問題上所作的行動——
  - (a) 在政府或任何機構的職位或受僱工作中服務；或
  - (b) 在任何職位或根據任何服務合約而提供服務，而就該項服務作出與上述各問題有關的行動的權力，或決定採取或批准採取該行動的權力，是賦予總督或任何機構者。 (*由 1994 年第 44 號第 18 條修訂*)
6. 在英皇授與權內頒賜勳銜、獎賞或特權。
7. 總督親自作出的行動。
8. 關乎官地權益的批出、延期或續期條件的施加或更改的決定。 (*由 1994 年第 44 號第 18 條增補*)
9. 與證券及期貨事務監察委員會所印發的「香港公司收購、合併及股份購回守則」有關的任何行動。 (*由 1994 年第 44 號第 18 條增補*)
10. 總督特派廉政專員公署、皇家香港輔助警隊或皇家香港警隊就防止、偵測或調查任何刑事罪或罪行而作出的行動，不論該行動是否由其中任何一個機構單獨作出，或是由其中多於一個的機構共同作出或由其中任何一個或多於一個的機構與任何其他機構或人士共同作出。 (*由 1996 年第 74 號第 10 條增補*)

A Table showing the Numbers of Cases and  
Telephone Enquiries received by Month in the  
1993-94 to 1998-99 LegCo Sessions

LC Paper No- CP 166/98-99(03)

Appendix III

<u>1993-94</u>	<u>New Cases</u>	<u>% of New Cases handled by Members</u>	<u>Telephone Enquiries</u>	<u>DRM</u>	<u>Site Visit</u>	<u>Case Conference</u>	<u>Ward Interview</u>	<u>Consult Case</u>	<u>Cases referred to Ombudsman</u>
October	191	-	213	25	0	3	11	34	-
November	242	-	193	34	1	7	11	56	-
December	164	-	154	10	0	3	11	24	-
January	211	-	215	24	0	2	13	36	-
February	184	-	172	14	0	2	6	28	-
March	253	-	237	24	1	2	12	35	-
April	166	-	142	30	0	2	11	16	-
May	238	-	213	28	0	6	9	24	-
June	179	-	137	19	0	4	17	20	-
July	154	-	133	28	0	3	11	15	-
August	163	-	115	26	0	3	16	12	-
September	140	-	111	19	0	4	11	8	-
<b>Total</b>	<b>2285</b>	<b>38.6%</b>	<b>2053</b>	<b>281</b>	<b>2</b>	<b>41</b>	<b>139</b>	<b>308</b>	<b>99</b>
<u>1994-95</u>	<u>New Cases</u>	<u>% of New Cases handled by Members</u>	<u>Telephone Enquiries</u>	<u>DRM</u>	<u>Site Visit</u>	<u>Case Conference</u>	<u>Ward Interview</u>	<u>Consult Case</u>	<u>Cases referred to Ombudsman</u>
October	132	-	109	15	0	4	8	6	-
November	137	-	124	19	0	13	9	6	-
December	120	-	78	19	0	5	6	10	-
January	93	-	70	8	0	3	10	12	-
February	83	-	66	6	0	3	3	5	-
March	132	-	96	20	0	3	3	11	-
April	102	-	76	17	0	8	4	11	-
May	133	-	128	27	0	6	5	23	-
June	135	-	92	21	0	5	3	8	-
July	146	-	142	13	0	9	6	13	-
August	87	-	73	0	0	0	0	0	-
September	53	-	81	0	0	0	0	0	-
<b>Total</b>	<b>1353</b>	<b>30.5%</b>	<b>1135</b>	<b>165</b>	<b>0</b>	<b>59</b>	<b>57</b>	<b>105</b>	<b>11</b>
<u>1995-96</u>	<u>New Cases</u>	<u>% of New Cases handled by Members</u>	<u>Telephone Enquiries</u>	<u>DRM</u>	<u>Site Visit</u>	<u>Case Conference</u>	<u>Ward Interview</u>	<u>Consult Case</u>	<u>Cases referred to Ombudsman</u>
October	95	-	183	10	0	0	3	2	-
November	131	-	204	20	0	6	0	14	-
December	82	-	182	15	0	9	3	3	-
January	124	-	194	12	1	6	2	12	-
February	84	-	121	12	0	2	4	11	-
March	119	-	177	12	0	3	2	5	-
April	91	-	127	17	0	7	3	6	-
May	122	-	153	13	0	8	5	16	-
June	139	-	132	12	0	6	2	12	-
July	114	-	122	14	0	5	4	19	-
August	96	-	98	8	0	4	3	16	-
September	272	-	117	5	0	7	7	14	-
<b>Total</b>	<b>1469</b>	<b>45.3%</b>	<b>1810</b>	<b>150</b>	<b>1</b>	<b>63</b>	<b>38</b>	<b>130</b>	<b>4</b>

<u>1996-97</u>	<u>New Cases</u>	<u>% of New Cases handled by Members</u>	<u>Telephone Enquiries</u>	<u>DRM</u>	<u>Site Visit</u>	<u>Case Conference</u>	<u>Ward Interview</u>	<u>Consult Case</u>	<u>Cases referred to Ombudsman</u>
October	123	-	175	14	0	2	6	10	-
November	110	-	164	20	1	7	1	5	-
December	70	-	97	11	1	4	4	9	-
January	63	-	119	9	0	5	3	10	-
February	87	-	67	9	0	5	0	5	-
March	75	-	106	4	1	3	1	3	-
April	88	-	150	8	0	3	0	1	-
May	65	-	101	5	0	5	0	7	-
June	61	-	93	6	0	5	1	2	-
<b>Total</b>	<b>742</b>	<b>35.7%</b>	<b>1072</b>	<b>86</b>	<b>3</b>	<b>39</b>	<b>16</b>	<b>52</b>	<b>1</b>
<u>1997-98</u>	<u>New Cases</u>	<u>% of New Cases handled by Members</u>	<u>Telephone Enquiries</u>	<u>DRM</u>	<u>Site Visit</u>	<u>Case Conference</u>	<u>Ward Interview</u>	<u>Consult Case</u>	<u>Cases referred to Ombudsman</u>
July	64	-	149	5	0	0	1	9	-
August	76	-	115	2	0	1	4	0	-
September	66	-	161	10	0	1	3	0	-
October	139	-	246	6	1	5	1	2	-
November	114	-	275	7	0	5	0	2	-
December	82	-	170	8	2	5	0	2	-
January	71	-	124	7	0	2	1	1	-
February	72	-	132	4	1	4	0	0	-
March	89	-	123	7	0	2	0	0	-
April	52	-	104	2	0	1	1	1	-
May	62	-	74	0	0	1	0	0	-
June	74	-	120	7	0	1	1	1	-
<b>Total</b>	<b>961</b>	<b>26.2%</b>	<b>1793</b>	<b>65</b>	<b>4</b>	<b>28</b>	<b>12</b>	<b>18</b>	<b>0</b>
<u>1998-99</u>	<u>New Cases</u>	<u>% of New Cases handled by Members</u>	<u>Telephone Enquiries</u>	<u>DRM</u>	<u>Site Visit</u>	<u>Case Conference</u>	<u>Ward Interview</u>	<u>Consult Case</u>	<u>Cases referred to Ombudsman</u>
July	110	-	189	21	0	8	4	0	-
August									
September									
October									
November									
December									
January									
February									
March									
April									
May									
June									
<b>Total</b>	<b>110</b>	<b>31.8%</b>	<b>189</b>	<b>21</b>	<b>0</b>	<b>8</b>	<b>4</b>	<b>0</b>	<b>0</b>

**Nature of Completed Cases**

Complaints	603	26.0%
Appeals	33	1.4%
Requests for assistance	882	38.0%
Proposals/Views	647	27.8%
Enquiries	99	4.2%
Matters which are not related to the work of the Administration or which are subjudice	54	2.3%
Civil service matters	7	0.3%
<b>Total</b>	<b>2 325</b>	<b>100%</b>

**Outcome of Complaints Cases**

Resolved	275	45.6%
Other assistance given	51	8.5%
Explanation given for not pursuing cases further	277	45.9%

**Outcome of Appeals Cases**

Resolved	11	33.3%
Other assistance given	5	15.2%
Explanation given for not pursuing cases further	17	51.5%

**Overall Outcome of Complaints Cases**

Resolved	805	34.6%
Other assistance given	150	6.4%
Information given/ referrals made	634	27.3%
Explanation given for not pursuing cases further	736	31.7%
<b>Total</b>	<b>2 325</b>	<b>100%</b>

**Outcome of Requests for Assistance Cases**

Resolved	439	49.8%
Other assistance given	78	8.8%
Information given/ referrals made	114	12.9%
Explanation given for not pursuing cases further	251	28.5%

REDRESS SYSTEM: STATISTICAL BREAKDOWN BY GOVERNMENT DEPARTMENTS AND NON-GOVERNMENT BODIES

OUTCOME  
 A : Resolved  
 B : Other assistance given  
 C : Information given/referrals made  
 D : Explanation given for not pursuing case further

DEPARTMENT	Complaints				Appeals				Requests for assistance			
	A	B	C	D	A	B	C	D	A	B	C	D
HOUSING	59	10	0	34	2	0	0	2	153	11	33	33
TRANSPORT	8	2	0	7	2	0	0	0	13	2	3	8
URBAN SERVICES	52	6	0	23	0	0	0	2	22	3	1	8
IMMIGRATION	11	1	0	12	0	1	0	5	2	6	2	30
ROYAL HONG KONG POLICE FORCE	14	5	0	14	0	0	0	23	4	10	11	
SECURITY BRANCH	0	1	0	1	0	0	0	1	1	9	6	
LANDS DEPT	8	1	0	11	1	0	0	18	4	5	21	
CITY & NEW TERRITORIES ADMIN	3	0	0	3	1	0	0	8	3	3	7	
SOCIAL WELFARE	2	1	0	4	0	0	0	29	2	7	9	
BUILDINGS DEPARTMENT	11	5	0	13	0	0	0	14	3	0	11	
PLANNING, ENVIRONMENT & LANDS BR	0	0	0	2	0	0	0	9	1	7	2	
CORRECTIONAL SERVICES	6	1	0	28	0	0	0	1	5	1	11	
LABOUR	2	1	0	9	0	0	0	10	5	3	4	
LEGAL AID	2	1	0	12	0	0	0	10	5	4	13	
HOSPITAL AUTHORITY	12	2	0	18	0	0	0	1	1	0	6	
EDUCATION	4	1	0	5	1	0	0	6	6	0	2	
WATER SUPPLIES	15	3	0	12	0	0	0	12	2	0	4	
JUDICIARY	3	0	0	7	0	0	0	2	2	1	3	
HEALTH & WELFARE BRANCH	0	0	0	1	0	0	0	1	0	0	0	
ENVIRONMENTAL PROTECTION	1	2	0	3	0	0	0	10	3	2	3	
INLAND REVENUE	9	1	0	5	4	1	0	7	1	4	1	
TRANSPORT BRANCH	1	1	0	0	0	0	0	0	0	1	0	
REGIONAL SERVICES	10	0	0	3	0	0	0	8	0	2	2	
POST OFFICE	12	0	0	5	0	0	0	1	1	0	4	
CONSTITUTIONAL AFFAIRS BRANCH	0	0	0	0	0	0	0	2	0	0	0	
EDUCATION & MANPOWER BRANCH	0	0	0	0	0	0	0	0	0	0	1	
DEPARTMENT OF HEALTH	2	1	0	5	0	0	0	0	0	0	2	
CIVIL SERVICE BRANCH	1	0	0	2	0	0	0	1	1	1	3	
FINANCE BRANCH	0	0	0	0	0	0	0	1	0	0	0	
HIGHWAYS	1	0	0	0	0	0	0	3	0	3	0	
AGRICULTURE & FISHERIES	1	0	0	1	0	0	0	3	1	0	1	
DRAINAGE SERVICES	2	0	0	1	0	0	0	7	0	0	0	
CUSTOMS & EXCISE	5	0	0	1	0	0	0	1	0	0	2	
ELECTRICAL & MECHANICAL SERVICES	3	0	0	1	0	0	0	1	1	0	0	
FINANCIAL SERVICES BRANCH	0	1	0	1	0	0	0	3	0	1	0	
RECREATION & CULTURE BRANCH	0	1	0	0	0	0	0	0	0	0	0	
FIRE SERVICES	2	0	0	3	0	0	0	0	0	0	1	
PLANNING	1	0	0	1	0	0	0	0	0	0	1	
RATING & VALUATION	1	0	0	1	0	1	0	3	2	0	1	
RADIO TELEVISION HONG KONG	3	0	0	3	0	0	0	1	0	0	0	
TELA	1	0	0	0	0	0	0	1	0	0	0	
GOVERNMENT PROPERTY AGENCY	1	0	0	0	0	2	0	1	0	0	0	
ECONOMIC SERVICES BRANCH	0	0	0	0	0	0	0	0	1	0	0	
LEGAL	0	1	0	3	0	0	0	0	0	0	0	
TRADE	2	0	0	1	0	0	0	0	0	0	0	
CIVIL AVIATION	6	1	0	0	0	0	0	0	0	0	0	
WORKS BRANCH	0	0	0	0	0	0	0	1	0	0	0	
OFFICE OF TELCOM. AUTHORITY	0	0	0	1	0	0	0	0	0	0	0	
COMPANIES REGISTRY	0	0	0	2	0	0	0	0	0	1	0	
ICAC	0	0	0	0	0	0	0	0	0	0	0	
TERRITORY DEVELOPMENT	0	0	0	0	0	0	0	2	0	0	0	
CIVIL ENGINEERING	0	0	0	0	0	0	0	1	1	0	0	
CHIEF SECRETARY'S OFFICE	0	0	0	0	0	0	0	0	0	0	0	
MARINE	0	0	0	1	0	0	0	0	1	0	0	
OFFICIAL RECEIVER'S OFFICE	0	0	0	1	0	0	0	1	0	0	0	
STUDENT FINANCIAL ASST AGENCY	1	0	0	0	0	0	0	1	0	0	0	
TREASURY	0	0	0	0	0	0	0	1	0	0	0	
ARCHITECTURAL SERVICES	1	0	0	0	0	0	0	0	0	0	0	
CIVIL AID SERVICES	0	0	0	0	0	0	0	0	0	0	0	
GOVERNMENT LABORATORY	0	0	0	1	0	0	0	0	0	0	0	
GOVERNMENT SUPPLIES	0	0	0	0	0	0	0	0	0	0	0	
TRADE & INDUSTRY BRANCH	0	0	0	1	0	0	0	0	0	0	0	
HOSPITAL SERVICES	0	0	0	0	0	0	0	1	0	0	0	
INTELLECTUAL PROPERTY DEPT	0	0	0	0	0	0	0	0	1	0	0	
LAND REGISTRY	0	0	0	0	0	0	0	1	0	0	0	
NEW AIRPORT PROJECTS CO-ORD. OFF.	0	0	0	0	0	0	0	0	0	0	0	
PUBLIC SERVICE COMMISSION	0	1	0	0	0	0	0	0	0	0	0	
ROYAL OBSERVATORY	0	0	0	0	0	0	0	0	0	0	0	
NON-GOVERNMENT	4	0	0	9	0	0	0	7	2	10	20	
TOTAL	273	51	0	277	11	5	0	17	439	78	114	251

\*This figure does not include  
 19 cases referred to the Complaints Against Police Officer  
 2 cases referred to the Independent Commission Against Corruption  
 99 cases referred to the Office of the Commissioner for Administrative Complaints

DEPARTMENT	Proposals/Views				Enquiries				Matters which are not related to the work of the Administration or which are subjudice				Civil Service Matters				Total
	A	B	C	D	A	B	C	D	A	B	C	D	A	B	C	D	
HOUSING	9	0	23	0	0	0	14	0	0	0	0	0	0	0	0	0	412
TRANSPORT	18	4	39	22	0	0	3	0	0	0	0	0	0	0	0	0	133
URBAN SERVICES	1	0	3	3	0	0	3	0	0	0	0	0	0	0	0	0	131
IMMIGRATION	4	1	6	4	0	0	10	0	0	0	0	0	1	0	0	0	121
ROYAL HONG KONG POLICE FORCE	0	0	8	7	0	0	3	0	0	0	0	0	5	0	0	0	102
SECURITY BRANCH	1	0	2	7	0	0	6	0	0	0	0	0	0	0	0	0	96
LANDS DEPT	2	0	7	1	0	0	6	0	0	0	0	0	0	0	0	0	85
CITY & NEW TERRITORIES ADMIN	3	1	25	6	0	0	3	0	0	0	0	0	2	0	0	0	74
SOCIAL WELFARE	3	0	6	1	0	0	4	0	0	0	0	0	0	0	0	0	69
BUILDINGS DEPARTMENT	1	0	3	2	0	0	1	0	0	0	0	0	0	0	0	0	63
PLANNING, ENVIRONMENT & LANDS BR	2	1	28	6	0	0	5	0	0	0	0	0	0	0	0	0	63
CORRECTIONAL SERVICES	2	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	57
LABOUR	3	0	12	3	0	0	3	0	0	0	0	0	1	0	0	0	56
LEGAL AID	0	0	0	0	0	0	7	0	0	0	0	0	0	0	0	0	54
HOSPITAL AUTHORITY	1	1	6	2	0	0	2	0	0	0	0	0	0	0	0	0	52
EDUCATION	2	1	16	4	0	0	1	0	0	1	0	0	0	0	0	0	51
WATER SUPPLIES	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	48
JUDICIARY	3	1	2	5	0	0	4	0	0	0	1	7	0	0	0	0	42
HEALTH & WELFARE BRANCH	2	2	25	5	0	0	0	0	0	0	0	0	0	0	0	0	36
ENVIRONMENTAL PROTECTION	0	0	10	0	0	0	1	0	0	0	0	0	0	0	0	0	35
INLAND REVENUE	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	35
TRANSPORT BRANCH	0	0	25	3	0	0	0	0	0	0	0	0	0	0	0	0	31
REGIONAL SERVICES	2	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	28
POST OFFICE	2	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	27
CONSTITUTIONAL AFFAIRS BRANCH	5	0	10	4	0	0	0	0	0	0	0	0	0	0	0	0	21
EDUCATION & MANPOWER BRANCH	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	20
DEPARTMENT OF HEALTH	2	1	3	1	0	0	1	1	0	0	0	0	0	0	0	0	19
CIVIL SERVICE BRANCH	0	0	1	1	0	0	1	0	0	0	0	2	1	0	0	0	16
FINANCE BRANCH	0	0	14	1	0	0	0	0	0	0	0	0	0	0	0	0	16
HIGHWAYS	1	0	0	1	0	0	2	0	0	0	0	0	0	0	0	0	16
AGRICULTURE & FISHERIES	1	0	3	1	0	0	1	0	0	0	0	0	0	0	0	0	15
DRAINAGE SERVICES	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	13
CUSTOMS & EXCISE	1	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	12
ELECTRICAL & MECHANICAL SERVICES	0	1	2	1	0	0	2	0	0	0	0	0	0	0	0	0	12
FINANCIAL SERVICES BRANCH	0	0	5	1	0	0	0	0	0	0	0	0	0	0	0	0	12
RECREATION & CULTURE BRANCH	0	0	9	0	0	0	0	0									

**Nature of Completed Cases**

Complaints	500	33.4%
Appeals	32	2.1%
Requests for assistance	449	30%
Proposals/Views	389	26%
Enquiries	84	5.6%
Matters which are not related to the work of the Administration or which are subjudice	32	2.1%
Civil service matters	11	0.7%
<b>Total</b>	<b>1,497</b>	<b>100%</b>

**Outcome of Complaints Cases**

Resolved	154	30.8%
Other assistance given	58	11.6%
Information given/referrals made	23	4.6%
Explanation given for not pursuing cases further	265	53%

**Outcome of Appeals Cases**

Resolved	13	40.6%
Other assistance given	2	6.3%
Explanation given for not pursuing cases further	17	53.1%

**Outcome of Requests for Assistance Cases**

Resolved	158	35.2%
Other assistance given	94	20.9%
Information given/ referrals made	37	8.2%
Explanation given for not pursuing cases further	160	35.6%

**Overall Outcome of Complaints Cases**

Resolved	426	28.5%
Other assistance given	173	11.6%
Information given/ referrals made	281	18.8%
Explanation given for not pursuing cases further	617	41.2%
<b>Total</b>	<b>1,497</b>	<b>100%</b>

REDRESS SYSTEM: STATISTICAL BREAKDOWN BY GOVERNMENT DEPARTMENTS AND NON-GOVERNMENT BODIES

OUTCOME A : Resolved  
B : Other assistance given  
C : Information given/referrals made  
D : Explanation given for not pursuing case further

Nature:	Complaints				Appeals				Requests for assistance			
	A	B	C	D	A	B	C	D	A	B	C	D
DEPARTMENT												
HOUSING	39	7	0	35	4	0	0	1	48	29	10	36
IMMIGRATION	5	1	0	8	0	0	0	0	15	7	2	17
TRANSPORT	8	1	0	8	0	0	0	0	6	4	2	3
SOCIAL WELFARE	3	0	0	4	0	0	0	0	15	8	4	11
URBAN SERVICES	17	3	0	15	0	0	0	1	3	3	1	1
PLANNING, ENVIRONMENT & LANDS BR.	1	0	0	21	3	0	0	0	3	2	4	6
ROYAL HONG KONG POLICE FORCE	7	4	0	14	0	0	0	1	1	3	1	6
LANDS	7	2	0	11	1	0	0	3	10	5	2	8
CORRECTIONAL SERVICES	6	4	0	21	0	0	0	0	1	0	0	7
LEGAL AID	1	0	0	6	0	0	0	3	12	8	1	5
LABOUR	6	1	0	6	0	0	0	0	2	5	0	1
SECURITY BRANCH	0	0	0	2	0	0	0	3	0	9	1	5
HOME AFFAIRS	3	1	0	9	1	0	0	1	4	2	0	4
BUILDINGS	5	0	0	4	0	0	0	0	2	2	0	6
HOSPITAL AUTHORITY	3	3	0	15	0	0	0	1	0	0	0	1
REGIONAL SERVICES	7	1	0	6	1	0	0	0	0	2	1	2
INLAND REVENUE	2	0	0	8	1	0	0	1	1	1	1	2
TRANSPORT BRANCH	0	1	0	1	0	0	0	0	0	0	1	0
WATER SUPPLIES	4	0	0	9	0	0	0	1	0	0	0	1
JUDICIARY	0	3	0	7	0	0	0	0	3	2	3	0
CITY & NEW TERRITORIES ADMIN	2	2	0	2	1	0	0	0	3	2	3	0
EDUCATION	0	1	0	3	0	0	0	0	4	1	0	0
HIGHWAYS	5	1	0	3	0	0	0	0	1	1	0	0
DEPARTMENT OF HEALTH	1	1	0	5	0	0	0	0	0	0	0	2
CIVIL SERVICE BRANCH	0	1	0	1	0	0	0	0	0	1	0	2
HEALTH & WELFARE BRANCH	0	0	0	0	0	0	0	0	2	0	0	0
EDUCATION & MANPOWER BRANCH	0	0	0	0	0	0	0	0	0	0	0	0
AGRICULTURE & FISHERIES	1	1	0	0	0	0	0	1	1	0	1	1
ENVIRONMENTAL PROTECTION	1	3	0	2	0	0	0	0	4	0	0	0
HOME AFFAIRS BRANCH	0	1	0	0	0	0	0	0	2	0	0	1
POST OFFICE	4	1	0	3	0	0	0	0	0	0	0	1
LEGAL	0	1	0	2	0	0	0	0	0	0	0	3
PLANNING	0	0	0	1	0	1	0	0	0	0	0	0
TELA	1	0	0	0	0	0	0	0	0	0	0	0
WORKS BRANCH	2	0	0	0	0	0	0	0	1	0	0	1
ECONOMIC SERVICES BRANCH	1	0	0	1	0	0	0	0	1	0	0	1
RECREATION & CULTURE BRANCH	0	0	0	0	0	0	0	0	0	0	0	1
CUSTOMS & EXCISE	2	0	0	3	0	0	0	0	0	0	0	0
DRAINAGE SERVICES	2	0	0	0	0	0	0	0	1	0	0	1
FIRE SERVICES	1	0	0	1	0	0	0	0	0	0	0	0
CHIEF SECRETARY'S OFFICE	0	0	0	0	0	0	0	0	0	0	0	0
HOUSING BRANCH	0	1	0	0	0	0	0	0	0	1	0	1
TRADE & INDUSTRY BRANCH	1	0	0	0	0	0	0	0	0	1	0	1
CIVIL ENGINEERING SERVICES	1	0	0	1	0	0	0	0	2	0	0	1
MARINE	0	0	0	0	0	0	0	0	0	0	0	0
RATING & VALUATION	1	0	0	1	1	1	0	0	1	0	0	0
CIVIL AVIATION	0	0	0	0	0	0	0	0	1	0	0	0
CONSTITUTIONAL AFFAIRS BRANCH	0	0	0	1	0	0	0	0	0	0	0	0
FINANCE BRANCH	0	0	0	1	0	0	0	0	0	0	0	0
FINANCIAL SERVICES BRANCH	0	0	0	1	0	0	0	0	0	0	0	1
ICAC	0	0	0	3	0	0	0	0	0	0	0	0
OFFICE OF TELCOM. AUTHORITY	0	0	0	1	0	0	0	0	0	0	1	0
TREASURY	0	1	0	0	0	0	0	0	0	0	0	0
HOSPITAL SERVICES	0	1	0	0	0	0	0	0	1	0	0	0
INTELLECTUAL PROPERTY	0	0	0	0	0	0	0	0	0	0	0	1
LAND REGISTRY	1	0	0	0	0	0	0	0	0	1	0	0
REGISTRATION & ELECTORAL OFFICE	0	0	0	0	0	0	0	0	0	0	0	0
RADIO TELEVISION HONG KONG	0	0	0	0	0	0	0	0	0	0	0	0
STUDENT FINANCIAL ASST AGENCY	1	0	0	0	0	0	0	0	0	1	0	0
TRADE	0	0	0	0	0	0	0	0	0	1	0	0
ARCHITECTURAL SERVICES	0	0	0	0	0	0	0	0	0	0	0	1
CIVIL AID SERVICES	0	0	0	0	0	0	0	0	0	1	0	0
EXAMINATION AUTHORITY	0	0	0	0	0	0	0	0	0	0	0	0
GOVERNMENT FLIGHT SERVICE	1	0	0	0	0	0	0	0	0	0	0	0
GOVERNMENT PROPERTY AGENCY	0	1	0	0	0	0	0	0	0	0	0	0
INFORMATION SERVICES	0	0	0	0	0	0	0	0	0	0	0	0
NEW AIRPORT PROJECTS CO-ORD. OFFICE	0	0	0	0	0	0	0	0	0	0	0	0
UNIVERSITY GRANTS COMMITTEE	0	0	0	0	0	0	0	0	0	1	0	0
NON-GOVERNMENT	1	9	0	19	0	0	0	0	4	2	0	17
TOTAL	115	58	0	265	13	2	0	17	158	94	37	160

Proposals/Views	Enquiries				Matters which are not related to the work of the Administration or which are subjudice				Civil Service Matters				Total			
	A	B	C	D	A	B	C	D	A	B	C	D				
16	0	10	11	0	0	14	0	0	0	0	1	1	0	1	1	255
2	1	4	6	0	0	6	0	0	0	0	0	0	0	0	0	74
10	3	9	12	0	0	1	0	0	0	0	0	0	0	0	0	67
4	1	5	1	0	0	3	0	0	0	0	0	0	0	0	0	59
6	1	3	1	0	0	2	0	0	0	0	0	0	0	0	0	57
2	0	11	0	0	0	1	0	0	0	0	0	0	0	0	0	56
0	1	5	3	0	0	5	0	0	0	0	4	0	0	0	0	55
1	0	2	0	0	0	2	0	0	0	0	0	0	0	0	0	54
0	0	0	0	0	0	2	0	0	0	0	1	0	0	1	1	44
1	0	1	1	0	0	5	0	0	0	0	0	0	0	0	0	44
2	4	1	6	0	0	7	0	0	0	0	2	0	0	0	0	43
3	0	9	2	0	0	2	0	0	0	0	0	0	0	0	0	38
3	6	1	3	0	0	4	0	0	0	0	0	0	0	0	0	36
1	3	2	2	0	0	3	0	0	0	0	0	0	0	0	0	30
0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	25
1	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	24
1	0	1	1	0	0	2	0	0	0	0	0	0	0	0	0	22
5	0	6	6	0	0	1	0	0	0	0	0	0	0	0	0	21
0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	21
2	0	1	0	0	0	2	0	0	0	0	3	0	0	0	0	20
1	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	19
1	0	2	1	0	0	4	0	0	0	0	0	0	0	0	0	18
3	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	17
0	1	0	1	0	0	2	0	0	0	0	0	0	0	0	0	16
3	1	0	1	0	0	0	0	0	0	0	2	0	0	1	5	15
0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	15
3	0	7	3	0	0	0	0	0	0	0	0	0	0	0	0	13
3	0	7	3	0	0	0	0	0	0	0	0	0	0	0	0	12
0	0	2	3	0	0	1	0	0	0	0	0	0	0	0	0	12
3	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	12
4	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	12
0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	12
0	0	0	2	0	0	1	0	0	0	1	2	0	0	0	0	10
1	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	8
2	0	3	1	0	0	1	0	0	0	0	0	0	0	0	0	8
2	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	7
1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	6
0	0	2	1	0	0	2	0	0	0	0	0	0	0	0	0	6
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5
1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5
0	0	1	1	0	0	1	0	0	0	0	0	0	0	0	0	5
1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	4
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4
2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3
0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	3
0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	3
0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	3
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3
1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3
0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	2
0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	2
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
1	0	1	0	0	0	0										



Nature of Completed Cases			Outcome of Complaints Cases		
Complaints	343	27.9%	Resolved	100	29.2%
Appeals	20	1.6%	Other assistance given	74	21.6%
Requests for assistance	367	29.9%	Information given/referrals made	22	6.4%
Proposals/Views	371	30.2%	Explanation given for not pursuing cases further	147	42.8%
Enquiries	66	5.4%	Outcome of Appeals Cases		
Matters which are not related to the work of the Administration or which are subjudice	58	4.7%	Resolved	5	25%
Civil service matters	4	0.3%	Other assistance given	1	5%
Total	1,229	100%	Explanation given for not pursuing cases further	14	70%
			Outcome of Requests for Assistance Cases		
			Resolved	134	36.5%
			Other assistance given	72	19.6%
			Information given/referrals made	27	7.4%
			Explanation given for not pursuing cases further	134	36.5%

## Overall Outcome of Complaints Cases

Resolved	310	25.2%
Other assistance given	151	12.3%
Information given/referrals made	265	21.6%
Explanation given for not pursuing cases further	503	40.9%
Total	1,229	100%



REDRESS INFORMATION SYSTEM: NATURE AND OUTCOME OF  
 Appendix 7 CASES COMPLETED BETWEEN 1 OCTOBER 1996 AND 30 JUNE 1997

Nature of Completed Cases			Outcome of Complaint Cases		
Complaint	270	27.7%	Resolved	99	36.7%
Appeal	12	1.2%	Suitable Assistance Given	62	23.0%
Request for Assistance	252	25.8%	Information Given/Referrals Made	3	1.1%
Proposal/Suggestion	374	38.3%	Not Pursued	106	39.2%
Enquiry	27	2.8%	Outcome of Appeal Cases		
Private/Subjudice	39	4.0%	Resolved	1	8.3%
Civil Service Matter	2	0.2%	Suitable Assistance Given	1	8.3%
<b>Total</b>	<b>976</b>	<b>100%</b>	Information Given/Referrals Made	2	16.7%
			Not Pursued	8	66.7%
			Outcome of Request for Assistance Cases		
			Resolved	75	29.8%
			Suitable Assistance Given	46	18.3%
			Information Given/Referrals Made	34	13.5%
			Not Pursued	97	38.4%

Overall Outcome of Completed Cases

Resolved	208	21.3%
Suitable Assistance Given	116	11.9%
Information Given/Referrals Made	119	12.2%
Not Pursued	533	54.6%
<b>Total</b>	<b>976</b>	<b>100%</b>

REDRESS INFORMATION SYSTEM: STATISTICS REPORT  
BETWEEN 1 OCTOBER 1996 AND 30 JUNE 1997

OUTCOME A: Resolved  
B: Suitable assistance given  
C: Information given/referrals made  
D: Not pursued

STATISTICAL BREAKDOWN, BY DEPARTMENT, OF COMPLETED CASES

DEPARTMENT	NATURE	COMPLAINTS				APPEALS				REQUESTS FOR ASSISTANCE			
		A	B	C	D	A	B	C	D	A	B	C	D
CORRECTIONAL SERVICES DEPARTMENT		3	3	0	4	0	0	0	0	1	2	3	18
HOUSING DEPARTMENT		10	9	0	19	0	0	0	2	25	12	2	14
TRANSPORT DEPARTMENT		5	6	0	4	0	0	0	1	2	2	0	2
SOCIAL WELFARE DEPARTMENT		5	3	0	6	0	0	0	0	10	4	2	4
ROYAL HONG KONG POLICE FORCE		4	2	2	5	0	0	0	0	2	1	1	6
IMMIGRATION DEPARTMENT		2	1	0	3	0	0	0	1	5	3	3	6
URBAN SERVICES DEPARTMENT		9	4	0	5	0	0	0	0	2	0	2	0
LANDS DEPARTMENT		4	3	1	2	0	0	0	0	3	5	1	3
LABOUR DEPARTMENT		5	1	0	1	0	0	0	0	0	2	2	4
LEGAL AID DEPARTMENT		2	0	0	2	0	0	0	2	0	1	2	9
HOSPITAL AUTHORITY		0	3	0	3	0	0	0	0	0	0	0	4
SECURITY BRANCH		1	1	0	0	0	0	0	0	1	2	2	4
WATER SUPPLIES DEPARTMENT		4	1	0	3	0	0	0	0	1	1	0	1
EDUCATION DEPARTMENT		3	4	0	3	0	0	0	0	1	0	0	0
BUILDINGS DEPARTMENT		2	3	0	0	0	0	0	0	1	0	0	0
AGRICULTURE & FISHERIES DEPARTMENT		1	1	0	2	0	0	0	0	1	1	1	0
HOME AFFAIRS DEPARTMENT		1	2	0	2	0	0	0	0	1	1	1	0
PLANNING, ENVIRONMENT & LANDS BRANCH		4	1	0	0	0	0	0	0	0	1	0	0
EDUCATION & MANPOWER BRANCH		3	0	0	0	0	0	0	0	1	0	0	0
REGIONAL SERVICES DEPARTMENT		5	0	0	2	0	0	0	0	1	1	1	0
INLAND REVENUE DEPARTMENT		2	0	0	0	0	0	1	0	1	0	0	1
HOME AFFAIRS BRANCH		1	0	0	1	0	0	0	0	1	1	2	0
FIRE SERVICES DEPARTMENT		3	1	0	2	0	0	0	0	0	0	0	0
HEALTH & WELFARE BRANCH		0	0	0	0	0	0	1	0	0	0	0	0
HOUSING BRANCH		1	0	0	0	0	0	0	0	1	1	1	1
JUDICIARY		2	1	0	3	0	0	0	1	0	0	0	0
POST OFFICE		3	1	0	0	0	0	0	0	1	0	0	0
CIVIL SERVICE BRANCH		2	2	0	1	0	0	0	0	0	0	0	1
CUSTOMS & EXCISE DEPARTMENT		2	0	0	2	0	0	0	0	0	0	0	0
ENVIRONMENTAL PROTECTION DEPARTMENT		2	0	0	2	0	0	0	0	0	0	0	0
DEPARTMENT OF HEALTH		1	0	0	0	0	0	0	1	0	0	0	0
TRANSPORT BRANCH		0	1	0	1	0	0	0	0	0	0	0	0
RATING & VALUATION DEPARTMENT		0	0	0	0	0	0	0	0	1	0	1	1
MARINE DEPARTMENT		0	0	0	0	1	0	0	0	0	1	0	0
ELECTRICAL & MECHANICAL SERVICES DEPARTMENT		0	0	0	0	0	0	0	0	0	1	0	0
BROADCASTING, CULTURE & SPORT BRANCH		0	1	0	0	0	0	0	0	0	0	0	0
TRADE & INDUSTRY BRANCH		0	0	0	0	0	0	0	0	0	0	0	0
CHIEF SECRETARY'S OFFICE		0	0	0	1	0	1	0	0	0	0	0	1
FINANCIAL SERVICES BRANCH		1	0	0	0	0	0	0	0	0	0	0	0
OFFICE OF TELECOMMUNICATIONS AUTHORITY		0	1	0	0	0	0	0	0	0	0	0	0
OFFICIAL RECEIVER'S OFFICE		0	0	0	1	0	0	0	0	0	0	0	0
PLANNING DEPARTMENT		1	0	0	0	0	0	0	0	0	0	0	0
RADIO TELEVISION HONG KONG		0	0	0	0	0	0	0	0	0	0	0	1
OFF OF PRIVACY COMMISSIONER FOR PERSONAL DATA		0	0	0	1	0	0	0	0	0	0	0	0
HIGHWAYS DEPARTMENT		2	0	0	0	0	0	0	0	0	0	0	0
HONG KONG MONETARY AUTHORITY		0	0	0	1	0	0	0	0	0	0	0	0
DRAINAGE SERVICES DEPARTMENT		0	0	0	1	0	0	0	0	0	0	0	0
LAND REGISTRY		0	1	0	0	0	0	0	0	0	0	0	0
CIVIL ENGINEERING DEPARTMENT		0	0	0	0	0	0	0	0	0	0	0	0
CIVIL AVIATION DEPARTMENT		0	0	0	0	0	0	0	0	0	0	0	0
GOVERNMENT LAND TRANSPORT AGENCY		0	0	0	1	0	0	0	0	0	0	1	0
ARCHITECTURAL SERVICES DEPARTMENT		0	0	0	1	0	0	0	0	0	0	0	0
TERRITORY DEVELOPMENT DEPARTMENT		0	0	0	0	0	0	0	0	0	0	0	0
NON-GOVERNMENT		0	5	0	17	0	0	0	0	14	5	1	14
TOTAL		99	62	3	106	1	1	2	8	75	46	34	97

PROPOSALS/VIEWS	ENQUIRIES	PRIVATE/SUB-JUDICE				CIVIL SERVICE MATTERS				TOTAL				
		A	B	C	D	A	B	C	D					
0	0	0	216	0	0	0	0	0	0	0	1	0	0	255
4	0	6	2	0	0	4	0	0	0	0	0	0	0	109
5	0	6	9	0	0	2	1	0	0	0	0	0	0	48
1	2	2	3	0	0	1	0	0	1	0	0	0	0	47
0	0	1	1	1	0	0	0	0	0	1	1	0	0	31
0	0	0	1	0	0	3	0	0	0	0	0	0	0	30
1	0	1	0	0	0	0	0	0	0	0	0	0	0	27
1	0	0	0	0	0	0	0	0	0	0	0	0	0	23
1	0	1	1	1	0	1	0	0	1	0	0	0	0	21
0	0	0	0	0	0	0	2	0	0	0	0	0	0	22
2	0	1	2	2	0	0	0	0	0	0	0	0	0	17
1	0	1	3	0	0	0	0	0	0	0	0	0	0	16
0	0	1	3	0	0	0	0	0	0	0	0	0	0	15
0	0	0	2	0	0	0	0	0	0	0	0	1	0	14
1	0	0	0	0	0	0	0	0	0	1	0	0	0	10
0	0	1	1	0	0	0	0	0	0	0	0	0	0	9
0	0	0	0	0	1	0	0	0	0	0	0	0	0	9
2	0	0	0	1	0	0	0	0	0	0	0	0	0	9
2	0	2	0	0	0	0	0	0	0	0	0	0	0	8
0	0	0	0	0	0	0	0	0	0	0	0	0	0	8
0	0	0	3	0	0	0	0	0	0	0	0	0	0	8
0	0	2	0	0	0	0	0	0	0	0	0	0	0	8
0	0	1	2	0	0	0	0	0	0	0	0	0	0	7
1	0	3	2	0	0	0	0	0	0	0	0	0	0	7
0	0	0	2	0	0	0	0	0	0	0	0	0	0	6
0	0	0	0	0	0	1	0	0	0	0	0	0	0	6
1	0	0	0	0	0	0	0	0	0	0	0	0	0	6
0	0	0	0	0	0	0	0	0	1	0	0	0	0	5
0	0	1	0	0	0	0	0	0	0	0	0	0	0	5
0	0	0	0	0	0	0	0	0	0	0	0	0	0	5
1	0	0	2	0	0	0	0	0	0	0	0	0	0	4
1	0	1	0	0	0	0	0	0	0	0	0	0	0	4
0	0	0	0	0	0	0	0	0	0	0	0	0	0	3
1	0	0	0	0	0	0	0	0	0	0	0	0	0	3
1	0	1	0	0	0	0	0	0	0	0	0	0	0	3
1	0	0	0	0	0	0	0	0	0	0	0	0	0	2
0	0	1	0	0	0	0	0	0	0	0	0	0	0	2
0	0	0	0	0	0	1	0	0	0	0	0	0	0	2
0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
0	0	1	0	0	0	0	0	0	0	0	0	0	0	2
0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
2	1	12	34	0	1	6	0	0	0	7	22	0	0	141
30	3	47	294	3	2	21	1	0	1	11	27	0	1	976

Provisional Legislative Council Redress Information System  
Nature and Outcome of Cases  
Completed between 01-Jul-1997 and 30-Jun-1998

**Nature of Completed Cases**

Complaint	333	33.4%
Appeal	9	0.9%
Request for Assistance	323	32.4%
Proposal/Suggestion	208	20.9%
Enquiry	57	5.7%
Private/Subjudice	57	5.7%
Civil Service Matter	9	1.0%
<b>Total</b>	<b>996</b>	<b>100.0%</b>

**Outcome of Complaint Cases**

Resolved	95	28.5%
Suitable Assistance Given	62	18.6%
Information Given/Referrals Made	94	28.2%
Not Pursued	82	24.7%

**Outcome of Appeal Cases**

Resolved	4	44.4%
Suitable Assistance Given	0	0.0%
Information Given/Referrals Made	4	44.4%
Not Pursued	1	11.2%

**Outcome of Request for Assistance Cases**

Resolved	105	32.5%
Suitable Assistance Given	88	27.2%
Information Given/Referrals Made	92	28.5%
Not Pursued	38	11.8%

**Overall Outcome of Completed Cases**

Resolved	243	24.4%
Suitable Assistance Given	184	18.5%
Information Given/Referrals Made	348	34.9%
Not Pursued	221	22.2%
<b>Total</b>	<b>996</b>	<b>100.0%</b>

\* \* \* End of Report \* \* \*

Provisional Legislative Council Redress Information System  
Annual Statistics Report

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Statistical Breakdown, by Government Policy Bureaux/Departments, Independent Organizations  
and Non-Government Organizations, of Completed Cases

Outcome A : Resolved  
B : Suitable assistance given  
C : Information given / referrals made  
D : Not pursued

From 01-Jul-1997 To 30-Jun-1998

Nature	Complaints				Appeals				Requests for assistance				Proposals/Views				Enquiries				Private/ Sub-judice				Civil Service				Total
	Outcome :	A	B	C	D	A	B	C	D	A	B	C	D	A	B	C	D	A	B	C	D	A	B	C	D				
<b>Government Policy Bureaux/Departments</b>																													
HOUSING DEPARTMENT	24	15	9	10	0	0	1	0	27	14	19	5	1	5	16	4	2	0	7	1	0	0	0	0	0	0	1	0	161
IMMIGRATION DEPARTMENT	0	0	2	2	0	0	0	0	32	19	28	8	2	1	1	2	0	0	10	0	0	0	1	0	0	0	0	0	108
SOCIAL WELFARE DEPARTMENT	2	0	3	3	0	0	0	0	16	3	18	2	0	1	4	1	0	0	3	0	0	0	0	1	0	0	0	0	57
HONG KONG POLICE FORCE	5	2	19	9	0	0	0	0	0	2	3	3	1	1	3	0	0	0	3	0	0	0	0	5	0	0	0	0	56
TRANSPORT DEPARTMENT	6	1	7	2	1	0	0	0	1	3	3	0	5	5	6	7	1	0	0	0	0	0	0	0	0	0	0	0	48
URBAN SERVICES DEPARTMENT	9	3	8	2	0	0	0	0	1	1	1	0	2	0	2	0	0	0	2	0	0	0	0	1	0	0	1	0	33
BUILDINGS DEPARTMENT	8	5	2	2	0	0	0	0	5	4	0	0	0	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	29
LEGAL AID DEPARTMENT	1	5	2	6	0	0	0	0	3	1	2	6	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	1	29
LANDS DEPARTMENT	9	3	2	1	1	0	1	0	1	2	3	2	0	0	0	1	0	0	2	0	0	0	0	0	0	0	0	0	28
CIVIL SERVICE BUREAU	1	1	2	2	0	0	0	0	0	0	0	2	0	0	4	1	0	0	1	0	0	0	0	0	0	0	3	2	19
CORRECTIONAL SERVICES DEPARTMENT	0	0	7	3	0	0	0	0	0	2	0	0	0	0	1	0	0	0	0	0	0	0	4	0	0	0	0	1	18
LABOUR DEPARTMENT	0	1	1	1	0	0	0	0	2	4	1	0	0	0	2	1	0	0	3	0	0	0	0	0	0	0	0	0	16
HOME AFFAIRS DEPARTMENT	1	3	1	2	1	0	0	0	0	3	0	0	0	1	2	0	0	0	0	0	0	0	1	0	0	0	0	0	15
TRANSPORT BUREAU	0	3	1	0	0	0	0	0	1	0	0	0	4	5	1	0	0	0	0	0	0	0	0	0	0	0	0	0	15
PLANNING, ENVIRONMENT & LANDS BUREAU	1	1	0	0	0	0	0	0	3	2	1	0	1	0	2	2	0	0	1	0	0	0	0	0	0	0	0	0	14
HEALTH & WELFARE BUREAU	0	1	0	0	0	0	0	0	0	0	0	0	2	1	7	1	0	0	1	0	0	0	0	0	0	0	0	0	13
ECONOMIC SERVICES BUREAU	1	0	0	0	1	0	0	0	1	3	0	0	3	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	11
EDUCATION & MANPOWER BUREAU	1	0	0	0	0	0	0	0	0	1	0	0	1	0	7	0	0	0	0	0	0	0	0	1	0	0	0	0	11
HOME AFFAIRS BUREAU	0	0	2	2	0	0	0	0	1	0	0	0	1	0	4	1	0	0	0	0	0	0	0	0	0	0	0	0	11
CUSTOMS & EXCISE DEPARTMENT	3	0	0	0	0	0	0	0	0	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	10
EDUCATION DEPARTMENT	1	0	1	1	0	0	0	0	0	4	0	0	1	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	10
ENVIRONMENTAL PROTECTION DEPARTMENT	2	1	1	2	0	0	0	0	0	0	0	0	0	1	2	0	0	0	1	0	0	0	0	0	0	0	0	0	10
WATER SUPPLIES DEPARTMENT	3	1	0	2	0	0	0	0	1	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	9



Provisional Legislative Council Redress Information System  
Annual Statistics Report

Statistical Breakdown, by Government Policy Bureaux/Departments, Independent Organizations  
and Non-Government Organizations, of Completed Cases

Outcome A : Resolved  
B : Suitable assistance given  
C : Information given / referrals made  
D : Not pursued

From 01-Jul-1997 To 30-Jun-1998

Nature :	Complaints				Appeals				Requests for assistance				Proposals/Views				Enquiries				Private/ Sub-judice				Civil Service				Total					
	Outcome :	A	B	C	D	A	B	C	D	A	B	C	D	A	B	C	D	A	B	C	D	A	B	C	D	A	B	C		D				
POST OFFICE		0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
RATING & VALUATION DEPARTMENT		0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
TERRITORY DEVELOPMENT DEPARTMENT		1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
TREASURY		0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
CIVIL AVIATION DEPARTMENT		1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
DRAINAGE SERVICES DEPARTMENT		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
FINANCIAL SERVICES BUREAU		0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
GOVERNMENT FLYING SERVICE		0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
HK OBSERVATORY		0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
LAND REGISTRY		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1
STUDENT FINANCIAL ASSISTANCE AGENCY		0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
TRADE DEPARTMENT		1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
<b>Sub-total</b>		91	58	81	62	4	0	3	0	105	83	82	30	29	31	83	40	7	0	42	3	0	0	6	10	0	0	5	4					859
<b>Independent Organizations</b>																																		
HOSPITAL AUTHORITY		3	1	8	4	0	0	0	0	0	0	2	1	0	1	5	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	26
JUDICIARY		0	0	0	1	0	0	1	1	0	1	2	1	0	0	0	1	0	0	0	0	0	1	2	2	0	0	0	0	0	0	0	0	13
CONSUMER COUNCIL		0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	4
INDEPENDENT COMMISSION AGAINST CORRUPTION		0	0	1	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4
OFFICE OF THE OMBUDSMAN		0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3
OFC OF PRIVACY COMMISSIONER FOR PERSONAL DATA		1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
HK TRADE DEVELOPMENT COUNCIL		0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
<b>Sub-total</b>		4	1	10	10	0	0	1	1	0	2	4	2	1	1	6	3	0	0	1	0	0	1	3	2	0	0	0	0					53
<b>Non-Government Organizations</b>																																		
NON-GOVERNMENT		0	3	3	10	0	0	0	0	0	3	6	6	1	1	4	8	1	0	3	0	0	0	5	30	0	0	0	0					84



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Statistical Breakdown, by Government Policy Bureaux/Departments, Independent Organizations  
and Non-Government Organizations, of Completed Cases

From 01-Jul-1997 To 30-Jun-1998

Outcome A : Resolved  
B : Suitable assistance given  
C : Information given / referrals made  
D : Not pursued

Nature :	Complaints				Appeals				Requests for assistance				Proposals/Views				Enquiries				Private/ Sub-judice				Civil Service				Total
	A	B	C	D	A	B	C	D	A	B	C	D	A	B	C	D	A	B	C	D	A	B	C	D	A	B	C	D	
Outcome :	0	3	3	10	0	0	0	0	0	3	6	6	1	1	4	8	1	0	3	0	0	0	5	30	0	0	0	0	
<b>Sub-total</b>																													
<b>Total</b>	95	62	94	82	4	0	4	1	105	88	92	38	31	33	93	51	8	0	46	3	0	1	14	42	0	0	5	4	996

\*\*\* End of Report \*\*\*