

Index Page

Replies to initial written questions raised by Finance Committee Members in examining the Estimates of Expenditure 2020-21

The Ombudsman

Session No. : 6

Consolidated e-file name : OMB-1-e.docx

Reply Serial No.	Question Serial No.	Name of Member	Head	Programme
OMB001	4254	CHAN Tanya	114	(1) Complaints Administration
OMB002	6083	MO Claudia	114	(1) Complaints Administration

CONTROLLING OFFICER'S REPLY**OMB001****(Question Serial No. 4254)**Head: (114) Office of The OmbudsmanSubhead (No. & title): (000) Operational expensesProgramme: (1) Complaints AdministrationControlling Officer: The Ombudsman (Winnie Chiu)Director of Bureau: The OmbudsmanQuestion:

1. Please provide the average time required by the Office of The Ombudsman to process a complaint case in the past 5 years.
2. For the year 2020-2021, what is the estimated average time required by the Office to process a complaint case?
3. Will the Office review and reform its complaint handling procedures in 2020-2021 to speed up the processing time? If yes, what are the details and estimated expenditure?
4. Will the Office consider recruiting more accredited mediators to strengthen its capacity in handling complaint cases? If yes, what are the details and estimated expenditure?

Asked by: Hon CHAN Tanya (LegCo internal reference no.: 220)Reply:

1. This Office has in place performance pledges for the time required to process complaint cases. The processing time for complaint cases from 2014-15 to 2018-19 are given in the tables below:

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

Year	Response Time		
	Within 10 working days (Target: >70%)	Within 11-15 working days (Target: <30%)	More than 15 working days
2014-15	90.9%	8.6%	0.5%
2015-16	98.4%	1.6%	0%
2016-17	97.3%	2.6%	0.1%
2017-18	97.3%	2.7%	0%

2018-19	98.0%	2.0%	0%
---------	-------	------	----

(2) For other complaint cases:

Year	Response Time		
	Less than 3 months (Target: >60%)	Within 3-6 months (Target: <40%)	More than 6 months
2014-15	86.3%	13.1%	0.6%
2015-16	84.8%	14.7%	0.5%
2016-17	87.6%	12.2%	0.2%
2017-18	88.3%	11.3%	0.4%
2018-19	85.8%	13.6%	0.6%

2. In 2019-20, this Office conducted a review of the time required to process cases, and the performance pledges have been revised upwards to enhance the Office's efficiency:

	Service Standard	Performance Target (% of cases meeting standard)
(1) Close a complaint case after initial assessment due to jurisdictional restrictions	- Within 10 working days	90%
	- Within 15 working days	99%
(2) Conclude a complaint case	- Within 3 months	80%
	- Within 6 months	99%

In 2020-21, this Office will continue to endeavour to complete processing different categories of cases within our pledged targets.

3. This Office makes a constant effort to review and improve its complaint handling procedures. In 2020-21, this Office will continue to promote the use of mediation to handle cases involving no or minor maladministration for reaching a speedier and more direct resolution. Resources thus saved can then be redeployed to direct investigations and full investigation of more complex complaint cases.

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

- End -

CONTROLLING OFFICER'S REPLY

OMB002

(Question Serial No. 6083)

Head: (114) Office of The Ombudsman

Subhead (No. & title): (000) Operational expenses

Programme: (1) Complaints Administration

Controlling Officer: The Ombudsman (Winnie Chiu)

Director of Bureau: The Ombudsman

Question:

a. Please provide the quantity and value of surgical masks manufactured by the Correctional Services Department (“CSI masks”) acquired monthly by the Office of The Ombudsman through the Government Logistics Department (“GLD”), and the stock over the past 3 years, in the table below:

Month/Year	Quantity of CSI masks acquired	Value of CSI masks acquired	Stock of CSI masks

b. Please provide the quantity and value of surgical masks acquired monthly by the Office of The Ombudsman, either through GLD or self-procurement, and the stock and quantity used over the past 3 years, in the table below:

Month/Year	Quantity of surgical masks acquired through GLD (Value)	Quantity of self-procured surgical masks (Value)	Stock	Quantity used

c. Please provide the quantity and value of N95 masks acquired monthly by the Office of The Ombudsman, either through GLD or self-procurement, and the stock and quantity used over the past 3 years, in the table below:

Month/Year	Quantity of N95 masks acquired through GLD (Value)	Quantity of self-procured N95 masks (Value)	Stock	Quantity used

d. Please provide the quantity and value of barrier gowns acquired monthly by the Office of The Ombudsman, either through GLD or self-procurement, and the stock and quantity used over the past 3 years, in the table below:

Month/Year	Quantity of barrier gowns acquired through GLD (Value)	Quantity of self-procured barrier gowns (Value)	Stock	Quantity used

e. Please provide the quantity and value of protective coverall suits acquired monthly by the Office of The Ombudsman, either through GLD or self-procurement, and the stock and quantity used over the past 3 years, in the table below:

Month/Year	Quantity of protective coverall suits acquired through GLD (Value)	Quantity of self-procured protective coverall suits (Value)	Stock	Quantity used

f. Please provide the quantity and value of face shields acquired monthly by the Office of The Ombudsman, either through GLD or self-procurement, and the stock and quantity used over the past 3 years, in the table below:

Month/Year	Quantity of face shields acquired	Value of face shields acquired	Stock of face shields	Quantity used

g. Please provide the quantity and value of protective goggles acquired monthly by the Office of The Ombudsman, either through GLD or self-procurement, and the stock and quantity used over the past 3 years, in the table below:

Month/Year	Quantity of protective goggles acquired	Value of protective goggles acquired	Stock of protective goggles	Quantity used

h. Over the past 3 years, has the Office of The Ombudsman supplied or sold any surgical masks, N95 masks, face shields, protective goggles, barrier gowns or protective coverall suits to other organisations? If yes, please provide relevant details, including their quantity, the quantity used and stock, in the table below:

Month / Year	Name of organisation/body	Mode of supply (e.g. sale, donation)	Surgical masks	N95 masks	Face shields	Protective goggles	Barrier gowns	Protective coverall suits

i. Where the Office of The Ombudsman supplied or sold surgical masks, N95 masks, face shields, protective goggles, barrier gowns and protective coverall suits to other organisations, such decision was made by which division, and by an officer at which level? Please provide the rank of the officer who decided to supply or sell the relevant equipment to other organisations on each occasion, the date of making the decision, and relevant details.

Asked by: Hon MO Claudia (LegCo internal reference no.: 182)

Reply:

1. Over the past 3 years (2017-18 to 2019-20), this Office had not acquired through the Government Logistics Department (“GLD”) any surgical masks manufactured by the Correctional Services Department.

2. Details of the surgical masks procured by this Office over the past 3 years are given below:

Year	Quantity of surgical masks acquired through GLD (Value)	Quantity of self-procured surgical masks (Value)	Stock (At year end)	Quantity used (Yearly)
2017-18	0	0	6 600	100
2018-19	0	0	6 500	100
2019-20	0	30 500 (HK\$170,121.64)	30 500	6 500

3. Over the past 3 years, this Office had not acquired, either through GLD or self-procurement, any N95 masks or barrier gowns.

4. Details of the protective overall suits procured by this Office over the past 3 years are given below:

Year	Quantity of protective overall suits acquired through GLD (Value)	Quantity of self-procured protective overall suits (Value)	Stock (At year end)	Quantity used (Yearly)
2017-18	0	0	0	0
2018-19	0	0	0	0
2019-20	10 (HK\$352.29)	0	10	0

5. Details of the face shields procured by this Office over the past 3 years are given below:

Year	Quantity of face shields acquired through GLD (Value)	Quantity of self-procured face shields (Value)	Stock (At year end)	Quantity used (Yearly)
2017-18	0	0	0	0
2018-19	0	0	0	0

2019-20	10 (HK\$116.4)	0	10	0
---------	----------------	---	----	---

6. Details of the protective goggles procured by this Office over the past 3 years are given below:

Year	Quantity of protective goggles acquired through GLD (Value)	Quantity of self-procured protective goggles (Value)	Stock (At year end)	Quantity used (Yearly)
2017-18	0	0	0	0
2018-19	0	0	0	0
2019-20	10 (HK\$189.8)	0	10	0

7. Over the past 3 years, this Office has not supplied or sold any surgical masks, N95 masks, face shields, protective goggles, barrier gowns or protective coverall suits to other organisations.

- End -