



*Issue No. 5 of Reporting Year 2017/18  
(1 February 2018)  
Office of The Ombudsman*



*Brief Report for Calendar Year 2017*

The Ombudsman has prepared a brief report on the work of the Office for the year of 2017 (January to December) at **Annex 1**.



*Enquiries*

For press enquiries, please contact Ms Kathleen Chan, Senior Manager (External Relations) at 2629 0565 or by email [kathleenchan@ombudsman.hk](mailto:kathleenchan@ombudsman.hk).

**Office of The Ombudsman  
1 February 2018**

## **Office of The Ombudsman**

### **Brief Report 2017**

The Office of The Ombudsman received a total of 11,913 enquiries and 4,865 complaints in 2017. The figures maintained at similar levels as in the past few years, with an average of 1,000 enquiries and 400 complaints per month.

#### **Handling of Complaints**

2. Based on the allegations made by the complainants, the top three causes for public complaints against Government departments/public organisations were as follows:

- Errors, wrong advice/decision (34.6%)
- delay/inaction (13.3%); and
- Ineffective control (13.0%)

The top three causes above were the same as in 2016, only that the second and third had swapped places.

3. For complaints received and screened in, we will pursue by inquiry, mediation or full investigation depending on the nature and complexity of the cases. Of the 2,913 cases pursued and concluded, 86.1% were concluded by inquiry and 6.5% by full investigation, while there was a rising trend in the number of complaint cases pursued and concluded by mediation (7.4%).

#### **Direct Investigations**

4. In addition, we have completed and announced the following 13 direct investigation reports:

- (1) Arrangements on Display of Publicity Materials in Public Housing Estates

- (2) Government Regulation of Special Transport Services to Persons with Mobility Difficulties
- (3) Education Bureau's Regulation of Institutions Offering Non-local Higher and Professional Education Courses
- (4) Housing Department's Mechanism for Taking Follow-up Action against Unauthorised Alterations by Public Housing Tenants
- (5) Hong Kong Airport Authority's Mechanism for Issuing Airport Restricted Area Permits
- (6) Government's Regulation of Factory Canteens
- (7) The Arrangement between Housing Department and Water Supplies Department regarding Payment of Water Charges for Common Areas and Vacant Units in Public Housing Estates
- (8) Food and Environmental Hygiene Department's Criteria for Publicising List of Traders Involved after Issuing Food Safety Order
- (9) Leisure and Cultural Services Department's Criteria and Procedures for Procuring and Withdrawing Library Materials
- (10) Lands Department's Enforcement against a Village House with Irregularities
- (11) Transport Department's Handling of a Road Section Enclosed and Left Idle for Prolonged Period
- (12) Food and Environmental Hygiene Department's System of Safety Control for Imported Fruits and Vegetables
- (13) Social Welfare Department's Support Services for Persons with or Suspected to Have Mental Health Problems and Their Families/Carers and Neighbours

5. As before, we will publish our direct investigation reports on the Office's website, and select those direct investigations of wide community concerns for announcement at press conferences. We will keep an eye on issues that warrant our attention in order to decide on the direction of investigation.

**Office of The Ombudsman**  
**February 2018**