

MESSAGE

This booklet sets out my policy objectives in the areas of administrative redress; legal aid services; liaison with the legislature as well as protocol service and intra-governmental services. In the past year, we have made good progress in achieving targets for each of these Key Result Areas. We are determined to keep up our efforts and strive for improvements.



In the coming year, we will continue to maintain effective communication with the new Legislative Council that takes office in October. We will work towards improving and enhancing the avenues for administrative redress and accessibility to legal aid services so that no one is prevented from seeking justice because of a lack of means. We will continue to liaise and provide a high standard protocol service to the Consular Corps. And in the area of intra-governmental services, we seek to provide quality support services in the management of government records and accommodation for the Government Secretariat.

My colleagues and I in the Administration Wing and the Legal Aid Department are dedicated to meeting the targets set out in this booklet. I welcome your views and suggestions on how we can better achieve our goals and improve our performance.

A handwritten signature in black ink, appearing to read 'Andrew H Y Wong', written in a cursive style.

(Andrew H Y Wong)
Director of Administration

Administrative Redress and Legal Aid

Policy Objective and Key Result Areas

ADMINISTRATIVE REDRESS AND LEGAL AID

Our Policy Objective is to provide avenues for administrative redress and legal aid services and to maintain an efficient protocol service and quality support services for the Government Secretariat.

Overall Targets

Our targets this year in pursuing this Policy Objective are –

- to ensure a high degree of public satisfaction in respect of avenues for administrative redress and legal aid services
- to ensure an efficient protocol service and to provide quality management of the accommodation for the Government Secretariat

Progress

In the past year, we achieved satisfactory results in all the six Key Result Areas (KRAs). In 1999, we had two targets at the Policy Objective level.

Our first target was to ensure a high degree of public satisfaction in respect of avenues for administrative redress and legal aid services. On administrative redress, we have implemented a number of improvement proposals arising from the review of the Justices of the Peace (JP) system conducted in 1999. We have also initiated discussion with the Ombudsman to expand her jurisdiction to cover more statutory bodies. For the Administrative Appeals Board and the Municipal Services Appeals Board, their efficiency in hearing appeals was enhanced through the increase in the number of sittings of the two Boards from an average total of three sittings to four sittings each month.

On legal aid services, a series of improvements to the legal aid system following the completion of Legal Aid Policy Review 1997 were brought about by amendments to the Legal Aid Ordinance and its regulations. These

amendments were enacted by the Legislative Council in May 2000 and came into effect in July 2000.

Our second target was to provide quality services and accommodation for the Government Secretariat. We continued to work closely with the Legislature and maintained close liaison with the Consular Corps representing 98 countries. We also rendered effective support services to the Government Secretariat in relation to accommodation matters and records management.

We also achieved the following progress in our six KRAs.

1 Maintain public confidence in independent redress

In the 1999-2000 financial year, we continued to see an increased public awareness of their rights to appeal against administrative decisions. The number of public appeals filed with the Administrative Appeals Board (AAB) increased substantially from 21 in 1998-1999 to 40 in 1999-2000. As regards the Municipal Services Appeals Board (MSAB), the number of appeals filed with the Board stayed at around the same level (27 in 1999-2000, compared to 29 in 1998-1999). The average waiting time for appeals to be heard by the AAB and MSAB was maintained at about four months and three months respectively.

In the 1999-2000 financial year, we have expanded the scope of jurisdiction of the AAB and the MSAB. During the year, appeals under four more pieces of legislation were put under the purview of the AAB, and the jurisdiction of the MSAB was also expanded to hear appeals against decisions on three more areas of municipal services. We have also initiated discussion with the Ombudsman to expand her jurisdiction to cover more statutory bodies.

We are also working towards further improvements to the effectiveness of the Justices of the Peace (JP) visit programme. A total of 787 visits were conducted during the 1999-2000 financial year, compared to 784 visits in 1998-1999. We have also implemented a number of proposals arising from the review of the JP system conducted in 1999 to improve the system.

2 Provide efficient legal aid services

A series of improvements to the legal aid system arising from the Legal Aid Policy Review 1997 were enacted in May 2000. The new arrangements have been implemented as from July 2000. These improvement measures have widened the coverage of the legal aid scheme and it is expected that 20% more households have become eligible upon the increase of personal allowance deductible from the income of legal aid applicants when assessing their financial capacity.

We will continue to review and improve the different aspects of legal aid services and to monitor assigned-out legal aid cases. The speed with which the Legal Aid Department (LAD) processes legal aid applications is one indicator we use to assess performance. LAD has been able to meet the existing target to process 80% of civil legal aid applications within three months from the date of application. We are revising the target from 80% to 85% this year so as to demonstrate our commitment to better legal aid services.

3 Maintain effective communication between Government and the Legislature

The indicator we use to measure progress in this area is the extent to which we are able to explain to the Legislative Council (LegCo) Members our legislative and financial proposals and to respond to Members' questions on government policies and performance.

In the 1999-2000 legislative session, we attended over 220 panel meetings to explain our policy, legislative and financial proposals to LegCo. We introduced 49 bills and attended 290 meetings of Bills Committees formed to scrutinise various bills. We responded to over 1 140 oral and supplementary questions, 449 written questions and 54 motion debates. To allow LegCo sufficient time to scrutinise our legislative proposals, we introduced almost all the bills by mid-March 2000. This arrangement helped ease the workload of LegCo towards the end of its term.

In the past year, we responded to and provided supplementary information to over 40% of the questions raised by Members at LegCo meetings within three weeks. We will expedite the provision of supplementary information to LegCo in 2000-2001.

We continued to ensure that necessary resources were provided to LegCo by carefully examining and promptly responding to LegCo Members' requests.

4 Ensure an efficient service to support the Government Secretariat

We continued to administer an Honours and Awards system effectively as part of our dedicated efforts to recognise the contributions from the various sectors of the community. In 2000, we processed 470 nominations and awarded 300 medals and certificates.

We maintained efficient protocol service to international dignitaries and met our 1999 target of serving 3 500 VIP parties and 12 000 VIPs at the Government VIP Lounge at the Hong Kong International Airport. In the coming year, we shall optimise our present resources to meet the increased service demand from other government offices.

We continued to maintain satisfactory management of premises of the Central Government Offices (CGO). We were able to respond to requests on accommodation matters within three working days.

In 1998, we saw the need to build a new Central Government Complex (CGC) because the existing premises were no longer capable of providing sufficient office accommodation for the Government Secretariat nor of providing satisfactory infrastructure to cope with the rapid technological changes. We planned for the relocation of the CGO to the Tamar Basin Reclamation Site. At present, this relocation plan is under review to ensure optimal use of government land.

5 Ensure efficient administration of the Consular Corps' affairs and reception of VIPs

We continued to provide an efficient and responsive protocol service to some 100 Consular posts and Officially Recognised Bodies and extend courtesies and hospitalities to visiting international dignitaries on behalf of the Government of the HKSAR.

In the past year, we co-ordinated ten official visit programmes for heads and deputy heads of state/government and facilitated over 100 other inbound VIP visits to Hong Kong.

6 Maintain efficiency in the administration of Government records

In the past year, we continued to support government offices in the development of a sound records management system. We provided practical training on topical records management issues to over 2 000 staff. We were able to handle requests for retrieval and disposal of records not involving further review within three working days. We also assisted departments to implement records scheduling and disposal programme with over 100 disposal schedules developed last year. In an effort to promote public awareness and interest in our local heritage, we successfully organised a series of publicity programmes including three exhibitions and over 20 seminars/visits in the past year. We published a user kit for teachers and students to help promote their understanding and use of our archival holdings. We developed an electronic database for map and film holdings of the Public Records Office. In addition, we are developing a central library for the preservation of and access to official publications.

Progress on each previously announced initiative under the above KRAs is set out in the “Detailed Progress” section of this report.

Looking Forward

To achieve our overall targets this year, we will undertake the following initiatives and targets under each of the KRAs for the coming year.

To maintain public confidence in Hong Kong's independent redress system, we aim to provide fair, open and accessible avenues for members of the public to lodge appeals and complaints against administrative decisions and measures.

We have built up various channels of redress, including appeals to the Chief Executive-in-Council, the Administrative Appeals Board (AAB), the Municipal Services Appeals Board (MSAB), the Ombudsman and to the visiting Justices of the Peace (JP) under the JP system. Our aims are to –

- ensure that the public are aware of their right to appeal against administrative decisions made under various Ordinances
- process the hearings before the AAB and the MSAB speedily
- ensure transparency in the handling of appeals
- work closely with the Ombudsman to strive for an accountable and responsive public service
- enhance the JP visiting programme

We will assess our performance in respect of this KRA against the following indicators –

- Degree of awareness of the public of their right to appeal against administrative decisions. Our target is to monitor the percentage change over time in the number of public appeals filed with the AAB or the MSAB.
- Speed in processing the hearings of appeals. Our target is to continue to ensure an appeal to the AAB or the MSAB will be heard within an average of four months and three months respectively after it has been filed.
- Effectiveness of the JP visiting programme. Our target is to arrange about 800 visits by JPs in the 2000-2001 financial year.

- The number of statutory bodies under the Ombudsman’s jurisdiction. Our target is to keep under review the possibility of further extending the Ombudsman’s jurisdiction to other major statutory bodies.

We will pursue the following initiative and target to deliver results in this area –

Initiative *	Target
To expand the jurisdiction of the Ombudsman to cover more major statutory bodies <i>(Administration Wing)</i>	To consider expanding the jurisdiction of the Ombudsman to cover the Equal Opportunities Commission and the Office of the Privacy Commissioner for Personal Data

* the bracketed information denotes the agency with lead responsibility for the initiative

Under the Legal Aid Ordinance (Cap. 91) and the Legal Aid in Criminal Cases Rules (Cap. 221 sub. leg.), people whose legal cases are meritorious but who cannot afford the cost of litigation may apply to the Legal Aid Department (LAD) for legal assistance in court proceedings in Hong Kong. In conjunction with the independent Legal Aid Services Council, we will continue to improve the quality and accessibility of legal aid services to the public while achieving maximum cost-effectiveness.

An organisation wholly subvented by the Government, the Duty Lawyer Service (DLS) provides legal aid services to complement those provided by the LAD. The DLS operates the Duty Lawyer Scheme, the Tel-Law Scheme and the Legal Advice Scheme.

Further initiatives will be pursued in 2001 to improve the effectiveness and efficiency of legal aid services.

We will assess our performance in respect of this KRA against the following indicators –

- Ability to provide various types of legal aid services and to ensure that no one is prevented from seeking justice because of a lack of means. Our target is to conduct reviews on different aspects of legal aid services from time to time.
- Speed of processing legal aid applications by the LAD. Our target is to process 85% of civil legal aid applications within three months from the date of application.

We will pursue the following initiatives and targets to deliver results in this area –

Initiative	Target
<p>To enhance the cost-effectiveness of the legal aid application processing system of the Legal Aid Department <i>(Legal Aid Department (LAD))</i></p>	<p>To set up a working group by the fourth quarter of 2000 to review the legal aid application and means-testing processes and the related resource deployment of LAD</p>
<p>To enhance efficiency of in-house litigation by LAD <i>(LAD)</i></p>	<p>To review the structure of the Litigation Division and rationalise its support services in 2000-2001</p>
<p>To increase public awareness of legal aid services and understanding of the operation of LAD <i>(LAD)</i></p>	<p>To publish new pamphlets, to update existing pamphlets including the “Guide to Legal Aid Services” and LAD’s homepage on the Internet in 2000-2001</p>
<p>To strengthen the customer service of LAD <i>(LAD)</i></p>	<p>To provide intensive training to customer service officers of the newly established Customer Service Unit in 2000-2001 to ensure enquiries and complaints are dealt with expeditiously, fairly and competently</p>

We are committed to working closely with the Legislature to enable it to carry out its business efficiently and effectively so that it can satisfactorily perform its three major functions, namely, enact laws, control public expenditure and monitor the performance of the Government. We will ensure that necessary resources are provided to the Legislative Council (LegCo) and its Secretariat by scrutinising and responding to the Council's requests for financial resources promptly.

We will assess our performance in respect of this KRA against the following indicators –

- The extent to which effective communication with the Legislature is maintained. Our target is to ensure that the Chief Secretary for Administration meets the Chairman of the House Committee after each House Committee meeting to promptly discuss matters raised at the House Committee meeting.
- The extent to which prompt responses are provided to the Legislature. Our target is to submit progress reports on motion debates to the Council within two months after the motions are carried and provide supplementary answers within three weeks after an oral question is asked.
- Close co-operation with the Legislature. Our target is to proactively attend meetings of LegCo, its committees and sub-committees to explain relevant government policies and proposals.

We are committed to providing quality supporting services to the Government Secretariat to enable it to function efficiently and effectively. In particular, we will advise on protocol matters and etiquette, administer the Honours and Awards system, ensure the provision of an efficient and effective VIP service at the Hong Kong International Airport and provide effective management services to the premises of the Central Government Offices.

We will assess our performance in respect of this KRA against the following indicators –

- Ability to handle accommodation-related requests efficiently. Our target is to respond to requests on accommodation matters within three working days.
- Operational efficiency of the Government VIP service at the Airport. Our target is to optimise our present resources to meet the increased service demand from other government offices. Our aim is to serve 4 000 parties and 14 000 VIPs at the Government VIP Lounge which represent an increase of 14% and 17% respectively over the previous year's targets.
- Effectiveness in administering the Honours and Awards system. Our target is to process all nominations for honours and awards from the bureaux and departments in good time for promulgating the Honours List in the Government Gazette on 1 July every year. The estimated number of nominations is 400 each year.

We must maintain close liaison with the Office of the Commissioner of the Ministry of Foreign Affairs of the People's Republic of China in the Hong Kong Special Administrative Region in the management of the Consular Corps' affairs. We will continue to extend appropriate courtesies to national leaders and international dignitaries, and work closely with the Consular Corps to ensure smooth delivery of visit programmes for their visiting officials.

We will assess our performance in respect of this KRA against the following indicators –

- Ability to ensure smooth delivery of visit programmes for visiting dignitaries. Our targets are as follows. First, to ensure visit programmes are conducted as planned and scheduled. Second, to co-ordinate and deliver ten official visits at head and deputy head of state/government level each year. Third, to facilitate and accord appropriate courtesies for 100 other inbound VIP visits co-ordinated by Consular posts in Hong Kong during the year.
- Effectiveness in liaison with some 100 Consular posts and Officially Recognised Bodies throughout the year. Our target is to respond to requests and issues raised by Consular posts and Officially Recognised Bodies in good time, and as far as possible within five working days.

In the area of records and information management, we are committed to working with government departments or agencies to ensure that a sound management system is in place to support and improve administrative efficiency and to capture records of importance for posterity.

In the area of archival management, we are committed to acquiring archives of significance to the community and conserving them in prime condition. We continue to improve services and facilities for accessing these archives and are dedicated to promote public appreciation and use of local documentary heritage. We are also working on an integrated information access system which will provide efficient on-line and internet search on our valuable collections.

We will assess our performance in respect of this KRA against the following indicators –

- Ability to support government offices in developing records management strategies. Our targets are as follows. First, to launch not less than 90 classes on records management for 2 300 staff in 2000-2001. Second, to handle requests for retrieval and disposal of records not involving further review within three working days. Third, to develop and implement not less than 150 disposal schedules for departments in 2000-2001.
- Ability to promote understanding, appreciation and use of local archival heritage. Our target is to launch a publicity programme with two exhibitions and 25 seminars/visits this year.

We will pursue the following initiatives and targets to deliver results in this area –

Initiative	Target
To allow efficient on-line and internet access to the archival and library holdings of the Public Records Office <i>(Administration Wing)</i>	<ul style="list-style-type: none">● To complete a feasibility study on an integrated information system by early 2001● To work out system requirement and to prepare for data preparation and system testing in mid-2001● To implement the system in phases starting from late 2001

Administrative Redress and Legal Aid

Detailed Progress

1

Maintain public confidence in independent redress

To achieve results in this area, various initiatives have been undertaken in the past years. Details are set out below –

Initiative *	Target #	Present Position +
To implement proposals to improve the Justices of the Peace (JP) visiting system <i>(Administration Wing (Adm Wing))</i>	<ul style="list-style-type: none"> ● To consider arrangements to allow Non-official JPs to visit a particular institution on a more regular basis ● To identify other types of institutions to be included in the JP visiting programme on a non-statutory basis 	<ul style="list-style-type: none"> ● Arrangements were made for Non-official JPs to visit particular institution(s) (or type(s) of institutions) (including penal institutions) that they chose on a more regular basis starting from the fourth quarter of 1999. ● Arrangements are being made to extend JP visits to cover certain residential units for people with disabilities and the elderly starting from the fourth quarter of 2000.

* the bracketed information denotes the agency with lead responsibility for the initiative

the bracketed information denotes the year in which the target was set

+ the bracketed information denotes the status of the target

Initiative	Target	Present Position
	<ul style="list-style-type: none"> ● To provide JPs with more up-to-date information on the institutions before their visits starting from the fourth quarter of 1999 ● To allow more time for JPs to submit their comments regarding their visits ● To publish, starting from 2000, an annual report on the JP visits to various institutions <i>(1999)</i> 	<ul style="list-style-type: none"> ● Starting from the fourth quarter of 1999, reports on outstanding complaints/suggestions for which actions have yet to be completed are issued to visiting JPs prior to their visits to the institutions concerned. Moreover, starting from 1 May 2000, checklists which highlight the important areas that JPs may wish to cover in their inspections are provided to JPs before their visits. ● Starting from the third quarter of 1999, we have allowed JPs more time to submit their comments regarding their visits – apart from the visit reports which JPs are required to submit before they leave the institutions they visit, JPs are also allowed to send in additional feedbacks within three days after their visits. ● The first Annual Report on JP visits covering the period from 1 January 1999 to 31 December 1999 was issued in early October 2000. <i>(Action Completed)</i>

Initiative	Target	Present Position
<p>To implement proposals to improve the JP system as a whole <i>(Adm Wing)</i></p>	<ul style="list-style-type: none"> ● To explore areas where Non-official JPs may be invited to take a more active role ● To set up a JP website on the Internet in late 1999/early 2000 <i>(1999)</i> 	<ul style="list-style-type: none"> ● Non-official JPs have been invited to participate in the Smoky Vehicle Control Programme of the Environmental Protection Department to spot smoky vehicles, as well as the orientation programme for newly arrived Consuls-General arranged by the Protocol Division of this Office. The Administration is also exploring other possible additional duties for Non-official JPs. <i>(Action in Progress: On Schedule)</i> ● A JP website was set up on 1 April 2000 to provide better communication between the Administration and the JPs. <i>(Action Completed)</i>
<p>To further improve the speed in processing the hearing of appeals by the Administrative Appeals Board and the Municipal Services Appeals Board <i>(Adm Wing)</i></p>	<p>To increase the number of sittings for the two Boards from a total of three sittings to four sittings each month <i>(1999)</i></p>	<p>We have increased the number of sittings for the two Boards from an average total of three sittings to four sittings each month. <i>(Action Completed)</i></p>

Initiative	Target	Present Position
<p>To conduct a review on the administration of the Justices of the Peace (JP) visiting programme <i>(Adm Wing)</i></p>	<ul style="list-style-type: none"> ● To standardise administrative arrangements to ensure consistent practices for the visits ● To strengthen the monitoring of the implementation of recommendations arising from JP visits <i>(1998)</i> 	<p>We have implemented a number of proposals arising from the review to ensure consistent practices for JP visits and to strengthen the monitoring of the implementation of recommendations arising from the visits. (Please refer to the present position for the initiative “To implement proposals to improve the JP visiting system” for details). <i>(Action Completed)</i></p>

2

Provide efficient legal aid services

To achieve results in this area, various initiatives have been undertaken in the past years. Details are set out below –

Initiative	Target	Present Position
To strengthen case management and improve cost control and resource allocation of the Legal Aid Department <i>(Legal Aid Department (LAD))</i>	To implement the Information Systems Strategy of the LAD <i>(1999)</i>	The tendering exercise was completed in July 2000 and no suitable contractor had been identified. The first phase of implementation including re-tendering is in progress. <i>(Action in Progress: On Schedule)</i>
To launch a performance pledge on payments related to legal aid cases <i>(LAD)</i>	To process 80% of interim payments to aided persons within one month, and final payments within six weeks <i>(1999)</i>	The pledge has been met. <i>(Action Completed)</i>
To implement proposals arising from the Legal Aid Policy Review 1997, which will improve accessibility to and operation of the legal aid system <i>(Administration Wing)</i>	Implementation to commence after making the necessary legislative amendments <i>(1998)</i>	The legislative amendments were enacted by the Legislative Council in May 2000 and the new arrangements implemented as from July 2000. <i>(Action Completed)</i>

Initiative	Target	Present Position
<p>To implement measures to improve the system for monitoring assigned-out cases, taking into account the views of the Legal Aid Services Council (LASC)</p> <p><i>(LAD)</i></p>	<p>To set up a working group in the second half of 1997 to study the best way of monitoring assigned-out cases, including progress monitoring and cost control. To consult the independent LASC on this matter. Implementation to commence in 1999</p> <p><i>(1998 and 1997)</i></p>	<p>The package of measures proposed by the working group was endorsed by LASC. Implementation of the recommendations is underway.</p> <p><i>(Action in Progress: On Schedule)</i></p>
<p>To strengthen the directorate of the Application and Processing Division of the LAD to consolidate the improvements made since 1996</p> <p><i>(LAD)</i></p>	<p>To meet our performance pledge on processing time</p> <p><i>(1998)</i></p>	<ul style="list-style-type: none"> ● The proposal to create one Assistant Principal Legal Aid Counsel post is still under review. ● LAD has been able to meet the performance pledge on processing time. <p><i>(Action in Progress: Under Review)</i></p>

3

Maintain effective communication between Government and the Legislature

To achieve results in this area, various initiatives have been undertaken in the past years. Details are set out below –

Initiative	Target	Present Position
<p>To maintain effective communication between the Administration and the Legislature</p> <p><i>(Administration Wing (Adm Wing))</i></p>	<ul style="list-style-type: none"> ● To ensure the Chief Secretary for Administration meets the Chairman of the House Committee after each House Committee meeting to promptly discuss matters raised at the House Committee meeting ● To proactively attend meetings of LegCo, its committees and sub-committees to explain government policies and proposals in addition to upon LegCo's request <p><i>(1999, 1998 and 1997)</i></p>	<ul style="list-style-type: none"> ● Effective communication with the Legislature has been maintained by arranging meetings between the Chief Secretary for Administration and the Chairman/Vice Chairman of the House Committee throughout the 1999-2000 legislative session. The arrangement for such meetings will continue in the next legislative year. ● In the 1999-2000 legislative session, we attended over 220 panel meetings, 290 Bills Committee meetings and over 170 other Committee and Sub-committee meetings of LegCo. The Legislature will continue to be consulted on various issues of concern. <p><i>(Action in Progress: On Schedule)</i></p>

Initiative	Target	Present Position
<p>To seek ways to provide additional accommodation to LegCo to meet its long-term needs</p> <p><i>(Adm Wing)</i></p>	<p>To reach an understanding with LegCo on the proposal for additional accommodation within the present legislative term</p> <p><i>(1999, 1998 and 1997)</i></p>	<p>The Government is undertaking a preliminary planning assessment to identify possible sites for a new LegCo Building.</p> <p><i>(Action in Progress: On Schedule)</i></p>

4

Ensure an efficient service to support the Government Secretariat

To achieve results in this area, various initiatives have been undertaken in the past years. Details are set out below –

Initiative	Target	Present Position
To relocate the offices of the Government Secretariat to the Tamar Basin Reclamation Site <i>(Administration Wing)</i>	<ul style="list-style-type: none"> ● To create posts for the planning of the project and seek funds for its implementation in 1999-2000 ● To complete the design competition of the new Central Government Complex (CGC) in 2000 <i>(1998)</i> 	The project is under review. Subject to the findings of the review, funding approval for the CGC project will be sought. <i>(Action in Progress: Under Review)</i>

5

Ensure efficient administration of the Consular Corps' affairs and reception of VIPs

To achieve results in this area, various initiatives have been undertaken in the past years. Details are set out below –

Initiative	Target	Present Position
To streamline the management of consular affairs <i>(Administration Wing)</i>	To complete, as the first phase of the exercise, compilation of a set of consular procedures in 2000 <i>(1999)</i>	A draft consular procedure is under compilation. It is expected to be finalised before end-2000. <i>(Action in Progress: On Schedule)</i>

6

Maintain efficiency in the administration of Government records

To achieve results in this area, various initiatives have been undertaken in the past years. Details are set out below –

Initiative	Target	Present Position
<p>To develop and implement Records Management (RM) Regulations which will provide standards and codes of practice for use in government departments</p> <p><i>(Administration Wing (Adm Wing))</i></p>	<ul style="list-style-type: none"> ● To issue the RM Regulations in November 2000 ● To finish the preparation for a series of briefing sessions and seminars for no less than 700 officers <p><i>(1999)</i></p>	<p>Research work has been completed. The Regulations are being drafted and will be issued by November 2000. Preparation for briefing sessions and seminars are in progress.</p> <p><i>(Action in Progress: On Schedule)</i></p>
<p>To develop the Reference Library of the Public Records Office as a central library for the preservation of and access to official publications</p> <p><i>(Adm Wing)</i></p>	<ul style="list-style-type: none"> ● To start the project in 2000 with a publicity programme ● To work out requirements for computerisation ● To automate 50% of the library collection <p><i>(1999)</i></p>	<ul style="list-style-type: none"> ● The project started in February 2000. Promotional materials including a leaflet are being prepared for publicising the establishment of the Library by end-2000. ● Requirements for computerisation have been identified, and suitable hardware and library software purchased and customised. ● Data entry for the library collection commenced in April 2000. <p><i>(Action in Progress: On Schedule)</i></p>

Initiative	Target	Present Position
<p>To implement the third and final phase of the Records Management Strategy (RMS), which will last until November 1999</p> <p><i>(Adm Wing)</i></p>	<p>To start the implementation of the final phase of the RMS in 1998 under which 15 departmental reviews on records management will be conducted and guidelines/manuals on records management practices will be produced</p> <p><i>(1998 and 1997)</i></p>	<p>Implementation work on the final phase of the RMS began in June 1998. 15 departmental reviews on records management were conducted and all guidelines/manuals on records management practices produced.</p> <p><i>(Action Completed)</i></p>