

Message

I am pleased to present this Policy Objective booklet of the Administration Wing. It sets out my policy areas which include liaison with the Legislature and the Consular Corps, the Administrative Redress System, Legal Aid and Intra-governmental Services.

For the coming year, we are fully committed to provide open, efficient and impartial avenues for the public to lodge appeals and complaints against administrative decisions. To strive for an accountable and responsible public service, we will also work closely with the Ombudsman and enhance the Justices of the Peace visiting programme.

On the provision of legal aid services to people with limited means and who have reasonable grounds for pursuing a legal action, we will ensure that the Legal Aid Department and the Duty Lawyer Service, the two principal providers of publicly-funded legal aid services, will further improve the effectiveness and efficiency of their services.

In our liaison with the Legislature, my colleagues and I will continue to maintain effective communication with the Legislature so that public business can be managed efficiently in the interest of the community. We will also provide quality support services and accommodation for the Government Secretariat.

Achieving the above will be a complex task. I need your support and welcome any views and suggestions which you may have on our objectives.



(Mrs Carrie Yau)

Director of Administration

Administrative Redress and Legal Aid

Our Policy Objective is to provide avenues for administrative redress and legal aid services and provide services to the Government Secretariat.

Our targets in pursuing this Policy Objective are –

- To ensure a high degree of satisfaction for members of the public on avenues for administrative redress and legal aid services
- To provide quality services and accommodation for the Government Secretariat

Key Result Areas (KRAs)

To ensure that this Policy Objective can be achieved, we must deliver results in a number of key areas, that is, we must –

I	Maintain public confidence in independent redress	Page 3
II	Provide efficient legal aid services	Page 5
III	Maintain effective communication between Government and the Legislature	Page 8
IV	Ensure an efficient service to support the Government Secretariat	Page 10
V	Maintain efficiency in Government records management	Page 12

The following sections of this booklet explain the importance of these KRAs, describe the broad thrust of our efforts, and outline the indicators which we are using to assess progress. Each section lists the new key initiatives being taken to achieve our objectives and pinpoints the agency accountable for each initiative and the specific targets which we intend to meet.

I

Maintain public confidence in independent redress

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 in the system various channels of redress, including appeals to the Chief Executive-in-Council, the Administrative Appeals Board, the Municipal Services Appeals Boards and the Ombudsman and to the visiting Justices of the Peace under the Justices of the Peace system. Our aims are to –

- Ensure that the public is aware of their right to appeal against administrative decisions made under various Ordinances
- Seek to process the hearings before the Administrative Appeals Board and the Municipal Services Appeals Boards speedily
- Ensure transparency in the handling of appeals
- Work closely with the Ombudsman to strive for an accountable and responsive public service
- Enhance the Justices of the Peace visiting programme

Indicators

The indicators we will use to measure progress in this area are –

- the degree of awareness of the public in their right to appeal against administrative decisions
- the speed in processing the hearings of appeals
- the effectiveness of the Justices of the Peace visiting programme

Initiative	Target
<p>To conduct a review on the administration of the Justices of the Peace visiting programme <i>(Administration 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 Justices of the Peace visits

* the brackets denote the agency with lead responsibility for the initiative

II

Provide efficient legal aid services

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 could not otherwise afford the cost of litigation may apply to the Legal Aid Department for legal assistance in court proceedings in Hong Kong.

An organisation wholly subvented by the Government, the Duty Lawyer Service provides legal aid services to complement those provided by the Legal Aid Department. The Duty Lawyer Service operates the Duty Lawyer Scheme, the Tel-law Scheme and the Legal Advice Scheme.

These two principal providers of publicly-funded legal aid services will undertake further initiatives in 1999 to improve the effectiveness and efficiency of their respective services to the public.

Indicators

The indicators we will use to measure progress in this area are –

- our 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
- the speed of processing legal aid applications by the Legal Aid Department

Initiatives	Targets
<p>To implement proposals arising from the Legal Aid Policy Review 1997, which will improve accessibility to and operation of the legal aid system</p> <p><i>(Administration Wing (Adm Wing))</i></p>	<p>Implementation to commence after making the necessary legislative amendments</p>
<p>To examine the recommendations of the Legal Aid Services Council regarding the possible establishment of a legal aid authority</p> <p><i>(Adm Wing)</i></p>	<p>Examination to commence on receipt of the Legal Aid Services Council's recommendations</p>
<p>To implement measures to improve the system for monitoring assigned-out cases, taking into account the views of the Legal Aid Services Council</p> <p><i>(Legal Aid Department (LAD))</i></p>	<p>Implementation to commence in 1999</p>
<p>To strengthen the directorate of the Application and Processing Division of the Legal Aid Department to consolidate the improvements made since 1996</p> <p><i>(LAD)</i></p>	<p>To meet our Performance Pledge on processing time</p>

Initiatives	Targets
<p>To provide taped information in Putonghua for the Tel-Law Scheme of the Duty Lawyer Service</p> <p><i>(Duty Lawyer Service)</i></p>	<p>The new service to be available in late 1999</p>
<p>To provide dedicated rooms for interviewing clients in the office of the Duty Lawyer Service in the South Kowloon Magistracy</p> <p><i>(Duty Lawyer Service)</i></p>	<p>Project to commence in early 1999</p>



Maintain effective communication between Government and the Legislature

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 to 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 request for financial resources promptly. We have been maintaining effective communication with the Legislature by ensuring that progress reports on motion debates are submitted to the Council within two months after the debates are moved, and to provide supplementary answers within three weeks after an oral question is asked.

Indicator

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

Initiatives	Targets
<p>To maintain effective communication between the Administration and the Legislature <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>To seek ways to provide additional accommodation to LegCo to meet its long-term need <i>(Adm Wing)</i></p>	<p>To reach an understanding with LegCo on the proposal for the additional accommodation within the present legislative term</p>

IV

Ensure an efficient service to support the Government Secretariat

We are committed to providing quality supporting services to the Government Secretariat to enable it to function efficiently and effectively. In particular, we will maintain close liaison with the Ministry of Foreign Affairs Hong Kong Office in the management of the Consular Corps, advise on protocol matters and etiquette, administer the honours and award system, extend courtesies to VVIPs and international dignitaries, plan, co-ordinate and deliver visit programmes for PRC national leaders and State Visitors, advise on the operation and management of the Government VIP Lounge at the new Hong Kong International Airport at Chek Lap Kok, and provide effective management services to the premises of the Central Government Offices including its relocation.

Indicators

The indicators we will use to measure progress in this area are –

- the operational efficiency of the Central Government Offices
- the extent to which we are able to provide courtesies to VVIPs and international dignitaries
- the timely delivery of programmes for visits by PRC national leaders and State Visitors

Initiatives	Targets
<p>To relocate the offices of the Government Secretariat to the Tamar Basin Reclamation Site <i>(Administration Wing (Adm Wing))</i></p>	<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 in 2000
<p>To arrange visits by PRC national leaders and State Visitors <i>(Adm Wing)</i></p>	<p>To arrange 10 - 12 state or official visits at the level of head of state or head of government per year and ten visits by PRC national leaders per year</p>

V

Maintain efficiency in Government records management

To further consolidate the development of proper records management service-wide, we implemented in June 1998 the third and final phase of Records Management Strategy which will last until November 1999. During this phase, a dedicated team of staff will intensify our efforts on training. Our ultimate aim is to equip the Civil Service with a core of staff capable of implementing all aspects of records management in each bureau and department.

In the area of archival management, we will appraise and identify all time-expired government records that are of historical value, and have them transferred to the archives of the Public Records Office for permanent retention and for public inspection in an organised manner.

Indicators

The indicators we will use to measure progress in this area are –

- the extent to which records growth is contained
- the introduction of records scheduling and disposal programming in bureaux and departments
- the level of public awareness and interest in local historical heritage, and their understanding of the work and service of the Public Records Office

Initiatives	Targets
<p>To implement the third and final phase of the Records Management Strategy, which will last until November 1999</p> <p><i>(Administration Wing (Adm Wing))</i></p>	<p>To conduct 15 departmental reviews on records management and produce guidelines/manuals on records management practices</p>
<p>To dedicate additional resources to the training of staff in records management</p> <p><i>(Adm Wing)</i></p>	<ul style="list-style-type: none"> ● To develop a comprehensive training curriculum under which a total of eight to ten core courses will be launched and more than 90 classes will be conducted annually ● 2 000 staff to receive training in 1999
<p>To produce a Pictorial Guide on the Archival Collection as part of the Public Education and Publicity Programme</p> <p><i>(Adm Wing)</i></p>	<p>To publish the Pictorial Guide by the end of 1998</p>