

## MESSAGE

This booklet describes a package of measures in pursuit of the Administration Wing's Policy Objective of providing avenues for administrative redress and legal aid services as well as maintaining an efficient protocol service and giving quality support to the Government Secretariat. This package of measures includes our continued efforts to improve the Justices of the Peace system; to work closely with the Ombudsman and the Legislature; and to enhance the efficiency and effectiveness of legal aid services.

Last year, we made a number of pledges to strengthen the avenues for the public to lodge appeals and complaints against administrative decisions; and to sustain accessibility of legal aid services to the public to ensure that no one is prevented from seeking justice because of a lack of means. We are making good progress towards achieving these targets. In the coming year, we are committed to maintaining the momentum and will continue to strive for improvements.

We will continue to maintain effective communication with the Legislature to ensure that public business is managed efficiently in the interest of the community. In the area of intra-governmental services, we will continue to provide quality support services in relation to management of government records and accommodation for the Government Secretariat. In receiving foreign guests and dignitaries, we will continue to deliver a high standard protocol service.

My colleagues and I in the Administration Wing and the Legal Aid Department are determined to meet the targets for the Key Result Areas set out in this booklet. I welcome your views and suggestions on our objectives and initiatives.



(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 to maintain an efficient protocol service and quality support services for the Government Secretariat.

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 Made

In the past year, we have achieved satisfactory results in all the five Key Result Areas. In 1998, 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 completed a review of the Justices of the Peace system and formulated a number of improvement proposals. The jurisdiction of the Ombudsman was expanded to cover four additional statutory bodies. For the Administrative Appeals Board and the Municipal Services Appeals Boards, their efficiency in hearing appeals was enhanced through the appointment of additional Vice/Deputy Chairmen in August 1999.

On legal aid services, we announced a series of improvements to the legal aid system following completion of the Legal Aid Policy Review 1997. The improvement measures will widen the scope of coverage of the legal aid scheme and enable 20% more households to become eligible. We will introduce the legislative amendments into the Legislative Council in October 1999.

Our second target was to provide quality services and accommodation for the Government Secretariat. We continued to work closely with the Legislature and maintain close liaison with Consular Corps representing 96 countries. A high standard of service to VIPs was sustained through the commissioning of a new Government VIP Lounge at the new airport. We rendered effective support services to the Government Secretariat in relation to accommodation matters and records management.

# 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 –

<b>1</b>	<b>Maintain public confidence in independent redress</b>	<b>Page 3</b>
<b>2</b>	<b>Provide efficient legal aid services</b>	<b>Page 7</b>
<b>3</b>	<b>Maintain effective communication between Government and the Legislature</b>	<b>Page 11</b>
<b>4</b>	<b>Ensure an efficient service to support the Government Secretariat</b>	<b>Page 14</b>
<b>5</b>	<b>Ensure efficient administration of the Consular Corps' affairs and reception of VIPs</b>	<b>Page 16</b>
<b>6</b>	<b>Maintain efficiency in the administration of Government records</b>	<b>Page 18</b>

# 1

## 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 various channels of redress, including appeals to the Chief Executive-in-Council, the Administrative Appeals Board (AAB), the Municipal Services Appeals Boards (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

### Progress Made

In 1998, we saw an increased public awareness of their rights to appeal against administrative decisions, as well as improvement in the speed in processing the hearing of appeals.

The number of public appeals filed to the AAB and the MSABs increased from 17 and 21 in the financial year 1997-1998 to 21 and 29 respectively in the financial year 1998-1999. The waiting time for appeals to be heard by the MSABs was about 3 months in 1998-1999, compared to the waiting time of 3 ½ months in 1997-1998. The average waiting time for appeals to be heard by the AAB remained at about 4 months.

We are also working towards further improvement of the effectiveness of the JP visiting programme. A total of 784 visits were conducted during the 1998-1999 financial year, compared to 808 visits in 1997-1998. We also completed in early 1999 a review of the JP system, particularly the JP visiting programme, and have formulated a number of proposals to improve the system.

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 conduct a review on the administration of the Justices of the Peace (JP) visiting programme <i>(Administration Wing (Adm Wing))</i></p>	<ul style="list-style-type: none"> <li>● To standardise administrative arrangements to ensure consistent practices for the visits</li> <li>● To strengthen the monitoring of the implementation of recommendations arising from JP visits</li> </ul> <p><i>(1998)</i></p>	<p>All non-official JPs were consulted on the proposals arising from the review and the Legislative Council Panel on Home Affairs was briefed on the results. A number of proposals will be implemented to improve the arrangements as well as follow-ups regarding JP visits to prisons and other institutions. Meanwhile, a number of proposals made by Legislative Councillors to further improve the visiting programme are being considered.</p> <p><i>(Action in Progress: On Schedule)</i></p>
<p>To keep under review the Ombudsman's jurisdiction on major statutory bodies <i>(Adm Wing)</i></p>	<p>To keep under review the possibility of further extending the Ombudsman's jurisdiction to other major statutory bodies</p> <p><i>(1997)</i></p>	<p>The jurisdiction of the Ombudsman has been extended to cover four additional statutory bodies, namely, the Employees Retraining Board, the Hong Kong Examination Authority, the Hong Kong Sports Development Board and the Mandatory Provident Fund Schemes Authority.</p> <p><i>(Action Completed)</i></p>

\* 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

## Looking Forward

In the next 12 months, we will assess our performance in respect of this KRA against the following indicators –

Indicator	1999 Target
Degree of awareness of the public in their rights to appeal against administrative decisions	Monitor the percentage change over time in the number of public appeals filed to the Administrative Appeals Board (AAB) or the Municipal Services Appeals Boards (MSABs)
Speed in processing the hearings of appeals	Ensure an appeal to the AAB or the MSABs will be heard within an average of four months and three months respectively after it has been filed
Effectiveness of the JP visiting programme	Arrange about 770 visits by JPs
The number of statutory bodies under the Ombudsman's jurisdiction	Keep under review the possibility of further extending the Ombudsman's jurisdiction to other major statutory bodies

We will undertake the following initiatives to deliver results in this area –

Initiative	1999 Target
<p>To implement proposals to improve the JP visiting system <i>(Adm Wing)</i></p>	<ul style="list-style-type: none"> <li>● To consider arrangements to allow JPs to visit a particular institution on a more regular basis</li> <li>● To identify other types of institutions to be included in the JP visiting programme on a non-statutory basis</li> <li>● To provide JPs with more up-to-date information on the institutions before their visits starting from the fourth quarter of 1999</li> <li>● To allow more time for JPs to submit their comments regarding their visits</li> <li>● To publish, starting from 2000, an annual report on the JP visits to various institutions</li> </ul>
<p>To implement proposals to improve the JP system as a whole <i>(Adm Wing)</i></p>	<ul style="list-style-type: none"> <li>● To explore areas where JPs may be invited to take a more active role</li> <li>● To set up a JP web-site on the Internet in late 1999/early 2000</li> </ul>
<p>To further improve the speed in processing the hearing of appeals by the AAB and MSAB <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</p>

# 2

## 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 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 (LASC), 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 Legal Aid Department. The DLS 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 2000 to improve the effectiveness and efficiency of their respective services to the public.

### Progress Made

In 1998, we introduced a series of improvements to the various legal aid schemes. Progress was satisfactory. We will introduce a bill to give effect to the recommendations of the Legal Aid Policy Review 1997 in October 1999. LAD has started to implement measures to improve the monitoring of assigned-out legal aid cases. The Tel-Law Scheme of the DLS is now available in Putonghua. Dedicated interview rooms were provided in the DLS office in the South Kowloon Magistracy to enhance the protection of privacy of clients.

We completed examination of the LASC's recommendations regarding the establishment of a legal aid authority. Taking into account overseas experience, among other things, our conclusion was that while the establishment of a legal aid authority might help create a semblance of independence, our prime objective should be to ensure that legal aid services are run efficiently and that legal aid recipients are receiving the assistance they need. We regard the present system with an open-ended budget as being best placed to ensure that no one will be deprived of a fair hearing owing to a lack of means.



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 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><i>(1998)</i></p>	<p>The legislative amendments will be introduced into Legislative Council in October 1999.</p> <p><i>(Action in Progress: On Schedule)</i></p>
<p>To examine the recommendations of the Legal Aid Services Council (LASC) regarding the possible establishment of a legal aid authority</p> <p><i>(Adm Wing)</i></p>	<p>Examination to commence on receipt of the LASC's recommendations</p> <p><i>(1998 and 1995)</i></p>	<p>Recommendations from LASC were submitted to the Chief Executive in September 1998. Examination of the recommendations has been finished.</p> <p><i>(Action Completed)</i></p>
<p>To implement measures to improve the system for monitoring assigned-out cases, taking into account the views of the LASC</p> <p><i>(Legal Aid Department (LAD))</i></p>	<ul style="list-style-type: none"> <li>● 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</li> <li><i>(1998 and 1997)</i></li> <li>● To set up an internal audit team in the LAD in 1998-1999 to audit the assignment system</li> <li><i>(1997)</i></li> </ul>	<ul style="list-style-type: none"> <li>● A working group was set up in November 1997 and a package of measures to improve the monitoring system was made. Implementation of the recommendations commenced upon receipt of LASC's comments.</li> <li><i>(Action in Progress: On Schedule)</i></li> <li>● An internal audit team was set up in May 1998.</li> <li><i>(Action Completed)</i></li> </ul>

Initiative	Target	Present Position
To strengthen the directorate of the Application and Processing Division of the LAD to consolidate the improvements made since 1996 <i>(LAD)</i>	To meet our Performance Pledge on processing time <i>(1998)</i>	The proposal to create one Assistant Principal Legal Aid Counsel is under review. <i>(Action in Progress: Under Review)</i>
To provide taped information in Putonghua for the Tel-Law Scheme of the Duty Lawyer Service <i>(Duty Lawyer Service (DLS))</i>	The new service to be available in late 1999 <i>(1998)</i>	Enhancement work began in late April 1999 with a view to providing the new service in the latter half of 1999. <i>(Action Completed)</i>
To provide dedicated rooms for interviewing clients in the office of the DLS in the South Kowloon Magistracy <i>(DLS)</i>	Project to commence in early 1999 <i>(1998)</i>	The project was completed in April 1999. <i>(Action Completed)</i>

## Looking Forward

In the next 12 months, we will assess our performance in respect of this KRA against the following indicators –

Indicator	1999 Target
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	Conduct regular reviews on legal aid services
Speed of processing legal aid applications by the LAD	Process 80% of civil legal aid applications within three months from the date of application

We will undertake the following initiatives to deliver results in this area –

Initiative	1999 Target
To strengthen case management and improve cost control and resource allocation of the LAD <i>(LAD)</i>	To implement the Information Systems Strategy of the LAD
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

# 3

## 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, 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 have been maintaining effective communication with the Legislature by –

- Ensuring 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
- Submitting progress reports on motion debates to the Council after the motions are carried and providing supplementary answers to oral questions in a timely manner
- Proactively attending meetings of LegCo, its committees and sub-committees to explain relevant government policies and proposals

### Progress Made

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

In the 1998-1999 legislative session, we attended over 290 panel meetings to explain our policy, legislative and financial proposals to LegCo. We introduced over 120 bills and attended over 200 meetings of Bills Committees formed to scrutinise various bills. We responded to over 1 450 oral and supplementary questions, 580 written questions and 68 motion debates.

In response to LegCo Members' request, we consulted the Independent Commission on Remuneration for Members of the Executive Council and the Legislature of the HKSAR and made modifications to the remuneration and reimbursement package to provide more and better support to LegCo Members in the discharge of their duties.

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 <i>(Administration Wing Adm Wing)</i></p>	<ul style="list-style-type: none"> <li>● 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</li> <li>● To proactively attend meetings of LegCo, its committees and sub-committees to explain government policies and proposals in addition to upon LegCo's request <i>(1998 and 1997)</i></li> </ul>	<ul style="list-style-type: none"> <li>● 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 1998-1999 legislative session. The arrangement for such meetings will be continued in the next legislative year.</li> <li>● In the 1998-1999 legislative session, we attended over 290 panel meetings, over 200 Bills Committee meetings and over 180 other Committee and sub-committee meetings of LegCo. The Legislature will continue to be consulted on various issues of concern. <i>(Action in Progress: On Schedule)</i></li> </ul>
<p>To seek ways to provide additional accommodation to LegCo to meet its long-term needs <i>(Adm Wing)</i></p>	<p>To reach an understanding with LegCo on the proposal for additional accommodation within the present legislative term <i>(1998 and 1997)</i></p>	<p>The LegCo has been consulted on the option of constructing a new Annex to the LegCo Building. At Members' request, the Government is locating possible sites for constructing a new purpose-built LegCo Building. <i>(Action in Progress: On Schedule)</i></p>

## Looking Forward

In the next 12 months, we will assess our performance in respect of this KRA against the following indicator –

Indicator	1999 Target
The extent to which responses are made to questions raised by LegCo Members	Respond to and provide supplementary information to follow-up questions raised by Members at LegCo meetings within three weeks

# 4

## 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 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 (CGO) including its relocation.

### Progress Made

In the past year, honours were awarded as part of our efforts to recognise the contributions of different sectors of the community. The protocol service to international dignitaries was maintained through the smooth operation of a new VIP Lounge at the Hong Kong International Airport at Chek Lap Kok.

We continued to maintain satisfactory management services to the premises of the CGO. We also saw the need in 1998 to build a new office for the CGO 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 will continue to plan for the relocation of the CGO to the Tamar Basin Reclamation Site, having regard to the prevailing economic climate and budgetary conditions.

To achieve results in this area, the following initiative has been undertaken in the past years –

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"> <li>To create posts for the planning of the project and seek funds for its implementation in 1999-2000</li> <li>To complete the design competition of the new Central Government Complex in 2000 <i>(1998)</i></li> </ul>	<ul style="list-style-type: none"> <li>Three posts were created in April 1999 for the project. Funding approval for the project will be sought.</li> <li>A design competition will be held after funds for the project have been approved. <i>(Action in Progress: On Schedule)</i></li> </ul>

## Looking Forward

In the next 12 months, we will assess our performance in respect of this KRA against the following indicators –

Indicator	1999 Target
Our ability to handle accommodation related requests efficiently	Respond to requests on accommodation matters within three working days
Operational efficiency of the Government Airport VIP service	Serve 3 500 VIP parties and 12 000 VIPs at the Government VIP Lounge
Effectiveness in the administration of the Honours and Awards system	Process 400 nominations and award 200 medals/certificates



# 5

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

We must maintain close liaison with the Ministry of Foreign Affairs' Hong Kong Office in the management of the Consular Corps' affairs and extend courtesies to VIPs and international dignitaries, and plan, co-ordinate and deliver visit programmes for national leaders and State Visitors.

### Progress Made

In 1998, we co-ordinated five visit programmes for national leaders and eleven official visits for heads of state/heads of government. We continued to provide an efficient and responsive protocol service to some 100 Consular posts and Officially Recognised Bodies and facilitated 100 VIP visits on the requests from the Consular Corps.

To achieve results in this area, the following initiative has been undertaken in the past years –

Initiative	Target	Present Position
To arrange visits by national leaders and State Visitors <i>(Administration Wing (Adm Wing))</i>	To arrange 10-12 state or official visits at the level of head of state or head of government per year and 10 visits by national leaders per year <i>(1998)</i>	11 visits by heads of state/heads of government and 5 major visits and 13 inbound/transit visits by national leaders were delivered in 1998. <i>(Action Completed)</i>

## Looking Forward

In the next 12 months, we will assess our performance in respect of this KRA against the following indicators –

Indicator	1999 Target
Our ability to co-ordinate and deliver visit programmes for national leaders and facilitate visits from international dignitaries	<ul style="list-style-type: none"> <li>● Co-ordinate and deliver five major visits by national leaders per year</li> <li>● Co-ordinate and deliver ten visits by heads of state/heads of government per year</li> <li>● Facilitate 100 other inbound VIP visits</li> </ul>
Number of Consular posts and Officially Recognised Bodies served per year	Serve a 100 Consular posts and Officially Recognised Bodies

We will undertake the following initiative to deliver results in this area –

Initiative	1999 Target
To streamline the management of consular affairs (Adm Wing)	To complete, as the first phase of the exercise, compilation of a consular procedures in year 2000

# 6

## Maintain efficiency in the administration of Government records

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 good condition. We provide services and facilities for the public in accessing these archives and are dedicated to promote public interest and awareness of our documentary heritage.

### Progress Made

In 1998, we aimed to further consolidate the development of proper records management through the implementation of the third phase of the Records Management Strategy and the introduction of records scheduling and disposal programming in bureaux and departments. The progress was satisfactory. The overall records growth has been contained at a rate of less than 5% per annum. In the past year, we assisted 54 bureaux and departments in drawing up their records disposal schedules.

Since January 1999, in an effort to promote public awareness and interest in our local historical heritage, we have successfully organised ten publicity fora and exhibitions attracting some 720 participants from different sectors of the community. In addition, we produced a photo collection and promotional materials on our archival holdings and facilities, to enhance public awareness of the service.

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 implement the third and final phase of the Records Management Strategy (RMS), which will last until November 1999</p> <p><i>(Administration Wing (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. 14 departmental reviews were completed and one chapter “Vital Records Management” of the Handbook on Records Management was published. The review on the remaining department and production of four manuals and one more chapter of the Handbook will be completed in November 1999.</p> <p><i>(Action in Progress: On Schedule)</i></p>
<p>To dedicate additional resources to the training of staff in records management</p> <p><i>(Adm Wing)</i></p>	<p>To dedicate additional resources in 1998 for developing a comprehensive training curriculum and to launch a total of eight to ten core courses. More than 90 classes will be conducted annually and 2 000 staff will receive training in 1999</p> <p><i>(1998 and 1997)</i></p>	<p>A target-oriented records management training curriculum has been developed and launched. Since January 1999, a total of 72 classes have been organised and some 2 100 staff attended the training. Another 20 classes will be organised in the fourth quarter of 1999.</p> <p><i>(Action Completed)</i></p>
<p>To launch a Public Education and Publicity Programme to promote public awareness of, and interest in, the local historical heritage</p> <p><i>(Adm Wing)</i></p>	<p>To launch the Public Education and Publicity Programme in 1998 and to publish a Pictorial Guide on the Archival Collection by the end of 1998</p> <p><i>(1998 and 1997)</i></p>	<p>A photo collection relating to the city developments of Hong Kong and Shanghai was published in September 1999. In addition, publicity materials including a video introducing the Public Records Office were produced. Since January 1999, more than ten visits/seminars/exhibitions attracting some 720 participants were organised.</p> <p><i>(Action Completed)</i></p>

## Looking Forward

In the next 12 months, we will assess our performance in respect of this KRA against the following indicators –

Indicator	1999 Target
Ability to support government offices in developing records management strategies	<ul style="list-style-type: none"> <li>● Launch not less than 90 classes on records management for 2 000 staff</li> <li>● Handle requests for retrieval and disposal of records not involving further review within three working days</li> <li>● Develop and implement not less than 100 disposal schedules for departments</li> </ul>
Ability to promote understanding, appreciation and use of local archival heritage	<ul style="list-style-type: none"> <li>● Launch publicity programme including three exhibitions and ten seminars/visits</li> <li>● Publish user kit for teachers and students</li> <li>● Provide an electronic database for map and film holdings of the Public Records Office</li> </ul>

We will undertake the following initiatives to deliver results in this area –

Initiative	1999 Target
To develop and implement a Records Management (RM) Regulations which will provide standards and code of practices for use in government departments (Adm Wing)	<ul style="list-style-type: none"> <li>● To issue the RM Regulations in November 2000</li> <li>● To finish the preparation for a series of briefing sessions and seminars for no less than 700 officers</li> </ul>
To develop the Reference Library of the Public Records Office as a central library for the preservation of and access to official publications (Adm Wing)	<ul style="list-style-type: none"> <li>● To start the project in 2000 with a publicity programme</li> <li>● To work out requirements for computerisation</li> <li>● To automate 50% of the library collection</li> </ul>