申訴專員公署
OFFICE OF THE OMBUDSMAN
中國香港 HONG KONG, CHINA

2025/26
申訴專員年報
Annual Report of The Ombudsman





理想 Vision

確保香港的公共行政公平和有效率，兼且問責開明，服務優良

To ensure that Hong Kong is served by a fair and efficient public administration which is committed to accountability, openness and quality of service

使命 Mission

透過獨立、客觀及公正的調查，處理及解決因公營機構行政失當而引起的不滿和問題，以及提高公共行政的質素和水平，並促進行政公平

Through independent, objective and impartial investigation, to redress grievances and address issues arising from maladministration in the public sector, bring about improvement in the quality and standard of public administration, and promote administrative fairness

信念 Values

- 以公正客觀的態度進行所有調查
- 勇於承擔責任，為市民、政府部門和公營機構提供便捷的服務
- 與市民、政府部門和公營機構溝通時尊重有禮及建立互信
- 維持正直和專業水平，切實履行公署各項職能

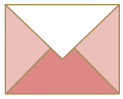
- Maintaining impartiality and objectivity in all investigations
- Making ourselves accessible and accountable to the public, government departments and public organisations
- Interacting with the public, government departments and public organisations with courtesy, respect and trust
- Upholding integrity and professionalism in the performance of our functions

本年度主要統計數字
Key Figures of the Year





85.3%
透過**電子方式**或**傳真**
by **electronic means** or **fax**



8.7%
透過**郵件**
by **post**



6%
親臨公署
in **person**



100%
(目標 Target: 99%)

申訴個案因超出公署職權範圍，
經初步評審後於**15個工作天內**結案

Complaints outside our statutory purview closed **within 15 working days** after initial assessment



98.8%
(目標 Target: 80%)

個案於**3個月內**完成調查或查訊後結案

Complaints concluded by investigation or inquiry **within 3 months**



100%
(目標 Target: 99%)

複雜個案於**6個月內**完成調查或查訊後結案

Complex cases concluded by investigation or inquiry **within 6 months**





3,421
經**評審**後結案
Closed after **assessment**

1,145
經**調解**後結案
Resolved by **mediation**

400
經**查訊**後結案
Concluded by **inquiry**

46
經**全面調查**後結案
Concluded by **full investigation**

10
已完成的**主動調查行動**
Direct investigation operations completed

396
已處理涉及**跨部門及機構協作**的個案
Inter-departmental collaboration cases processed

573
提出的**建議**
Recommendations given

912
提出的**觀點**
Observations given

8,134
接到的**查詢**
Enquiries received



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申訴專員導言
The Ombudsman's Introduction



正當香港特別行政區全力「拼經濟謀發展惠民生」，我作為申訴專員，擔當重要的監察角色，在確保公共行政公平、有效、問責開明的同時，亦着力協助特區政府進一步提高治理水平，切實排解民生憂難，讓市民生活得更幸福及更有獲得感，進一步促進社會和諧穩定。

While the Hong Kong Special Administrative Region ("HKSAR") is making every effort to boost the economy, promote development and improve people's livelihood, it is incumbent on me as the Ombudsman to play the important supervisory role to uphold administrative fairness, efficiency, accountability and open-mindedness, as well as to contribute to the improvement of governance of the HKSAR, addressing people's concerns and difficulties in daily life, enhancing their sense of happiness and fulfilment, and further fostering harmony and stability of society.

策略性方向

為全力配合特區政府改善民生的施政目標，我上任以來，一直積極推動並聚焦三個策略性方向：(1)積極以調解方式有效和快速地處理市民的申訴；(2)促進跨部門及跨機構協作，提供更高效更優質的公共服務；以及(3)在社會層面推動正面和積極的申訴文化。

這三個策略性方向旨在提升公共行政質素，為市民帶來實際裨益，同時鼓勵政府和市民共同建設更宜居和不斷進步的社會。在我上任後的第二個年度，這三個策略性方向已經取得相當顯著的成效。

經過我着力推行調解，公署本年度的成績斐然。我們以調解方式處理了1,145宗個案，佔已跟進個案的72%。不論是數量或所佔比重而言，均大大超越了歷年記錄。採用調解方式處理不涉及或只涉及輕微失當的申訴個案，能在數天內、甚至一天內，迅速解決市民所遇到的問題，切實排解民生憂難。

Strategic Focuses

To fully support the HKSAR Government's policy objective to improve people's livelihood, I have championed three strategic focuses since taking office: (1) enhancing mediation to effectively and swiftly resolve public complaints; (2) fostering inter-departmental collaboration to improve service delivery; and (3) cultivating a positive complaint culture within the community.

These three strategic focuses aim at improving the quality of public administration and bringing tangible benefits to the public. At the same time, we encourage the Government and society to work together towards building a more liveable and progressive city. In the second reporting year of my tenure, all three initiatives have already yielded significant results.

Pressing ahead with the promotion of mediation resulted in remarkable achievements this year. Through mediation, we resolved 1,145 cases or 72% of all cases pursued, far surpassing previous records both in terms of number and percentage. Dealing with complaints involving no or only minor maladministration by mediation, we can resolve issues within days, or even a single day. Mediation is a powerful and effective tool in alleviating public concerns and difficulties.

政府部門和公營機構十分支持這策略性方向，越來越積極及廣泛地使用調解方式處理投訴個案，並與公署保持緊密聯繫和合作，共同透過調解讓事涉各方促進和諧並相互諒解，化解社會矛盾和怨氣，凝聚各方力量，讓全社會合力拼經濟改善民生。

Supportive of this strategic focus, government departments and public organisations have embraced mediation for more extensive use to handle complaints, and have maintained close liaison and collaboration with my Office. We jointly promote mediation to lay the groundwork for harmony and mutual understanding between the parties concerned. As tensions and resentment are eased, it brings about social cohesion to drive economic growth and better livelihood for all.

公署亦進一步推動跨部門及跨機構協作，積極促進部門和機構按「同一個政府」的理念無縫合作，共同達至以民為本的目標。在本年度，我們完成了五宗涉及跨部門及機構協作的主動調查行動，並成功處理了396宗涉及跨部門及機構協作的個案，再創佳績。

The Office is also committed to promoting inter-departmental collaboration. We advocate seamless service delivery by all departments and organisations under "One Government" for people-oriented results. During the year, our efforts were fruitful again in spearheading inter-departmental collaboration through completing five direct investigation ("DI") operations and 396 complaint cases on this front.

公署致力推動及實踐「正面看申訴」理念，並持續透過多元渠道，包括網頁、社交媒體和其他方式宣傳公署的工作及成果，加深公眾對我們的認識。為進一步推動社會以正向態度提升公共行政水平，公署聚焦向年輕一代宣揚正面申訴文化。年內，我們舉辦了17場大學、大專院校和中學講座，並參與七場職業展覽，主動接觸年輕社群，推廣正向思維。

We are vigorously advocating a positive complaint culture and putting it into practice. To raise public awareness of our role, we have published our work and achievements through a variety of channels, including website, social media and other means. To foster a constructive mindset within the community towards enhancing the standards of public administration, we focus on promoting a positive complaint culture among the younger generation. During the year, we organised 17 school talks at universities, tertiary institutions and secondary schools, and participated in seven career fairs to reach out to the youth and inspire them with positive values.

為嘉許及鼓勵部門及機構在「正面看申訴」作出的努力，除既有的申訴專員嘉許獎各大獎項外，本年度公署更新增設隊伍獎，表揚表現優秀的專業團隊並鼓勵跨部門跨機構協作。一共有十組團隊獲頒隊伍獎項，其中包括三組跨部門協作隊伍。除了嘉許表現出色的部門和機構，公署亦嘉許了共80位表現傑出的公職人員。綜合所有獎項，本年度舉行的申訴專員嘉許獎頒獎典禮規模為歷年之最。此外，公署年內向21個部門和機構發出共37封嘉許信，以及向申訴人致送了七張感謝狀，以表揚他們對改善公共行政的貢獻。

We recognise and encourage the efforts of departments and organisations in promoting a positive complaint culture. In addition to the existing categories of The Ombudsman's Awards, we introduced the Team Awards this year to commend excellent professional teams and encourage inter-departmental collaboration. The Team Awards were presented to ten teams, including three inter-departmental teams. Apart from recognition of departments and organisations, 80 public officers received Individual Awards for their exemplary performance. Taking all awards into account, The Ombudsman's Awards Presentation Ceremony this year reached a record-breaking scale. Separately, in recognition of contributions towards improving public administration, we issued 37 appreciation letters to 21 departments and organisations, and presented seven appreciation certificates to complainants during the year.

改善公共行政

公署在本年度接到5,167宗涉及不同課題的申訴個案，完成處理了5,012宗，當中3,421宗經評審後結案，以及1,591宗已跟進並結案。

同時，公署加大力度以主動調查行動和全面調查，處理行政失當議題及具體改善公共行政。

年內，公署共完成十項主動調查行動，以及就46宗申訴個案完成了全面調查。當中涵蓋多項重量級的主動調查行動，包括社會福利署支援長者及殘疾人士照顧者的暫託服務、衞生署轄下香港醫務委員會秘書處就處理投訴提供的支援和成效及衞生署的相關監管、以及當局打擊殘虐動物的工作等，提出眾多極有效和具影響力的建議，廣受社會、政府、相關機構、傳媒、市民大眾及業界關注和認同。整體而言，公署於年內共提出573項建議，全部獲得部門及機構接納。

我感謝特區政府對公署調查的重視與支持。行政長官去年5月宣布由政務司司長領導工作小組深入檢視公署的主動調查行動報告的建議，確保公署的建議會得到積極跟進，展現現屆政府致力強化部門管理制度，加強部門主管層績效，提升公共服務管理和效能，展示實行良政善治的擔當和決心。公署將繼續全力支持及積極配合，共同努力提升公共行政效能，確保市民能獲得優質高效的公共服務。

Enhancing Public Administration

This year, the Office received 5,167 complaints on various topics and completed 5,012 cases, of which 3,421 were assessed and closed and 1,591 pursued and concluded.

Meanwhile, we have stepped up DI operations and full investigations to tackle maladministration, bringing about tangible improvement in public administration.

During the year, we completed ten DI operations and concluded 46 complaint cases by full investigation. These covered a number of major DI operations including the respite services for supporting carers of elderly persons and persons with disabilities, the effectiveness of administrative support provided for complaint handling by the Secretariat of Medical Council of Hong Kong under the Department of Health and the Department of Health's regulatory role, and the Government's work in combating cruelty to animals. Our highly effective and impactful recommendations are widely recognised and supported by society, the Government, related organisations, the media, the public and the relevant sectors. Overall, we made a total of 573 recommendations during the year, all of which were accepted by the departments and organisations concerned.

I would like to express my gratitude to the HKSAR Government for the importance it has attached to our investigation and for its support. In May 2025, the Chief Executive announced that the Chief Secretary for Administration would lead a working group to thoroughly review the recommendations made in our DI operation reports, ensuring proactive follow-up on all recommendations. The move reflects the current-term Government's commitment and determination to reinforce the departmental management systems and the performance accountability of managerial staff, enhance public service management and efficiency, and strive for good governance. My Office remains committed to supporting and cooperating in the shared mission of enhancing the effectiveness of public administration, ensuring the provision of efficient and quality services to the public.

我於2024年11月引入觀點制度，在處理部門不涉及行政失當或只涉及輕微行政失當的個案中，公署會提出觀點以指出可改善之處。另一方面，亦可以藉觀點肯定事涉部門或機構所採取的良好措施。年內，公署積極透過「觀點制度」改善公共行政，共提出912項觀點。

為進一步推動公共行政公平和高效，我持續擴充公署的專家顧問團隊，新增調解、資訊科技，和少數族裔、青年及教育範疇的專家顧問，並將進一步涵蓋環境事務及殘疾人士服務，務求更全面涵蓋各範疇，全方位吸納專家意見。

防範失當

年內，公署透過內部資源，不需要政府額外撥款，不需要額外人手下成立了香港國際申訴專員學院，標誌着公署在推動良好公共行政工作上一個新篇章，構建對內和對外促進交流的互動平台。公署熱切呼應國家對特區的期盼：勇於改革、敢於破局，不斷創新，在過往推動改善公共行政的基礎上，進一步透過學院推廣預防行政失當的前瞻性概念。

In November 2024, I introduced an initiative of making observations. In cases where no or only minor maladministration is involved, we make observations to highlight areas for improvement. On the other hand, our observations also acknowledge the positive measures taken by the departments or organisations concerned. During the year, we have taken this initiative forward to enhance public administration by making a total of 912 observations.

To advance fairness and efficiency in public administration, I have continued to expand the team of Advisers. The newly added professional fields include mediation, information technology, and ethnic minorities, youth and education, while experts on environmental affairs and services for persons with disabilities will also be brought on board. We aim to draw on a wide spectrum of insights from our Advisers across different sectors.

Maladministration Prevention

During the year, we have established the Hong Kong International Ombudsman Academy ("HKIOA") by means of internal resources, without seeking additional government funding or manpower. The HKIOA marks a new chapter in our efforts to promote good public administration, creating an interactive platform that fosters internal and external exchanges. In response to the motherland's expectations of the HKSAR to stay bold in reform, dare to break new ground, and innovate continuously, we build on prior foundation to advocate the forward-looking concept of "maladministration prevention" through the HKIOA.



精簡架構

公署在去年7月重整組織架構，包括將首長級職位編制由三層架構精簡為兩層，凍結副申訴專員的空缺，改由三名助理申訴專員分掌三大部門——申訴調查部、主動調查部，以及申訴評審及支援部，直接向我匯報；主動調查隊的編制亦由兩隊增加至三隊，並增添了申訴評審工作的人手，精簡申訴調查隊和行政及支援人員的編制，更靈活調配資源。年內，透過重整架構、凍結人手及資源調配，以及嚴格控制營運開支，本年度公署獲得的政府撥款雖然有輕微減少，但仍錄得可觀盈餘，比上年度增加約700萬，而儲備金則增加1,600萬。

年內，通過重整架構、凍結人手、善用科技、資源調配，以及嚴格控制營運成本，公署完成的工作比以往更多，成果更豐碩。

國際協作

公署在國際交流協作上的貢獻，獲得國際同儕的肯定。我獲任為國際監察專員協會澳大利西亞暨太平洋區理事，同時成為協會理事會的成員之一，並兼任協會的章程常務委員會主席和聯合國及國際合作工作小組成員。我積極參與國際事務和大型國際會議及研討會，包括於去年5月於摩洛哥出席國際監察專員協會周年理事會會議，以及於9月以亞洲監察專員協會秘書長身份，率領公署代表團出席由國家監察委員會在南京主辦的亞洲監察專員協會年度常務理事會會議及會員大會，並與泰國總監察專員簽署雙邊合作諒解備忘錄，進一步拓展及深化國際合作，於國際舞台上說好香港故事，說好祖國故事。

Office Reorganisation

Under the reorganisation completed in July last year, the Office streamlined the directorate structure from three-tier to two-tier by freezing the vacancy of Deputy Ombudsman. Instead, three Assistant Ombudsmen, all reporting directly to me, have been appointed to head three major divisions, namely the Complaints Investigation Division, the Direct Investigation Division, and the Complaints Assessment and Support Division. The Direct Investigation Division has been expanded from two to three teams, while the Complaints Assessment Team has also been augmented. Meanwhile, streamlining of the Complaints Investigation Division and the administrative and support staff has resulted in more flexible allocation of resources. Following the reorganisation, while keeping headcount unchanged and exercising stringent control over operational expenses, the Office still recorded a notable surplus of around $7 million more than the previous year and an increase in accumulated reserve of $16 million despite a slight decrease in government provision this financial year.

Through restructuring, freezing headcount, applying technologies, redeploying resources and exercising stringent cost control, we had a more productive year than before and achieved more remarkable results.

International Liaison

The Office's contributions to international exchange and collaboration have earned recognition from global counterparts. I have taken up the position as the Director of the Australasian and Pacific Region of the International Ombudsman Institute ("IOI") and become an IOI Board Member. At the same time, I am serving as the Chairman of the IOI's Standing By-laws Committee and a member of its United Nations and International Cooperation Working Group. Actively engaging in international affairs, I participated in major conferences and seminars, notably the IOI Annual Board Meeting held in Morocco last May. As the Secretary of the Asian Ombudsman Association ("AOA"), I led a delegation to Nanjing last September to attend the Board of Directors Meeting and General Assembly of the AOA, held by the National Commission of Supervision. I also took this opportunity to sign a Memorandum of Understanding on Bilateral Cooperation with the Chief Ombudsman of Thailand. These international initiatives would build broader and stronger partnerships, telling the world the good stories of the motherland and Hong Kong.

感謝之言及未來發展方向

公署一直竭盡所能，本着無畏無私的精神，秉持獨立、客觀及公正的原則，致力確保香港的公共行政公平高效，為香港在全球最具競爭力的城市前列穩佔一席作出貢獻，為香港特區積極對接國家「十五五」規劃，發揮自身所長，配合國家所需，在融入國家發展大局中實現自身高質量發展作出貢獻。

展望未來，我會帶領公署繼續致力促進特區公共行政公平高效，發揮監察力量，支援高質量發展，着力加強市民的幸福感和獲得感。

我感謝公署全體人員努力不懈服務市民，各位專家顧問對公署工作的無私貢獻，所有部門和機構通力合作和配合，以及市民大眾的支持。我會繼續推進上述策略性方向，堅持實事求是，為改善市民生活的初心作最大努力。

陳積志
申訴專員
2026年3月31日

Note of Appreciation and Way Forward

The Office has remained steadfast in its independence, objectivity and impartiality, acting without fear or favour to ensure that Hong Kong is served by a fair and efficient public administration and ranks among the world's most competitive cities. In proactive alignment with the National 15th Five-Year Plan, the HKSAR will harness its competitive edge to support the motherland's needs and drive high-quality development as part of the nationwide blueprint. We are determined to make a meaningful contribution to this end.

Looking ahead, I will lead my Office to advance fairness and efficiency in public administration, perform our regulatory role diligently to support high-quality development, and focus on enhancing the public's sense of happiness and fulfilment.

I would like to extend my sincere gratitude to my dedicated staff for their tireless efforts, my Advisers for their selfless devotion, all departments and organisations for their full cooperation and collaboration, and members of the public for their support. Pressing ahead with the strategic focuses mentioned above, I will uphold pragmatism in fulfilling the mission of shaping a brighter future for the public.

Jack Chan
The Ombudsman
31 March 2026

首長級人員
Directorate

陳積志
申訴專員
Jack Chan
The Ombudsman

鄧健章
助理申訴專員
Kenny Tang
Assistant Ombudsman



簡婷芝
助理申訴專員
Sally Kan
Assistant Ombudsman

余嘉敏
助理申訴專員
Carmen Yu
Assistant Ombudsman

職能及權力
Functions and Powers

公署的角色

申訴專員公署根據香港法例第397章《申訴專員條例》(「《條例》」)成立，是專責監察香港特區的公共行政的獨立法定機構，角色包括：

Who we are

Established under The Ombudsman Ordinance ("the Ordinance"), Cap. 397 of the Laws of the HKSAR, we serve as the community's independent watchdog of public administration. We:



調查有關行政失當[1]的申訴
investigate complaints of maladministration[1]



辨識行政體制上的不足之處
identify administrative deficiencies



建議補救和改善措施，解決市民的不滿，並改善公共行政
recommend remedial measures to redress grievances and improve public administration

公署的職能

調查申訴事宜
調查由受屈人士提出，有關行政失當(包括違反《公開資料守則》(「《守則》」))的申訴

主動調查行動
就可能引致不公的行政失當問題，進行主動調查行動

調解
就不涉及或只涉及輕微的行政失當的申訴，優先以調解方式處理

調查對象限於《條例》附表1第1部及第2部所列的政府部門及公營機構

(所列機構，參見**附錄1**)

What we do

Investigate COMPLAINTS
from aggrieved persons about maladministration (including non-compliance with the Code on Access to Information ("the Code"))

Carry out DIRECT INVESTIGATION OPERATIONS
where injustice may have been caused by maladministration

Resolve complaints by MEDIATION
as the preferred handling mode where no or only minor maladministration is noted in the action taken

by government departments and public organisations listed in Part 1 and Part 2 of Schedule 1 to the Ordinance

(See **Appendix 1** for full list)

註1. 行政失當在《條例》第2條中已有定義，指機構行政欠效率、拙劣或不妥善，包括不合理的行為；濫用權力或權能；不合理、不公平、欺壓、歧視或不當地偏頗的程序及拖延；無禮及不為他人着想的行動。

Note 1. Maladministration is defined in section 2 of the Ordinance. It means inefficient, bad or improper administration including unreasonable conduct; abuse of power or authority; unreasonable, unjust, oppressive or improperly discriminatory procedures and delay; discourtesy and lack of consideration for a person.

不受公署調查的事宜

- 申訴所涉機構不在《條例》附表1之列
- 申訴所涉機構列於《條例》附表1第2部但申訴事項與《守則》無關
- 與以下行動有關的申訴
  - 保安、防衛或國際關係
  - 行政長官親自作出的行動
  - 行政長官行使權力赦免罪犯
  - 政府頒授勳銜、獎賞或特權
  - 法律程序或檢控決定
  - 合約或商業交易
  - 人事方面的事宜
  - 有關施加或更改土地權益條款的決定
  - 與《香港公司收購、合併及股份回購守則》有關的行動
  - 香港警務處、香港輔助警察隊或廉政公署就防止及調查任何罪行而採取的行動

What we cannot investigate

- Complaints against organisations not listed in Schedule 1 to the Ordinance
- Complaints against organisations listed in Part 2 of Schedule 1 to the Ordinance about matters unrelated to the Code
- Complaints relating to
  - security, defence or international relations
  - actions by the Chief Executive personally
  - exercise of power by the Chief Executive to pardon criminals
  - grant of honours, awards or privileges by the Government
  - legal proceedings or prosecution decisions
  - contractual or other commercial transactions
  - personnel matters
  - imposition or variation of conditions of land grant
  - actions in relation to the Hong Kong Codes on Takeovers and Mergers and Share Buy-backs
  - crime prevention and investigation actions by the Hong Kong Police Force, the Hong Kong Auxiliary Police Force or the Independent Commission Against Corruption

公署不會展開或繼續調查的申訴個案

- 申訴人對申訴事項已實際知悉超過24個月
- 申訴由匿名者提出
- 申訴人無從識別或下落不明
- 申訴並非由感到受屈的人士或適當代表提出
- 申訴人及申訴事項與香港並無任何關係
- 申訴人有權利根據法律程序提出上訴或尋求補救辦法
- 以前曾調查性質相近的申訴，而結果顯示並無行政失當之處
- 申訴關乎微不足道的事
- 申訴事屬瑣屑無聊、無理取鬧或非真誠作出
- 因其他理由而無須調查（例如：缺乏表面證據、所涉機構正採取行動，或申訴人只是表達意見）

We shall not undertake or continue an investigation into a complaint if

- the complainant has had actual knowledge of the subject of complaint for more than 24 months
- the complaint is made anonymously
- the complainant cannot be identified or traced
- the complaint is not made by the person aggrieved or suitable representative
- subject of complaint and complainant have no connection with Hong Kong
- statutory right of appeal or remedy by way of legal proceedings is available to the complainant
- investigation of similar complaints before revealed no maladministration
- subject matter of the complaint is trivial
- the complaint is frivolous or vexatious or is not made in good faith
- investigation is for any other reason unnecessary (such as lack of *prima facie* evidence, the organisation involved is already taking action, or the complainant is just expressing opinions)

公署的權力

- 斷定申訴是否妥當地提出
- 進行初步查訊以斷定是否展開調查
- 若符合公眾利益，展開或繼續調查已撤回的申訴
- 若雙方同意，以調解方式處理不涉及行政失當或只涉及輕微行政失當的申訴
- 向專員認為適當的人獲取資料、文件或物件並作出查詢
- 傳召任何人以獲取調查有關的證據，並可為此而監誓
- 進入及視察任何機構所佔用、管理或控制的任何處所
- 對申訴下結論，並提出建議
- 向所涉機構的首長作出調查報告；如適宜，亦可向行政長官作出報告

保密規定

- 專員及其屬下所有人員，以至於公署的顧問，均須遵守保密條文，不得披露任何有關申訴及調查的資料
- 專員可基於公眾利益，在不披露所涉人士身份的情況下就任何調查發表報告

罪行

任何人

- 無合法辯解而妨礙、阻撓或抗拒專員根據《條例》行使權力；
- 無合法辯解而不遵從專員根據《條例》作出的合法要求；或
- 於專員根據《條例》行使權力時，向其作出明知為虛假或不信為真的陳述，或以其他方式明知而誤導專員，

即屬犯罪，可處罰款及監禁

The powers we have

- Determine whether a complaint is duly made
- Conduct preliminary inquiries for the purposes of determining whether to undertake an investigation
- Undertake or continue investigation notwithstanding withdrawal of complaint if it is in the public interest to do so
- Deal with complaints by mediation if the subject matter involves no or only minor maladministration, subject to mutual consent by the parties concerned
- Obtain information, documents or things from such persons and make such enquiries as the Ombudsman thinks fit
- Summon any person to obtain evidence related to investigation, and may administer an oath for this purpose
- Enter and inspect any premises occupied, managed or controlled by any organisation
- Decide on complaints and make recommendations
- Report the results of investigation to the head of organisation concerned, or if appropriate to the Chief Executive

How we maintain secrecy

- The Ombudsman and all his staff and advisers are bound by the Ordinance to maintain secrecy for all matters of any complaint and investigation
- The Ombudsman may in the public interest publish a report on any investigation without disclosing the identity of the persons involved

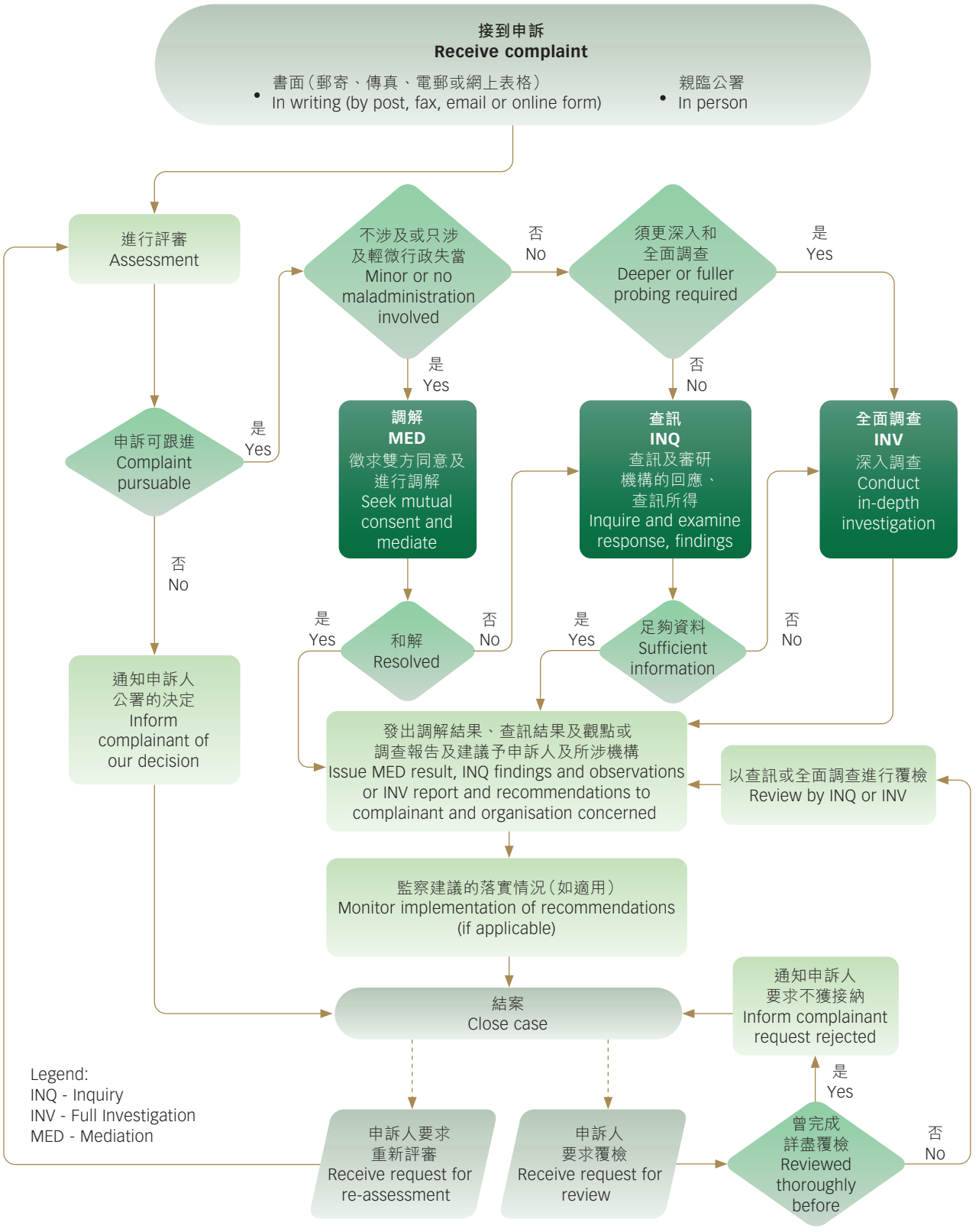
Offences

Any person who

- without lawful excuse, obstructs, hinders or resists the Ombudsman in the exercise of his powers under the Ordinance;
- without lawful excuse, fails to comply with any lawful requirement of the Ombudsman under the Ordinance; or
- makes a statement which he knows to be false or does not believe to be true, or otherwise knowingly misleads the Ombudsman in the exercise of his powers under the Ordinance,

commits an offence and is liable to a fine and imprisonment

處理申訴流程圖
Flow Chart on Handling of a Complaint



主動調查行動
Direct Investigation Operations

監察香港特區的公共行政，是公署肩負的重要使命。根據法例，申訴專員獲賦權就可能引致不公的行政失當議題，主動展開調查行動。公署對主動調查行動非常重視，自2025年7月，設立專責的主動調查部，由一名助理申訴專員擔任首長，並將主動調查隊由兩隊增加至三隊，集中資源透過主動調查行動查找政府部門和公營機構的不足之處，提出積極正面、有效及具影響力的改善建議，在不同範疇的公共行政推動實質變革和改善。

Overseeing the public administration of the HKSAR is a key mission of our Office. The Ombudsman is empowered by the Ordinance to initiate, of his own volition, direct investigation ("DI") operations where injustice may have been caused by maladministration. The Office attaches great importance to DI operations. In July 2025, a dedicated Direct Investigation Division headed by an Assistant Ombudsman was established, with the number of DI teams increased from two to three. The redeployment enables us to focus resources on discerning inadequacies in government departments and public organisations through DI operations, and make constructive, effective and influential recommendations for improvement that drive substantive reforms and betterment across various areas of public administration.

在2025/26年度，公署完成十項主動調查行動，其中重點行動包括支援長者及殘疾人士照顧者的暫託服務；衞生署轄下香港醫務委員會秘書處就投訴處理所提供的支援及成效、衞生署的相關監管；以及當局就打擊殘虐動物的工作。公署的主動調查行動均引起社會廣泛關注，而相關部門和機構都接受公署提出的所有建議及作出積極和正面的回應，不少更在公署尚未完成調查行動前已主動採取或落實公署提出的改善措施。

In 2025/26, we completed ten DI operations, covering such major topics as the respite services for supporting carers of elderly persons and persons with disabilities; the effectiveness of administrative support provided for complaint handling by the Secretariat of the Medical Council of Hong Kong under the Department of Health, and the Department's regulatory role; and the Government's work in combating cruelty to animals. Our DI operations have attracted widespread public attention, and the relevant departments and organisations have accepted all our recommendations and responded positively and proactively. Many even adopted or implemented our proposed improvement measures before the DI operations were completed.

公署完成了：
We completed:

10 項主動調查行動
DIRECT INVESTIGATION OPERATIONS

其中
of which

5 項涉及跨部門及機構協作
INVOLVED INTER-DEPARTMENTAL COLLABORATION

當中，公署提出了：
In which, we made:

280 項建議
RECOMMENDATIONS

值得一提的是，公署於上一個年度完成，並於2025年4月公布「政府對建造業職業安全及健康的監管」的主動調查行動報告，這項調查是公署多年以來最大規模的行動，公署詳細審閱了超過90,000頁文件，多次實地視察，並就九大範疇提出共40項改善建議。這項主動調查行動除獲社會廣大市民、傳媒及業界關注外，行政長官亦高度重視，並隨即宣布由政務司司長領導的工作小組深入檢視公署不時發表的主動調查行動報告的建議，確保公署的建議會得到積極跟進。專員亦於5月初應邀與政務司司長、公務員事務局局長以及相關高級官員會面，深入檢視公署就這項主動調查行動的調查結果和分析，以及就強化部門管理制度和績效問責進行交流。專員感謝行政長官對公署工作的重視，並感謝政務司司長領導工作小組督導部門落實公署的建議。公署會繼續全力配合工作小組並與政府各部門共同努力，加強公共行政效能，確保市民能獲得優質高效的政府服務。

It is worth noting that our DI operation into the Government's regulation of occupational safety and health in the construction industry completed in the previous reporting year and published in April 2025 has been the largest DI operation undertaken by our Office in many years. We scrutinised over 90,000 pages of documents, conducted multiple site visits and made 40 improvement recommendations in nine major areas. The DI operation not only attracted extensive attention from the public, the media and the relevant sector, but was also highly valued by the Chief Executive ("CE"), who subsequently announced that a working group led by the Chief Secretary for Administration ("CS") would conduct in-depth study of the DI operation reports we issued from time to time, so as to ensure proactive follow-up of our recommendations. In early May, the Ombudsman was invited to meet with the CS, the Secretary for the Civil Service and relevant senior officials to deliberate on the findings and analyses of this DI operation, and exchange views on strengthening departmental management systems and reinforcing performance accountability. The Ombudsman is grateful to the CE for recognising our work and the CS for leading the working group that oversees departments' implementation of our recommendations. We will continue to fully support the working group and collaborate with all departments to enhance the effectiveness of public administration and ensure quality and efficient public services.

主動調查行動過程

觸發公署展開主動調查行動的，均是一些廣受社會關注或牽涉重大公眾利益的課題，當中懷疑存在系統性的流弊，必須盡快改善。公署進行主動調查行動，主要考慮因素包括：

Process of Direct Investigation Operations

Our DI operations are generally prompted by issues of community concern or significant public interest, indicative of suspected systemic problems that require rectification as soon as possible. Major considerations for initiating a DI operation include:

- 有關課題涉及重大公眾利益及／或廣受市民關注
  the matter involved is of significant public interest or concern
- 申訴因某些原因不能受理（例如匿名或並非由申訴人士親自提出），但考慮到可能涉及的行政失當程度或嚴重性後，專員認為事關重大
  a complaint will otherwise not be actionable, e.g. it is made anonymously or not by an aggrieved person, but the matter is of significant concern to the Ombudsman because of the magnitude or seriousness of the maladministration that may be involved
- 有改善公共行政或改正系統性問題的空間
  there is room for improving public administration or addressing systemic deficiencies
- 經考量工作優次及不展開主動調查行動的後果，認為時機合適
  the time is deemed opportune, weighing the consequences of not doing so among other priorities

主動調查行動
Direct Investigation Operations

決定是否展開主動調查行動前，公署會先進行初步查訊，假如查訊顯示有需要進一步跟進，我們會正式通知所涉部門或機構的首長我們會展開行動。視乎情況，我們亦可無須先進行初步查訊，便直接展開主動調查行動。如決定就某課題展開主動調查行動，公署會考慮作出公布並徵詢公眾意見。

Before deciding whether to launch a DI operation, we usually conduct a preliminary inquiry. If the inquiry points to the need for further study, the heads of the departments or organisations concerned will be formally notified of our launch of DI operation. Where circumstances warrant, a DI operation may not be preceded by a preliminary inquiry. We will consider announcing the commencement of DI operations and inviting members of the public to provide information and views on the topics under investigation.

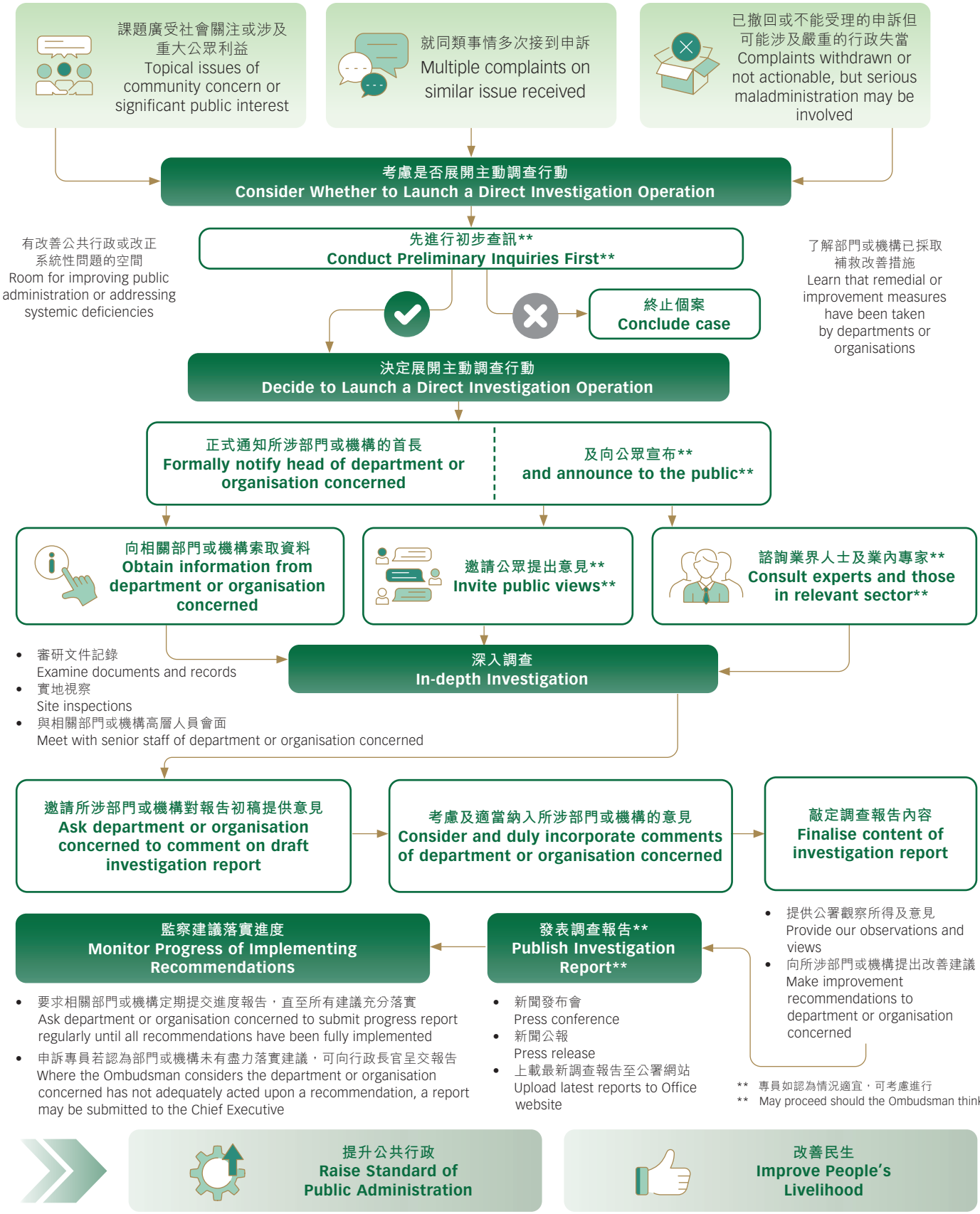
進行主動調查行動時，公署會向相關部門或機構索取資料，審核文件和檔案，亦會視乎課題進行實地視察及秘密偵查，並可邀請相關界別的人士及業內專家提供意見。

In the course of carrying out DI operations, we would seek information from the departments or organisations concerned and examine relevant documents and files. Depending on the nature of the subject, we may conduct site inspections and covert operations, and consult relevant sectors and experts.

在展開主動調查時及總結行動結果前，公署通常會與所涉部門或機構的高層人員詳細討論我們的調查所得及意見。這類交流有助澄清疑問及更深入地探討公署就問題所提出的改善建議。

We often discuss our findings and views in detail with senior officials of the departments or organisations under investigation, at the outset as well as before finalising the investigation report. Such exchanges are useful in clarifying points of doubt and deliberating on the improvement recommendations we propose for the issues identified.

主動調查行動流程
Workflow of Direct Investigation Operations



主動調查行動
Direct Investigation Operations

專員如認為將主動調查行動報告公布是符合公眾利益，可在新聞發布會或透過新聞公報發表調查行動報告。本年度，公署完成的十項主動調查行動，當中三項的調查結果已於新聞發布會上公布，其餘七項則透過新聞公報發表，而上述所有主動調查行動報告均已上載到公署網頁。

在年度內完成的主動調查行動簡述如下。

If the Ombudsman considers it to be in the public interest to publish a DI operation report, he may announce the findings at media conferences or through press releases. During the year, we completed ten DI operations, with three reports announced at media conferences and the rest through press releases. The reports of all these DI operations are available on our website.

DI operations completed during the year are summarised below.

支援長者及殘疾人士照顧者的暫託服務
Respite Services for Supporting Carers of Elderly Persons and Persons with Disabilities

DI/474

「以老護老」、「以老護殘」及「以殘護殘」的問題日益嚴重，照顧者因不堪壓力而導致的倫常慘案亦時有發生。暫託服務為在家居住的長者及殘疾人士提供短期的日間或住宿照顧，讓照顧者身心得以喘息。

現屆政府大力加強對照顧者的支援，當中包括積極擴展暫託服務網絡，公署表示肯定及讚賞。雖然如此，公署調查發現，暫託服務使用率長期偏低，個別提供服務單位、地區的使用率長期低於10%，甚至是0%。同時，18區的使用率差異極大，反映資源分配不均。

公署的隱蔽電話偵查行動及實地視察更發現，部分服務單位要求申請人在正式提出申請前親臨單位進行會面，才決定是否收納；有單位甚至要求申請人在社會福利署（「社署」）指明的基本身體檢查以外，事先自費進行額外的醫療檢查。另有單位基於種種原因拒絕提供空缺資訊，甚至無理拒絕照顧者的申請。此外，社署的「暫託服務或緊急住宿空置名額查詢系統」的空缺資訊與事實不符，致使照顧者需逐一致電單位查詢實際空缺。

Cases involving "the elderly caring for the elderly", "the elderly caring for the disabled", and "the disabled caring for the disabled" are increasingly prevalent. Tragic incidents happen from time to time when carers succumb to unbearable pressure. Respite services provide short-term day or residential care for the elderly and persons with disabilities who are living in domestic households, allowing carers to relieve their stress.

We acknowledge and commend the current-term Government's efforts in strengthening the support for carers, including the expansion of the respite service network. Nonetheless, our investigation revealed that the overall utilisation rates of respite services remained persistently low. The utilisation rates of certain service providers and districts are below 10%, or even at 0%. Meanwhile, utilisation rates varied significantly across the 18 districts, reflecting uneven distribution of resources.

Our covert telephone operations and site inspections even found that some service providers, before deciding whether to admit applicants, would require them to attend an in-person interview at the premises before submitting a formal application. Even worse, some providers require applicants to pay for additional medical examinations beyond the basic scope specified by the Social Welfare Department ("SWD"). Our operations also discovered that some providers refused to disclose vacancy availability to carers or even unreasonably rejected applications. Moreover, the vacancy information displayed in SWD's Vacancy Enquiry System for Respite Services and Emergency Placement was inconsistent with the actual vacancies at the units, causing carers to call providers one by one to obtain such information.

公署認為，目前暫託服務的使用率偏低，原因包括，部分單位對提供服務冷漠和欠積極，甚至不當處理服務查詢及申請，涉嫌「揀客」，更自設關卡，以及沒有掌握更新系統空缺資料的重要性。

公署向社署提出共25項改善建議，包括要求單位檢視預先會面的必要性，盡量簡化申請程序，例如透過電話或視像形式進行評估；詳細檢視現時對身體檢查的要求，如有單位在基本檢查以外施加額外的檢查項目，應提出理據並先獲得社署批准；社署應探討制定預先登記機制；加大力度提醒單位務須按時更新系統上的空缺或其他資料，並加強監察單位有否遵辦；研究制定措施加強單位提供服務的積極性，以提升使用率；以及全面檢視服務名額的分布，改善地區服務供應不均的情況等。



The Office considers that the low utilisation rates of respite services are partly attributable to the lukewarm attitude of some service providers, their improper handling of service enquiries and applications, suspected undue selection of applicants and even creation of unnecessary obstacles for applicants, as well as not attaching importance to updating vacancy information in the system.

The Office has made 25 recommendations to SWD, including requesting service providers to review the necessity for prior interviews with applicants and streamline application procedures as far as possible, such as conducting telephone or video assessments; thoroughly reviewing the current medical examination requirements and stipulating that any service providers requiring additional examination items beyond the basic scope must justify the necessity and obtain prior approval from SWD; exploring the establishment of a pre-registration mechanism; stepping up reminding service providers of their responsibility of the timely updating of vacancy information and other details in the system and enhancing monitoring to ensure compliance; exploring measures to enhance providers' proactiveness to offer respite services, thereby raising utilisation rates; and comprehensively reviewing the distribution of service places to address the supply imbalance across district, etc.

DI/485

衞生署轄下香港醫務委員會秘書處就投訴處理所提供的支援及成效、衞生署的相關監管

Effectiveness of Administrative Support Provided for Complaint Handling by Secretariat of Medical Council of Hong Kong under Department of Health, and Department of Health's Regulatory Role

有傳媒於2025年下旬報道多宗有關香港醫務委員會(「醫委會」)延誤處理投訴個案，令公眾十分關注醫委會及屬衞生署編制下的醫委會秘書處(「秘書處」)處理投訴的機制及程序有否失當。公署在調查秘書處的過程中，同時發現醫委會處理投訴的監察機制在管理和運作上有不少系統性問題及不足之處。基於公署有責任提高本港的公共行政質素和水平，並促進行政公平，同時回應重大公眾利益的考量及市民的高度關注，公署亦交代與醫委會相關的發現及觀察。

醫委會獲《醫生註冊條例》賦權處理有關註冊醫生專業行為失當的投訴。公署調查顯示，秘書處為醫委會提供支援服務，並在醫委會直接領導下負責執行工作。有關註冊醫生投訴個案的處理及進度由醫委會直接監督及管理。從宏觀角度而言，政府當局對醫療業界亦有整體監督角色。

公署欣悉，自《醫生註冊條例》於2018年修訂以來，醫委會每年完成處理的個案數量明顯增加，研訊時間亦有縮短。公署對醫委會於2025年1月主動作出檢討並推行進一步改善投訴處理效率的措施予以肯定。然而，醫委會處理投訴個案進度仍然過於緩慢，個案長期積壓的情況持續，例如有11宗個案需要超過10年甚至15年才完成處理，亦有個案在醫委會初步偵訊委員會初步考慮階段的處理時間為102.1個月等，顯示有迫切需要認真檢討並徹底改善投訴處理的流程。

Media reports emerged in late 2025 about several cases of delay in complaint handling by the Medical Council of Hong Kong ("MCHK"), raising public concern about any inadequacies in the complaint handling mechanism and process of MCHK and its Secretariat which is under the establishment of the Department of Health ("DH"). During our investigation into the Secretariat, the Office also found systemic issues and inadequacies in the management and operation of MCHK's complaint handling and monitoring mechanism. Given the Office's duty to enhance the quality and standards of public administration in Hong Kong and promote administrative fairness, while responding to considerations of significant public interest and high-level concern, we also give a detailed account of the findings and observations relevant to MCHK.

The Medical Registration Ordinance ("MRO") empowers MCHK to handle complaints against registered medical practitioners for professional misconduct. The Office's investigation found that the Secretariat provides MCHK with support service, and operates under the direct leadership of MCHK. MCHK directly supervises and manages the handling and progress of complaints against registered medical practitioners. From a macro perspective, the Government has an overall supervisory role over the healthcare sector.

The Office is pleased to note that since the 2018 amendment to the MRO, the number of cases completed by MCHK each year has increased significantly, and the time taken for inquiries has been shortened. The Office commends MCHK for proactively undertaking a review and implementing further measures in January 2025 to improve the efficiency of complaint handling. Nevertheless, the Office considers that MCHK's progress in complaint handling is still too slow, resulting in a persistent backlog of cases. For instance, 11 cases took more than 10 years, and even 15 years, to complete, and one case took 102.1 months at the pre-Preliminary Investigation Committee stage of MCHK, indicating an urgent need to critically review and thoroughly improve the complaint handling process.

公署亦發現，衞生署評核秘書處人員的工作表現時沒有徵詢醫委會的意見，反映衞生署與醫委會溝通不足。公署並發現醫委會與投訴人溝通及資訊發放等方面有可改善之處。

公署向政府當局提出共21項改善建議，包括鼓勵醫委會按良好公共行政原則，促進醫委會本身及要求業界對良好公共行政的追求及對公眾期望的了解，積極和快速處理市民對醫生涉嫌專業行為失當的投訴；促請秘書處支援醫委會考慮訂定並公布主要投訴階段的時間指標；促請醫委會切實考慮精簡程序的可行性，例如在紀律研訊中使用法庭審訊中確立的事實或邀請在死因研訊擔任證人的專家擔任專家證人，以減省程序及時間；完善法例，加強醫委會覆檢個案的機制；促請秘書處盡量定期通知投訴人及被投訴醫生個案進度；衞生署評核秘書處職員的工作時必須徵詢醫委會的意見；以及考慮就不涉及醫護專業人員操守的醫療爭議個案引入調解的可行性等。



The Office also found that DH conducts the performance appraisals of Secretariat staff without consulting MCHK. This indicates a lack of communication between DH and MCHK. The Office also identified several other improvement areas such as MCHK's communication with complainants and dissemination of information.

The Office has made 21 recommendations to the Government, including encouraging MCHK to draw on the principles of good public administration to promote awareness within MCHK and request the sector to understand the pursuit of good public administration and public expectations, and expedite the handling of public complaints against medical practitioners for alleged professional misconduct; urging the Secretariat to support MCHK to formulate and publish target timelines for each key stage of complaint handling; urging MCHK to critically explore any scope to streamline procedures, such as adopting the facts established by the court, or inviting experts who have testified at an inquest to serve as expert witnesses at MCHK's disciplinary inquiries, so as to save the procedures and time; enhancing the legislation to strengthen MCHK's complaint review mechanism; urging MCHK to provide complainants and complainees with regular updates on case progress as far as possible; DH to consult MCHK when conducting performance appraisals for Secretariat staff; and exploring the feasibility of resolving medical disputes that do not involve professional conduct of medical practitioners by mediation, etc.

DI/479

當局就打擊殘虐動物的工作
Government's Work in Combating Cruelty to Animals

本港近年不時發生殘虐動物案件，隨着社會進步，市民對動物福祉日益關注，對殘虐動物絕對是零容忍。《防止殘酷對待動物條例》禁止及懲處殘酷對待動物，是保障動物福利的主要法例。特區政府於2019年就修訂有關條例進行公眾諮詢，當中包括提高對殘酷對待動物罪行的罰則及加強執法權力等建議。漁農自然護理署（「漁護署」）負責動物管理及保障動物福利，並根據上述條例就涉嫌殘酷對待動物的行為進行調查及檢控。

公署調查發現，漁護署人員若未能進入事涉單位調查，或未成功接觸懷疑被虐待的動物，便只根據當時所掌握的資料判斷有否殘虐動物的情況。公署認為，該署若未能確定事涉動物的實際情況便終止跟進行動，會令人質疑該署有否認真或妥善跟進舉報，有關做法亦可能直接影響檢控成效。

公署調查亦發現，漁護署沒有就跟進一般個案制定工作指引，直到公署展開是次調查才着手制定。漁護署亦須加強對個案跟進的監察。有個案顯示，負責審批的上級人員對一些處理欠妥善的個案，竟然不會提出任何疑問或要求前線職員繼續跟進，便輕易同意結案。

另一方面，公署關注非法管有及使用捕獸器的迫切問題。捕獸器不僅嚴重威脅野生動物、流浪動物及寵物的安全，對市民同樣非常危險。漁護署必須加強對非法使用捕獸器的執管，以有效打擊及提升阻嚇力。

In recent years, animal cruelty cases have occurred from time to time in Hong Kong. As society advances, concern over animal rights and welfare has been mounting among the public. Cruelty to animals is intolerable to our community. The Prevention of Cruelty to Animals Ordinance ("Cap. 169"), the principal legislation that safeguards animal welfare, was enacted to prohibit and penalise acts of animal cruelty. In 2019, the Government launched a public consultation on proposed amendments to Cap. 169, which included tougher penalties for animal cruelty and enhanced enforcement powers. The Agriculture, Fisheries and Conservation Department ("AFCD") is the department responsible for managing animals and protecting their welfare, and is tasked with investigating and prosecuting suspected acts of animal cruelty in accordance with Cap. 169.

The Office's investigation found that when AFCD staff were unable to enter a flat for investigation, or failed to check on the animals suspected of being abused, they based solely on the information available at the time to assess whether there was animal cruelty. The Office considers that where AFCD staff cease follow-up actions without ascertaining the actual condition of the animals concerned, it calls into question whether the Department has handled reports seriously and properly. This investigative approach may directly undermine the effectiveness of prosecutions.

Our investigation also found that AFCD has not established guidelines for following up on general cases, and only began formulating new guidelines after this investigation was launched. AFCD must also step up its efforts on monitoring of case follow-ups. Some cases have shown that supervisors readily approved the closure of poorly handled cases without raising any queries or requesting frontline staff to pursue further follow-up.

On the other hand, the Office are concerned about the pressing problem of illegal possession and use of animal traps. Such traps pose a serious threat to the safety of wild animals, stray animals and pets. They are equally dangerous to the public. AFCD must strengthen enforcement against illegal use of animal traps to effectively combat the practice and enhance deterrence.

公署向漁護署提出共45項改善建議，包括考慮分階段修訂《防止殘酷對待動物條例》及賦權該署人員更大執法能力；加強職員調查與溝通能力方面的培訓，以提升他們面對不合作的住戶，飼養者或大廈管理員時的應對能力；檢視及加強對前線人員處理個案的監察機制；進一步鞏固與香港警務處及愛護動物協會三方就打擊殘酷對待動物的協作；加大力度透過恆常巡查、按風險針對捕獸器及殘虐動物黑點，及早發現及移除非法放置的捕獸器；以及積極研究提高非法管有及使用捕獸器的罰則等。



The Office has made 45 recommendations to AFCD, including considering amending Cap. 169 in phases and empowering AFCD staff with greater enforcement powers; enhancing staff training on investigation and communication skills to improve their ability to handle uncooperative residents, pet keepers or building attendants; reviewing and strengthening the mechanisms for monitoring the case handling of frontline staff; further strengthening the tripartite collaboration with the Hong Kong Police Force and the Society for the Prevention of Cruelty to Animals; making greater efforts to detect and remove illegally deployed animal traps at an early stage through regular patrols and targeted inspections of high-risk black spots of animal traps and cruelty; and actively considering raising the penalties for illegal possession and use of animal traps.

DI/477

政府的防治山泥傾瀉工作及對政府斜坡的管理
Government's Work on Landslide Prevention and Mitigation and Management of Government Slopes

土木工程拓展署(「土拓署」)一直致力強化斜坡抵禦極端天氣的能力，現時本港斜坡的山泥傾瀉風險已較早年大幅降低，公署對該署的工作予以高度嘉許。然而，全球氣候變化正日漸加劇，土拓署需繼續抱持精益求精的精神，而各部門在斜坡安全管理，以至跨部門協作方面，仍有可進一步提升的空間。

公署審視自2008年起發生的九宗嚴重山泥傾瀉事故，發現多數涉及天然山坡，而且大部分在事故發生前未被納入土拓署的「長遠防治山泥傾瀉計劃」，或納入後未展開實際的工程研究及設計。此外，在2020至2024年，政府人造斜坡發生山泥傾瀉事故的比率高於私人人造斜坡一至三倍。無可否認，兩類斜坡按年發生事故的比率甚低，而大部分涉及的政府人造斜坡的「人命後果類別」級別均是較低，但對於政府人造斜坡發生事故的比率較高的情況，仍是值得當局持續關注。

公署提出共32項改善建議，包括土拓署繼續定期檢視將不同斜坡納入「長遠防治山泥傾瀉計劃」的考慮因素有否優化空間，並繼續關注和審視政府人造斜坡與私人人造斜坡發生事故的比率，在有需要時制訂合適的應對措施；各有參與斜坡維修工作的部門可一同透過土拓署的中央斜坡維修資料庫，多利用「智慧斜坡記錄冊」作數據分析，從而協助部門計劃日常維修檢查和特別巡查等。



(圖片來源：土木工程拓展署)
(Photo source: Civil Engineering and Development Department)

The Civil Engineering and Development Department ("CEDD") has endeavoured to enhance slope resilience against severe weather. The current landslide risk in Hong Kong has been substantially lowered compared with the early years. The Office highly commends CEDD's work. Nevertheless, as global climate change intensifies, CEDD should continuously strive for excellence, and there is still room for improvement on the part of all departments concerned in slope safety management and inter-departmental collaboration.

Upon review of nine serious landslides that occurred since 2008, the Office found that most involved natural hillside catchments. A majority of them had not been included in CEDD's Landslip Prevention and Mitigation Programme before the incidents, or yet to commence the actual study and design of the works after inclusion. In addition, the rate of landslides in government man-made slopes was higher than that in private man-made slopes by one to three times between 2020 and 2024. Undeniably, the rate of landslides in both kinds of slopes remained very low, and most of the government man-made slopes involved had a lower consequence-to-life category. Nevertheless, the higher rate of landslides in government man-made slopes still warrants the Government's continuous attention.

The Office has made 32 recommendations, including that CEDD should continue with its regular review on any room to optimise the current selection criteria of different slopes for inclusion in the Programme, and continue to take note of the rates of landslides in government and private man-made slopes, and formulate proper counter-measures where necessary; and that all slope maintenance departments may make use of CEDD's Centralised Slope Maintenance Database and the Smart Slope Catalogue for data analytics to facilitate their planning of routine maintenance inspections and special inspections, etc.

DI/480

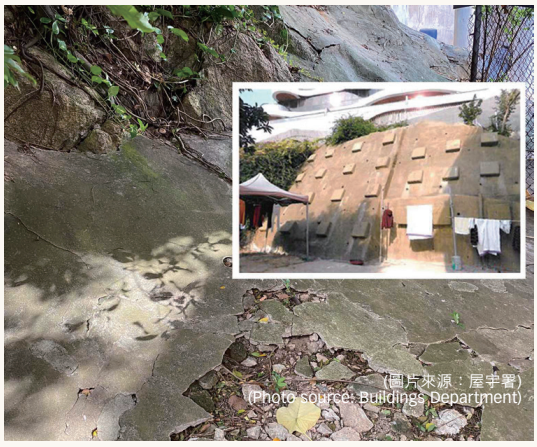
政府對斜坡維修責任的鑑辨及對私人斜坡的風險管理
Government's Determination of Slope Maintenance Responsibility and Risk Management of Private Slopes

私人人造斜坡的風險管理涉及地政總署、屋宇署及土木工程拓展署(「土拓署」)的工作。在公署進行調查期間，上述三個部門對公署提出的觀察從善如流，主動提出多項改善措施。

公署調查發現，地政總署就人造斜坡維修責任的鑑辨工作，以及就在政府土地上施工的許可申請的審批，處理時間數以年計，效率並不理想。此外，該署過往一向不會事先通知被鑑辨為有維修責任的一方。部分業主有可能因不知悉而沒有履行其維修責任。

公署亦發現，不少由屋宇署發出的危險斜坡修葺令，經年累月仍未獲遵辦，當中涉及不同問題，包括業主延誤委任註冊專業人士，以及屋宇署未有就複雜個案及早介入提供協助。屋宇署為失責業主進行的代辦工程，處理效率同樣甚低，平均處理時間由5至11年不等。

公署提出共37項改善建議，包括地政總署應主動向鑑辨個案的維修責任人提供其鑑辨結果、持續監察鑑辨個案及工程許可申請的審批進度；屋宇署應就複雜的修葺令個案及早介入提供支援、檢視進行代辦工程的流程及可予精簡之處；以及就有維修不足的私人斜坡，土拓署可透過安全篩選研究，加強對業主的教育及支援。此外，三個部門應在斜坡維修責任爭議的處理、個案的資料交換、整體數據分析等方面加強協作。



(圖片來源：屋宇署)
(Photo source: Buildings Department)

The risk management of private man-made slopes involves the work of the Lands Department ("LandsD"), the Buildings Department ("BD") and the Civil Engineering and Development Department ("CEDD"). During our investigation, all three departments responded positively to our findings and proactively proposed improvement measures.

Our investigation found that LandsD took years to complete the determination of maintenance responsibility for man-made slopes and approval for permission letters to carry out works on government land, revealing its unsatisfactory efficiency. Moreover, LandsD never notified the parties considered to have maintenance responsibility. Some private property owners might have neglected their maintenance responsibility due to unawareness of it.

The Office also found that quite a number of dangerous hillside orders issued by BD remained outstanding for years without compliance. This was attributable to multiple issues, including private property owners' delay in appointing registered professionals, and BD's failure to step in and offer assistance early for complex cases. Meanwhile, the efficiency of BD's default works for private property owners was very low. The average time for completion of default works ranged from 5 to 11 years.

The Office has made 37 recommendations for improvement, including that LandsD should proactively notify the maintenance parties of its determination results, continue to monitor the progress of determination cases and applications for permission letters; BD should step in early and offer assistance for complex cases, review the workflow for default works and areas for streamlining; and CEDD should step up education and support to private property owners through safety screening studies. Moreover, the three departments should strengthen inter-departmental collaboration in such areas as the handling of disputes over maintenance responsibility, information exchange at case level and overall data analysis.

DI/483

當局就郊區設施的管理
Government's Work on Management of Countryside Facilities

香港的郊野公園、遠足徑及相關郊區設施，是市民進行遠足、郊遊、康樂活動及親近自然的重要公共資源。隨着市民對戶外活動的需求日益增加，郊區設施的使用量近年有所上升。公署留意到，郊野公園及相關郊區設施在設施維修、資訊發布、人流管理及跨部門協作等方面，均面對不同程度的挑戰。公署遂展開主動調查行動，審研漁農自然護理署（「漁護署」）及相關部門在管理郊區設施方面的工作，以評估現行機制是否有可改善之處，以應付持續上升的需求。

調查發現，雖然漁護署近年已推行多項優化措施，例如加強巡邏、應用科技協助管理人流及監察設施，以及於高峰時段協調特別交通安排，但卻未有就不同類型的郊區設施訂立具體維修時限或服務承諾，難以有效監察維修進度；設施維修記錄及數據分散，缺乏整合分析；就已損壞設施的臨時安全措施未有統一標準及指引；對公眾發布設施狀況及交通資訊的內容及方式有優化空間；以及不同部門之間在設施維修及資訊共享方面的協作有待加強等。

公署向漁護署提出共42項改善建議，包括：檢討及訂立具體維修時限，以加強監察工程進度；建立電子化維修記錄系統，以整合數據及提升管理效率；制定清晰的臨時安全應變指引，以保障公眾安全；優化「郊野樂行」等平台的資訊發布，提升透明度及實用性；提供更清晰易明、切合不同使用者需要的宣傳教育資訊；以及強化跨部門協作機制，包括在工程維修、人流管制及事故通報方面。公署認為，落實上述建議將有助提升郊區設施的整體管理水平，並更有效配合公眾對郊野康樂及戶外活動的需要。



Hong Kong's country parks, hiking trails and related countryside facilities are important public resources for hiking, countryside recreation, leisure activities and enjoying nature. With increasing public demand for outdoor activities, the use of countryside facilities has risen in recent years. The Office noted that country parks and related countryside facilities are facing various challenges in areas such as facility maintenance, information dissemination, crowd management and inter-departmental coordination. A direct investigation operation was therefore conducted to examine whether the work of the Agriculture, Fisheries and Conservation Department ("AFCD") and relevant departments in managing countryside facilities is effective, and to assess whether there is room for improvement in the existing mechanisms to cope with the growing demand.

The investigation found that while AFCD has implemented a range of improvement measures in recent years, such as strengthening patrols, applying technology for crowd management and facilities monitoring, and coordinating special transport arrangements during peak periods, it has not established specific maintenance timeframes or service pledges for different types of countryside facilities, making it difficult to effectively monitor maintenance progress. There are also other deficiencies, including fragmented record-keeping for facility maintenance, a lack of integrated data analysis and the absence of standardised guidelines for temporary safety measures for damaged facilities. In addition, there is scope for enhancing the content and dissemination of information to the public regarding facility conditions and transportation arrangements. Inter-departmental coordination in facility maintenance and information sharing also requires further strengthening.

The Office has made a total of 42 recommendations to AFCD, including reviewing and introducing maintenance timeframes to strengthen monitoring of works progress, establishing an electronic maintenance record system to integrate data and enhance management efficiency, formulating clear guidelines on temporary safety measures to better safeguard public safety, enhancing information dissemination on platforms such as the "Enjoy Hiking" website to improve transparency and usability, providing clearer and more accessible publicity and educational information to meet the needs of different users, and reinforcing inter-departmental coordination, including in areas such as maintenance works, crowd management and incident reporting. The Office considers that implementation of the above recommendations would enhance the overall management of countryside facilities and better meet public needs for countryside recreation and outdoor activities.

DI/488

運輸署牌照事務處的櫃位服務安排
Arrangements for Counter Services at Licensing Offices of Transport Department

近年「免試簽發香港正式駕駛執照」(「免試簽發」)的申請數量大幅增加。自2024年年中起，不時有傳媒報道，香港牌照事務處門外每天均出現輪候「免試簽發」櫃位服務即日籌的人龍，當中不少是經營代辦服務的人員及「排隊黨」。這影響牌照事務處的正常運作，亦令真正的申請人難以得到所需服務。

公署調查後發現，「免試簽發」的預約及派籌機制確有被濫用的情況，例如有人輸入相同的身份證明文件號碼，於同一日領取多達七張即日籌；亦有人成功預約了同日18個櫃位服務名額。雖然運輸署於2026年3月中實施全面網上預約「免試簽發」櫃位服務，即時解決輪候問題，但事件反映該署原來的櫃位服務安排、預約及派籌機制、防止濫用措施，以及問題應對等方面，存在不少漏洞，加上其他櫃位服務仍採用原有安排，公署認為該署有需要正視並加以改善。

公署向運輸署提出共33項建議，包括研究採取措施，防止違規者重複取籌；加強職員管理；優化櫃位服務安排；研究減少預約名額被浪費的措施；更靈活調配各類櫃位服務的名額；持續監察櫃位服務的使用情況，防範公共資源被濫用；加快推動應用人工智能技術協助處理牌證申請等。



In recent years, applications for direct issue of Hong Kong full driving licence without test ("direct issue") have surged. Since mid-2024, media reports noted daily long queues outside the Hong Kong Licensing Office of the Transport Department ("TD") for same-day tickets for "direct issue" counter services. The presence of agents and "queueing gangs" disrupted the normal operation of the Licensing Office and hindered genuine applicants' access to the services.

Our investigation revealed misuse of the booking and queue ticketing systems. For instance, there were abusers obtaining as many as 7 tickets by inputting the same identification document number or booking 18 appointment slots within a single day. Since mid-March 2026, TD has required advance online appointments for all "direct issue" counter services, thereby immediately resolving the queueing problems. However, the incident exposed loopholes in TD's original counter service arrangements, booking and ticketing systems, anti-abuse measures and contingency response. As other counter services remain under the original arrangements, it is essential for TD to address these loopholes.

The Office has made 33 recommendations to TD, including exploring measures to prevent the obtaining of multiple queue tickets; strengthening staff supervision; optimising counter service arrangements; exploring measures to minimise wasted appointment slots; flexibly allocating slots for various counter services; continuously monitoring service use to prevent abuse of public resources; and accelerating the adoption of artificial intelligence technology to facilitate licence applications.

DI/481

房屋署對公共屋邨的管理：冷氣機滴水
Housing Department's Management of Public Housing Estates: Air-conditioner Dripping

公署調查發現，就冷氣機滴水個案，房屋署的外判服務承辦商在執行扣分制之前，不時會向違規租戶發出僅屬勸諭性質的提示信。在2022至2024年期間，就物業管理工作已外判的屋邨，外判服務承辦商就每宗投訴平均發出兩封提示信，數目超過由房屋署直接管理的屋邨的十倍。有個案顯示，外判服務承辦商雖多次發出提示信，但未能有效令違規租戶糾正冷氣機滴水的問題。

公署調查亦發現，房屋署有關處理冷氣機滴水個案的工作指引比較簡略，只列明執行扣分制的程序，但未有詳述前線人員應如何調查投訴、確定滴水源頭、測試冷氣機及所需時間、處理租戶不合作的情況、安排覆查等。公署認為，正如部分個案顯示，在欠缺適切指引下，前線職員或會處理不一。

公署向房屋署提出共15項改善建議，包括研究制訂有關發出勸諭信和報告個案的監管措施，加強對外判服務承辦商的監管；研究如何更有系統記錄冷氣機滴水投訴個案的詳情及跟進行動；考慮優化處理冷氣機滴水個案的工作指引；加快引入創新科技，強化查找冷氣機滴水源頭的能力等。



Our investigation found that in air-conditioner dripping cases, the Housing Department ("HD")'s property services agents ("PSAs") often issued reminder letters to non-compliant tenants before enforcing the Marking Scheme. These letters were merely advisory in nature. Between 2022 and 2024, HD's PSAs issued an average of two reminder letters per complaint, which was more than tenfold of those issued in directly managed estates. There were cases which revealed that despite the repeated issuance of reminder letters, the dripping problem still occurred.

Our investigation also found that HD's operational guidelines for handling air-conditioner dripping cases are too brief, focusing only on the procedures for enforcing the Marking Scheme without clear instructions for frontline staff on such aspects as complaint investigations, source detections, air-conditioner testing and its duration, dealing with uncooperative tenants and arranging follow-up inspections. The Office considers the absence of proper guidelines might have resulted in inconsistent handling by frontline staff, as evidenced in some cases.

The Office has made 15 recommendations to HD, including exploring the formulation of measures for monitoring the issuance of advisory letters and case reporting to strengthen its supervision of PSAs; exploring how to record the details and follow-up of dripping complaints more systematically; considering enhancing its operational guidelines for handling air-conditioner dripping cases; and expediting the adoption of innovative technologies to strengthen its ability to detect dripping air-conditioners, etc.

DI/487

打擊非法佔用政府土地
Combating Unlawful Occupation of Government Land

近年地政總署加強打擊非法佔用政府土地，但非法佔用問題仍不時發生而為人詬病，部分地點更在不同時期被重複佔用。公署調查一宗政府土地被重複佔用的個案時發現，相關部門在個案跟進及跨部門協調方面均有改善空間。

公署認為地政總署作為主導部門，應更主動積極與其他部門協調及跟進個案；同時亦須加強職員在調查及搜證工作的培訓，並持續監察和適時調整個案優次。至於個案中涉及的另外兩個部門（食物環境衞生署（「食環署」）和路政署），處理亦有改善空間，例如食環署如發現現場佔用或環境衞生情況有變，應轉告分區地政處，讓其考慮提升執管優次；路政署進行例行視察時未有留意佔用情況涉及其維修保養設施。

公署提出共15項改善建議，包括地政總署應持續檢視土地執管數據系統的成效、強化統籌跨部門行動的主導角色和職責，以及加強職員在調查和蒐證工作上的培訓；食環署應提示其人員執行職務時視乎情況及需要按《公眾衞生及市政條例》作出跟進；路政署提醒職員審慎評估投訴事項是否涉及其職權範圍；以及各部門應學習以「同一個政府」精神處事。



In recent years, the Lands Department ("LandsD") has stepped up enforcement efforts against unlawful occupation of government land. However, such problem persists and remains a matter of public concern, with some sites being repeatedly occupied over time. In investigating one such case, the Office found room for improvement in case follow-up and inter-departmental coordination.

As the lead department, LandsD should take a more proactive approach in coordinating with other departments and following up on cases. It should also strengthen staff training in investigation and evidence collection, enhance monitoring of case progress and adjust priorities when necessary. Our investigation also identified areas for improvement in case handling by the Food and Environmental Hygiene Department ("FEHD") and the Highways Department ("HyD"). For instance, if FEHD observes changes in unlawful occupation or hygiene conditions, it should notify the relevant District Lands Office so that enforcement priorities can be reviewed. During routine inspections, HyD overlooked that the occupation involved facilities under its maintenance responsibility.

The Office has made a total of 15 recommendations, including that LandsD should review the effectiveness of the land enforcement data system, strengthen its leading role in coordinating inter-departmental operations, and enhance staff training in investigation and evidence collection; FEHD should remind its staff to follow up on cases in accordance with the Public Health and Municipal Services Ordinance as appropriate; HyD should remind its staff to carefully assess whether complaints fall within their remit; and all departments should adopt a "one-government" mindset.

DI/476

非法棄置建築廢物問題及「好好斗」回收服務
Illegal Disposal of Construction Waste and "HoHoSkips" Recycling Service

環境保護署(「環保署」)以多管齊下的措施打擊非法棄置建築廢物的問題，並於2021年2月推出先導計劃，市民及中小型裝修工程業界可透過「好好斗」流動應用程式預約回收建築廢物。

公署調查發現，經過環保署多年來努力不懈，以及現屆政府着力增加打擊力度，政府近年清理的非法棄置建築廢物數量及核實的非法棄置個案數目顯著下降，反映當局的工作取得相當成效，值得充分肯定。然而，相關投訴仍維持每年1,000多宗，當中經核實的個案量近年有所上升。環保署就非法棄置建築廢物個案的檢控率亦極低。

公署展開調查後，環保署就「好好斗」回收服務的預約申請程序作出改善，服務使用率得以上升，因回收機構日程已滿而取消的預約申請的百分比亦有下跌。

公署向環保署提出共15項改善建議，包括檢視如何進一步加強執法及蒐證效能；適時檢視「好好斗」的服務使用率，研究如何更善用資源，提高高峰時段可服務次數；以及密切留意「好好斗」服務的需求變化，在需求持續上升時考慮增加回收車數量及人手以應付等。



The Environmental Protection Department ("EPD") has adopted multi-pronged measures against illegal disposal of construction waste. In February 2021, it launched a pilot scheme in which members of the public and small-to-medium renovators can book through the "HoHoSkips" mobile application for recycling construction waste.

The Office's investigation revealed that with EPD's effort over the years, coupled with the current-term Government's more stringent enforcement, the quantity of illegally disposed construction waste cleared by the Government and the number of confirmed illegal disposal cases dropped substantially. These reflect the substantive results of the enforcement efforts of the Administration, which are certainly commendable. However, relevant complaints stand at over 1,000 cases annually with the number of confirmed cases increased in recent years. EPD's prosecution rate against illegal disposal of construction waste is also extremely low.

Following the launch of this investigation, EPD has improved the booking process of "HoHoSkips" service, leading to an increased service usage rate and a dropped percentage of cancellations due to overbooking.

The Office has made 15 recommendations to EPD, including exploring how to further strengthen its enforcement and evidence-gathering effectiveness; conducting timely review of the usage rate of "HoHoSkips" service, and exploring ways of better resource allocation to increase available service at peak times; and closely monitoring changes in the demand for the "HoHoSkips" service; and where demand rises, considering increasing the number of collection vehicles and manpower to meet the demand, etc.

主動調查行動
Direct Investigation Operations

公署會繼續致力透過主動調查行動提升公共行政質素及解決市民困擾。就範圍廣泛及性質複雜的課題，公署會以系列形式有序地展開多個主動調查行動，更有效聚焦課題所涵蓋的不同範疇，務求就相類問題取得系統性的改善。例如本年度完成了的兩項有關政府對斜坡安全的監察及規管的主動調查行動（即上文**第4及5項**行動），便是一個相關系列。

We will continue to launch DI operations with a view to enhancing public administration and addressing people's concerns. For issues of broad scope and complex nature, we will initiate multiple DI operations in phases under a series approach to delve into different aspects of the topic and bring about systemic improvements to problems of a similar nature. An example is a series of two DI operations (the **fourth and fifth** operations above) completed in this reporting year relating to the Government's monitoring and regulation of slope safety.

截至2026年3月31日，公署正在進行的主動調查行動如下：

Ongoing DI operations as at 31 March 2026 are as follows:

- 路旁環保斗問題
  Management of Roadside Skips
- 政府當局就海上觀光船隻的規管
  Government's Regulatory Measures over Marine Sightseeing Vessels
- 路政署的公共道路維修及保養工作
  Highways Department's Work on Repairs and Maintenance of Public Roads
- 社會福利署推動應用樂齡科技的措施
  Social Welfare Department's Measures to Promote the Application of Gerontechnology

除此以外，公署亦同時就其他議題進行初步查訊，考慮是否展開主動調查行動。

Meanwhile, preliminary inquiries into other issues are underway to assess whether to initiate DI operations.

申訴處理及調解
Complaint Handling and Mediation

公署在接到申訴後，會先評審申訴個案是否屬於公署的職權範圍，及是否有表面證據足以展開調查。可予受理的個案會交由申訴調查部跟進。公署的其中一個策略性方向是全力推動以調解方式處理市民大眾的申訴。公署會探討先以調解方式處理合適的個案，以求迅速有效地解決問題，達致雙贏。若公署察覺到政府部門和公營機構有涉及行政方面的錯失或可改善之處，會提出改善建議及觀點。

Upon receiving a complaint, we first assess whether the case falls within our statutory purview and whether there is sufficient *prima facie* evidence to warrant investigation. Pursuable cases are referred to the Complaints Investigation Division for follow-up. One of our strategic focuses is to actively promote mediation as a means of handling public complaints. Where appropriate, mediation will first be explored with the aim of achieving swift and effective resolutions that benefit both parties. Where administrative faults on the part of government departments or public organisations, or areas for improvement are identified, we will make recommendations and observations to help enhance their practices.

申訴及查詢

在2025/26年度，公署共收到5,167宗申訴，較上年度4,402宗約增加17.4%。

Complaints and Enquiries

In the year 2025/26, we received 5,167 complaint cases, which marks an approximate 17.4% increase from 4,402 last year.

接到的申訴 **Total Complaints Received**	**5,167**
已完成的申訴 **Total Complaints Completed**	**5,012**
接到的查詢 **Total Enquiries Received**	**8,134**

連同由上年度轉入的320宗申訴個案，公署在本年度需處理共5,487宗申訴，並完成了當中的5,012宗，475宗將會在下年度處理。

Together with 320 cases brought forward from last year, we had a total of 5,487 complaint cases for processing this year and we completed 5,012 of them; 475 cases were carried forward for handling next year.

已完成處理的申訴

公署在本年度完成處理5,012宗申訴個案，佔整年須處理申訴個案總數的91.3%。

在已完成處理的申訴當中，有1,591宗是已跟進並結案，在公署積極推動下，當中以調解方式處理的個案數目達1,145宗，較上年度的555宗大幅增加，佔已跟進個案的72%；其餘3,421宗個案經評審後結案。

已跟進並結案的個案的處理方式如下：



400
(25.1%)
查訊
By Inquiry



46
(2.9%)
全面調查
By Full Investigation



1,145
(72%)
調解
By Mediation



1,591
(100%)
已跟進並結案的申訴個案總計
Complaints Pursued and Concluded in Total

其餘的個案（3,421宗）經評審後結案，當中包括申訴缺乏充分理據（2,247宗，或66%），或超出公署的法定職權範圍（1,174宗，或34%）。

詳細個案數字請參閱**附錄3**。

按機構排列的申訴個案數字，載於**附錄4**。

Complaints Completed

We completed processing 5,012 complaint cases, i.e., 91.3% of all for processing this year.

Among the complaints processed, 1,591 were pursued and concluded. As a result of our vigorous facilitation, the number of cases handled by mediation has soared to 1,145, up from 555 in the previous year, accounting for 72% of the cases pursued. The remaining 3,421 cases were closed after assessment.

The distribution of cases pursued and concluded by mode of handling was as follows:

The rest of complaints handled (3,421) were closed after assessment due to insufficient grounds to pursue the complaint (2,247 or 66%) or outside our statutory purview (1,174 or 34%).

Detailed caseload statistics are given in **Appendix 3**.

A detailed breakdown of cases by organisations is in **Appendix 4**.

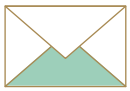
申訴處理及調解
Complaint Handling and Mediation

提出申訴的方式



84.2%

電子方式
（包括電郵和經由公署網站）
Through Electronic Means
(including email and our website)



8.7%

郵寄
By Post

Mode of Lodging Complaints



6%

親臨公署
In Person



1.1%

傳真
By Fax

申訴的主要原因

根據申訴人所提出的指稱作統計，申訴的五大原因如下：

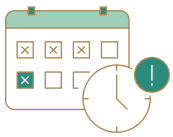
Major Causes of Complaints

Based on the allegations made by complainants, the top five causes of complaints were:



43.6%

出錯、意見或決定錯誤
Error, wrong advice or decision



16.4%

延誤或沒有採取行動
Delay or inaction



12.1%

監管不力
Ineffective control



10%

沒有回應投訴
Lack of response



4.5%

職員態度
Staff attitude

調解

全力推動以調解方式處理市民大眾的申訴是申訴專員為公署定下的其中一項重要策略性方向，藉以迅速回應市民的訴求及改善公共行政，緩解市民的不滿，化解社會矛盾和怨氣，凝聚各方力量，讓全社會合力拼經濟改善民生。

市民向公署求助最主要的目的是希望公署解決他們的切身問題，而調解是最直接最快速解決一般困擾市民的問題的好方法。同時，調解亦是法、理、情三者兼備的一個申訴處理手法。根據《條例》的第11B條，公署在考慮有關申訴後，如認為當中不涉及行政失當，或只涉及輕微的行政失當，可以調解方式處理該求助個案。在理方面，調解鼓勵申訴方與被申訴方積極合作解決問題，促進雙贏局面。在情方面，申訴人透過調解可以更好表達他的煩惱、困擾、感受和關注，有助安撫申訴人的情緒和促進雙方和解。

如公署認為個案只涉及輕微或沒有行政失當，公署將首先考慮以調解處理個案。另外，所有公署涵蓋的部門和機構均已應公署的邀請各自任命一名調解協調員，處理公署認為適宜調解的求助個案。

何謂調解

調解是非常有效的排解糾紛方法，促使申訴人與部門和機構攜手尋求雙方滿意的解決方案，可以快捷及平和地解決不涉及或只涉及輕微行政失當的申訴個案。

Mediation

Advancing the use of mediation in handling public complaints is one of the key strategic focuses championed by the Ombudsman. Through mediation, we can promptly address societal demands, improve public administration and redress grievances. By alleviating resentment and fostering social cohesion, mediation helps unite the community in collective efforts to drive economic growth and improve people's livelihood.

When members of the public seek our assistance, their primary objective is to find solutions to their immediate concerns. Mediation serves as the most direct and effective way to resolve general disputes while offering a holistic approach to complaint handling that is legal, practical and empathetic. Section 11B of the Ordinance empowers the Ombudsman to deal with complaints by mediation if, having regard to all the circumstances of the case, he is of the opinion that the matter involves no, or only minor, maladministration. From a practical standpoint, mediation encourages proactive cooperation between the parties involved in complaint to reach a settlement and achieve a win-win outcome. In the empathetic process of mediation, complainants have adequate opportunity to express their frustration, feelings and concerns, which is conducive to giving vent to emotions and promoting mutual understanding.

Mediation is the preferred handling mode for cases involving no or only minor maladministration. At our invitation, all scheduled departments and organisations have each assigned a mediation coordinator to deal with requests for assistance which we consider to be suitable for mediation.

What is Mediation?

Mediation is a powerful and effective tool for bringing complainants and departments and organisations hand-in-hand in the pursuit of mutually satisfactory solutions. It aims at resolving complaints involving no or only minor maladministration in a speedy and amicable manner.

調解的好處
Advantages of Mediation



快捷
Efficient



非對立
Non-adversarial



解決爭議為本
Solution-focused



達致雙贏
Win-win



讓事涉各方保持和諧關係
Nurture a harmonious relationship among all parties concerned



緩解社會上各種矛盾
有利團結社會
Address contradictions in society to foster solidarity

調解程序
Procedures of Mediation



揀選適合以調解方式處理的個案
Identify suitable cases for mediation



先徵求申訴人和所涉部門或機構同意自願參與
Seek prior consent from both the complainant and the department or organisation concerned for voluntary participation



以面談或電話形式進行調解
Conduct mediation meeting in person or through telephone



討論問題並尋求可行的解決方案
Discuss problems and explore possible options for resolution



成功達成雙方均接受的和解協議
Reach a mutually acceptable settlement agreement

或
OR



調解若不成功，公署會另派個案主任重新審研申訴內容和跟進
The Office will assign another case officer to take over the complaint and examine it afresh in case of unsuccessful mediation

推動調解工作

專員在公署大力推動調解工作並採取一系列措施，包括鼓動調查人員接受調解培訓並全資資助人員的培訓費用。現時，公署所有調查人員均已接受基本調解培訓，96%已完成深造課程，四位（7%）取得專業資格，其中兩位更取得國際專業調解導師的資深專業資格。公署亦把調解作為調查人員基本能力要求並在考慮他們晉升或續約時重視其在調解工作的表現。

Promoting Mediation

The Ombudsman has put emphasis on the use of mediation and introduced a series of measures in the Office to this end, including motivating investigation officers to enrol in mediation training and fully sponsoring their training costs. At present, all our investigation officers have completed essential mediation training, with 96% having pursued advanced training and 7% (four officers) attaining professional accreditation, among whom two even have further attained international accreditation as seasoned professional mediation coaches. Moreover, having incorporated mediation in the core skills of investigation officers, the Office would appraise their mediation performance and outcomes as a key criterion for consideration of promotion or contract renewal.

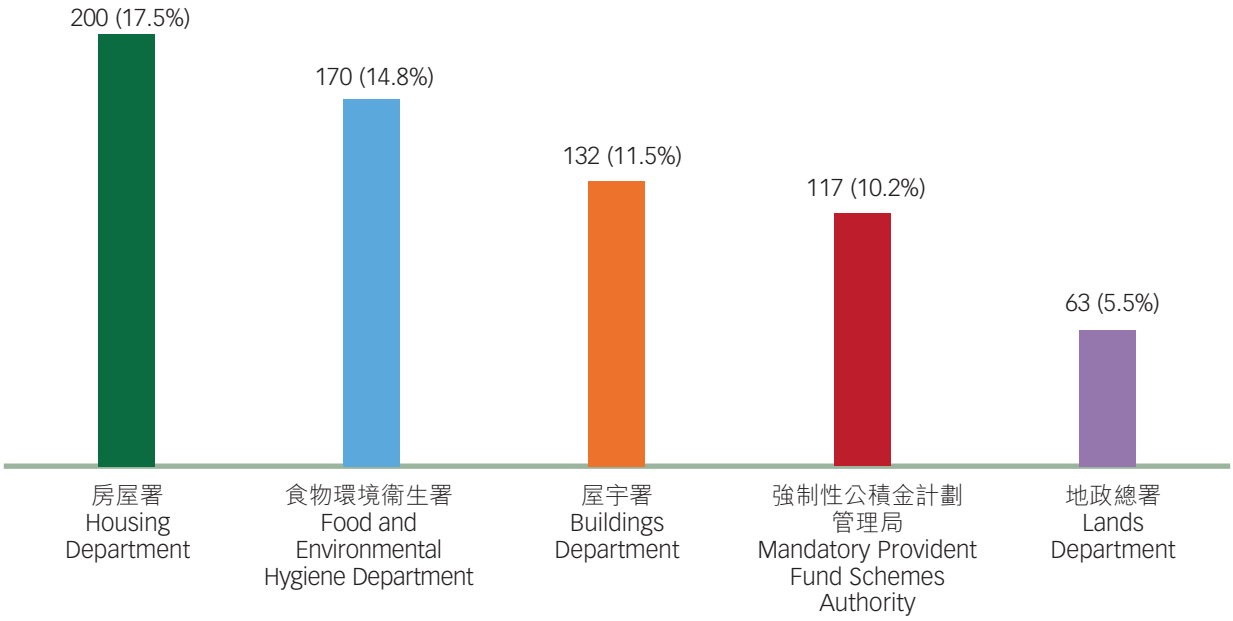
調解工作的成績

在專員的大力推動下和公署人員通力合作，公署本年度的調解工作取得史無前例的成績，成功調解了1,145宗申訴，比2024/25年度的多逾一倍，佔已跟進個案的72%，超越了過往多年的所有記錄。

Our Performance

Under the firm leadership of the Ombudsman and relentless efforts of our officers, we achieved unprecedented results this year, with an all-time high of 1,145 cases resolved by mediation, more than doubling the number of the previous year and accounting for 72% of the cases pursued.

最多成功調解個案的五個部門和機構（2025/26 年度）
Top Five Departments and Organisations with Complaints Resolved by Mediation (2025/26)



調解有助迅速並圓滿地解決申訴人的困擾和申訴。在2025/26年度，以調解方式結案的申訴個案平均僅需時7.94天。

By conducting mediation, the problems and complaints raised by complainants could be resolved amicably within a short period of time. In 2025/26, the average time taken to resolve a complaint by way of mediation was 7.94 days.

經調解後終結的申訴個案撮要選錄
Synopses of Selected Complaints Concluded by Mediation

1

食物環境衞生署 – 檢討骨灰暫存程序　列清須知免致誤會
Food and Environmental Hygiene Department – Reviewing the procedures for temporary storage of cremains: updated service notes to avoid misunderstanding

申訴人將父親的骨灰暫存在食物環境衞生署(「食環署」)轄下某火葬場。取回骨灰時，他發現盛載骨灰布袋上的「鐵線鎖」疑被破壞及遭拆除。食環署解釋，為確保骨灰的安全和完整性，職員會拆開布袋，檢查袋內盛載骨灰的透明膠袋，並拍照記錄。申訴人不滿食環署未有事先解釋有關程序，及未獲得他同意便自行解開骨灰布袋，而載着骨灰的透明膠袋又沒有識別，他擔心有可能與其他先人的骨灰膠袋混淆，認為食環署的處理手法無視家屬感受。公署了解申訴人的個案後，提議雙方進行調解。食環署承認有關的處理手法確實有欠妥善，並就此向申訴人作出書面道歉。食環署亦檢討了相關程序改善措施，在骨灰暫存服務申請表中的服務須知，列明該署會開啟骨灰布袋，並取出盛載骨灰的透明膠袋進行檢查及拍照記錄，並指示職員在接收市民暫存的骨灰前，必須主動向家屬解釋上述程序，希望消除市民的憂慮，避免產生誤會。



The complainant had temporarily stored the cremains of his father at a crematorium managed by the Food and Environmental Hygiene Department ("FEHD"). Upon retrieval, he noticed that the wire lock on the cloth bag containing the cremains was suspected to have been damaged and removed. FEHD explained that as a measure to maintain security and integrity of the cremains, its staff routinely open the cremains bags, inspect the transparent plastic bags containing the cremains, and take photos for record. The complainant was frustrated that FEHD had failed to explain the relevant procedures in advance and had opened the cremains bag without his consent. He was also concerned that his father's cremains could be mistakenly mixed with others, as the transparent plastic bag lacked any identifying marks. In his view, FEHD's approach disregarded the family's emotions. After reviewing the case, the Office proposed facilitating mediation between the two parties. FEHD acknowledged its procedural shortcomings and issued a written apology to the complainant. It also reviewed the relevant procedures and introduced improvement measures. The service notes in the application form now specify that FEHD will open the cremains bags, take out the transparent plastic bags containing the cremains for inspection and take photos for record. FEHD staff have also been instructed to proactively explain the above procedures to families before accepting cremains for temporary storage. These measures are intended to address public concerns and prevent misunderstandings.

2

民政事務總署、郵政署、地政總署及漁農自然護理署 — 促成共識便利郵政安排　跨部門協作解決取信難題

Home Affairs Department, Post Office, Lands Department and Agriculture, Fisheries and Conservation Department – Fostering consensus and inter-departmental collaboration for smoother postal service

申訴人是某偏遠鄉村的村代表，表示村民多年來都要前往約半小時車程距離的居民信箱收取郵件。他希望當區民政事務處（「民政處」）能把居民信箱搬遷至村內。然而，民政處回覆指由於郵政署無法安排郵差每日進入這條偏遠的鄉村派遞郵件，因此未能安排搬遷信箱。透過公署的調解，申訴人理解郵政署面對的實際困難，並代表村民表示同意如居民信箱遷移至村內後，郵差不必每日入村，而是在有一定數量的信件時才入村派件。郵政署經考慮後接受有關派遞安排，並同意把居民信箱搬遷到村內。公署得悉申訴人與郵政署達成共識後，立即通知民政處。民政處表示會展開搬遷信箱的程序，包括諮詢地政總署及漁農自然護理署（「漁護署」）的意見（因為地處郊野公園）。公署主動聯絡地政總署及漁護署，兩部門均表示會應民政處要求按既定程序處理，協力為村民解決多年來的大難題。公署調解成功後，新的居民信箱已落成使用。



（圖片僅供參考）
(For illustrative purpose only)

For many years, the residents of a remote village had been using the nest letter box stand located about half an hour's drive away to receive mail. The village representative ("the complainant") asked the local District Office ("DO") of the Home Affairs Department to relocate the nest letter box stand to within the village. However, the DO rejected his proposal on the grounds that the Post Office ("PO") could not arrange for postmen to deliver mail to the remote village on a daily basis. Following our mediation, the complainant acknowledged the practical difficulties faced by PO. On behalf of the residents, he agreed that after relocation of the nest letter box stand, postmen can arrange mail delivery once the volume of mail items reaches a specified quantity, instead of coming to the village every day. After consideration, PO accepted the above delivery arrangements and the relocation proposal. Our Office immediately informed the DO after learning of the consensus reached between the complainant and PO. The DO agreed to commence the relocation process, including consultation with the Lands Department and the Agriculture, Fisheries and Conservation Department (because the village is located in a country park). We also reached out to the two Departments, both of which agreed to follow through the established procedures in response to the DO's request, thereby resolving the long-standing inconvenience for the residents. Following our successful mediation, the nest letter box stand has been relocated and is now in use.

3

社會福利署 — 從受助者角度出發　靈活變通處理綜援申請
Social Welfare Department – Flexible approach to CSSA application from the recipient's perspective

申訴人為社會福利署(「社署」)綜合社會保障援助計劃(「綜援」)的80多歲年邁受助長者，他為準備支付必須進行的手術費用而辛辛苦苦將綜援資助儲起。當他申請綜援續期時，社署發現他的資產高於申請上限而拒絕他的申請，申訴人在沒有綜援下，無奈地自行支付全部公屋房租和生活費用。其後，社署更要求他一次過退還之前多領的綜援才可為他辦理綜援續期申請。申訴人擔心無法維持生活，故向公署求助。公署感受到申訴人的徬徨無助，便聯絡社署提議進行調解。社署檢視申訴人的個案後，亦十分諒解他的情況，決定靈活處理他的申請。除了迅速重新審批他的綜援續期申請外，亦協助他申請分期扣減之前多領的綜援，並向他補發在斷綜援期間的長者生活津貼及回復申領資格起計的綜援。申訴人非常感激公署透過調解替他圓滿解決問題，亦感謝社署的諒解及作出靈活彈性的安排，令他可重拾安穩的生活。



An elderly recipient in his 80s of the Comprehensive Social Security Assistance ("CSSA") Scheme, administered by the Social Welfare Department ("SWD"), had painstakingly saved his allowance to cover the cost of a necessary surgery. However, when the time came for CSSA renewal, SWD rejected his application on the grounds that his assets exceeded the eligibility limit. As a result, without CSSA, he had to cover public housing rent and living expenses all by himself. Later, SWD further required him to settle the previous overpayment in one lump sum before processing his CSSA renewal. Concerned about sustaining his livelihood, he approached the Office for assistance. Recognising the complainant's helplessness, the Office stepped in and proposed mediation with SWD. After review, SWD understood his situation and decided to handle his case flexibly. It swiftly re-processed his renewal application and assisted him in applying for settlement of overpaid allowance in instalments. Additionally, he received back payments of the Old Age Living Allowance for the period during which he was ineligible for CSSA, along with the CSSA since his eligibility was reinstated. The complainant was deeply grateful to the Office for resolving his anxiety through mediation and sincerely appreciated SWD's understanding and flexible arrangements, which restored his financial stability and peace of mind.

4

民政事務總署 – 聆聽民意　重設休憩座椅便利市民
Home Affairs Department – Responsiveness to public views: benches reinstalled for residents' convenience

社區內的公共休憩設施不僅為市民提供休息空間，更是街坊鄰里相聚交流、建立社交的好地方。申訴人每天都會在某公共休憩處附近晨運，多年來亦習慣與其他晨運人士在休憩處附近的座椅上休息閒談。然而，因設施老化損耗，民政事務總署（「民政總署」）移除該批舊座椅後但未重新安裝新座椅，令申訴人和其他街坊失去原有的休憩設施。申訴人曾向該署反映意見，但職員未有確切回應會否重新安裝座椅。公署在審研個案後擔當橋樑角色，協助雙方展開調解。調解過程中，公署向該署轉達申訴人的意見，包括他希望能繼續使用座椅與其他街坊相聚交談，並認為相關設施切合市民的實際需要，為市民帶來便利。該署在聽取申訴人的意見後，決定安排工程重新安裝座椅。申訴人對公署的調解結果深感滿意，並欣悉民政總署從善如流，聆聽市民的意見和需要。



Community sitting-out areas are not only places for residents to rest, but also accessible venues where neighbours can meet, interact and build social ties. The complainant used to exercise every morning near one such area, and for many years had been accustomed to resting and chatting with fellow morning exercisers on the benches there. However, as the facilities aged and deteriorated, the Home Affairs Department ("HAD") removed the old benches, but made no arrangements for replacements, leaving the complainant and fellow community members without their usual space to rest. Although the complainant raised his concerns with HAD, its staff did not specify whether new benches would be installed. After examining the case, the Office acted as an intermediary to facilitate mediation between the parties. During the mediation, the Office relayed the complainant's views to HAD, including his wish to continue having the benches as a place to meet and chat with fellow community members, and that such facilities meet the community's practical needs and offer convenience. Having considered his views, HAD decided to reinstall benches. The complainant was highly satisfied with the mediation outcome and appreciated HAD's responsiveness to public views and needs.

5

房屋署 – 跟進妻離子散獨居長者的住屋訴求
Housing Department – Addressing the housing needs of a divorced elderly singleton tenant

離婚的公屋長者在成年子女遷出單位後希望調遷至較小單位減省租金支出及善用公屋資源，但房屋署因子女尚未刪除戶籍而拒絕他的調遷申請。經公署調解，房屋署承諾聯絡他的子女及跟進他的住屋訴求。

After his adult children moved out, a divorced elderly singleton tenant applied for a transfer to a smaller public housing flat to reduce rental costs and better utilise public housing resources. However, the Housing Department ("HD") rejected his application on the grounds that his children had not been deleted from the tenancies. Following our mediation, HD undertook to contact his children and follow up on his transfer request.

6

醫院管理局 – 促進醫患溝通　免高齡腎病患者舟車勞頓
Hospital Authority – Facilitating doctor-patient communication to spare an elderly kidney patient the burden of long journeys

80多歲的腎病患者須每天到瑪麗醫院進行血液透析治療（俗稱洗肚）及定期覆診，其後入住屯門的護老院。每天由屯門往返回瑪麗醫院，對病患者而言，除了要舟車勞頓，更是對其體力的挑戰。透過公署調解，醫院管理局具體了解到病人的情況，安排他轉到屯門醫院領取洗肚備用的抗凝素及覆診，無須他經常舟車勞頓返回瑪麗醫院。

A kidney patient in his 80s, who was receiving daily haemodialysis treatment and attending regular follow-up appointments at Queen Mary Hospital, moved into an elderly home in Tuen Mun. The long daily journey back and forth was both exhausting and physically demanding. After our mediation, the Hospital Authority gained a clearer understanding of his situation and arranged for him to pick up backup anticoagulant for haemodialysis treatment and attend follow-up appointments at Tuen Mun Hospital, saving him from the frequent and tiring trips to Queen Mary Hospital.

7

屋宇署 – 了解自閉症學童家庭需要　促進官民理解和配合
Buildings Department – Understanding the needs of families of children with autism and fostering government-public cooperation

屋宇署調查滲水的職員在沒有預約的情況下造訪申訴人單位，令他患有自閉症的兒子受驚及持續情緒不穩。公署介入後，屋宇署進一步向申訴人解釋事情並致歉，同意日後到訪前定會與申訴人預約，又提醒前線人員執行職務時應加強與市民的溝通，促進互相理解和配合。

During investigation of water seepage, staff of the Buildings Department ("BD") visited the complainant's flat without prior appointment, leaving his son with autism startled and emotionally unsettled for a prolonged period. After our intervention, BD gave the complainant a clearer explanation and an apology, and agreed to make appointments before any future visits. The Department also reminded frontline staff to improve communication with the public in carrying out their duties, so as to foster mutual understanding and cooperation.

用者的正面回饋

調解成功後，公署會以問卷調查方式邀請申訴人及參與部門和機構分享對公署調解服務的意見。在本年度，97%交回問卷的申訴人及參與部門和機構表示滿意公署的調解服務，逾97%表示滿意公署調解員的表現。部分評語摘錄如下：

「調解能有效處理投訴個案，達至雙贏。十分支持及推廣以此方法解決糾紛。非常感謝調解員專業的表現。」

「調解員表現專業，處事中立，令整個過程順利和具建設性。」

「公署所提供的協助讓我對公營機構的處事作風和方式有了根本的改觀，希望更多的政府部門都能像公署一樣。謝謝！」

「在此感謝貴署調解員清楚講解調解過程及申訴人的要求，讓個案可以迅速處理。」

Positive Feedback from Users

Upon successful conclusion of mediation, we invited the complainants and participating departments and organisations to share their feedback with us through our questionnaire survey. This year, 97% of the respondent complainants and participating departments and organisations were satisfied with our mediation service and over 97% were satisfied with the performance of our mediators. Some of the comments we received are as follows:

「感謝公署調解員盡心盡力處理個案及促成調解。」

「萬分感謝您們貴署主持公道為邨民快速妥善解決困憂，大家都稱讚貴署，衷心多謝您們。敬祝工作愉快平安健康。」

「公署調解員態度親切友善，而且積極與部門各人員溝通並尋求調解方向的可行方案。得悉各方難處後仍能持平，並正向協助各方在平衡點上發展一個解決方法，成績斐然。深感公署人員的專業及效率上的出類拔萃。」

「是次個案能夠獲得高效處理，妥善運用公共資源，可多應用調解方式處理各類型個案。」

"We agree that complaints can be handled more effectively through mediation services, resolving disputes involving the complainants and the organisations. We welcome your Office to arrange mediation promptly upon receiving service quality related complaints, so as to reach a consensus with a solution agreeable to all parties."

調解獎

公署自2018年起在申訴專員嘉許獎計劃下增設調解獎，以表揚致力參與調解及表現卓越的部門和機構。最近五年的得獎機構如下：

Award on Mediation

To acknowledge the participating departments' and organisations' commitment to and excellence in mediation, we have introduced an Award on Mediation in The Ombudsman's Awards since 2018. The winners in the past five years are as follows:

2025

運輸署 Transport Department

運輸署在年內，以調解方式處理了74宗個案。職員回覆迅速、溝通清晰，調解過程中充分體現「法、理、情」兼備的原則，促成圓滿解決方案，署方在推動調解方面的卓越表現獲公署高度肯定。

The Transport Department resolved 74 cases by mediation in the year. Its staff responded promptly and communicated clearly, exemplifying a balanced approach that is lawful, practical and empathetic throughout the mediation process. Such practices led to satisfactory resolutions and earned the Department high praise from the Office for its exemplary performance in promoting mediation.

2024

房屋署 Housing Department

積極通過調解方式處理申訴，成效顯著。房屋署的員工更會向公署主動建議用調解方式解決引發申訴的根本問題，並且提出不少高質量的調解建議，快速將申訴人的不滿化解，成功促進和諧。

For active use of mediation as a mode of complaint handling to achieve good results. Its staff suggested using mediation to resolve quickly fundamental problems leading to complaints and made practical recommendations to address complainants' discontent, thereby achieving harmony.

2023

政務司司長辦公室 Chief Secretary for Administration's Office

迅速回應申訴人在疫情期間就申請各項政府資助計劃的進度查詢，並提供電話專線方便他們隨時了解最新情況。

For swiftly informing the complainants of the progress of their applications for government subsidies during the pandemic and providing a dedicated hotline for checking the progress of cases at any time.

2022

康樂及文化事務署 Leisure and Cultural Services Department

態度積極，迅速回應申訴人對前線運作和服務的疑問和查詢，並且樂意探討申訴人建議的方案。

For promptly and proactively responding to the complainants' enquiries and queries relating to frontline operations and services and for willingness to explore suggestions raised by the complainants.

2021

屋宇署 Buildings Department

以清晰淺白的用語向申訴人解釋其執法政策、程序，以至實地視察技術的細節，從而消除誤會及爭議，找出解決方法。

For explaining to complainants in clear and plain terms its enforcement policies, procedures and even technicalities in respect of in-situ inspection techniques to eliminate misunderstandings and hence shift from disputes to solutions.

查訊

《條例》訂明，專員如認為適當，可先進行「初步查訊」，以決定應否就申訴展開全面調查。考慮到申訴人的利益，公署以這種較快捷的初步查訊方式處理一般性質的申訴個案，而不一定進行需時較長的全面調查。公署把這種處理方式歸納為「查訊」。

在400宗以查訊方式結案的個案中，公署在44宗（佔11%）中發現事涉機構有不足之處。有關以查訊方式結案的申訴個案的詳細統計數字，載於**附錄5**。

Inquiry

The Ordinance provides that for the purposes of determining whether to undertake a full investigation, the Ombudsman may conduct such "preliminary inquiries" as he considers appropriate. In the interest of complainants, we often use this procedure to resolve complaint cases of a general nature more quickly, without unnecessarily resorting to the more time-consuming action of full investigation. For simplicity, we call this "inquiry".

Among the 400 inquiry cases concluded, inadequacies were found in 44 (11%). Detailed statistics of complaints concluded by inquiry are given in **Appendix 5**.

經查訊後終結的申訴個案撮要選錄
Synopses of Selected Complaints Concluded After Inquiry

1

食物環境衞生署 — 積極回應申訴　採取靈活措施避免垃圾收集車污水滲漏
Food and Environmental Hygiene Department – Proactive response with flexible measures to prevent wastewater leakage from refuse collection vehicles

某屋苑的居民投訴食物環境衞生署（「食環署」），指該署沒有就垃圾收集車在行車時漏出污水造成環境衞生滋擾的投訴作出跟進及回覆。在回應公署的查訊時，食環署解釋，該署已多次實地視察，但未有發現垃圾收集車有污水漏出。雖然如此，該署考慮到事涉屋苑在山坡較陡斜及有急彎的路段，為免垃圾收集車在其他地點收集垃圾時已累積過多污水，於是指示承辦商先往事涉屋苑附近一帶收集垃圾及安排另一輛有較大污水收集缸的垃圾收集車服務事涉屋苑。上述安排實施後，申訴人再沒有發現有污水從垃圾收集車漏出。公署認為，食環署在公署介入後有積極跟進此申訴，並促請該署繼續監察及改善情況。

A housing estate resident lodged a complaint against the Food and Environmental Hygiene Department ("FEHD"), alleging that the Department had failed to follow up on or respond to complaints about environmental hygiene nuisances caused by wastewater leakage from refuse collection vehicles during operation. In its reply to our inquiry, FEHD explained that it had conducted several site inspections but found no evidence of wastewater leakage from those vehicles. Given the estate's location on a steep slope with sharp bends, and that vehicles should minimise the accumulation of wastewater while performing refuse collection at other locations, FEHD instructed the contractor to begin refuse collection in the vicinity of the estate and deploy another vehicle fitted with a larger wastewater tank to serve the estate. Since these measures were introduced, the complainant has not observed further leakage. We consider that FEHD has taken active steps to address this complaint following our intervention, and we urge the Department to continue monitoring and improving the situation.

2

食物環境衞生署 – 加強監管　確保小販認可區安全和有秩序營運
Food and Environmental Hygiene Department – Strengthening supervision to ensure safe and orderly operation of the hawker permitted area

有市民就某小販認可區的持牌小販經常阻塞和佔用行人路及非法擴展營業範圍等違規情況提出申訴，指食物環境衞生署（「食環署」）未有採取有效的執管行動。食環署表示，該署會採取「先警告、後執法」的策略。該署曾向事涉認可區的持牌小販發出數百宗阻街、無牌販賣及攤檔超越批准營業範圍的檢控。公署促請食環署提示職員巡查時留意有否違規情況，確保事涉小販認可區能在安全和有秩序情況下營運。

A member of the public complained about licensed hawkers in a hawker permitted area, raising concerns over frequent obstruction and occupation of pavements as well as unauthorised extension of their business areas, but the Food and Environmental Hygiene Department ("FEHD") had failed to take effective enforcement action. FEHD explained that it adopts a strategy of warning before enforcement, and has brought hundreds of prosecutions against licensed hawkers in the area for street obstruction, unlicensed trading and operating stalls beyond approved boundaries. We have urged FEHD to remind its staff to stay vigilant during patrols, so as to ensure safe and orderly operation of the hawker permitted area.

3

康樂及文化事務署 – 優化程序　改善康體訓練班的抽籤程序
Leisure and Cultural Services Department – Refining the balloting system for recreation and sports training courses

在一宗對康樂及文化事務署（「康文署」）的申訴中，申訴人指該署無理向訓練班的新申請者提供優先抽籤和取錄安排，新申請者並可就同一類型但不同時段的訓練班重複中籤，對其他非新申請者構成不公。公署展開查訊後，康文署解釋新申請者優先機制符合該署推廣「普及體育」的原則，並有助鼓勵新參加者積極投入康體活動。公署促請康文署密切監察康體活動新申請者與非新申請者的中籤比例，若個別活動非新申請者的中籤比率持續偏低，康文署應考慮是否作出調整，以平衡不同申請者的參與機會。

In a complaint against the Leisure and Cultural Services Department ("LCSD"), the complainant alleged that the Department had unreasonably given new applicants priority in balloting and place allocation, and that new applicants could secure places in multiple courses of the same type scheduled at different times, which disadvantaged other applicants. In response to our inquiry, LCSD explained that the priority mechanism for new applicants was in line with its principle of promoting "Sport for All" and helped encourage newcomers to participate actively in recreation and sports programmes. We have advised LCSD to closely monitor the ballot results for both new and existing applicants. If the success rate for existing applicants remains persistently low in certain programmes, LCSD should consider making adjustments to ensure balanced participation opportunities for all applicants.

4

社會福利署 – 從申請者角度出發　改善處理長者生活津貼的申請
Social Welfare Department – Making Old Age Living Allowance renewal easier for an applicant

一名105歲人瑞因行動不便未能處理長者生活津貼續期申請，公署介入後，社會福利署（「社署」）澄清已安排家訪。公署建議社署日後主動與申請人或其家人協商處理續期事宜的家訪時間，並須細心聆聽及了解市民的需要和困難，盡力做到以民為本，便利市民。

A 105-year-old man, hindered by mobility problems, could not renew his Old Age Living Allowance. After our intervention, the Social Welfare Department ("SWD") clarified that a home visit had been arranged. We recommended that in future, SWD proactively reach out to applicants or their families to coordinate schedules for home visits related to renewal matters, and listen carefully to and understand people's needs and difficulties, striving to adopt a people-centred approach that makes the process more convenient.

重新評審個案及覆檢個案

在年度內，公署重新評審了211宗個案，其後就當中46宗個案重新展開查訊。此外，公署覆檢了20宗個案，並維持所有個案原來的決定。

Re-assessment and Review of Cases

During the year, we re-assessed 211 cases, with 46 cases subsequently re-opened. Moreover, we reviewed 20 cases. Conclusions were upheld for all these cases.

2025/26年度履行服務承諾的統計數字

在本年度，公署在處理查詢、申訴、重新評審和覆檢均已全部超標完成。

Achievement of Performance Pledges 2025/26

All our targets in handling enquiries, complaints, re-assessment and review of complaints were exceeded in the year.

申訴 Complaints	服務標準 Service Standard	承諾指標 Target	達標率 Achievement
認收申訴個案 Acknowledge receipt of a complaint	5個工作天內 Within 5 working days	**99%**	**100%**（超標） (exceed target)
超出公署職權範圍，經初步評審後結案的申訴個案 Close a complaint case which is outside our statutory purview after initial assessment	10個工作天內 Within 10 working days	**90%**	**100%**（超標） (exceed target)
	15個工作天內 Within 15 working days	**99%**	**100%**（超標） (exceed target)
完成申訴個案 Conclude a complaint case	3個月內 Within 3 months	**80%**	**98.8%**（超標） (exceed target)
	6個月內 Within 6 months	**99%**	**100%**（超標） (exceed target)

查詢 Enquiries	服務標準 Service Standard	承諾指標 Target	達標率 Achievement
答覆書面查詢 Reply to a written enquiry	5個工作天內 Within 5 working days	**95%**	**100%**（超標） (exceed target)
	10個工作天內 Within 10 working days	**99%**	**100%**（超標） (exceed target)

重新評審和覆檢申訴 Re-assessment and Review of Complaints	服務標準 Service Standard	承諾指標 Target	達標率 Achievement
完成重新評審個案 Complete re-assessment of a complaint case	1個月內 Within 1 month	**95%**	**100%**（超標） (exceed target)
	2個月內 Within 2 months	**99%**	**100%**（超標） (exceed target)
完成覆檢申訴個案 Complete review of a complaint case	3個月內 Within 3 months	**70%**	**100%**（超標） (exceed target)
	6個月內 Within 6 months	**90%**	**100%**（超標） (exceed target)

全面調查
Full Investigation

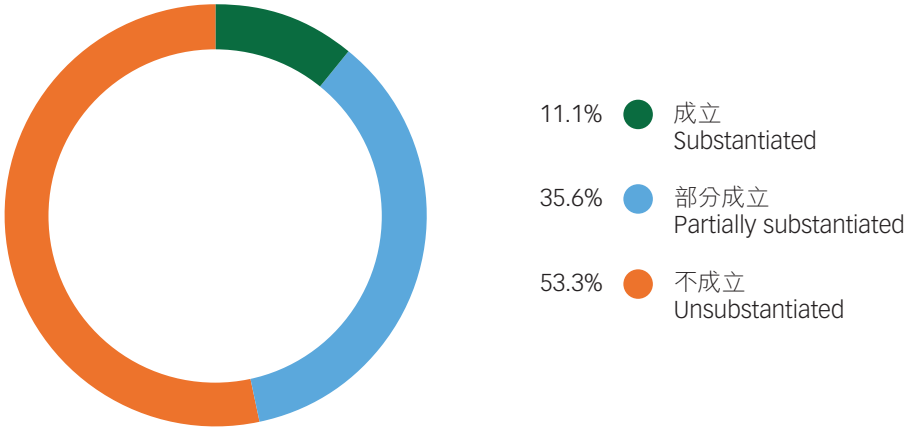
申訴個案如較為複雜、涉及原則性問題、嚴重行政失當、極不公平的情況、行政體制上的流弊或程序上的缺失，或公署認為有必要對個案作更深入的調查，我們會展開全面調查。

For complex cases which appear to involve issues of principle, serious maladministration, gross injustice, systemic flaws or procedural deficiencies, or simply require deeper probing, we will conduct full investigation.

在2025/26年度，公署以全面調查方式終結的申訴個案共有46宗，結果如下：

In 2025/26, we completed 46 full investigations. Results are as follows:

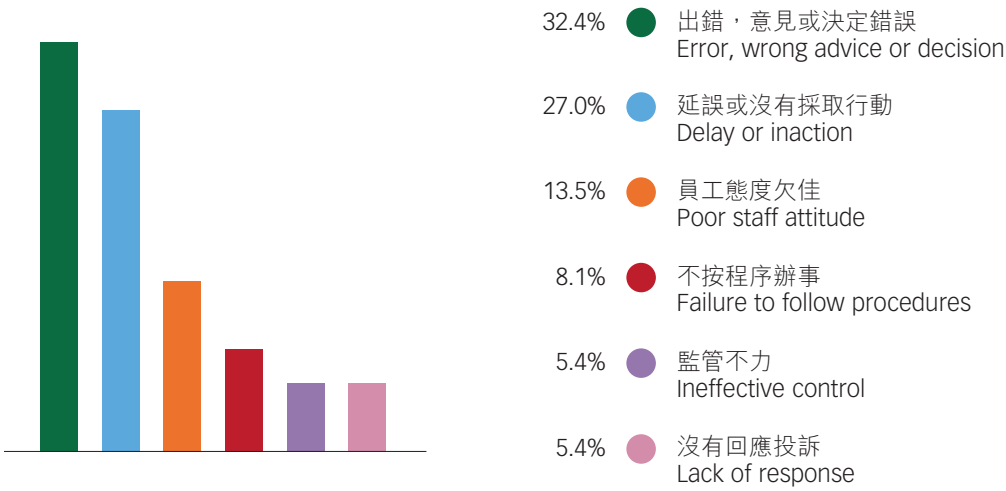
經全面調查終結的申訴個案結果
Results of Complaints Concluded by Full Investigation



上圖顯示，經全面調查終結的申訴個案中，佔46.7%的結論是「成立」或「部分成立」。

As shown above, 46.7% of the complaints concluded by full investigation were substantiated or partially substantiated.

經全面調查後確定的主要行政失當類別
Major Forms of Maladministration Substantiated by Full Investigation



公署透過全面調查深入處理申訴個案，從而建議所涉政府部門或公營機構採取改善措施或補救行動，進一步提升公共行政質素，增加市民的獲得感及幸福感。

Through full investigations, we handle complaint cases in depth and recommend improvement measures or remedial actions to the government departments or public organisations concerned, with a view to further enhancing the quality of public administration and fostering a greater sense of fulfilment and happiness among members of the public.

在本報告年度，公署在全面調查報告中合共提出了293項建議，比上年度的106項大幅度增加176%，所有建議均獲所涉部門或機構接納並同意落實。這些建議能起改善和優化作用，對修正行政體制問題相當重要和有效，亦能提高整體服務質素。

In the year, we made a total of 293 recommendations in full investigation reports, marking a 176% increase over the 106 made in the previous year. All these recommendations were accepted for implementation by the departments or organisations concerned. They contribute to improvement and optimisation, playing an important and effective role in rectifying issues within the administrative framework and improving overall service quality.

經全面調查後終結的申訴個案索引載於**附錄6**。

An index of complaint cases concluded by full investigation is in **Appendix 6**.

經全面調查後終結的申訴個案撮要選錄
Synopses of Selected Complaints Concluded by Full Investigation

行人過路處的維修安排
Repair arrangements of a pedestrian crossing

路政署及運輸署 HyD and TD

不成立 Unsubstantiated

申訴人指某行人過路處路面凹陷不平和有破損，容易絆倒行動不便人士和輪椅使用者，然而，路政署及運輸署一直未有維修或改善。由於公共道路的維修保養事宜不屬運輸署的跟進範圍，該署收到投訴後已轉介路政署跟進。

公署的調查發現，路政署每次接獲轉介後均即日派員到場視察，並按需要進行維修，亦已更換專為行人過路處而設的新型集水溝渠蓋，進一步保障輪椅及嬰兒車使用者的安全。路政署早於2022年已籌備為相關街道進行路面重鋪工程，但當時相關街道正實施因其他工程而設的臨時交通安排，故路政署須待相關臨時交通安排於2026年內結束後始進行路面重鋪工程。

公署認為，該署已按其職權及既定程序指引跟進申訴人的投訴，亦已計劃進行全面的重鋪路面工程，提升路面質素，雖然事涉街道現時的路面狀況或須再維持一段時間，但這並不構成行政失當。公署建議路政署繼續密切監察路面情況作適當修復、與相關部門保持緊密溝通，於適當時候展開路面重鋪的籌劃工作，研究引進維修路面的新物料及技術，減慢損耗速度等。



The complainant alleged that the surface of a pedestrian crossing was uneven and damaged, posing a tripping hazard to people with reduced mobility and wheelchair users. However, the Highways Department ("HyD") and the Transport Department ("TD") failed to carry out repairs or improvements. As the maintenance of public roads is not within the remit of TD, it referred the matter to HyD for follow-up upon receiving the complaint.

Our investigation revealed that upon receiving each referral, HyD deployed staff to inspect the site on the same day and carried out repairs as necessary. It also replaced the manhole covers with a new type specifically designed for pedestrian crossings to further ensure the safety of wheelchair and stroller users. HyD had already planned for resurfacing works on the relevant street as early as 2022. As temporary traffic arrangements were implemented at the time due to other works, HyD could not commence resurfacing works until these temporary arrangements were lifted in 2026.

The Office considers HyD to have handled the complaint in accordance with its powers and existing procedural guidelines, with a plan for comprehensive resurfacing works to improve road surface quality. Although the road surface on the relevant street might remain in the current condition for some time, this did not amount to maladministration. We recommend that HyD continue to closely monitor the condition of the road surface and carry out proper repairs, maintain close communication with relevant departments, commence timely planning for resurfacing works, and explore new materials and technologies for road maintenance to reduce deterioration rate, among others.

滲水投訴調查聯合辦事處就僭建物及滲水投訴個案的處理
Joint Office's handling of unauthorised building works and seepage cases

屋宇署及食環署 BD and FEHD | 部分成立 Partially substantiated

申訴人指稱上層單位在平台僭建引致他的單位滲水。屋宇署就僭建物向事涉單位業主(「事涉業主」)發出清拆令，但僭建物一直沒有被清拆，滲水問題持續。

公署調查發現，事涉數個僭建物不屬於嚴重結構或消防安全問題或正在施工的新建僭建物，由於工程性質較為複雜而事涉業主當時的回應正面，屋宇署決定給事涉業主更多時間完成餘下部分僭建物的清拆工程。但屋宇署未能主動聯絡事涉業主了解清拆進度，公署認為情況欠理想。此外，由食物環境衞生署(「食環署」)及屋宇署組成的滲水投訴調查聯合辦事處(「滲水辦」)則承認，因負責職員放病假及兼任該案的職員工作繁重，以致處理申訴人的滲水投訴有延誤。

公署在調查報告中提出共九項改善建議，主要包括：屋宇署須更積極跟進已發出的命令及適時採取執法行動，以及主動在合適的時間內聯絡業主了解清拆進度，避免個案長時間沒有進展；滲水辦提醒職員須嚴格遵循工作指引及加強進度監察，以及檢討人力資源和工作安排，作出靈活調配，避免影響滲水個案的調查進度。



The complainant alleged that unauthorised building works ("UBWs") on the flat roof of the upper flat had caused water seepage in his flat. Although the Buildings Department ("BD") issued a removal order to the owner of the flat concerned ("the Owner"), the UBWs were not removed and the seepage problem persisted.

Our investigation revealed that the UBWs involved were neither serious structural or fire safety hazards nor newly constructed works in progress. Considering the complexity of the works and the Owner's positive response at the time, BD decided to allow the Owner additional time to complete the removal of the remaining UBWs. However, BD failed to proactively contact the Owner to ascertain the demolition progress, which we consider unsatisfactory. Meanwhile, the Joint Office for Investigation of Water Seepage Complaints ("JO") established jointly by the Food and Environmental Hygiene Department ("FEHD") and BD admitted that delay in handling the complainant's case was due to the responsible officer being on sick leave and the heavy workload of the acting officer.

The Ombudsman made nine recommendations for improvement in the investigation report, including: BD taking a more proactive approach in following up on issued orders and initiating enforcement action in a timely manner as well as contacting owners within a reasonable time to check on demolition progress to avoid prolonged stagnation of cases; and JO reminding staff to strictly follow work guidelines, strengthening progress monitoring, and reviewing manpower resources and work arrangements to allow flexible deployment, thereby preventing delays in the investigation of water seepage cases.

政府就單車租賃店舖違泊問題的規管機制
Mechanism regulating illegal bicycle parking caused by bicycle rental shops

民政總署、食環署、地政總署及運輸署 HAD, FEHD, LandsD and TD

不成立 Unsubstantiated

申訴人指單車租賃店舖的違泊情況在他提出投訴後並無改善。

公署調查發現，相關地區的處理違例停泊單車工作小組（「工作小組」）內各部門包括民政事務總署（「民政總署」）、地政總署、食物環境衞生署（「食環署」）及運輸署已按照行動指引採取跨部門聯合行動，清理在政府土地上違泊的單車。然而，單車違泊問題只是在相關部門執法期間得到短暫改善，不久違泊問題便故態復萌。公署欣悉工作小組對公署的全面調查持正面態度。

公署建議工作小組繼續緊密監察單車違泊情況及執行大規模聯合行動，以及加強與當區商戶的溝通及諮詢，更進一步全面實踐和落實跨部門協作的精神，以認真和真正解決單車違泊問題為共同目標。



The complainant alleged that the problem of illegal bicycle parking caused by the rental shops had persisted after his complaint.

Our investigation found that the local "Working Group on Tackling Illegal Bicycle Parking" ("Working Group"), which includes the Home Affairs Department ("HAD"), the Lands Department ("LandsD"), the Food and Environmental Hygiene Department ("FEHD") and the Transport Department ("TD"), had conducted inter-departmental joint operations as necessary to remove bicycles illegally parked on government land in accordance with established procedures. However, the improvement was short-lived during the enforcement period by the relevant departments, with the problem of illegal parking soon recurring. We are pleased to note that the Working Group has responded positively to the full investigation.

We recommended that the Working Group continue to closely monitor illegal bicycle parking and conduct large-scale joint operations, enhance communication and consultation with shop operators for strengthening and implementing the spirit of inter-departmental collaboration with the shared goal of addressing the issue seriously and thoroughly.

借用輔助器材服務的退還按金安排
Deposit refund arrangements for assistive device loan service

醫管局 HA | 成立 Substantiated

申訴人在退還早前借用的輪椅後，帶同「退回按金通知書」到醫院繳費處辦理退還按金手續，但職員堅持他必須出示按金收據才可獲退還按金。

公署的調查發現，醫院早已在申訴人繳付按金時於電腦系統記錄其姓名及相關按金金額。申訴人出示「退回按金通知書」及其身份證明文件，足以證明他已退還輪椅及其身份，繳費處職員核對電腦系統記錄後，實不需要申訴人出示按金收據以確定個案資料及狀況。因此，公署認為，事涉醫院堅持要求申訴人歸還輔助器材後提供按金收據才會獲退還按金的做法過份嚴苛，欠缺彈性，也非切合實際所需。

公署建議醫院管理局（「醫管局」）盡快完成公立醫院輔助器材借用服務的安排和流程的優化工作，貫切實行容許借用人申請退回按金時無須再提供按金收據。



After returning the wheelchair he previously borrowed, the complainant went to the Shroff Office of the hospital with the Deposit Refund Notice to request a refund, but the staff insisted that he could not obtain a refund without presenting the deposit receipt.

Our investigation revealed that the hospital already recorded the complainant's name and deposit amount in the computer system at the time of payment. The Deposit Refund Notice and identity document presented by the complainant were sufficient to confirm the return of the wheelchair and his identity. After confirming the hospital's records in the computer system, it was actually unnecessary for shroff staff to require the complainant to present the deposit receipt for verifying such information and status. Hence, in our view, the hospital concerned insisting that the complainant present the deposit receipt for refund collection after returning the assistive device was overly rigid, inflexible and redundant in practice.

Our Office recommended that the Hospital Authority ("HA") expedite the enhancement of arrangements and workflow for assistive device loan service at public hospitals and remove the requirement for borrowers to present the deposit receipt when applying for a refund.

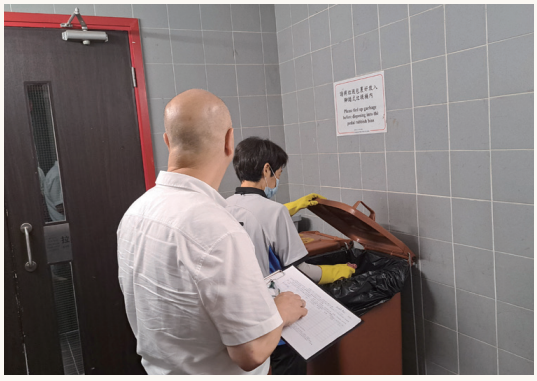
處理及回覆市民投訴的程序和機制
Procedures and mechanism for handling and responding to public complaints

物監局 PMSA | 部分成立 Partially substantiated

申訴人指物業管理業監管局(「物監局」)在接獲她的投訴後沒有對某物業管理公司採取行動，亦沒有實質回覆她調查進展和結果。

公署調查發現，該局因案情複雜而需時調查，屬可以理解。然而，物監局在致申訴人的認收函件和簡覆中，只重複地告知申訴人正按程序跟進她的投訴，並無實質交代個案進展。公署欣悉物監局對公署的全面調查持正面態度，並就投訴處理主動提出措施改善回覆市民的程序和機制。

公署亦建議該局考慮按個案的不同複雜程度修訂和制訂調查及回覆投訴人的服務承諾，以及盡量以調解方式處理簡單投訴，探討可行方案快速及平和地解決投訴。



The complainant alleged that the Property Management Services Authority ("PMSA") had failed to take action against a property management company in response to her complaint, or provide any substantive replies on the investigation progress or results.

Our investigation found that it took time for PMSA to investigate given the complexity of the case, which was understandable. However, in its acknowledgement letter and interim replies to the complainant, PMSA merely reiterated that it was following up on her complaint in accordance with procedures, without providing any substantive update. We are pleased to note that PMSA has responded positively to the full investigation and has proactively proposed measures to improve its procedures and mechanism for responding to public complaints.

We also recommended that PMSA consider revising and formulating performance pledges for investigating and responding to complaints based on the complexity of cases, and explore the use of mediation to handle simple complaints wherever possible as a feasible solution for resolving complaints swiftly and amicably.

更改西區海底隧道收費點位置欠透明度
Lack of transparency in relocating the toll point at Western Harbour Crossing

運輸署 TD

部分成立 Partially substantiated

申訴人不滿運輸署未有預先通知便更改西隧南行往港島收費點的位置，而隧道費顯示屏亦沒有顯示實時隧道費，申訴人曾致電「易通行」客戶服務熱線查詢，但職員未能告知確實收費點的位置，申訴人認為資訊有欠透明。

公署的調查發現，運輸署曾於道路工程進行期間以備用收費點代替主收費點，由於熱線職員不熟悉收費點位置，故未能妥善回應查詢。公署認為，運輸署因實際運作需要轉換收費點，無可厚非，但在轉換收費點時只以關閉顯示屏的方式表達相關收費點不在運作中，亦無預早為熱線職員提供重要資訊以妥善回應查詢，做法未如理想。在公署展開調查後，運輸署從善如流，並着手優化轉換收費點時的資訊發放安排，提升透明度，以及責成隧道費服務商管理層加強熱線職員的培訓，以確保他們妥善回應公眾查詢。

公署對運輸署提出九項改善建議，主要包括密切跟進優化資訊發放安排的系統改善工程及適時檢討措施的成效和運作，以及加強監察「易通行」客戶服務熱線的表現。



The complainant was dissatisfied with the Transport Department ("TD")'s failure to give prior notice when relocating the toll point on the southbound lane of the Western Harbour Crossing towards Hong Kong Island and the Toll Information Display did not show the real-time tolls. The complainant had made enquiries with the HKeToll customer service hotline, but the staff was unable to provide the precise location of the toll point. The complainant criticised TD for lack of transparency.

The Office's investigation found that TD had replaced the primary toll point with the backup toll point during roadworks, and as the hotline staff were unfamiliar with the locations of the toll points, they were unable to properly respond to enquiries. It is understandable that relocation of toll point is required for operational needs. However, we considered it unsatisfactory that TD merely turned off the Toll Information Display to indicate that a toll point was inactive, and that it had not properly prepared the hotline staff beforehand. Following the launch of our investigation, TD has responded positively and started to improve information dissemination regarding the relocation of toll point to enhance transparency, and instructed the management of the relevant toll service provider to strengthen staff training and ensure proper response to public enquiries.

The Office made nine recommendations for improvements to TD, which mainly included: closely follow up on the system enhancement works for improving information dissemination, conduct timely reviews of the effectiveness and operation of the improvement measures, and step up monitoring of the performance of the HKeToll customer service hotline.

推動跨部門及機構協作　改善公共行政
Inter-departmental Collaboration and Improving Public Administration

申訴專員的其中一個策略性方向，是全力推動跨部門及跨機構的協調和合作。跨部門、跨機構的良好協作，是高效、以民為本和良政善治的公共行政不可或缺的一環。如果不同政府部門或公營機構之間欠缺協調，便會容易出現各自為政、問題遲遲未獲解決的情況，直接影響市民的福祉和對政府的觀感。此外，公署亦積極透過提出建議及觀點，切實改善公共行政。

One of the Ombudsman's strategic focuses is fostering inter-departmental coordination and cooperation. Effective collaboration among government departments and public organisations is crucial to achieving efficient, people-oriented public administration and good governance. A lack of coordination can lead to fragmented efforts, letting problems linger and adversely affecting both the well-being of society and public perception of the Government. Besides, the Office proactively makes recommendations and observations to bring about tangible improvements to public administration.

促進跨部門及機構協作

在本年度，公署處理了396宗涉及跨部門及機構協作的全面調查和申訴個案及完成了五宗涉及跨部門及機構協作的主動調查行動。

公署在處理相關個案時，會要求所有事涉部門及機構以積極態度跟進，並與其他單位全力協作，切實解決市民的困難。如果有系統性權責不清的情況，公署在完成調解、查訊或調查後，會指出問題癥結，要求及督促部門及機構認真理順權責，從根源處理問題。

以一宗涉及非法佔用政府土地的個案為例，事涉土地上興建大量非法設施和構築物，包括康體設施、宗教物品、臨時廁所及雜物等，屬「老大難」的地區問題。公署介入後，地政總署及民政事務總署（「民政總署」）聯同其他相關部門，在事涉土地進行多次巡查及執法行動，清理竹棚及臨時廁所等構築物、非法耕種設置及雜物。當區民政處亦擬訂全面執管的行動計劃大綱，與各相關部門共同制訂及落實進一步行動計劃。公署促請地政總署及民政總署繼續密切跟進事涉土地的情況，及繼續與其他相關部門進行跨部門協作，堅定及果斷地採取適當執法行動。若有足夠證據，應考慮檢控違法人士，以儆效尤。

Fostering Inter-departmental Collaboration

This year, we processed by full investigation and other modes 396 complaint cases involving inter-departmental collaboration, and completed five direct investigation ("DI") operations involving inter-departmental collaboration.

When handling relevant cases, we require all departments and organisations concerned to take proactive action and work in full collaboration to effectively resolve the difficulties faced by the public. If the division of responsibilities is unclear due to systemic issues, we will explicitly highlight the crux of the matter upon completing mediation, inquiry or investigation, urging the departments and organisations to seriously rationalise responsibilities and get to the root of the problem.

A case in point concerns unlawful occupation of government land, where numerous illegal facilities and structures had been erected on the land, including recreational and sports facilities, religious artefacts, temporary toilets and other items. It was a typical district problem which was long-standing and thorny. Following our intervention, the Lands Department ("LandsD") and the Home Affairs Department ("HAD"), in conjunction with other relevant departments, carried out multiple inspections and enforcement operations on the land, removing such structures as bamboo sheds and temporary toilets, illegal farming sites and miscellaneous items. The local District Office of HAD also drew up a comprehensive enforcement plan and worked with relevant departments to devise and implement further operations. We urged LandsD and HAD to closely monitor the situation on the land and continue with inter-departmental collaboration, taking proper enforcement action in a firm and decisive manner. If sufficient evidence was available, prosecution should be considered to serve as a deterrent.

在另一個案中，申訴人不滿有人將垃圾、破爛獨木舟、舊電器等棄置於離島某村落附近的沙灘，而附近河道亦出現垃圾漂浮及淤塞，影響環境衞生。公署了解個案後，得悉問題同時涉及食物環境衞生署（「食環署」）、地政總署及民政總署三個部門的職權範圍。調解過程中，公署促成食環署派員到沙灘清理垃圾及與地政總署採取聯合行動，移除了非法佔用政府土地的獨木舟及舊電器等物件。至於河道淤塞，食環署亦將個案轉介民政總署跟進清理河道工作，令情況得以改善。

Another complaint concerns the poor environmental hygiene of a beach near a village on an outlying island, which was strewn with litter, dilapidated canoes, old electrical appliances and other dumped items, while nearby waterways were clogged with floating rubbish. We found that the problem fell within the ambit of three departments, namely the Food and Environmental Hygiene Department ("FEHD"), LandsD and HAD. During the mediation process, we urged FEHD to deploy staff to clean up the beach, and conduct a joint operation with LandsD to remove such items as canoes and old electrical appliances that were unlawfully occupying government land. To mitigate the blockage of waterways, FEHD referred the case to HAD for arranging clearance work.

公署觀察到，當個案涉及多個部門及機構的不同職能和服務範疇時，往往必須各部門及機構積極協調和主動配合，才能切實解決市民面對的困難。以下一宗涉及輪椅長者的個案，正好反映跨部門及跨機構協作如何切實協助有需要的市民，解決市民的困境。

We have noticed that when a case falls within the functions and service scopes of various departments and organisations, proactive coordination and cooperation among them are often required to effectively address the barriers faced by members of the public. A case involving an elderly wheelchair user illustrates precisely how inter-departmental collaboration can effectively help those in need surmount their difficulties.

年長的獨居申訴人擬向社會福利署（「社署」）申請資助購買電動輪椅，因此要求醫院管理局（「醫管局」）醫生為其評估及簽發證明以支持申請，但醫生基於申訴人居住於香港房屋協會（「房協」）的公屋單位環境不適合使用電動輪椅而未有簽發相關證明。即使房協同意讓他調遷，新單位仍需進行若干改動工程以配合使用電動輪椅；申訴人亦憂慮未能負擔搬遷費及新單位裝修費。儘管各部門均有分別按其職權處理申訴人的申請或要求，但申訴人的困境仍未獲解決，於是求助公署。

In this case, the elderly complainant who lived alone requested medical assessment and certification by a doctor of the Hospital Authority ("HA") to support his application to the Social Welfare Department ("SWD") for financial assistance to purchase an electric wheelchair. However, the doctor did not issue the certificate on the grounds that his public rental housing flat provided by the Hong Kong Housing Society ("HKHS") was unsuitable for the use of an electric wheelchair. Although HKHS agreed to arrange a transfer for him, the new flat would need alterations to accommodate the use of an electric wheelchair; he was also worried about the costs of relocation and renovation. Despite the handling of his application or request by each department or organisation within its own purview, the complainant's difficulties remained unresolved, so he approached us for assistance.

透過調解，公署主動聯絡醫管局、社署及房協，商討如何向申訴人提供適切協助，並鼓勵各方保持溝通，有效和迅速地處理申訴人的需要。最終，經公署介入，醫管局簽發證明支持申訴人購置電動輪椅及申請家居改動，社署向申訴人發放資助；房協則批准申訴人的家居改動申請。房協與社署亦積極溝通，協助申訴人搬遷及裝修新居，包括安排義工協助搬遷及向他解釋搬遷津貼金額及安排。申訴人對公署的調解安排令問題得到圓滿解決，表示感激和讚許。

Through mediation, we liaised with HA, SWD and HKHS to explore how to offer proper assistance, encouraging communication among all parties to effectively and speedily address the complainant's needs. Eventually, following our intervention, HA issued a medical certificate in support of his application to purchase an electric wheelchair and carry out flat alterations, SWD disbursed the subsidies, and HKHS granted his request for flat alterations. HKHS and SWD also kept in close communication to assist him with moving and refurbishing his new home, including arranging for volunteers to help with the move and explain the relocation allowance and arrangements. The complainant expressed gratitude and appreciation for our mediation arrangements, which led to a satisfactory resolution of the matter.

公署在檢視涉及跨部門的個案時亦觀察到，當個案須由多於一個部門共同處理時，若缺乏主動溝通及統籌，即使問題並不複雜，亦可能遲遲未能解決。以下一宗有關雜草叢生而長期引致蚊患的個案，正好顯示這種情況。申訴人住所附近有一幅政府土地，由地政總署的外判承辦商定期進行剪草，但部分位置經常雜草叢生，導致蚊蟲滋生。申訴人過去數年多次經1823向地政總署投訴，不過情況依舊。公署介入後，迅速聯同地政總署及食環署進行實地視察。地政總署才從外判承辦商得悉由於部分位置受蜂患影響，工人有時未能徹底修剪整幅土地的雜草，才導致蚊患問題。在公署調解期間，地政總署尋求食環署協助處理蜂患，令剪草工作得以順利進行，解決困擾申訴人多時的蚊患問題。

We have also observed from inter-departmental cases that where joint action of multiple departments is required, a lack of proactive communication and coordination can result in delays to resolve the issue even though it is not complex. A complaint about long-standing mosquito problem caused by inadequate weeding provides a case in point. The complainant lived near a plot of government land, where regular weeding was carried out by LandsD's contractor. However, some areas were often overgrown with weeds and became a breeding ground for pests. The complainant had lodged multiple complaints with LandsD via the 1823 hotline over the past few years, but to no avail. Following our intervention, a site inspection was promptly conducted in conjunction with LandsD and FEHD. Not until then did LandsD learn from the contractor that sometimes workers could not thoroughly weed the entire plot due to bee infestation in certain areas, which led to the mosquito problem. During the mediation process, LandsD sought assistance from FEHD to handle the bee infestation, enabling weeding to be completed smoothly and resolving the mosquito problem that had affected the complainant for so long.

公署在進行主動調查行動時，亦會格外留意不同部門或機構之間可否透過協作及資訊共享，提升公共服務的水平或執管效能。例如在當局就打擊殘虐動物的工作的主動調查行動中，公署建議漁農自然護理署（「漁護署」）加強與警方溝通，主動邀請警務處與漁護署分享具參考價值的資訊，以提升漁護署職員調查殘酷對待動物舉報的能力，並研究設立舉報資訊交流平台或機制。公署亦建議漁護署應考慮加強與相關執法部門（包括海關）的協作，並因應特別情況透過聯合行動加強宣傳並留意非法進口捕獸器情況。漁護署亦應與相關部門探討，從其他層面例如入口、售賣及製造方面，加強情報收集和作出正面鼓勵，例如表揚制度，從而提升對捕獸器的規管。公署希望透過主動調查行動的建議，促進各相關部門的協作，切實共同加強打擊殘虐動物的工作。

When conducting DI operations, we also pay specific attention to whether collaboration and information sharing among departments or organisations can raise the standards of public service or enforcement effectiveness. For example, in a DI operation into the Government's work in combating cruelty to animals, we recommended that the Agriculture, Fisheries and Conservation Department ("AFCD") strengthen communication with the Hong Kong Police Force and proactively invite the latter to share useful information, thereby enhancing AFCD staff's capability to investigate reports of animal cruelty. We also suggested establishing an information-sharing platform or mechanism for animal cruelty reports, and advised AFCD to pursue closer collaboration with relevant law enforcement agencies, including the Customs and Excise Department. AFCD should also conduct joint operations to step up publicity in response to special circumstances, and keep a watch on illegal imports of animal traps. In addition, AFCD should explore with relevant departments how to tighten the regulation of animal traps by enhancing intelligence gathering and introducing incentives, for example a commendation scheme, in other areas such as import, sale and manufacture. Our recommendations made in the DI operation are intended to foster inter-departmental collaboration and ensure stronger collective efforts against animal cruelty.

另外，在有關提升郊區設施管理的主動調查行動中，公署的調查顯示，若能在資訊發放方面加強跨部門協調，應有助提升市民的體驗和安全。因此，公署向漁護署建議可考慮與數字政策辦公室合作，善用「智方便」流動應用程式的消息及通知功能，向已訂閱相關類別通知的市民發布涉及行山徑及郊野公園設施封閉、重開或使用安排的重要資訊。因應部分熱門郊遊及地質公園地點於郊遊旺季出現人流及交通壓力顯著上升的情況，公署亦建議漁護署研究與運輸署及其他部門加強協調，定期分享主要熱門郊遊地點的人流及公共交通相關數據，並在有需要時預先制定高峰期人流管理方案，以提升整體管理效率和服務質素。

Separately, in a DI operation about the management of countryside facilities, our findings revealed that enhancing inter-departmental coordination in information dissemination would improve the experience and safety of the public. Consequently, we recommended that AFCD consider collaborating with the Digital Policy Office to make effective use of the messaging and notification features of the "iAM Smart" mobile application, enabling members of the public who have subscribed to notifications in the relevant categories to receive important information on the arrangements for closing, reopening or using hiking trails and country park facilities. With growing number of visitors and traffic pressure at popular picnic and geopark sites during peak seasons, we also recommended that AFCD explore stepping up coordination with the Transport Department ("TD") and other departments to regularly share data on visitor flow and public transport at popular spots. Where necessary, they should also formulate crowd control plans for peak periods in advance to improve overall management efficiency and service quality.

推動跨部門及機構協作 改善公共行政
Inter-departmental Collaboration and Improving Public Administration

公署分析了過往處理的跨部門協作的個案，發現成效主要可以歸納為四方面：

(1) 協助部門釐清權責

(2) 協助部門理解問題的癥結所在

(3) 促成部門就事件直接溝通，採取聯合行動

(4) 促成部門互相分享資訊、經驗

這些成效顯示跨部門協作不僅能解決市民的即時困難，亦能提升公共行政的整體效率。

公署未來將繼續協助部門就涉及跨部門的申訴，確立權責分工和促成部門加強交流和合作，為市民辦實事，惠澤民生。

另一方面，為鼓勵部門及機構共同協作，優化行政安排，公署除透過處理申訴個案外，亦會持續舉辦講座及工作交流活動，大力推動不同部門及機構在日常工作中，在各個層面深化協作，包括設立溝通協調平台、優化個案轉介程序、建立資訊交換機制、互相分享專業技術、科技應用和經驗、開展跨部門聯合行動等，促使各部門及機構攜手為市民提供更優良更到位的服務，增強市民的幸福感和獲得感。

同時，公署亦在網站和社交媒體公布跨部門協作的實例，令大眾了解到公署如何透過推動部門加強跨部門協作，積極解決市民所急。

After analysing the inter-departmental collaboration cases previously handled, we have found that our intervention had positive impact in the following four areas:

(1) clarify demarcation of responsibilities among departments

(2) help departments understand the crux of the matter

(3) enable direct communication among departments regarding the subject matter for launching joint operations

(4) facilitate information and experience sharing among departments

These results demonstrate that inter-departmental collaboration not only addresses the public's difficulties at hand, but also brings about improvement in the overall efficiency of public administration.

We will continue to assist departments and organisations in handling inter-departmental complaints to establish clear demarcation of responsibilities and foster effective communication and cooperation among them, with a view to delivering tangible results and enhancing the well-being of society.

Apart from handling of related complaints to foster inter-departmental collaboration and improve public administration, we will continue to organise seminars and exchange activities to intensify collaboration among departments and organisations in various aspects of their routine work. Such collaboration includes: creating a communication platform; enhancing procedures for case referrals; establishing a mechanism for information exchange; sharing professional technique, technology application and experience; and launching joint operations. We urge all departments and organisations to join forces to provide better, more targeted public services that strengthen the community's sense of happiness and fulfilment.

Moreover, case examples on inter-departmental collaboration are published on our website and social media to demonstrate how we encourage coordinated efforts among departments and organisations to address public concerns.

建議及觀點

為改善公共行政，在完成全面調查或主動調查行動後，公署一般會向部門或機構提出改善建議。此外，公署如在經評審或查訊終結的申訴個案，以及經初步查訊終結的主動調查行動中，發現部門或機構在行政安排或服務流程方面有可予改善之處，亦會向部門或機構提出公署的觀點，就其不足之處或可改善之處提出意見或建議。另一方面，公署亦會向部門或機構作出正面的評價，肯定其在促進良好行政方面所作的努力。

公署提出的改善建議和觀點，涵蓋制定清晰指引、優化跨部門協調安排、改善處理市民查詢或投訴及客戶服務的措施，以及加強員工培訓等多個範疇。這些建議和觀點既能促使部門或機構糾正不足、完善制度和優化流程，亦有助提升公共服務的效率、質素和一致性。透過提出務實而具建設性的建議與觀點，公署致力推動部門和機構持續優化行政安排，為市民提供更優質、更到位的公共服務。

舉例而言，公署在處理調解個案時，得悉新界某村落的垃圾收集區突然停止服務，導致大量垃圾堆積，影響環境衞生，而問題源於食環署負責收集垃圾的新、舊承辦商的合約期並非緊接。雖然經公署調解後事件已獲解決，但公署仍促請食環署日後務須妥善安排服務承辦商的交接，制定方案避免公共服務受影響。

同樣地，在一宗有關冷氣機滴水的申訴個案中，雖然查訊結果顯示食環署跟進個案後滴水問題已獲解決，但公署仍提醒食環署在處理冷氣機滴水投訴時，對於在夏季結束前仍未能找出滴水源頭的個案，於翌年夏季來臨時應主動再次跟進，以更有效回應季節性重現的問題。

Recommendations and Observations

To improve public administration, we will generally make recommendations to departments or organisations upon completion of full investigation or DI operations. Besides, where we identify any areas for improvement in their administrative procedures or workflow upon closing a case after assessment or by inquiry, or completing a DI operation after preliminary inquiry, we also put forward our observations to the departments or organisations concerned, presenting our views or suggestions regarding any deficiencies or areas for improvement. On the other hand, we also give positive comments to acknowledge the measures taken by them for better administration.

The improvement recommendations and observations we made cover such major categories as guidelines for clarity, incentives to foster inter-departmental coordination, measures for better public enquiry, complaint handling and client services, and enhanced training for staff. Not only do we encourage departments and organisations to rectify deficiencies and optimise systems and procedures, our recommendations and observations are also conducive to improving the efficiency, quality and consistency of public services. By putting forward pragmatic and constructive recommendations and observations, we facilitate the continuous improvement of administrative procedures, thereby delivering quality and more responsive public services.

For instance, when handling a mediation case, it came to our attention that refuse collection service had suddenly ceased for a village in the New Territories, resulting in accumulation of refuse and poor environmental hygiene. We found the problem stemming from a gap between the contract periods of the old and new contractors engaged by FEHD for refuse collection. Although the matter was resolved by means of mediation, we urged FEHD to ensure proper handover between service contractors in future and draw up measures to prevent disruption of public service.

Similarly, in a complaint about air-conditioner dripping, although our inquiry revealed that FEHD had already resolved the problem, we reminded FEHD that for cases where the source of air-conditioner dripping was still not identified by the end of summer, it should take proactive action again the following summer to address recurring seasonal problems more effectively.

此外，在一宗有關「港車北上」續期申請的個案中，查訊結果顯示運輸署早已向申訴人發出續期邀請電郵，只是申訴人逾期未有回覆，其錯失續期的機會，非因運輸署行政失當所致。公署在結案時亦表示欣悉運輸署從善如流，除電郵外新增以流動短訊發出續期通知，以便利市民。

Furthermore, in a case concerning a renewal application under the "Northbound Travel for Hong Kong Vehicles" scheme, our inquiry revealed that TD had already reminded the complainant by email to renew his licence, but he missed the submission deadline. His failure to renew the licence was not due to maladministration on the part of TD. Upon closing the case, we commended TD for taking the complainant's suggestion on board in providing more convenience for the public by sending notifications via both email and short message service.

在對強制性公積金計劃管理局(「積金局」)的申訴個案中，有申訴人因不滿一筆自願性公積金供款一直未能在其「積金易」平台戶口內顯示，即使數度致電「積金易」熱線查詢進度，仍未獲處理。公署申訴評審隊進行評審期間，申訴人表示問題已獲解決。儘管如此，公署仍囑咐積金局必須加快處理每宗強積金供款的申請，以及改善「積金易」熱線服務。

In a complaint against the Mandatory Provident Fund Schemes Authority ("MPFA"), the complainant alleged that an amount of voluntary contribution had not been displayed in his eMPF account. He called the eMPF hotline many times to enquire about the progress, but to no avail. When the case was assessed by our Complaints Assessment Team, the complainant informed us that the matter had been resolved. Nevertheless, we advised MPFA to expedite the processing of all applications related to MPF contributions and to improve the eMPF hotline service.

整體而言，公署在年度內提出的觀點及建議的數目如下：

Overall, the figures of our observations and recommendations made this year are set out below:

提出的觀點總計
Total number of observations made: **912**

提出的建議總計
Total number of recommendations made: **573**

已獲接納予以落實的建議
Recommendations accepted for implementation: **100%**

在完成調查及提出建議後，公署會要求所涉部門或機構定期提交報告，以監察公署的建議的落實進度，直至建議全部落實為止。

After concluding our investigation and making recommendations, we will monitor the progress of implementation by requesting periodical updates from the departments or organisations concerned until our recommendations are fully implemented.

在年度內公署提出的建議均全部獲所涉部門或機構接納及積極跟進，部分更已成功落實。公署會繼續跟進其他建議的落實情況。如發現有部門或機構未有盡力落實建議，專員可根據《條例》，向行政長官呈交報告。此外，專員如認為曾有嚴重的不當或不公平事件發生，可向行政長官提交另一份報告，並在其後一個月，或行政長官釐定的更長時間內，將報告的文本提交立法會省覽。

All the recommendations we made during the year were accepted for active follow-up, and some of them have even been fully implemented. We will continue to follow up the progress of implementation of other recommendations. Where departments or organisations fail to take forward a recommendation, the Ombudsman may submit a report to the Chief Executive pursuant to the Ordinance. In addition, if the Ombudsman deems that a serious irregularity or injustice has taken place, he may make a further report to the Chief Executive. Within one month or such longer period as the Chief Executive may determine, a copy of the report shall be laid before the Legislative Council.

在本年度，已落實改善建議的重要實例及分類載於**附錄7**。

Major examples and categories of the improvement measures implemented this year are listed in **Appendix 7**.

推廣正面申訴文化　促進青年人正向參與公共事務
Promoting Positive Complaint Culture and Encouraging Constructive Participation of Youth in Public Affairs

申訴專員的另一個策略性方向是致力以多元渠道向社會各界推廣「正面看申訴」的理念和文化，鼓勵市民以建設性態度表達意見，倡導政府部門及公營機構以積極開明的心態服務社會。年內，我們成立香港國際申訴專員學院，舉辦多場交流會及講座，藉培訓及經驗分享推動良好管治，提升公共行政效能。在青年工作方面，公署人員到訪中學及大專院校，舉辦外展講座、職業展覽等活動，成功接觸大量年青人，逾66,000人次，鼓勵年輕一代積極參與公共事務，培養公民意識和責任感，並發揮正向影響力。

The Ombudsman's another strategic focus is to foster a positive complaint culture in all sectors of society through a variety of channels. We encourage members of the public to voice their opinions in a constructive manner, while advocating for government departments and public organisations serving the community with a positive and open mindset. During the year, the Office established the Hong Kong International Ombudsman Academy ("HKIOA"), organising seminars and lectures to promote good governance and enhance the efficiency of public administration through training and experience sharing. As regards youth engagement, our officers reached out to numerous youngsters through more than 66,000 attendances at our school talks, career fairs and other activities held for secondary schools and tertiary institutions. We encourage youth participation in public affairs, instil in them a sense of civic awareness and responsibility, and empower them to exert a positive impact.

同時，公署持續善用多媒體平台，向公眾傳遞工作成果及最新資訊，廣泛宣揚正面申訴文化，並加強與持份者的聯繫和交流，進一步鞏固社會各界對公署監察角色的理解。

Meanwhile, the Office continues to make effective use of multimedia platforms to publish our work results and latest information, widely promote a positive complaint culture, and strengthen ties and interaction with stakeholders, thereby consolidating the awareness of our supervisory role across all sectors.

推動正面申訴文化

與工作伙伴聯繫和交流

專員自上任以來制定並積極推行三大策略性方向，切實改善及提升公共行政質素，為市民帶來實際裨益。2025年5月9日，他獲律政司司長邀請，為每兩年一度舉辦的「調解為先」承諾書活動擔任主題演講嘉賓，以身作則鼓勵社會各界先採用調解，以更高效、迅速的方式圓滿解決爭議。公署亦為「調解為先」承諾書的支持機構之一。

Promoting Positive Complaint Culture

Interaction with Working Partners

Since taking office, the Ombudsman has formulated and championed three strategic focuses to effectively raise the standards of public administration and deliver tangible benefits for the public. On 9 May 2025, he was invited by the Secretary for Justice to attend the biennial "Mediate First" Pledge Event as the keynote speaker. Leading by example, he urged the community to resolve complaints more efficiently and speedily by mediation as the preferred handling mode. Our Office is also one of the supporting organisations of the Pledge Event.



此外，公署透過學院深化本地工作伙伴、內地及海外相關機構對公署工作的了解，並舉辦不同形式的交流活動，構建內外聯通的互動平台，着力推動調解及跨部門協作，加強倡導正面申訴文化及防範行政失當理念（詳情見**第七章**）。

Furthermore, we have strengthened our engagement with local partners and Mainland and overseas counterparts through the HKIOA, raising their awareness of our work. A variety of exchange activities were organised to build an interactive platform that brings internal and external parties together. These initiatives serve to press ahead with mediation and inter-departmental collaboration, as well as reinforcing a positive complaint culture and the concept of "maladministration prevention" (see **Chapter 7** for details).

申訴專員嘉許獎

第28屆申訴專員嘉許獎頒獎典禮於2025年11月18日在香港會議展覽中心舉行。年度公營機構獎得主分別是房屋署（金獎）、食物環境衞生署（銀獎）及懲教署（銅獎）。其他獲獎部門包括運輸署（調解獎）、渠務署（科技應用及創意獎），以及數字政策辦公室（1823聯絡中心）（客戶服務獎）。

The Ombudsman's Awards

On 18 November 2025, the Presentation Ceremony of the 28th Ombudsman's Awards was held at the Hong Kong Convention and Exhibition Centre. This year's Gold, Silver and Bronze Awards for Public Organisations went to the Housing Department, the Food and Environmental Hygiene Department, and the Correctional Services Department respectively. Other winning organisations were the Transport Department ("TD") (Award on Mediation), the Drainage Services Department ("DSD") (Information Technology Application and Creativity Award) and 1823 Contact Centre under the Digital Policy Office (Customer Services Award).

本年度，公署首次設立隊伍獎，嘉許在推動優質公共服務方面表現卓越的專業團隊，並肯定團隊的協作精神。我們向十組團隊頒發隊伍獎，其中三組為跨部門協作隊伍，包括土木工程拓展署、運輸署及香港警務處；環境保護署、渠務署及屋宇署；以及市區重建局及機電工程署。另有80位公職人員獲頒個人獎，以表彰他們在服務市民方面的傑出表現和專業態度。詳細獲獎名單載於**附錄9**。

This year, the Office introduced a new Team Award to recognise professional teams that have demonstrated excellence in enhancing public service and a spirit of teamwork. A total of ten teams received Team Awards, including three cross-departmental teams, comprising members from the Civil Engineering and Development Department, TD and the Hong Kong Police Force; the Environmental Protection Department, DSD and the Buildings Department; and the Urban Renewal Authority and the Electrical and Mechanical Services Department, respectively. In addition, Individual Awards were presented to 80 public officers in recognition of their exemplary performance and professionalism in public service. The full list of awardees is in **Appendix 9**.



推廣正面申訴文化 促進青年人正向參與公共事務
Promoting Positive Complaint Culture and Encouraging Constructive Participation of Youth in Public Affairs



雙軌嘉許制度

公署繼續推行雙軌嘉許制度，表揚部門、機構及市民在改善公共行政上的貢獻。我們藉此鼓勵公職人員秉持正向開明的態度服務市民，同時嘉許積極參與公共事務、展現公民責任的市民，為公署工作注入正面力量。

嘉許信

我們向21個部門及機構發出37封嘉許信，肯定他們在多方面的表現，包括：

- **迅速行動**：積極回應市民訴求，主動提供解決方案
- **落實改革**：配合公署建議，優化工作程序或指引
- **協作精神**：就個案提供詳盡資料與專業意見，並與其他相關部門及機構溝通和協作，發揮協同效應

感謝狀

我們亦致送了七張感謝狀，表彰以正面及建設性方式提出申訴的市民，感謝他們對「正面看申訴」理念的支持及為提升公共行政質素作出貢獻。

Dual-track Commendation Scheme

This year, we continued to recognise departments and organisations as well as members of the public under a dual-track commendation scheme for contributing to the improvement of public administration. The scheme is implemented for the purpose of encouraging public officers to serve the public with a positive and open mindset, while commending members of the public for actively participating in public affairs, demonstrating civic responsibility and making a positive impact on our work.

Appreciation Letters

We issued 37 appreciation letters to 21 departments and organisations in recognition of their performance in various areas:

- **Speedy action**: proactively addressing public demands with solutions
- **Reform**: optimising work procedures or guidelines in response to our recommendations
- **Collaboration**: offering details and professional advice on cases, and communicating and collaborating with other relevant departments and organisations to achieve synergy

Appreciation Certificates

We also presented seven appreciation certificates to members of the public who had lodged complaints in a positive and constructive manner, thanking them for supporting a positive complaint culture and contributing to the enhancement of the standards of public administration.

促進青年人正向參與公共事務

連結和培育新一代

凝聚年輕一代，推動青年積極參與公共事務，是公署教育宣傳的重要一環。本年度，我們於13所本地中學舉辦外展講座，吸引逾2,300名高年級中學生及教職員參與。我們亦進一步鞏固與大專學生的聯繫，以線上及線下形式舉辦四場本地大學講座。透過持續舉辦校園活動，我們期望年輕一代能加深對公署工作和使命的認識，理解良好公共行政的重要性，並建立正向思維及社會責任感。

Encouraging Constructive Participation of Youth in Public Affairs

Outreach and Education

Engaging the younger generation and encouraging their active participation in public affairs is a key aspect of our educational and publicity work. During the year, we organised school talks for 13 local secondary schools, which were attended by more than 2,300 senior secondary students and teaching and administrative staff. We also stepped up reaching out to tertiary students by giving four lectures, online or in person, for local universities. The ongoing programmes on campus are intended to give the younger generation an insight into our work and mission, highlight the importance of good governance, and instil in them a positive mindset and a sense of civic responsibility.





廣納人才 共育未來

公署於2026年1月22至25日參與「教育及職業博覽2026」，透過多元展位及專題講座宣揚公署的角色及職能，展示推動良好公共行政及正面申訴文化的成果。同場亦與參觀人士互動交流，分享公署的招聘資訊及職業發展前景，成功接觸約50,000人次。年內，我們亦於六所本地大專院校參與職業展覽，與逾14,000名大專學生交流，介紹公署的職權及工作，推廣良政善治的理念，並提供就業及實習資訊。

Recruitment of Talents for Future Development

The Office joined the Education & Careers Expo 2026 held between 22 and 25 January 2026. Through a multifaceted booth and a thematic seminar, we introduced our role and functions and showcased the achievements in promoting good governance and a positive complaint culture. Our booth attracted nearly 50,000 visits, where we shared recruitment information and career prospects with job seekers. Moreover, we participated in the career fairs at six local institutions during the year, reaching out to more than 14,000 tertiary students to elaborate on our powers and functions, promote good governance and provide information on recruitment and internship programme.

推廣正面申訴文化　促進青年人正向參與公共事務
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公署致力培育新一代，本年度首度推出暑期實習計劃，並於2026年3月展開招募，為大專學生提供學習及累積社會經驗的機會，深入認識及親身體驗公署工作。同月，公署亦展開招聘新一批助理調查主任，吸納有志投身公共事務的年輕人加入團隊，強化公署的人才基礎。是次招聘共接獲逾1,400份申請，創下歷來新高，充分彰顯公署在年輕社群間所建立的正面形象與吸引力。

In a bid to nurture the next generation, our first ever Summer Internship Programme was launched this year, with recruitment commencing in March 2026. The Programme enables tertiary students to learn, accumulate social experience and gain a hands-on insight into our work. In the same month, we also began the recruitment exercise for a new cohort of Assistant Investigation Officers, welcoming young graduates keen to pursue a career in public service to join and consolidate our talent base. A record high of over 1,400 applications were received in response, demonstrating the positive image and appeal the Office has established among the younger generation.









傳遞公署資訊

新聞發布及傳媒聯繫

我們持續與各大傳媒保持良好聯繫，藉廣泛報道加強公眾對公署工作的認知，有效傳遞調查的成效及結果。本年度，公署完成十項主動調查行動，其中三項透過新聞發布會公布，其餘則以新聞稿形式發表調查結果及相關改善建議。同時，我們亦以新聞稿形式公布四份全面調查報告，並宣布展開三項主動調查行動，廣邀持份者及公眾提供意見。

Spreading Our Message

Press Releases and Media Events

We continue to enlist the support of major news media, capitalising on their extensive coverage to capture public attention and raise awareness of our investigation results and findings. We completed ten direct investigation operations this year, with the results and improvement recommendations of three reports announced at press conferences and the rest through press releases. We also announced by press releases the reports of four complaints concluded by full investigation, and declared the launch of three direct investigation operations to invite stakeholders and the public to submit their views.





社交媒體宣傳及全新宣傳品

除新聞公報外，我們積極運用社交媒體，以生動、輕鬆的方式發布日常工作資訊和最新活動，讓公眾更全面掌握公署的動向及成果。我們亦持續於網站更新「好人好事」系列，以生活化的真實故事分享成功的調解個案及跨部門協作案例。

因應公署的策略性方向，我們於年內透過內部資源更新了更簡潔的標誌，並推出一系列全新宣傳品，進一步強化公署形象，深化社會大眾對公署監察角色及工作的認識。

Social Media and New Corporate Gifts

In addition to press releases, we share work-related information and updates via social media in a lively and stimulating manner, enabling the public to have a full grasp of our activities and achievements. We also regularly update the series of real-life stories featuring good people and good deeds on our website, showcasing successful examples of mediation and inter-departmental collaboration.

In line with our strategic focuses, we refined our logo by means of internal resources during the year. A new range of corporate gifts were launched to reinforce our public image and deepen the public's understanding of our role and work.

香港國際申訴專員學院　預防行政失當
Hong Kong International Ombudsman Academy and Advocating Maladministration Prevention

公署靈活運用內部資源，無需政府額外撥款，亦不需額外增添人員，成立香港國際申訴專員學院，推廣正面申訴文化及深化防範行政失當理念。學院不僅為政府部門及公營機構提供適切培訓，亦提升公署員工的專業能力，並且構建聯通內地和國際組織的交流合作平台，推動監察專員制度的持續發展、改革和創新。

The Office has established the Hong Kong International Ombudsman Academy ("HKIOA") through flexible allocation of internal resources, without seeking additional government funding or manpower, to promote a positive complaint culture and advocate the concept of "maladministration prevention". The HKIOA not only offers essential training for government departments and public organisations, but also builds the professional capability of our staff. Moreover, it serves as a liaison platform connecting our Mainland and international counterparts, driving the sustainable development, reform and innovation of the ombudsman system.

學院於2025年8月25日在香港生產力促進局舉行揭幕禮，政務司司長陳國基及立法會內務委員會主席李慧琼博士致辭及主禮，主禮嘉賓包括中央人民政府駐香港特別行政區聯絡辦公室法律部部長劉春華，多名立法會議員亦有出席揭幕儀式。學院於當日以「正面看申訴、調解我有道」為題舉辦首場研討會，由康樂及文化事務署、運輸署和房屋署代表，以及公署顧問主講並作深入交流。研討會聚焦以調解處理投訴的策略，倡導以更積極正面的思維應對意見和投訴，打開以調解化解爭議的門戶，進一步提升行政質素及效率。研討會吸引約250名部門及機構代表參與，現場反應熱烈正面。

On 25 August 2025, the HKIOA marked its inauguration with a ceremony held at the Hong Kong Productivity Council. The ceremony was honoured by the presence of the Chief Secretary for Administration, Mr Chan Kwok-ki, and the Chairman of the Legislative Council House Committee, Dr Starry Lee, as speakers and officiating guests. Also in attendance were the Director-General of the Department of Law of the Liaison Office of the Central People's Government in the HKSAR, Mr Liu Chunhua, as an officiating guest, and a number of Legislative Council members. On the same day, the HKIOA held its first seminar themed "Nurturing a Positive Complaint Culture through Mediation", where representatives from the Leisure and Cultural Services Department, the Transport Department ("TD") and the Housing Department ("HD"), and two of our Advisers were guest speakers. The in-depth discussions at the seminar focused on strategies for redressing grievances through mediation, advocating a more proactive and constructive mindset in response to opinions and complaints, opening the door to mediation for resolving disputes, and further enhancing the quality and efficiency of administration. The seminar was well received by around 250 enthusiastic participants from departments and organisations.





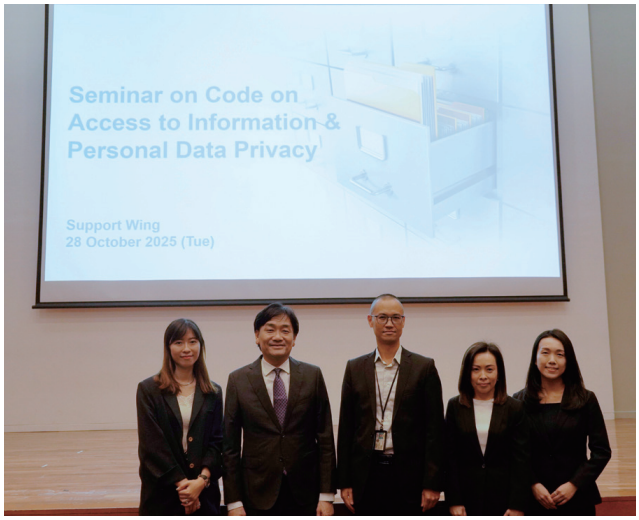


培訓及交流

年內，學院獲邀到訪七個部門及機構舉辦座談會，包括地政總署、食物環境衞生署、房屋署、香港警務處、運輸署、強制性公積金計劃管理局及香港房屋協會，與超過850名來自不同職系的公職人員交流，講解公署的監察角色、職能及策略性方向，並鼓勵各部門及機構以調解方式處理市民投訴。學院代表亦透過深入分享個案及實務經驗，加強公職人員防範行政失當的意識，激勵他們為市民提供更優質、更到位的服務，以持續提升公共行政水平。

Training and Exchange Programmes

During the year, the HKIOA was invited to visit and hold seminars for seven departments and organisations, namely the Lands Department, the Food and Environmental Hygiene Department, HD, the Hong Kong Police Force, TD, the Mandatory Provident Fund Schemes Authority, and the Hong Kong Housing Society. In aggregate, we briefed over 850 public officers of various ranks and grades on our supervisory role, functions and strategic focuses, and encouraged departments and organisations to resolve public complaints through mediation. HKIOA representatives also shared case studies and practical experiences to strengthen awareness of maladministration prevention, motivating public officers to enhance service quality and responsiveness in pursuit of higher standards in public administration.









香港國際申訴專員學院　預防行政失當
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學院亦積極發揮香港「背靠祖國，聯通世界」的優勢，於年內為多個內地相關機關及學術團體舉辦共六次交流會，包括雲南省紀律檢查委員會、深圳市監察委員會及相關部門組成的「深港兩地廉潔治理」培訓班代表等；亦應香港中文大學（深圳）人文社科學院邀請，擔任「形勢與政策系列」專題講座的主講嘉賓，聚焦講解公署的職能和年度工作成果，分享處理申訴的實務經驗，倡導透過調解及跨部門協作促進良政善治，吸引近百名本科生及研究生踴躍參與。

The HKIOA has also leveraged Hong Kong's unique position of having strong support from the motherland and close connections to the world. During the year, it held six sharing sessions for Mainland agencies and academic entities, including a delegation from the Yunnan Provincial Commission for Discipline Inspection, and a delegation of Shenzhen Training Programme "Incorruptible Governance in Shenzhen and Hong Kong" comprising government officials from the Shenzhen Municipal Commission for Discipline Inspection and relevant departments. Separately, it was invited by the School of Humanities and Social Science, The Chinese University of Hong Kong, Shenzhen to designate two guest speakers for a serial lecture under the course "Society and Public Policy in Contemporary China". HKIOA representatives highlighted the Office's functions and results achieved during the year. They also shared practical cases of complaint handling and promoted mediation and inter-departmental collaboration to raise governance standards. The lecture was attended with active participation by nearly 100 undergraduate and postgraduate students.







連結社區

公共行政與區議員的工作密不可分，區議員作為市民的重要橋樑，經常接觸並處理市民的投訴。學院積極走進社區舉辦講座，協助區議員更深入理解公署的使命及工作。首場「公共行政與你」講座已於2026年3月27日舉行，下一場定於同年5月舉行。兩場講座反應踴躍，共吸引約300名區議員和議員助理報名參與。公署期望透過講座交流互動，為區議員的工作注入新思維和新動力。

未來一年，學院將繼續舉辦講座、研討會及交流活動，推廣正面申訴文化，並建立平台促進國際合作，包括籌辦線上研討會，讓不同地區的監察專員交流經驗，進一步鞏固監察專員制度對提升公共行政的貢獻。

District Connections

Public administration is closely related to the work of District Councils. Playing a bridging role, District Council members are in frequent contact with the public to deal with their complaints. The HKIOA engaged with the community by organising seminars to brief District Council members on our mission and work. The first seminar, titled "Public Administration and You", was held on 27 March 2026, with a second session scheduled for May 2026. The two sessions were well received, enrolling around 300 District Council members and their assistants in aggregate. Through the interactive discussions and exchanges, we strive to inject fresh ideas and new impetus into the work of District Council members.

In the coming year, the HKIOA will keep promoting a positive complaint culture through seminars, conferences and sharing sessions. It will also establish platforms to foster international collaboration, including organising webinar to facilitate the exchange of experiences among ombudsman institutions from various regions, thereby reinforcing the contribution of the ombudsman system to the improvement of public administration.





與內地及國際機構聯繫　說好香港故事
Mainland and Overseas Liaison to Tell Good Stories of Hong Kong

公署一直積極參與內地及國際交流與推廣事務，進一步加強與各地伙伴的聯繫，促進經驗和知識共享，充分發揮香港作為「超級聯繫人」和「超級增值人」的重要角色，在國際舞台上說好中國故事、說好香港故事。

Through active engagement in Mainland and international dialogues and initiatives, the Office has forged stronger partnerships worldwide to promote the sharing of experience and knowledge. Fully leveraging Hong Kong's pivotal role as both a "super connector" and a "super value-adder", we tell the world the good stories of China and Hong Kong.

聯通世界　加強與國際伙伴聯繫

我們在國際交流及協作方面的工作，獲得國際同儕的肯定。2025年年初，申訴專員出任國際監察專員協會章程常務委員會主席，並於年內透過線上及線下形式主持委員會會議。同年4月，專員擔任協會聯合國及國際合作工作小組成員，其後於5月更獲選為協會澳大利西亞暨太平洋區理事，並成為協會理事會的成員之一。

Strengthening Global Partnerships

Our efforts to promote international exchange and collaboration are well recognised by counterparts around the world. Since being elected as the Chairman of the Standing By-laws Committee of the International Ombudsman Institute ("IOI") in early 2025, the Ombudsman has chaired committee meetings, online or in person, during the year. In April 2025, the Ombudsman began serving as a member of the IOI's United Nations and International Cooperation Working Group. In May 2025, he was also elected the Director of the Australasian and Pacific Region and became an IOI Board Member.

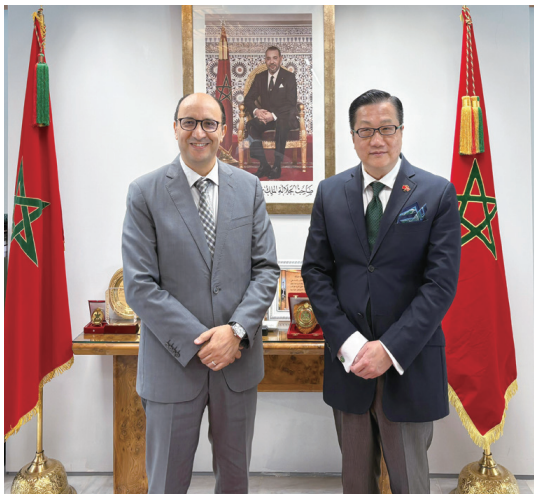






2025年5月，專員率領公署代表團前往摩洛哥進行公事訪問。訪問期間，專員出席協會周年理事會會議，與其他國家及地區代表會面交流。公署代表團亦分別與摩洛哥王國調解專員Hassan Tariq及國家廉政、預防和打擊腐敗局主席Mohamed Benalilou會晤，並且到訪調解專員的地區分部考察。

In May 2025, the Ombudsman led a delegation to pay an official visit to Morocco. During the visit, he attended the IOI Annual Board Meeting and engaged in fruitful discussions with representatives from various countries and regions. Our delegation also met with the Mediator of the Kingdom of Morocco, Mr Hassan Tariq, and the President of the National Authority for Integrity, Prevention and Fight Against Corruption, Mr Mohamed Benalilou, and visited the Mediator's regional office.





互惠共贏 促進區域協調發展

2025年9月，專員以亞洲監察專員協會秘書長身份，率領公署代表團出席在南京舉行的第26屆常務理事會會議及第18屆會員大會，積極拓展與亞洲監察伙伴機構的交流和聯繫。會議期間，協會舉辦以「開展有效監督，維護群眾利益」為主題的國際研討會，專員除擔任主禮嘉賓外，並於「暢通信訪平台，保障人民權益」環節發表主題演講，闡述公署在香港特區公共行政的監察角色。其間，專員亦與中共中央紀律檢查委員會副書記、國家監察委員會副主任傅奎會面，互相交流工作動向和分享經驗。

Driving Regional Growth for Mutual Benefits

In September 2025, the Ombudsman, as the Secretary of the Asian Ombudsman Association ("AOA"), led a delegation to Nanjing to attend the 26th Meeting of the Board of Directors and the 18th Meeting of the General Assembly of the AOA, with a view to fostering exchanges and ties with Asian counterparts. The AOA event included the International Workshop on Effective Ombudsmanship for People's Livelihood, where the Ombudsman served as an officiating guest and delivered a keynote speech in the session "Public Oversight and Whistle-blower Protection", elaborating on our supervisory role on public administration in the HKSAR. In addition, the Ombudsman met with the Deputy Secretary of the Communist Party of China Central Commission for Discipline Inspection and the Vice Chairman of the National Commission of Supervision, Mr Fu Kui, where they exchanged updates on work and shared experience.

此外，專員藉是次南京會議，在協會主席、巴基斯坦聯邦監察專員Ejaz Ahmad Qureshi的見證下，與泰國總申訴專員Somsak Suwansujarit簽署雙邊合作諒解備忘錄，藉以增進兩地在監察領域的資訊交流及經驗分享，鞏固彼此長久的伙伴合作關係，推動更廣泛的國際協作。

In Nanjing, the Ombudsman also took this opportunity to sign a Memorandum of Understanding ("MoU") on Bilateral Cooperation with the Chief Ombudsman of Thailand, Mr Somsak Suwansujarit, witnessed by the AOA President and Pakistan Federal Ombudsman, Mr Ejaz Ahmad Qureshi. The MoU is intended to enhance information exchange and experience sharing in ombudsmanship, establish a long-standing partnership and broaden international cooperation.









2026年3月，公署接待由澳門廉政專員歐陽湘率領的代表團，進一步加強兩地特區的聯繫。公署與代表團就公共行政監察及申訴處理深入交流，分享工作成果，互相借鑑經驗，並探討攜手深化與各地監察機構的聯繫和合作，以提升監察水平及協同效能。

In March 2026, we received a delegation led by the Commissioner Against Corruption of Macao, Ms Ao Ieong Seong, to reinforce mutual ties. We had in-depth discussions with the delegation about monitoring public administration and handling complaints, sharing the results of work and experience. The two parties also explored how to work closely to strengthen global ties and cooperation within the ombudsman community, raise supervision standards and foster synergy.





展望未來，公署將進一步深化國際層面的工作，在不斷轉變的國際環境下持續加強在監察及申訴領域的影響力，強化內聯外通的橋樑作用。2026年年底，公署將舉辦亞洲監察專員協會成立30周年慶祝活動，包括主題論壇及一系列文化活動，並主辦第27屆常務理事會會議。亞洲各地地緣及文化相近，公署將會透過舉辦是次盛會，以鄰為伴，不斷擴大與亞洲以至世界各地監察及申訴機構的互利合作，為推進亞洲命運共同體作出貢獻。

Looking ahead, the Office will further deepen our efforts at the international level. Amid a volatile global environment, we will continue to amplify our impact on ombudsmanship and complaint handling, and strengthen our bridging role between the motherland and the world. Towards the end of 2026, the Office will host the AOA's 30th anniversary celebration, including thematic forum and an array of social and cultural programmes, and the 27th Meeting of the Board of Directors. Given the geographical proximity and kindred cultures of the Asian region, this mega event will present a valuable opportunity for us to interact with our neighbours. We are committed to expanding cooperation with ombudsman institutions across Asia and the world to achieve mutual benefits, driving the growth of the Asian community which is bound by a shared future.

配合政府工作　更好融入及服務國家發展大局
Supporting Government Efforts to Better Integrate into and Serve Overall National Development

今年是國家「十五五」規劃開局之年，亦是香港邁向由治及興的關鍵之年。在祖國「十五五」規劃的有力支持下，特區政府驅動發展與革新，積極主動對接國家「十五五」發展戰略，推動香港更好融入和服務國家發展大局。

This year marks the beginning of the country's 15th Five-Year Plan and represents a critical year for Hong Kong as it advances from stability towards prosperity. With the strong support of the National 15th Five-Year Plan, the HKSAR Government is driving development and innovation, proactively dovetailing with national strategies, with the aim of promoting Hong Kong's better integration into and serving the overall national development.

自上任以來，申訴專員一直帶領公署全體人員，在日常工作中更好融入和服務國家發展大局，並齊心協力，彰顯團隊精神，為建設更強大的祖國竭盡所能，為構建更繁榮穩定的香港努力不懈。

Since taking office, the Ombudsman has steered all staff towards aligning their daily work more closely with the country's overall development. With concerted dedication and strong team spirit, we have spared no effort in strengthening our motherland and remain committed to our tireless pursuit of a more prosperous and stable Hong Kong.

主動對接國家規劃　確保香港長期穩定

第十四屆全國人民代表大會第四次會議通過《中華人民共和國國民經濟和社會發展第十五個五年規劃綱要》(「《十五五規劃綱要》」)。《十五五規劃綱要》明確表示香港特區要堅定不移貫徹「一國兩制」、「港人治港」、高度自治方針，落實「愛國者治港」原則，提升香港依法治理效能，促進香港經濟社會發展，發揮香港背靠祖國、聯通世界獨特優勢和重要作用。公署作為監察香港公共行政的獨立法定機構，不僅秉持專業精神履行職責，更會積極配合國家「十五五」規劃的大方向及特區政府的對接舉措，推動良政善治，為市民謀幸福，促進社會和諧，為香港的長遠繁榮穩定作出更大貢獻。

Proactive Alignment with National Planning to Safeguard Hong Kong's Long-Term Stability

The fourth session of the 14th National People's Congress approved the "Outline of the 15th Five-Year Plan for National Economic and Social Development of the People's Republic of China" ("Outline"). The Outline explicitly points out that the principles of "one country, two systems", "Hong Kong people administering Hong Kong" and a high degree of autonomy should be implemented with unwavering commitment; the principle of "patriots administering Hong Kong" should be put into practice; and the efficacy of governance in accordance with the law should be ensured to promote Hong Kong's economic and social development, and give full play to Hong Kong's unique advantages and important role of maintaining close connections with both the motherland and the world. As the independent statutory body supervising public administration in Hong Kong, we fulfil our responsibilities with professionalism, and actively contribute to the overarching development strategies under the National 15th Five-Year Plan and the HKSAR Government's integration initiatives. In doing so, we promote good governance, seek happiness for the public, and foster social harmony, thereby contributing more to Hong Kong's enduring prosperity and stability.

在推動「一國兩制」實踐行穩致遠上，國家主席習近平提出了「四個必須」：必須全面準確貫徹「一國兩制」方針、必須堅持中央全面管治權和保障特別行政區高度自治權相統一、必須落實「愛國者治港」、必須保持香港的獨特地位和優勢。這「四個必須」是「一國兩制」實踐的根本遵循。在「四點希望」中，習主席提到要着力提高治理水平、不斷增強發展動能、切實排解民生憂難、共同維護和諧穩定。這「四個必須」和「四點希望」，不單規劃了特區政府的工作方向，還為公署的工作重點和目標提供了根基和行動指南。

To promote the steadfast and successful implementation of "one country, two systems", President Xi Jinping has put forward "four musts": the HKSAR Government must fully and faithfully implement the principle of "one country, two systems"; it must uphold the Central Government's overall jurisdiction while securing the HKSAR's high degree of autonomy; it must ensure that Hong Kong is administered by patriots; and it must maintain Hong Kong's distinctive status and advantages. These "four musts" serve as the fundamental guidelines for implementing "one country, two systems". In his "four proposals", President Xi called on the HKSAR Government to further improve its governance, continue to create strong impetus for growth, earnestly address people's concerns and difficulties in daily life, and work together to safeguard harmony and stability. The "four musts" and "four proposals" not only set out a direction for the HKSAR Government's work, but also provide our Office with a solid foundation and practical guidance for setting priorities and objectives.

策略性方向 推動良政善治

專員秉承勇於創新和敢於改革的精神，帶領公署全體人員深入了解國情及學習並貫徹國家重要精神，在日常工作中更好融入及服務國家發展大局。自2024年4月1日履新後，專員制定並聚焦三個策略性方向，致力提升公共服務質素和效能，為市民帶來實際裨益的目標。公署積極善用調解有效和迅速處理市民的申訴，改善公共行政，切實排解民生憂難，化解矛盾和怨氣，凝聚力量，維護社會和諧穩定；全面促進跨部門及跨機構的良好協調和合作，修正行政體制問題，提升治理水平；以及在社會層面全力宣揚正面看申訴，鼓勵社會各界以建設性態度參與公共事務和提出意見，同時倡導政府部門及公營機構持開明開放態度服務市民。這三個策略性方向已取得顯著成果，為推動良政善治、造福市民奠定堅實基礎。

Strategic Focuses for Advancing Good Governance

Upholding the spirit of innovation and reform, the Ombudsman has led the entire office in gaining a deep understanding of national affairs and studying and implementing the country's key directives to better align our daily work with and serve the country's overall development. Since assuming office on 1 April 2024, the Ombudsman has championed three strategic focuses to improve the quality and efficiency of public services to bring tangible benefits to the public. Through active use of mediation, we aim to resolve public complaints effectively and swiftly, strengthen public administration, and address livelihood concerns. By easing conflicts and grievances, we foster collective efforts to safeguard social harmony and stability. To tackle systemic administrative issues, inter-departmental coordination and cooperation are promoted, ensuring more effective governance. We also vigorously promote a positive complaint culture within the community, encouraging the public to voice their opinions on social issues in a constructive manner while urging government departments and public organisations to serve the public with open-mindedness. The three strategic focuses have achieved notable results, laying a solid foundation for advancing good governance and improving the well-being of the public.

勇於改革 以香港所長服務國家

為貫徹習主席提出的「四個必須」和「四點希望」的方針，以及配合國家「十五五」規劃路線，除了上述提及的工作外，在專員帶領下，公署亦在多方面作出不同革新，務求以香港所長，服務國家的發展宏圖。

首先，在提高治理水平方面，公署成立香港國際申訴專員學院向部門及機構的公職人員灌輸防範行政失當的新概念。專員期望公職人員解放思想、銳意創新，將國家規劃帶來的機遇轉化為實際發展成果，惠及各行各業及廣大市民，着力為市民排解憂難。

第二，《十五五規劃綱要》再次肯定香港「背靠祖國、聯通世界」的獨特優勢和重要作用。我們要利用好香港作為國內國際雙循環格局中的「超級聯繫人」和「超級增值人」角色。對內，我們深化與粵港澳大灣區城市的合作。專員早前分別接待雲南省紀律檢查委員會及深圳市監察委員會培訓代表團，並與澳門廉政專員會面，加強與內地及澳門特區的聯繫及公共行政監察合作；學院亦應香港中文大學（深圳）人文社科學院邀請，前往深圳分校擔任「形勢與政策系列」專題講座的主講嘉賓，分享推動調解及跨部門協作的經驗，推廣正面申訴文化，促進良政善治，維護和諧穩定。



Bold Reforms, Harnessing Hong Kong's Strengths to Serve the Country

To carry out President Xi's "four musts" and "four proposals", and in alignment with the National 15th Five-Year Plan, this Office, under the Ombudsman's leadership, has introduced a variety of innovations across different areas, leveraging Hong Kong's unique strengths to serve our country's development blueprint.

Firstly, through the establishment of the Hong Kong International Ombudsman Academy ("HKIOA"), we instil the concept of "maladministration prevention" among officers in departments and organisations to enhance governance. The Ombudsman expects public officers to broaden their mindset and embrace innovation, turning opportunities arising from national planning into tangible development outcomes that benefit all sectors of society and the general public and genuinely ease the hardships people face.

Secondly, the Outline reaffirms Hong Kong's distinctive advantages and important role of having the strong support of the country while maintaining unparalleled connectivity with the world. We must harness Hong Kong's position as a "super connector" and "super value-adder" in driving domestic and international dual circulation. On the domestic front, we have been deepening cooperation with cities across the Guangdong-Hong Kong-Macao Greater Bay Area. The Ombudsman received training delegations from the Yunnan Provincial Commission for Discipline Inspection and the Shenzhen Municipal Commission for Discipline Inspection, and met with the Commissioner Against Corruption of the Macao Special Administrative Region ("Macao SAR"), to strengthen ties and collaboration in overseeing public administration with the Mainland and Macao SAR. At the invitation of the School of Humanities and Social Science of The Chinese University of Hong Kong, Shenzhen, the HKIOA visited the university and our officers acted as keynote speakers at a serial lecture under the course "Society and Public Policy in Contemporary China", where we shared our experience in promoting mediation and inter-departmental collaboration, and encouraged a positive complaint culture to improve governance and safeguard social harmony and stability.

對外，公署把握在「一國兩制」下擁有內聯外通的優勢，持續與國際伙伴保持緊密聯繫，把握交流和分享經驗的機會。公署透過學院建立國際合作平台，全力籌辦各類交流活動，如線上研討會，推動跨地域的經驗交流及知識共享。專員亦代表公署積極參與國際事務，並與多個國際監察專員簽署雙邊合作諒解備忘錄，建立長遠合作伙伴關係。2024年，公署首次舉辦高峰論壇，邀請世界各地的監察機構及國際組織代表來港交流，於世界舞台上說好香港在「一國兩制」下的好故事，保持香港在國際間的獨特地位和優勢，達至「背靠祖國，聯通世界」的目標。公署將再接再厲，於2026年底舉辦亞洲監察專員協會30周年慶祝活動及主辦第27屆常務理事會會議，大力推進與伙伴的協作與聯繫。

On the external front, we capitalise on Hong Kong's unique edge of serving as a bridge between the Mainland and the wider world under the framework of "one country, two systems", and continue to maintain close ties with international partners, seizing opportunities for exchange and sharing of experience. Through the HKIOA, we have established an international cooperation platform and actively organised a variety of exchange activities, such as online seminars, to promote cross-regional sharing of experience and knowledge. In addition, the Ombudsman has actively engaged in international affairs and signed bilateral memoranda of understanding with various international ombudsmen to establish long-term partnerships. In 2024, we invited ombudsmen and institutions worldwide and representatives from international bodies to Hong Kong for the International Ombudsman Summit. Through these efforts, we seek to present to global audiences a good story about Hong Kong under "one country, two systems", maintaining the city's distinctive role and advantages on the international stage, and highlighting its special standing – having strong support from the motherland and close connection with the world. Moving forward, we will advance these efforts and will coordinate celebration of the Asian Ombudsman Association's 30th anniversary while hosting the 27th meeting of its Board of Directors at the end of 2026, to further strengthen collaboration and ties with our partners.

第三，《十五五規劃綱要》展示了中央貫徹「一國兩制」的堅定決心，而維護國家主權、安全、發展利益是「一國兩制」方針的最高原則。《「一國兩制」下香港維護國家安全的實踐》白皮書亦指出，必須把維護國家安全貫穿「一國兩制」實踐的全過程，並必須確保特別行政區管治權牢牢掌握在愛國者手中。《香港國安法》實施五年來，香港「由亂到治」邁向「由治及興」。專員帶領公署人員支持特區政府堅定不移維護國家主權、安全、發展利益，確保香港長治久安。

Thirdly, the Outline reflects the Central Government's firm commitment to implementing "one country, two systems", with safeguarding national sovereignty, security and development interests as its highest principle. The white paper on "Hong Kong: Safeguarding China's National Security Under the Framework of One Country, Two Systems" further underscores that national security must be safeguarded throughout the entire process of implementing "one country, two systems", and that the power of governing the HKSAR must remain firmly in the hands of patriots. Since the enactment of the Hong Kong National Security Law five years ago, the city has transitioned from chaos to order and is now advancing from stability to prosperity. Led by the Ombudsman, our Office stands firmly with the HKSAR Government in safeguarding national sovereignty, security and development interests to ensure Hong Kong's long-term stability and security.



配合政府工作 更好融入及服務國家發展大局
Supporting Government Efforts to Better Integrate into and Serve Overall National Development

專員全力支持全面貫徹落實「愛國者治港」原則，公署成立選舉專班，並率領專班團隊走入社區，齊心協力宣傳2025年立法會換屆選舉。專員亦以身作則，積極支持及參與國家安全及愛國活動，包括「全民國家安全教育日」開幕典禮暨主題講座、國安法律論壇2024、《香港國安法》公布實施5周年論壇、「國家憲法日」座談會、「行政立法同心治港創未來」研討會、中國人民解放軍建軍98周年慶祝活動，以及前往北京參觀中國人民抗日戰爭暨世界反法西斯戰爭勝利80周年大型閱兵及文藝晚會等。





In full support of the comprehensive implementation of the principle of "patriots administering Hong Kong", the Ombudsman formed an election task force and led its members into the community to promote the 2025 Legislative Council General Election. He has also set an example by actively supporting and participating in national security and patriotic initiatives, including the Opening Ceremony cum Seminar of the National Security Education Day, the National Security Legal Forum 2024, the 5th Anniversary of Promulgation and Implementation of Hong Kong National Security Law Forum, the Constitution Day Seminar, the Seminar on Executive-Legislative Collaboration for Good Governance and Better Future, the Chinese People's Liberation Army's 98th anniversary celebration, as well as the military parade and cultural gala in Beijing commemorating the 80th anniversary of victory in the War of Resistance.



為深化公署全體人員的國家安全意識和提升愛國精神，保安局副局長應專員邀請親臨公署，闡釋有關《香港國安法》及《維護國家安全條例》的重點內容。專員亦不遺餘力，帶領公署人員參觀國家安全展覽、「年度國際形勢和中國外交」專題報告會，以及抗戰勝利80周年大型巡迴展覽等。專員期望國家安全得到保障後，社會定能不斷發展動能。

To deepen the commitment of all staff towards national security education and inspire patriotic spirit, the Ombudsman invited the Under Secretary for Security to our office, where he delivered a briefing on the key points of the Hong Kong National Security Law and the Safeguarding National Security Ordinance. With tireless dedication, the Ombudsman has also led staff to visit the National Security Exhibition Gallery, join a thematic briefing session on "International Landscape and China's Foreign Relations in 2025", and visit the roving exhibition in commemoration of the 80th Anniversary of Victory in Chinese People's War of Resistance against Japanese Aggression. He firmly believes that with national security safeguarded, society will continue to gain momentum for development.

《十五五規劃綱要》是國家未來五年經濟和社會發展的藍圖和行動綱領。特區政府制定首份「香港五年規劃」，為香港社會經濟和民生發展提供清晰的指引。香港作為國家的特別行政區，必須以更宏觀的視野、更深刻的思考，細緻體會《十五五規劃綱要》的戰略目標，準確認清香港在融入和服務國家發展大局的重要機遇和使命。專員時刻提醒公署人員在履行日常工作的同時，亦應積極思考怎樣結合自身工作，融入國家的發展大局，繼續以高度的責任感和使命感，加上創新思維，為香港對接「十五五」規劃作出貢獻。公署透過舉辦不同的座談會，更好學習《中共二十屆四中全會精神》，以及《「一國兩制」下香港維護國家安全的實踐》白皮書，藉以深化公署人員對中央全面管治權和保障特別行政區高度自治權相統一的認知和理解。

The Outline is the blueprint and action agenda for the country's social and economic development in the next five years. The HKSAR Government is formulating its first Five-Year Plan to provide clear guidance for Hong Kong's socio-economic and livelihood development. As a Special Administrative Region, Hong Kong must adopt a macro perspective and think more deeply to fully grasp the Outline's strategic goals, and identify the significant opportunities and responsibilities of integration into and dedication to national development. The Ombudsman often reminds staff that beyond their daily duties, they should actively consider how their work can align with the country's overall development. Staff are encouraged to continue contributing to Hong Kong's alignment with the 15th Five-Year Plan with a strong sense of responsibility and mission, while embracing innovative thinking. Through seminars on the spirit of the Fourth Plenary Session of the 20th Communist Party of China Central Committee, and the white paper titled "Hong Kong: Safeguarding China's National Security Under the Framework of One Country, Two Systems", we have strengthened staff's awareness and understanding of the need to ensure and secure both the Central Government's overall jurisdiction and a high degree of autonomy in the HKSAR.





開創新局面 實現新飛躍

展望未來，在國家「十五五」規劃的強力支持下，專員及公署全體人員全力支持特區政府持續提升國際競爭力，深化國際交往合作，強化內聯外通的橋樑作用，開創香港高質量發展新局面，更好融入和服務國家發展大局，為國家強國建設、民族復興偉業貢獻力量。

Forging New Frontiers, Making New Strides

Looking ahead, with the robust backing of the National 15th Five-Year Plan, the Ombudsman and our Office will fully support the HKSAR Government in continuously boosting international competitiveness, deepening global exchanges and cooperation, and reinforcing Hong Kong's role as a bridge between the Mainland and the world. We aim to drive high-quality development, better integrate into and serve the country's overall development, and contribute Hong Kong's strength to building a strong country and achieving national rejuvenation.

內部行政
Our Office

公署着力透過在職培訓及內部晉升，建立一支富經驗、有能力、忠誠幹練、積極進取及愛國愛港的調查及支援團隊。

Our strategy is to cultivate a solid base of experienced, competent, loyal, proactive and self-motivated investigation officers and support staff with strong integrity and commitment to the motherland and Hong Kong through structured training and internal promotion.

優化人力資源　重整公署架構

Workforce Enhancement and Office Reorganisation

為優化人力資源的運用，同時控制開支，公署由2025年4月起分階段推行組織架構重整、靈活調配現有資源、凍結人手，以及嚴格控制營運開支，公署本年度獲得的政府撥款雖然有輕微減少，但錄得的盈餘比上年度多約700萬，而儲備金則增加1,600萬。

To optimise the use of human resources and control expenditure, the Office has embarked on a phased reorganisation plan since April 2025. Following the flexible reallocation of existing resources, while keeping headcount unchanged and exercising stringent control over operational expenses, the Office recorded a surplus of nearly $7 million more than the previous year and an increase in accumulated reserve of $16 million despite a slight decrease in government provision this financial year.

首長級職位由原有三層架構精簡為兩層架構，凍結副申訴專員職位，改由三名助理申訴專員分別主管三大部門：申訴調查部、主動調查部及申訴評審及支援部。

The Office has streamlined the directorate structure from three-tier to two-tier by freezing the vacancy of Deputy Ombudsman. Instead, three Assistant Ombudsmen are appointed to head three major divisions, namely the Complaints Investigation Division, the Direct Investigation Division, and the Complaints Assessment and Support Division.

為了進一步強化主動調查行動的工作，主動調查部的編制透過內部調配在不增加資源下由兩隊增加至三隊。同時，申訴調查隊由六隊精簡為四隊，並增添處理申訴評審工作的編制，確保每宗申訴均獲審慎處理，加強利用科技及設備，精簡流程，行政及支援人員的人手亦因此可以適度精簡。

To further step up direct investigation operations, the Direct Investigation Division has been expanded from two to three teams through internal redeployment without requiring additional resources, while the Complaints Investigation Division has been consolidated from six to four teams. In addition, the Office has augmented the staffing of Complaints Assessment Team to ensure prudent screening of each complaint. With more effective use of technologies and equipment to refine our workflow, we are also able to streamline the administrative and support staff complement.

此外，公署透過運用內部資源成立香港國際申訴專員學院，不需要政府額外撥款，有關工作由現有人員於日常工作中兼任，體現「有新任務，無須額外增編人手」的簡約概念。

Furthermore, we have leveraged internal resources to establish the Hong Kong International Ombudsman Academy, without seeking additional funding from the Government. The relevant work are carried out by existing personnel alongside their routine duties, embodying the principle of simplicity that "implementing new initiatives without the need for additional manpower".

培訓及發展

截至2026年3月31日，總編制人數為122人。



3% 首長級人員 Directorate

72% 調查人員 Investigation Staff

25% 行政及支援人員 Administrative and Support Staff

公署致力提升職員的專業水平及推廣學習文化，為同事提供多元化的學習與培訓機會。為配合以調解方式處理市民申訴的策略方向，公署加強調解工作的培訓及支援，大幅增加調解課程名額，並為調查人員報讀相關課程、參加考試及註冊提供全額資助。

現時，公署所有調查人員均已完成基本調解培訓，96%已經接受過深造調解培訓，7%更取得專業認可調解員資格。此外，兩位人員更成功取得國際專業調解導師的資深專業資格。公署已將調解表現及成果納入調查人員的工作評核範疇，作為晉升的重要考慮因素之一。

公署同時持續為新入職調查主任推行入職課程及導向計劃，協助他們盡快熟習工作及融入團隊；並鼓勵職員參與各類管理及專業培訓（包括網上及面授課程），以提升知識水平和專業技能。公署亦安排人員參與由海外申訴專員機構舉辦的網上會議及研討會，了解不同國家和地區在處理投訴方面的最佳實務，並和其他與會者交流經驗。

Training and Development

As at 31 March 2026, we had a staff complement of 122.

We are dedicated to enhancing our professional capacity and fostering a culture of continuous learning by providing diverse training and development opportunities. In alignment with our strategic focus on wider use of mediation in resolving public complaints, we have stepped up training and support in this area, significantly increasing the number of training places on mediation courses and fully sponsoring investigation officers for their tuition, examination and accreditation fees.

At present, all our investigation officers have completed essential mediation training, with 96% having pursued advanced training and 7% having attained professional accreditation as mediators. Moreover, two of our officers have further attained international accreditation as seasoned professional mediation coaches. In the performance appraisals of investigation officers, mediation performance and results will be taken into account as a key criterion for consideration of promotion.

Induction training and tutoring scheme are also in place to help new investigators settle into their roles. We facilitate staff participation in online and classroom-based management and vocational training programmes to broaden their knowledge and professional skills. Our staff also enrol in online conferences and webinars hosted by overseas ombudsman institutions, where they can learn from international best practices in complaint handling and share experience with peers from different countries and regions.

內部行政
Our Office

為貫徹「愛國者治港」的理念，公署積極推動全體人員參與有關國家安全的培訓活動，旨在加強員工的愛國情懷及維護國家安全的責任感。公署全力支持2025年12月7日舉行的第八屆立法會換屆選舉，申訴專員率領同事成立選舉專班，舉辦活動積極宣傳投票信息，鼓勵所有公職人員、家屬及市民履行公民責任，踴躍投票。公署亦配合特區政府安排，便利員工投票，攜手建設穩定繁榮、愛國愛港的社會。

We are resolute in upholding the principle of "patriots administering Hong Kong". Actively encouraging the participation of all staff in national security training, we aim to strengthen their sense of patriotism and responsibility in safeguarding national security. The Ombudsman gave wholehearted support to the eighth Legislative Council General Election held on 7 December 2025, spearheading an Election Task Force with his colleagues to launch promotional campaigns and encourage all public officers, their families and members of the public to fulfil their civic responsibility by voting. The Office also backed the Government's call for measures facilitating staff's exercise of voting rights. Together, we seek to build a stable, prosperous society bearing allegiance to the motherland and Hong Kong.





2025年8月，專員率領逾70名人員（包括所有首長級及總主任級同事）參觀由大公文匯傳媒集團主辦的「銘記歷史 珍愛和平——紀念中國人民抗日戰爭暨世界反法西斯戰爭勝利80周年大型巡迴展覽」。同年9月，專員獲邀出席在北京舉行的中國人民抗日戰爭暨世界反法西斯戰爭勝利80周年盛大紀念活動，同時公署安排全體人員在線上觀看閱兵儀式直播，感受國家發展的壯麗篇章，以及舉辦茶聚，慶祝中華人民共和國成立76周年。此外，公署亦積極參與有關國家和香港發展的專題研討會：公署以線上方式於10月參加「行政立法同心治港創未來」研討會，以及於11月觀看中共二十屆四中全會精神宣講會，讓同事更全面及進一步強化國家意識與愛國精神，凝聚力量，為香港特別行政區的發展作出貢獻。

In August 2025, the Ombudsman led a group of over 70 staff members (including all directorate and chief investigation officers) to visit the "Remembering History Cherishing Peace" roving exhibition, organised by the Hong Kong Ta Kung Wen Wei Media Group in commemoration of the 80th anniversary of Victory in the Chinese People's War of Resistance against Japanese Aggression and World Anti-Fascist War. In September 2025, the Ombudsman was invited to attend the commemorative activities of the same anniversary in Beijing, while our staff in the Office witnessed together the robustness of national development through a live broadcast of military parade. Later that month, a special tea gathering was arranged in celebration of the 76th anniversary of the founding of the People's Republic of China. Moreover, we actively participated in thematic seminars on national and Hong Kong development, including a seminar in October on Executive-Legislative Collaboration for Good Governance and Better Future, and another one in November on the spirit of the Fourth Plenary Session of the 20th Communist Party of China Central Committee, both via video link. These seminars enabled our staff to gain a more comprehensive understanding of and further strengthen their sense of national identity and patriotic spirit, thereby uniting efforts to contribute to the development of the HKSAR.





此外，公署於2025年10月派出10名人員前赴杭州，參加由中央人民政府駐香港特別行政區聯絡辦公室統籌、浙江行政學院主辦的國情研修班，以加深同事對國家發展策略、法治建設及歷史文化的認識，並深入研習國家主席習近平的法治思想。專員勉勵同事善用研習所得，積極履行維護國家安全的職責，提升治理效能，融入國家發展大局，推動社會和諧與民生福祉。

In October 2025, our delegation of ten staff members attended a national studies course in Hangzhou. Coordinated by the Liaison Office of the Central People's Government in the HKSAR and organised by the Zhejiang Institute of Administration, the course aimed to enrich our colleagues' understanding of the development strategies, construction of the rule of law and history and culture of our country, while offering an in-depth study of President Xi Jinping's thoughts on the rule of law. After completion of the course, the Ombudsman encouraged staff to apply what they learned and diligently fulfil their responsibility in safeguarding national security, with a view to enhancing governance effectiveness and promoting Hong Kong's integration into national development. These efforts would foster social harmony and improve people's livelihood.



提高內部行政效率

公署持續檢視資源分配和工作優次，並通過整合內部資源、精簡程序及運用科技，以更高成本效益為市民提供服務。其中，公署優化內部處理申訴表格的流程，藉以更有效處理市民的申訴。公署相當重視檔案管理，每年會進行嚴謹的盤點工作。過去數年檔案盤點工作均順利完成，所有檔案已逐一核對並確認在冊，未發現有任何缺失情況。這項工作對公署的檔案管理制度至為重要，不僅有效提升公署檔案存取效率，亦確保文件保存有序，資料完整可靠。

Optimising Internal Administration

We keep under constant review our resource allocation and work priorities, exploring more cost-effective ways to serve the public by consolidating internal resources, streamlining procedures and applying technologies. In particular, our internal workflow for processing complaint forms has been enhanced to address public complaints more effectively. We attach great importance to records management and conduct a stringent stock-taking exercise annually. The stock-taking exercise has been completed smoothly over the past years, with each case file checked meticulously and verified as intact without any missing data. The exercise is of paramount importance to our records management system. It not only allows us to retrieve records more effectively but also ensures the preservation of complete and reliable information.

僱員身心健康

公署關注職員的身心健康，繼續推行「僱員身心安康計劃」，為職員提供適切的工作指導及輔導支援，協助他們在個人及專業層面提升表現。過去一年，公署舉辦多場身心健康工作坊，鼓勵員工保持正向心態，積極面對工作與生活上的挑戰。

公署響應政府的流感疫苗接種計劃，於流感季節前為員工安排接種服務。專員以身作則即場接種，同事亦積極參與，充分體現公署重視公共健康與防疫工作的承擔，保障同事及家人健康，同心減低流感於工作環境及社區的傳播風險。

Employee Wellness

We care for the well-being of our staff and have implemented an Employee Wellness Programme, which offers coaching and counselling to help our staff achieve personal and professional growth. Throughout the year, several staff wellness workshops were organised to empower them to meet challenges in careers and daily lives with a positive mindset.

In support of the Government's seasonal influenza vaccination programme, we arranged vaccination services for staff members as the influenza season approached. The Ombudsman led by example and received the vaccine on site, while our colleagues also participated enthusiastically. The initiative underscored our commitment to public health and disease prevention, safeguarding the health of staff and their families, and reducing the risks of transmission in the workplace and the community.







《申訴專員條例》附表所列機構一覽
List of Scheduled Organisations

第1部分：條例（第397章）附表1第1部所列政府部門
Part 1: Government Departments Listed in Part 1 of Schedule 1, Cap. 397

按英文字母順序排列
in alphabetical order

政府部門	Government Department	簡稱 Abbreviation
漁農自然護理署	Agriculture, Fisheries and Conservation Department	AFCD
司法機構政務長轄下所有法院與審裁處的登記處及行政辦事處	All registries and administrative offices of courts and tribunals for which the Judiciary Administrator has responsibility	JA
建築署	Architectural Services Department	ArchSD
審計署	Audit Commission	Aud
醫療輔助隊（政府部門）	Auxiliary Medical Service (government department)	AMS
屋宇署	Buildings Department	BD
政府統計處	Census and Statistics Department	C&SD
民眾安全服務處（政府部門）	Civil Aid Service (government department)	CAS
民航處	Civil Aviation Department	CAD
土木工程拓展署	Civil Engineering and Development Department	CEDD
公司註冊處	Companies Registry	CR
懲教署	Correctional Services Department	CSD
香港海關	Customs and Excise Department	C&ED
衞生署	Department of Health	DH
律政司	Department of Justice	DoJ
渠務署	Drainage Services Department	DSD
機電工程署	Electrical and Mechanical Services Department	EMSD
環境保護署	Environmental Protection Department	EPD
消防處	Fire Services Department	FSD
食物環境衞生署	Food and Environmental Hygiene Department	FEHD
行政長官辦公室總務室	General Office of the Chief Executive's Office	CEO
政府飛行服務隊	Government Flying Service	GFS
政府化驗所	Government Laboratory	GovtLab
政府物流服務署	Government Logistics Department	GLD
政府產業署	Government Property Agency	GPA

《申訴專員條例》附表所列機構一覽
List of Scheduled Organisations

政府部門	Government Department	簡稱 Abbreviation
政府總部	Government Secretariat	GS
– 政務司司長辦公室	– Chief Secretary for Administration's Office	CSO
– 政務司司長私人辦公室	– Chief Secretary for Administration's Private Office	CSPO
– 公務員事務局	– Civil Service Bureau	CSB
– 商務及經濟發展局	– Commerce and Economic Development Bureau	CEDB
– 政制及內地事務局	– Constitutional and Mainland Affairs Bureau	CMAB
– 文化體育及旅遊局	– Culture, Sports and Tourism Bureau	CSTB
– 發展局	– Development Bureau	DEVB
– 教育局	– Education Bureau	EDB
– 環境及生態局	– Environment and Ecology Bureau	EEB
– 財政司司長辦公室	– Financial Secretary's Office	FSO
– 財政司司長私人辦公室	– Financial Secretary's Private Office	FSPO
– 財經事務及庫務局	– Financial Services and the Treasury Bureau	FSTB
– 醫務衞生局	– Health Bureau	HHB
– 民政及青年事務局	– Home and Youth Affairs Bureau	HYAB
– 房屋局	– Housing Bureau	HB
– 創新科技及工業局[1]	– Innovation, Technology and Industry Bureau[1]	ITIB
– 勞工及福利局	– Labour and Welfare Bureau	LWB
– 律政司司長辦公室	– Secretary for Justice's Office	SJO
– 保安局	– Security Bureau	SB
– 運輸及物流局	– Transport and Logistics Bureau	TLB
路政署	Highways Department	HyD
民政事務總署	Home Affairs Department	HAD
香港天文台	Hong Kong Observatory	HKO
房屋署	Housing Department	HD
入境事務處	Immigration Department	ImmD
政府新聞處	Information Services Department	ISD
稅務局	Inland Revenue Department	IRD
知識產權署	Intellectual Property Department	IPD
投資推廣署	Invest Hong Kong	InvestHK
公務及司法人員薪俸及服務條件諮詢委員會聯合秘書處	Joint Secretariat for the Advisory Bodies on Civil Service and Judicial Salaries and Conditions of Service	JSSCS

《申訴專員條例》附表所列機構一覽
List of Scheduled Organisations

政府部門	Government Department	簡稱 Abbreviation
勞工處	Labour Department	LD
土地註冊處	Land Registry	LR
地政總署	Lands Department	LandsD
法律援助署	Legal Aid Department	LAD
康樂及文化事務署	Leisure and Cultural Services Department	LCSD
海事處	Marine Department	MD
通訊事務管理局辦公室	Office of the Communications Authority	OFCA
破產管理署	Official Receiver's Office	ORO
規劃署	Planning Department	PlanD
郵政署	Post Office	PO
香港電台	Radio Television Hong Kong	RTHK
差餉物業估價署	Rating and Valuation Department	RVD
選舉事務處	Registration and Electoral Office	REO
社會福利署	Social Welfare Department	SWD
工業貿易署	Trade and Industry Department	TID
運輸署	Transport Department	TD
庫務署	Treasury	Try
大學教育資助委員會秘書處	University Grants Committee, Secretariat	UGCS
水務署	Water Supplies Department	WSD
在職家庭及學生資助事務處	Working Family and Student Financial Assistance Agency	WFSFAA

第2部分：條例（第397章）附表1第1部所列公營機構
Part 2: Public Organisations Listed in Part 1 of Schedule 1, Cap. 397

公營機構	Public Organisation	簡稱 Abbreviation
會計及財務匯報局	Accounting and Financial Reporting Council	AFRC
機場管理局	Airport Authority	AA
醫療輔助隊（非政府部門）	Auxiliary Medical Service (non-government department)	AMS
民眾安全服務隊（非政府部門）	Civil Aid Service (non-government department)	CAS
競爭事務委員會	Competition Commission	ComC
消費者委員會	Consumer Council	CC

《申訴專員條例》附表所列機構一覽
List of Scheduled Organisations

公營機構	Public Organisation	簡稱 Abbreviation
僱員再培訓局	Employees Retraining Board	ERB
平等機會委員會	Equal Opportunities Commission	EOC
地產代理監管局	Estate Agents Authority	EAA
香港藝術發展局	Hong Kong Arts Development Council	HKADC
香港房屋委員會	Hong Kong Housing Authority	HKHA
香港房屋協會	Hong Kong Housing Society	HKHS
香港金融管理局	Hong Kong Monetary Authority	HKMA
香港體育學院有限公司	Hong Kong Sports Institute Limited	HKSIL
醫院管理局	Hospital Authority	HA
保險業監管局	Insurance Authority	IA
九廣鐵路公司	Kowloon-Canton Railway Corporation	KCRC
立法會秘書處	Legislative Council Secretariat	LCS
強制性公積金計劃管理局	Mandatory Provident Fund Schemes Authority	MPFA
個人資料私隱專員	Privacy Commissioner for Personal Data	PCPD
物業管理業監管局	Property Management Services Authority	PMSA
證券及期貨事務監察委員會	Securities and Futures Commission	SFC
香港考試及評核局	The Hong Kong Examinations and Assessment Authority	HKEAA
旅遊業監管局	Travel Industry Authority	TIA
市區重建局	Urban Renewal Authority	URA
職業訓練局	Vocational Training Council	VTC
西九文化區管理局	West Kowloon Cultural District Authority	WKCDA

條例（第397章）附表1第2部所列機構
Organisations Listed in Part 2 of Schedule 1, Cap. 397

機構	Organisation	簡稱 Abbreviation
香港輔助警察隊	Hong Kong Auxiliary Police Force	HKAPF
香港警務處	Hong Kong Police Force	HKPF
廉政公署	Independent Commission Against Corruption	ICAC
公務員敍用委員會秘書處	Secretariat of the Public Service Commission	PSC

註1. 創新科技署及數字政策辦公室隸屬創新科技及工業局。
Note 1. The Innovation and Technology Commission and the Digital Policy Office are under the Innovation, Technology and Industry Bureau.

對申訴不予跟進或不展開調查的情況
Circumstances where Complaints are not Followed up or Investigated

不受申訴專員調查的行動 – 香港法例第 397 章附表 2
Actions not Subject to Investigation – Schedule 2, Cap. 397

1. 保安、防衞或國際關係
2. 行政長官親自作出的行動
3. 行政長官行使權力赦免罪犯
4. 政府頒授勳銜、獎賞或特權
5. 法律程序或檢控任何人的決定
6. 合約或商業交易
7. 人事方面的事宜
8. 有關施加或更改土地權益條款的決定
9. 與《香港公司收購、合併及股份回購守則》有關的行動
10. 香港輔助警察隊、香港警務處或廉政公署就防止及調查任何罪行而採取的行動

1. Security, defence or international relations
2. Actions by the Chief Executive personally
3. Exercise of power by the Chief Executive to pardon criminals
4. Grant of honours, awards or privileges by Government
5. Legal proceedings or prosecution decisions
6. Contractual or other commercial transactions
7. Personnel matters
8. Imposition or variation of conditions of land grant
9. Actions in relation to Hong Kong Codes on Takeovers and Mergers and Share Buy-backs
10. Crime prevention and investigation actions by the Hong Kong Auxiliary Police Force, the Hong Kong Police Force or the Independent Commission Against Corruption

調查申訴的限制 – 香港法例第 397 章第 10(1) 條
Restrictions on Investigation of Complaints – Section 10(1), Cap. 397

1. 申訴人對申訴事項已知悉超過24個月
2. 申訴由匿名者提出
3. 申訴人無從識別或下落不明
4. 申訴並非由感到受屈的人士或適當代表提出
5. 申訴人及申訴事項與香港並無任何關係
6. 申訴人有權利根據法律程序提出上訴或尋求補救辦法

1. Complainant having knowledge of subject of complaint for more than 24 months
2. Complaint made anonymously
3. Complainant not identifiable or traceable
4. Complaint not made by person aggrieved or suitable representative
5. Subject of complaint and complainant having no connection with Hong Kong
6. Statutory right of appeal or remedy by way of legal proceedings being available to complainant

申訴專員可決定不展開調查的情況 – 香港法例第 397 章第 10(2) 條
Circumstances where The Ombudsman may Decide not to Investigate – Section 10(2), Cap. 397

1. 以前曾調查性質相近的申訴，而結果顯示並無行政失當之處
2. 申訴關乎微不足道的事
3. 申訴事屬瑣屑無聊、無理取鬧或非真誠作出
4. 因其他理由而無須調查（例如：缺乏表面證據、所涉機構正採取行動，或申訴人只是表達意見）

1. Investigation of similar complaints before revealed no maladministration
2. Subject of complaint is trivial
3. Complaint is frivolous or vexatious or is not made in good faith
4. Investigation is, for any other reason, unnecessary (such as lack of *prima facie* evidence, the organisation involved is already taking action, or the complainant is just expressing opinions)

個案數字
Caseload

		報告年度[1] Reporting year[1]				
		25/26	24/25	23/24	22/23	21/22
查詢	**Enquiries**	**8,134**	**8,211**	**8,599**	**9,279**	**8,851**
申訴	**Complaints**					
(a) 須處理的申訴個案	**(a) For processing**	**5,487**	**4,984**	**4,979**	**5,951**	**5,626**
– 接到的申訴	– Received	5,167[28]	4,402[53]	4,351[146]	5,357[233]	4,934[140]
– 由上年度轉入	– Brought forward	320	582	628	594	692
(b) 已完成的申訴個案	**(b) Completed**	**5,012[22]**	**4,664[52]**	**4,397[151]**	**5,323[254]**	**5,032[135]**
已跟進並結案	**Pursued and concluded**	**1,591**	**1,655[4]**	**2,053[8]**	**2,558[138]**	**2,739[102]**
– 經查訊後結案[2]	– By inquiry[2]	400	1,060[4]	1,771	2,112[119]	2,432[102]
– 經全面調查後結案[3]	– By full investigation[3]	46	40	95[7]	141[16]	92
– 經調解後結案[4]	– By mediation[4]	1,145	555	187[1]	305[3]	215
經評審並結案	**Assessed and closed**	**3,421[22]**	**3,009[48]**	**2,344[143]**	**2,765[116]**	**2,293[33]**
– 缺乏充分理據跟進[5]	– Insufficient grounds to pursue[5]	2,247[12]	1,805[32]	1,470[110]	1,787[85]	1,171[6]
– 受條例所限不得調查[6]	– Legally bound[6]	1,174[10]	1,204[16]	874[33]	978[31]	1,122[27]
(c) 已完成的申訴個案百分比 = (b)/(a)	**(c) Percentage completed = (b)/(a)**	**91.3%**	**93.6%**	**88.3%**	**89.5%**	**89.4%**
(d) 轉撥下年度= (a) – (b)	**(d) Carried forward = (a) – (b)**	**475**	**320**	**582**	**628**	**594**
已完成的主動調查行動數目	**Direct investigation operations completed**	**10**	**8**	**10**	**9**	**8**

註釋：

1. 自每年4月1日至翌年3月31日。
2. 根據《申訴專員條例》第11A條跟進的一般性質的個案。
3. 根據《申訴專員條例》第12條跟進的較複雜的個案，當中可能涉及嚴重的行政失當、行政體制上的流弊等。
4. 根據《申訴專員條例》第11B條跟進的個案，當中不涉及行政失當，或只涉及輕微的行政失當。
5. 根據《申訴專員條例》第10(2)條而不予跟進並已結案的個案。
6. 根據《申訴專員條例》第8條超出公署職權範圍，或受第10(1)條所限不得調查。

[ ] 表示屬於同類主題申訴從屬個案的數目。

Notes:

1. From 1 April to 31 March of the next year.
2. Pursued under section 11A of The Ombudsman Ordinance, for general cases.
3. Pursued under section 12 of The Ombudsman Ordinance, for complex cases possibly involving serious maladministration, systemic flaws, etc.
4. Pursued under section 11B of The Ombudsman Ordinance, for cases involving no, or only minor, maladministration.
5. Not pursued and closed under section 10(2) of The Ombudsman Ordinance.
6. Outside the Office's jurisdiction under section 8 or restricted by section 10(1) of The Ombudsman Ordinance.

[ ] Number of secondary topical complaints.

接到及已跟進並結案的申訴個案
Complaints Received and Complaints Pursued & Concluded

按英文字母順序排列
in alphabetical order

部門或機構	Department or organisation	接到的申訴個案數目 No. of complaints received	已跟進並結案的申訴個案數目[1] No. of complaints pursued and concluded[1]
第1部分：政府部門	**Part 1: Government Departments**		
漁農自然護理署	Agriculture, Fisheries and Conservation Department	56	13
建築署	Architectural Services Department	14	5
醫療輔助隊	Auxiliary Medical Service	1	1
屋宇署	Buildings Department	302	182
政府統計處	Census and Statistics Department	3	0
民眾安全服務處	Civil Aid Service	2	0
民航處	Civil Aviation Department	7	0
土木工程拓展署	Civil Engineering and Development Department	22	8
公司註冊處	Companies Registry	13	2
懲教署	Correctional Services Department	30	1
香港海關	Customs and Excise Department	45	0
衞生署	Department of Health	71	18
律政司	Department of Justice	11	0
數字政策辦公室	Digital Policy Office	34	16
渠務署	Drainage Services Department	25	13
機電工程署	Electrical and Mechanical Services Department	26	6
環境保護署	Environmental Protection Department	56	16
消防處	Fire Services Department	45	6
食物環境衞生署	Food and Environmental Hygiene Department	428	237
行政長官辦公室總務室	General Office of the Chief Executive's Office	9	0
政府物流服務署	Government Logistics Department	5	0
政府產業署	Government Property Agency	10	3

接到及已跟進並結案的申訴個案
Complaints Received and Complaints Pursued & Concluded

部門或機構	Department or organisation	接到的申訴個案數目 No. of complaints received	已跟進並結案的申訴個案數目[1] No. of complaints pursued and concluded[1]
政府總部	Government Secretariat		
— 政務司司長辦公室	– Chief Secretary for Administration's Office	4	0
— 公務員事務局	– Civil Service Bureau	14	0
— 商務及經濟發展局	– Commerce and Economic Development Bureau	3	1
— 政制及內地事務局	– Constitutional and Mainland Affairs Bureau	5	0
— 文化體育及旅遊局	– Culture, Sports and Tourism Bureau	9	0
— 發展局	– Development Bureau	15	1
— 教育局	– Education Bureau	114	14
— 環境及生態局	– Environment and Ecology Bureau	3	1
— 財政司司長辦公室	– Financial Secretary's Office	3	0
— 財經事務及庫務局	– Financial Services and the Treasury Bureau	2	1
— 醫務衞生局	– Health Bureau	9	1
— 民政及青年事務局	– Home and Youth Affairs Bureau	4	0
— 房屋局	– Housing Bureau	21	3
— 創新科技及工業局	– Innovation, Technology and Industry Bureau	3	1
— 勞工及福利局	– Labour and Welfare Bureau	7	0
— 保安局	– Security Bureau	5	0
— 運輸及物流局	– Transport and Logistics Bureau	7	0
路政署	Highways Department	81	32
民政事務總署	Home Affairs Department	122	41
香港天文台	Hong Kong Observatory	8	0
香港警務處	Hong Kong Police Force	109	0
房屋署	Housing Department	508	258
入境事務處	Immigration Department	196	14
政府新聞處	Information Services Department	1	0
稅務局	Inland Revenue Department	90	47
創新科技署	Innovation and Technology Commission	23	11
知識產權署	Intellectual Property Department	1	0

接到及已跟進並結案的申訴個案
Complaints Received and Complaints Pursued & Concluded

部門或機構	Department or organisation	接到的申訴個案數目 No. of complaints received	已跟進並結案的申訴個案數目[1] No. of complaints pursued and concluded[1]
司法機構政務長	Judiciary Administrator	27	1
勞工處	Labour Department	104	9
土地註冊處	Land Registry	4	0
地政總署	Lands Department	202	74
法律援助署	Legal Aid Department	37	7
康樂及文化事務署	Leisure and Cultural Services Department	179	76
海事處	Marine Department	10	0
通訊事務管理局辦公室	Office of the Communications Authority	24	2
破產管理署	Official Receiver's Office	11	0
規劃署	Planning Department	17	2
郵政署	Post Office	37	11
香港電台	Radio Television Hong Kong	4	0
差餉物業估價署	Rating and Valuation Department	23	7
選舉事務處	Registration and Electoral Office	9	0
社會福利署	Social Welfare Department	125	37
工業貿易署	Trade and Industry Department	12	3
運輸署	Transport Department	291	84
庫務署	Treasury	3	0
大學教育資助委員會秘書處	University Grants Committee, Secretariat	1	0
水務署	Water Supplies Department	105	58
在職家庭及學生資助事務處	Working Family and Student Financial Assistance Agency	30	7
第2部分：公營機構	**Part 2: Public Organisations**		
會計及財務匯報局	Accounting and Financial Reporting Council	1	0
機場管理局	Airport Authority	20	4
競爭事務委員會	Competition Commission	1	0
消費者委員會	Consumer Council	31	1

接到及已跟進並結案的申訴個案
Complaints Received and Complaints Pursued & Concluded

部門或機構	Department or organisation	接到的申訴個案數目 No. of complaints received	已跟進並結案的申訴個案數目[1] No. of complaints pursued and concluded[1]
僱員再培訓局	Employees Retraining Board	14	1
平等機會委員會	Equal Opportunities Commission	20	0
地產代理監管局	Estate Agents Authority	10	3
香港藝術發展局	Hong Kong Arts Development Council	2	0
香港房屋委員會	Hong Kong Housing Authority	16	4
香港房屋協會	Hong Kong Housing Society	33	13
香港金融管理局	Hong Kong Monetary Authority	44	1
香港體育學院有限公司	Hong Kong Sports Institute Limited	2	0
醫院管理局	Hospital Authority	202	31
廉政公署	Independent Commission Against Corruption	5	0
保險業監管局	Insurance Authority	17	5
強制性公積金計劃管理局	Mandatory Provident Fund Schemes Authority	281	137
個人資料私隱專員	Privacy Commissioner for Personal Data	24	1
物業管理業監管局	Property Management Services Authority	77	40
證券及期貨事務監察委員會	Securities and Futures Commission	33	1
香港考試及評核局	The Hong Kong Examinations and Assessment Authority	9	2
旅遊業監管局	Travel Industry Authority	17	4
市區重建局	Urban Renewal Authority	30	6
職業訓練局	Vocational Training Council	20	6
西九文化區管理局	West Kowloon Cultural District Authority	2	0
其他機構[2]	Other Organisations[2]	419	0
合計	**Total**	**5,167**	**1,591**

註釋：
1. 包括在上一個年度接到，但在本年度才完成跟進並結案的申訴個案。
2. 「其他機構」是指不在《申訴專員條例》附表1內的機構。

Notes:
1. Including the complaints received in the previous year but pursued and concluded in the prevailing year.
2. "Other Organisations" are organisations falling outside Schedule 1 to The Ombudsman Ordinance.

以查訊方式結案的申訴個案結果
Results of Complaints Concluded by Inquiry

按英文字母順序排列
in alphabetical order

部門或機構	Department or organisation	以查訊方式結案的申訴個案數目 No. of complaints concluded by inquiry	發現有缺失或不足之處的個案 Cases with inadequacies or deficiencies found
第1部分：政府部門	**Part 1: Government Departments**		
漁農自然護理署	Agriculture, Fisheries and Conservation Department	4	1
建築署	Architectural Services Department	1	0
屋宇署	Buildings Department	47	11
土木工程拓展署	Civil Engineering and Development Department	3	0
公司註冊處	Companies Registry	2	1
衞生署	Department of Health	3	0
數字政策辦公室	Digital Policy Office	5	0
渠務署	Drainage Services Department	4	0
機電工程署	Electrical and Mechanical Services Department	2	0
環境保護署	Environmental Protection Department	2	0
消防處	Fire Services Department	1	0
食物環境衞生署	Food and Environmental Hygiene Department	61	11
政府產業署	Government Property Agency	1	1
政府總部	Government Secretariat		
— 商務及經濟發展局	– Commerce and Economic Development Bureau	1	0
— 發展局	– Development Bureau	1	0
— 教育局	– Education Bureau	5	0
— 環境及生態局	– Environment and Ecology Bureau	1	0
— 醫務衞生局	– Health Bureau	1	0
— 房屋局	– Housing Bureau	1	0
路政署	Highways Department	6	0
民政事務總署	Home Affairs Department	8	0
房屋署	Housing Department	55	4

以查訊方式結案的申訴個案結果
Results of Complaints Concluded by Inquiry

部門或機構	Department or organisation	以查訊方式結案的申訴個案數目 No. of complaints concluded by inquiry	發現有缺失或不足之處的個案 Cases with inadequacies or deficiencies found
稅務局	Inland Revenue Department	11	0
創新科技署	Innovation and Technology Commission	6	1
地政總署	Lands Department	10	2
法律援助署	Legal Aid Department	3	0
康樂及文化事務署	Leisure and Cultural Services Department	23	0
通訊事務管理局辦公室	Office of the Communications Authority	1	0
郵政署	Post Office	3	2
差餉物業估價署	Rating and Valuation Department	1	0
社會福利署	Social Welfare Department	13	0
工業貿易署	Trade and Industry Department	2	0
運輸署	Transport Department	28	3
水務署	Water Supplies Department	10	1
在職家庭及學生資助事務處	Working Family and Student Financial Assistance Agency	3	0
第2部分：公營機構	**Part 2: Public Organisations**		
僱員再培訓局	Employees Retraining Board	1	0
地產代理監管局	Estate Agents Authority	2	0
香港房屋委員會	Hong Kong Housing Authority	2	0
香港房屋協會	Hong Kong Housing Society	6	0
香港金融管理局	Hong Kong Monetary Authority	1	0
醫院管理局	Hospital Authority	13	1
保險業監管局	Insurance Authority	3	0
強制性公積金計劃管理局	Mandatory Provident Fund Schemes Authority	13	1
個人資料私隱專員	Privacy Commissioner for Personal Data	1	0
物業管理業監管局	Property Management Services Authority	15	3
證券及期貨事務監察委員會	Securities and Futures Commission	1	0

以查訊方式結案的申訴個案結果
Results of Complaints Concluded by Inquiry

部門或機構	Department or organisation	以查訊方式結案的申訴個案數目 No. of complaints concluded by inquiry	發現有缺失或不足之處的個案 Cases with inadequacies or deficiencies found
香港考試及評核局	The Hong Kong Examinations and Assessment Authority	2	0
旅遊業監管局	Travel Industry Authority	3	0
市區重建局	Urban Renewal Authority	4	0
職業訓練局	Vocational Training Council	4	1
合計	**Total**	**400**	**44**

經全面調查後結案的個案索引
Index of Cases Concluded by Full Investigation

第1部分：政府部門
Part 1: Government Departments

按英文字母順序排列
in alphabetical order

個案編號 Case no.	申訴事項 Complaint	整體結論 Overall conclusion	建議數目 No. of recommendations
漁農自然護理署 Agriculture, Fisheries and Conservation Department			
2025/1057	延誤維修因颱風損壞的某公廁 Delay in repairing a public toilet damaged by typhoon	成立 Substantiated	17
2025/1921	無理拒絕在已換上新水龍頭的某公廁恢復供水 Unreasonably refusing to resume water supply to a public toilet despite installation of new faucets	不成立 Unsubstantiated	0
2025/2010	無理拒絕申訴人的狗隻牌照申請及沒有提供清晰資訊說明申請時須出示的證明文件 Unreasonably refusing the complainant's dog licence applications and failing to provide clear information about the supporting documents required for the applications	部分成立 Partially substantiated	9
建築署 Architectural Services Department			
2025/1057	延誤維修因颱風損壞的某公廁 Delay in repairing a public toilet damaged by typhoon	不成立 Unsubstantiated	0
屋宇署 Buildings Department			
2025/2362	沒有跟進平台僭建物的清拆令 Failure to follow up the demolition order against unauthorised building works on a floor platform	部分成立 Partially substantiated	4
2025/2363	拖延跟進滲水問題 Delay in handling a water seepage complaint	部分成立 Partially substantiated	5
2025/2399	未有妥善處理申訴人的滴水投訴 Mishandling a water dripping complaint	不成立 Unsubstantiated	5

經全面調查後結案的個案索引
Index of Cases Concluded by Full Investigation

個案編號 Case no.	申訴事項 Complaint	整體結論 Overall conclusion	建議數目 No. of recommendations
衞生署 Department of Health			
2025/0308	拖延處理某物理治療師被投訴的個案及沒有告知當事人個案的進度 Delay in handling a complaint against a physiotherapist and failing to inform the complainant of the case's progress	部分成立 Partially substantiated	15
數字政策辦公室 Digital Policy Office			
2025/2023	未有適時回覆申訴人的投訴 Failure to respond to a complaint in a timely manner	不成立 Unsubstantiated	0
2025/2399	未有妥善處理申訴人的滴水投訴 Mishandling a water dripping complaint	部分成立 Partially substantiated	9
機電工程署 Electrical and Mechanical Services Department			
2025/1057	延誤維修因颱風損壞的某公廁 Delay in repairing a public toilet damaged by typhoon	成立 Substantiated	10
食物環境衞生署 Food and Environmental Hygiene Department			
2024/2361	沒有妥善跟進冷氣機滴水個案 Failure to properly follow up on a case of air-conditioner dripping	部分成立 Partially substantiated	10
2025/0618	沒有妥善處理單車租賃店舖引致的違泊情況 Failure to properly address illegal bicycle parking caused by rental shops	不成立 Unsubstantiated	1
2025/1571	處理長者違規餵飼野鴿的個案欠妥善 Improperly handling a case involving illegal feeding of feral pigeons by an elderly person	不成立 Unsubstantiated	6

經全面調查後結案的個案索引
Index of Cases Concluded by Full Investigation

個案編號 Case no.	申訴事項 Complaint	整體結論 Overall conclusion	建議數目 No. of recommendations
2025/1935	未有妥善回應視障人士的查詢 Failure to properly address enquiries from a visually impaired person	不成立 Unsubstantiated	5
2025/2363	拖延跟進滲水問題 Delay in handling a water seepage complaint	部分成立 Partially substantiated	5
2025/2399	未有妥善處理申訴人的滴水投訴 Mishandling a water dripping complaint	不成立 Unsubstantiated	5
政府總部 — 房屋局 **Government Secretariat – Housing Bureau**			
2025/1975	將強制驗窗通知書寄往申訴人早年於土地註冊處登記但現已無效的通訊地址，以及在通知書被退回後多月才再次發出 Sending a mandatory window inspection notice to the complainant's former correspondence address registered with the Land Registry, which was no longer valid, and only re-issuing the notice several months after it had been returned	部分成立 Partially substantiated	5
路政署 **Highways Department**			
2025/2929	沒有妥善跟進某行人過路處路面不平和破損的投訴 Mishandling a complaint about uneven and damaged surfacing at a pedestrian crossing	不成立 Unsubstantiated	8
民政事務總署 **Home Affairs Department**			
2025/0618	沒有妥善處理單車租賃店舖引致的違泊情況 Failure to properly address illegal bicycle parking caused by rental shops	不成立 Unsubstantiated	13

經全面調查後結案的個案索引
Index of Cases Concluded by Full Investigation

個案編號 Case no.	申訴事項 Complaint	整體結論 Overall conclusion	建議數目 No. of recommendations
房屋署 Housing Department			
2025/0847	未有積極跟進申訴人公屋單位窗戶多次沾有糞便的投訴 No proactive follow-up regarding the complainant's repeated reports of excrement found on the windows of his public housing flat	不成立 Unsubstantiated	2
2025/1701	就公屋「富戶政策」申報事宜，職員未有提供適切協助及不當要求住戶簽署未完全填妥的申報表格 Regarding declarations made under the Well-off Tenants Policy, staff failing to provide appropriate assistance and improperly requesting a public housing tenant to sign an incomplete declaration form	不成立 Unsubstantiated	4
2025/2023	未有適時回覆申訴人的投訴 Failure to respond to a complaint in a timely manner	不成立 Unsubstantiated	2
地政總署 Lands Department			
2025/0618	沒有妥善處理單車租賃店舖引致的違泊情況 Failure to properly address illegal bicycle parking caused by rental shops	不成立 Unsubstantiated	1
法律援助署 Legal Aid Department			
2025/3235	無理拖延向申訴人發放他獲法律援助進行傷亡訴訟後，與被告人達成和解所獲得的賠償金 Unreasonable delay in disbursing the compensation to the complainant following settlement with the defendant in a personal injury claim for which the complainant had received legal aid	不成立 Unsubstantiated	4

個案編號 Case no.	申訴事項 Complaint	整體結論 Overall conclusion	建議數目 No. of recommendations
康樂及文化事務署 Leisure and Cultural Services Department			
2025/3388	未有積極跟進申訴人就泳客穿着不雅泳裝使用公眾泳池的投訴 No proactive follow-up on a complaint against swimmers wearing indecent swimwear in the public swimming pool	不成立 Unsubstantiated	11
2025/3555 2025/3556 2025/3557	不合理地延遲提供暖水泳池設施的時間，對泳客造成不便 Unreasonable delay in providing heated swimming pool facilities, causing inconvenience to swimmers	不成立 Unsubstantiated	8
運輸署 Transport Department			
2025/0439 2025/0891 2025/1183	未有就更改隧道收費點位置預先通知公眾，以及資訊發放有欠透明 No prior notification to the public before relocating the toll point of a tunnel, and lack of transparency in information dissemination	部分成立 Partially substantiated	9
2025/0618	沒有妥善處理單車租賃店舖引致的違泊情況 Failure to properly address illegal bicycle parking caused by rental shops	不成立 Unsubstantiated	2
2025/2929	沒有妥善跟進某行人過路處路面不平和破損的投訴 Mishandling a complaint about uneven and damaged surfacing at a pedestrian crossing	不成立 Unsubstantiated	2
水務署 Water Supplies Department			
2025/2399	未有妥善處理申訴人的滴水投訴 Mishandling a water dripping complaint	不成立 Unsubstantiated	5

經全面調查後結案的個案索引
Index of Cases Concluded by Full Investigation

第2部分：公營機構
Part 2: Public Organisations

個案編號 Case no.	申訴事項 Complaint	整體結論 Overall conclusion	建議數目 No. of recommendations
醫院管理局 Hospital Authority			
2025/0260	借用輔助器材服務的退還按金安排不合理 Unreasonable deposit refund arrangements for assistive device loan service	成立 Substantiated	12
強制性公積金計劃管理局 Mandatory Provident Fund Schemes Authority			
2025/2409	積金易未有在平台顯示每項基金的平均成本價及賺蝕金額，以及沒有妥善處理相關投訴 eMPF failing to display the average unit price and profit or loss of each constituent fund, and improper handling of relevant complaints	部分成立 Partially substantiated	10
2025/2827	積金易延誤處理申訴人於退休時提取自願性供款累算權益的申請，以及沒有妥善處理相關查詢及投訴 eMPF delay in handling the withdrawal of the accrued benefits of voluntary contributions upon the complainant's retirement and improper handling of relevant enquiries and complaints	成立 Substantiated	16
2025/2837	積金易未有妥善處理強積金供款結算書及更改獲授權人的申請，亦未有適切回應相關查詢 eMPF improper handling of MPF contribution statements and an application for changing the authorised representative, and failing to respond to relevant enquiries in a timely manner	部分成立 Partially substantiated	16
2025/3078	積金易將強積金存入僱員帳戶的時間過長及沒有適時回覆查詢 eMPF having taken too long to vest the mandatory contributions in the employees' accounts, and failing to give timely replies to enquiries	成立 Substantiated	14
2025/3292	積金易延誤處理強積金自願供款和提取累算權益指示，以及提供錯誤資訊 eMPF delay in processing the instructions of voluntary contributions and withdrawal of accrued benefits, and error in providing information	部分成立 Partially substantiated	11

個案編號 Case no.	申訴事項 Complaint	整體結論 Overall conclusion	建議數目 No. of recommendations
2025/3322	積金易過渡期間處理強積金供款及相關文件欠妥 eMPF improper handling of mandatory contributions and related documents during transition period	不成立 Unsubstantiated	4
2025/3509	積金易未有妥善處理過渡期間以提早退休為由提取累算權益的申請 eMPF improper handling of an application for withdrawing accrued benefits on the grounds of early retirement during the transition period	不成立 Unsubstantiated	4
物業管理業監管局 Property Management Services Authority			
2025/0407	(1) 沒有就對某商場管理公司的投訴採取行動（不成立）；以及 (2) 沒有實質回覆申訴人投訴的調查進展或結果（部分成立） (1) Failure to follow up on a complaint against the management company of a shopping mall (unsubstantiated); and (2) Failure to give the complainant a substantive reply on the progress or outcome of investigation (partially substantiated)	部分成立 Partially substantiated	14
2025/1967	(1) 延誤調查及回覆申訴人對物業管理公司的投訴（成立）； (2) 簡覆未有實質回覆調查進展，只重複地表示正在跟進投訴（成立）；以及 (3) 簡覆沒有提供個案職員姓名和電話號碼（不成立） (1) Delay in investigating and responding to a complaint against a property management company (substantiated); (2) Failure to give any substantive updates on the investigation progress in the interim replies, merely reiterating that the complaint was being followed up (substantiated); and (3) Failure to provide the case officer's name and telephone number in the interim replies (unsubstantiated)	部分成立 Partially substantiated	10

改善措施實例
Examples of Improvement Measures

公署提出的改善建議可大致分為以下類別:

(1) 制定更清晰指引，使運作更為一致和有效率
(2) 鼓勵跨部門的協調及優化安排
(3) 改善處理市民查詢或投訴的措施
(4) 改善客戶服務的措施
(5) 加強規管及管制的措施
(6) 訂立更清晰和合理的規則及收費
(7) 為市民提供更適時和更清晰的資料
(8) 加強員工培訓
(9) 其他

Our recommendations fall into the following categories:

(1) guidelines for clarity, consistency or efficiency in operation
(2) incentives to foster inter-departmental co-ordination and arrangements for enhancement
(3) measures for better public enquiry or complaint handling
(4) measures for better client services
(5) measures for more effective regulation or control
(6) clearer and more reasonable rules and charges
(7) clearer and more timely information to the public
(8) enhanced training for staff
(9) others

第1部分：所涉部門及機構在公署進行主動調查行動後已採取的改善措施實例
Part 1: Examples of Improvement Measures Introduced by Departments and Organisations Following Our Direct Investigation Operations

按英文字母順序排列
in alphabetical order

機構（個案編號） Organisation (Case reference)	改善措施 Improvement measures	類別 Category
屋宇署、勞工處及發展局 Buildings Department ("BD"), Labour Department ("LD") & Development Bureau ("DEVB") 「政府對建造業職業安全及健康的監管」 "Government's Regulation of Occupational Safety and Health in Construction Industry" (DI/464)	• 就註冊承建商的紀律處分制度，屋宇署制訂個案處理時間指標，並加強監察由勞工處轉介的定罪個案 In respect of the disciplinary system for registered contractors, BD established processing time indicators and strengthened the monitoring of convicted cases referred by LD	(5)
	• 屋宇署收緊承建商紀律處分制度下的其中一個準則，由承建商在連續六個月期間內被判定有五宗與建築工程相關的勞工安全罪行，減至四宗罪行 BD tightened one of the criteria for taking disciplinary action against registered contractors by lowering the threshold from conviction of five to four site safety offences relating to building works within a rolling period of six months	(5)
	• 勞工處使用小型無人機進行空中攝錄及蒐證，協助巡查執法及意外調查等工作；並研究引入語音轉文字技術，協助錄取口供及更便捷地發出法定通知書 LD applied small unmanned aircraft to assist in incident investigation, evidence collection and law enforcement work. Exploration of the adoption of speech-to-text technology is underway to assist in statement taking and expedite the issuance of statutory notices	(5)

機構（個案編號） Organisation (Case reference)	改善措施 Improvement measures	類別 Category
	• 勞工處優化電腦資訊系統及輸入資料的程序，以備存法定呈報的建築地盤資料及數目，並記錄職業安全主任進行首次巡查的日期，以計算在指定時間內進行首次巡查的達標率 LD enhanced the information computer system and data entry procedures for keeping the number and details of construction sites reported under the statutory notification mechanism, and for recording the dates of first inspection by occupational safety officers to construction sites so as to calculate the compliance rate of the first inspection conducted within a specified timeframe	(5)
	• 勞工處在網站及「職安健2.0」流動應用程式新增「安全提示／訊息」，提醒持責者進行高風險作業或操控機械設施時需留意及採取的安全措施 LD introduced "Safety Hints/Messages" to its website and the mobile application of "OSH 2.0" to remind duty holders to stay vigilant and implement safety measures when conducting high-risk operations or operating mechanical facilities	(9)
	• 勞工處加派人手巡查強制性安全訓練課程的營辦機構，以監察營辦機構及導師有否遵守課程批核條件 LD increased manpower to inspect mandatory safety training course providers, so as to monitor whether the course providers and trainers comply with the approval conditions	(5)
	• 發展局優化工務工程標書評審制度，包括按承建商的過往工地安全記錄設立加減分機制；以及收緊計算「安全分數」的標準，令安全表現較佳和較差的承建商所獲得的分數差距變得更為顯著 DEVB enhanced the tender evaluation system for public works, including the introduction of a merit and demerit point mechanism based on contractors' past site safety records; and tightening of the standards for calculating "safety ratings", thereby amplifying the disparity in the ratings of contractors with better safety performance and those with poorer performance	(5)
	• 就工務工程認可名冊上的承建商，發展局的規管門檻由在任何六個月內五次違反工地安全相關法例，收緊至四次 In respect of contractors on the approved lists for public works, DEVB tightened the regulating threshold from conviction of five to four site safety offences in any six-month period	(5)

改善措施實例
Examples of Improvement Measures

機構（個案編號） Organisation (Case reference)	改善措施 Improvement measures	類別 Category
	• 發展局與建造業議會分享工務工程的安全訓練要求，並由建造業議會提供資助作為誘因，推動更多私人工程的工地人員參與相關安全訓練 DEVB shared the safety training requirements of public works with the Construction Industry Council ("CIC"), with CIC offering subsidies as incentive to promote such safety training to site personnel of private works projects	(9)
	• 勞工處及屋宇署加強意外調查的協作，包括於發生大型事故後一個月內建立通訊聯絡、共享資訊及相關檢控資料 LD and BD enhanced collaboration on accident investigations, including establishing communication within a month following major incidents, as well as sharing information and prosecution materials	(2)
衞生署、食物環境衞生署（「食環署」）、醫院管理局（「醫管局」）及入境事務處（「入境處」） Department of Health ("DH"), Food and Environmental Hygiene Department ("FEHD"), Hospital Authority ("HA") & Immigration Department ("ImmD") 「政府提供辦理先人過世手續相關的公共服務」 "Government's Provision of Public Services Relating to the After-death Arrangements" (DI/472)	• 衞生署已獲批重置域多利亞公眾殮房，大幅提升遺體存放量至足以應付更高的服務需求 DH secured approval to relocate the Victoria Public Mortuary, increasing the Department's body storage capacity significantly to meet higher service demands	(4)
	• 食環署推出「身後事安排」專題網站及相關網上平台，推動一站式數碼化殯葬服務，方便市民及家屬辦理先人離世相關手續 FEHD launched the "After-death Arrangements" thematic website and its associated online platforms to promote one-stop digital funeral services, thereby facilitating the processing of formalities related to the passing of loved ones by the bereaved	(7)
	• 醫管局及衞生署正合作推動離世手續的一站式數碼化平台，並就法例及撥款事宜作準備以加快落實 HA and DH are collaborating to promote a one-stop digital platform for after-death arrangements. Preparation for legislative and funding matters to expedite its implementation is underway	(2)
	• 醫管局每半年評估殮房服務需求，並隨醫院重建計劃增加遺體貯存設施 HA to assess the demand for mortuary services every six months and increase body storage facilities in line with hospital redevelopment plans	(4)
	• 醫管局透過不同培訓提升員工處理死亡記錄、突發事件及家屬溝通的能力 HA enhanced staff capabilities in handling death records, emergency incidents, and family communication through various training programmes	(8)
	• 醫管局監察死亡文件及遺體領取服務需求，並適時調配人手資源 HA to monitor the demand for death certificates and body collection services, and deploy personnel resources as needed	(4)

機構（個案編號） Organisation (Case reference)	改善措施 Improvement measures	類別 Category
	• 入境處正推動先人離世手續數碼化，並已展開修訂法例及就籌劃網上服務平台申請撥款的工作 ImmD is promoting the digitisation of procedures for deceased persons and has commenced work on amending legislation and applying for funding to develop an online service platform	(4)
	• 衞生署、食環署、醫管局及入境處均加強先人過世手續相關的公共服務的應變措施：衞生署更新法醫服務應變計劃，並為法醫及公眾殮房員工等人員安排定期演練；食環署制定並定期檢討先人過世手續安排機制；醫管局強化殮房措施以應對需求激增；入境處設立緊急機制並提供網上死亡登記服務 DH, FEHD, HA and ImmD enhanced contingency measures for public services relating to after-death arrangements: DH updated its contingency plan for forensic services and arranged regular drills for forensic pathologists and public mortuary staff; FEHD established and regularly reviewed contingency mechanisms for handling procedures relating to the deceased; HA strengthened its mortuary measures to address sudden surges in service demand; and ImmD established an emergency response mechanism and provided online death registration services	(1)
	• 醫管局、食環署及入境處均舉辦研討會及多項教育活動，向公眾講解關於辦理先人過世手續的相關資訊 HA, FEHD and ImmD organised seminars and various educational activities to explain information relating to after-death arrangements	(7)
	• 食環署將「身後事安排」流程譯成八種少數族裔語言並刊登於專題網站。醫管局在網站提供死亡文件辦理及遺體領取資訊，以支援不同族裔和文化的需要 FEHD translated the "After-death Arrangements" flowchart into eight ethnic minority languages and published it on the thematic website. HA provided information on death documentation and body collection on its website to support the needs of different ethnic and cultural groups	(7)

改善措施實例
Examples of Improvement Measures

機構（個案編號） Organisation (Case reference)	改善措施 Improvement measures	類別 Category
香港房屋委員會（「房委會」）及香港房屋協會（「房協」） Hong Kong Housing Authority ("HKHA") & Hong Kong Housing Society ("HKHS") 「當局打擊濫用公屋資源的工作」 "Government's Work in Combating Abuse of Public Housing Resources" (DI/468)	• 房屋署（作為房委會的執行機關）會繼續定期對所有公屋租戶進行查冊，亦會要求申請「轉換戶主」的申請人及他的家庭成員申報是否擁有香港住宅物業。隨着房協的「富戶政策」全面實施，該會會定期對所有出租屋邨租戶進行查冊 The Housing Department ("HD") (as the executive arm of HKHA) to continue to perform regular land search on all tenants of public rental housing ("PRH"). For applicants of "take-over tenancy", HD will require the applicants and his family members to declare whether they own any domestic properties in Hong Kong. With the full implementation of its Well-off Tenants Policy, HKHS to perform regular land search on all tenants of PRH	(5)
	• 房屋署及房協視乎實際情況，向屋邨辦事處職員發出電郵及提供培訓課程，提醒他們嚴謹審核租戶填寫有關資產及入息的申報表 Depending on actual circumstances, HD and HKHS issued email and gave training to their estate management staff to remind them to stringently scrutinise declaration forms for income and asset submitted by tenants	(8)
	• 房委會及房協進行聯合會議，分享打擊濫用公屋資源的經驗 HKHA and HKHS had joint meetings to share experience in combating PRH abuse	(2)
	• 房協自2024年12月起逐步將非預約式家訪延伸至非辦公時間進行。就多次未能成功進行家訪的個案，該些個案會由該會的「房屋資源管理及營運組」跟進 HKHS has, since December 2024, gradually extended its surprise home visits to non-office hours. Where a home visit cannot be conducted despite several attempts, the case will be followed up by the Housing Resources Management and Operations Team	(5)
	• 房協向職員提供有關家訪調查的技巧及使用「家訪易」流動應用程式的培訓，提升家訪工作的效率並加強記錄管理 HKHS provided training to its staff on investigation techniques for home visits and the use of "eHome Visit" digital platform to enhance the efficiency of home visits and record management	(8)

機構（個案編號） Organisation (Case reference)	改善措施 Improvement measures	類別 Category
	• 房屋署為該署的管理公司的前線職員增設積極參與打擊濫用公屋的優秀員工獎。房協已通知該會的服務承辦商，他們的職員可參與該會的「舉報濫用公屋獎」計劃 HD introduced awards for estate management staff who proactively takes part in combating PRH abuse. HKHS informed its services contractors that their staff can take part in its "Report Public Housing Abuse Award" Scheme	(9)
	• 房屋署向該署的保安服務及物業服務承辦商講解偵測濫用公屋的技巧，以及與他們分享個案經驗 HD briefed its security services contractors and property services agents on the skills for detecting PRH abuse and shared with them relevant cases	(8)
	• 房屋署若懷疑公屋申請者或家庭成員擁有內地或澳門物業，會與當地的房產登記機構查核。房協已和部分內地部門建立機制，就懷疑個案查核公屋申請者是否在當地有物業 Where the situation warrants, HD to enquire with the local landed properties registries in the Mainland and Macao whether PRH applicants or their family members own any properties. HKHS established channels with some Mainland authorities to verify whether PRH applicants have properties for suspected cases	(5)
	• 立法會於2025年6月通過《2025年房屋（修訂）條例草案》，其中包括延長虛假陳述罪行的檢控時效，房委會因此有更充足的時間就公屋租戶進行「富戶政策」申報時作虛假陳述的個案搜集證據 The Legislative Council passed the Housing (Amendment) Bill 2025 in June 2025, which, *inter alia*, extended the time limit for prosecution of offence of false statements. As a result, HKHA has more time to collect evidence of cases in which the tenant is suspected to have made false statement in declaration under the Well-off Tenants Policy	(5)
	• 房協自2025年9月起開始全面實施「富戶政策」，該政策預計於2026年年底涵蓋該會所有出租屋邨的租戶 HKHS has since September 2025 fully implemented its Well-off Tenants Policy which is expected to cover all its tenants by the end of 2026	(5)

改善措施實例
Examples of Improvement Measures

機構（個案編號） Organisation (Case reference)	改善措施 Improvement measures	類別 Category
房屋署 Housing Department ("HD") 「房屋署對公共屋邨的管理：違例泊車」 "Housing Department's Management of Public Housing Estates: Illegal Parking" (DI/478)	• 加強監察承辦商的跟進工作，並同意考慮在服務合約為承辦商進行執管工作訂下績效指標，並要求承辦商定期匯報執管成效 Stepped up monitoring the follow-up actions taken by contractors, and undertook to consider stipulating key performance indicators for contractors under their services contracts and requiring them to report enforcement results regularly	(5)
	• 同意考慮就屋邨辦事處（「屋邨辦」）向違泊車輛發出的書面警告記錄作統計分析，協助屋邨辦監察前線職員對違泊問題作有效管理，並按需要作出督導和資源調配 Undertook to consider compiling statistics and analysing the records of written warnings against illegal parking issued by the estate offices to facilitate their monitoring of illegal parking by frontline staff, with a view to supervising staff and reallocating resources where necessary	(5)
	• 若閉路電視監察系統及物聯網感應器的試行安排反應正面，應積極研究在可行情況下擴展相關安排至更多公共屋邨試行，令前線人員能有效偵查違泊行為 If the results of pilot use of CCTV surveillance and Internet of Things sensors are positive, HD to proactively explore expanding the pilot arrangement to more public housing estates to facilitate effective detection by frontline staff of illegal parking	(5)
	• 不時就打擊違泊工作安排與各屋邨辦及保安服務承辦商分享經驗和進行培訓 Organised sharing sessions and training for the estate offices and security services contractors regarding enforcement against illegal parking from time to time	(8)
	• 檢視現有人手，並因應實際情況探討是否需要透過內部人手調配甚或要求增撥資源，應付執管工作所需 Reviewed existing manpower and, according to actual circumstances, explored any need to internally redeploy or obtain additional resources for enforcement	(9)

機構（個案編號） Organisation (Case reference)	改善措施 Improvement measures	類別 Category
房屋署 Housing Department 「房屋署對公共屋邨的管理：冷氣機滴水」 "Housing Department's Management of Public Housing Estates: Air-conditioner Dripping" (DI/481)	• 在新簽訂的管理服務合約中，清楚列明就冷氣機滴水個案，管理公司須每月呈交發出勸諭信及「違例事項通知書」的數目、有否重複個案及仍未能解決的個案簡述 To clearly stipulate in newly signed management service contracts that in respect of air-conditioner dripping cases, property services agents must submit a monthly report detailing the numbers of advisory letters and Notification Slips issued, the number of repeated cases and case brief of unresolved cases	(5)
	• 優化處理冷氣機滴水個案的工作指引，包括在入屋檢測時須對懷疑滴水的冷氣機進行20分鐘測試，以確定滴水源頭；以及在發出勸諭信後需進行覆查 Enhanced operational guidelines for handling air-conditioner dripping cases, including running the air-conditioner for 20 minutes in the suspected flat to identify the source of dripping, and conducting follow-up verification after issuing advisory letters	(1)
	• 正在測試一款較輕巧及易於操作的高清數碼紅外線夜視攝錄機的效能 Testing the performance of a lighter and more maneuverable high-definition digital infrared night-vision camcorder	(3)
	• 舉行專題講座，使前線人員更熟悉執行扣分制，包括執管冷氣機滴水 Organised seminars for frontline staff to enhance their understanding of the Marking Scheme, including taking enforcement action against air-conditioner dripping	(8)

改善措施實例
Examples of Improvement Measures

機構（個案編號） Organisation (Case reference)	改善措施 Improvement measures	類別 Category
房屋署及香港房屋協會（「房協」） Housing Department ("HD") & Hong Kong Housing Society ("HKHS") 「當局收回、翻新及重新編配公屋單位的安排」 "Government's Arrangements for Recovery, Refurbishment and Reallocation of Public Rental Housing Flats" (DI/473)	• 房屋署及房協改善獨居租戶離世後收回公屋單位的程序，並修訂相關工作指引 HD and HKHS improved the procedures for recovering the public rental housing ("PRH") units of deceased singleton tenants and revised the relevant guidelines	(1)
	• 房屋署及房協加強職員就獨居租戶離世後收回單位的工作的培訓 HD and HKHS strengthened staff training on recovery of flats of deceased singleton tenants	(8)
	• 房屋署優化在「遷出通知書」所訂期限屆滿後單位仍未騰空交回的處理程序 HD improved the procedures for handling cases involving tenants' failure to vacate and surrender their flats upon expiry of the deadline prescribed in the Notice-to-Quit	(5)
	• 房協檢視處理前租戶遺留在單位內的物品的程序，並修訂相關工作指引 HKHS reviewed the procedures for handling items left in the flats by previous tenants and revised the relevant work guidelines	(1)
	• 房協針對已獲取其他資助房屋（包括購買資助出售房屋、調遷至其他公屋單位及其他形式的資助房屋等），或已購買私人住宅的租戶，收緊有關交還原有單位的安排，包括就延期居住期間收取佔用費用 HKHS tightened the flat handover arrangement for tenants who have acquired other forms of subsidised housing (such as purchasing subsidised sale flats, transferring to other PRH units and other forms of subsidised housing) or purchased private residential properties, including charging an occupation fee for the period of extended stay	(5)
	• 房協將收回單位後發出翻新工程單的時限，由14天縮短至7天，以及制定兩層監察機制 HKHS shortened the timeframe for issuing refurbishment works orders from 14 days to 7 days upon flat recovery, and set up a two-tier monitoring mechanism	(1)
	• 房協改善處理翻新空置單位的流程及標準，以加快工程進度及縮短翻新單位時間 HKHS improved the workflow and standards of refurbishment works of vacant flats to speed up work progress and shorten the refurbishment period	(1)

機構（個案編號） Organisation (Case reference)	改善措施 Improvement measures	類別 Category
地政總署及規劃署 Lands Department ("LandsD") & Planning Department ("PlanD") 「規劃署和地政總署對土地違例發展的執管」 "Enforcement by Planning Department and Lands Department against Unauthorised Land Developments" (DI/470)	• 地政總署就處理土地違規及違契個案的巡查及優次安排進行全面檢討（包括釐定個案是否屬於優先處理類別的各項考慮因素、處理不同優次類別個案的指標時間及資源調撥等） LandsD's comprehensive review of the work priorities and inspection work related to all kinds of non-compliance with the law and lease conditions underway (including drawing up factors for determining whether a case falls within the priority category, setting time targets for enforcement actions of the priority category and redeployment of resources, etc.)	(5)
	• 地政總署加強培訓，確保各分區的相關人員能按既定機制進行執管工作 LandsD stepped up training to ensure that the relevant staff in each district can perform the enforcement duties in accordance with the prevailing mechanism	(8)
	• 地政總署為內部土地執管數據系統進行改善工程，當中會加入監察機制及相關數據 LandsD's upgrading of internal land enforcement data system underway, with a monitoring mechanism and relevant data to be incorporated	(5)
	• 規劃署就釐定重複違反《城市規劃條例》個案的法定通知書遵辦時限作出優化，涵蓋更多短時間內重犯及與保育地帶有關的個案，並就這些個案訂定更嚴厲的遵辦時限 PlanD optimised the setting of timeframe for compliance with statutory notices regarding repeated cases in breach of the Town Planning Ordinance by covering more cases recurring within a short period or repeated cases in conservation-related land use zones and imposing a stricter compliance period for such cases	(5)
	• 規劃署透過內部調配紓緩人手不足的情況，以應付執管工作 PlanD alleviated the manpower shortfall through internal redeployment to cope with the enforcement work	(5)
	• 規劃署以指引方式訂明處理涉及聲稱有業權變動的違例發展個案的程序 PlanD formulated guidelines on the procedures for handling unauthorised development cases involving claims of change in ownership	(1)
	• 規劃署於部門網頁發放有關違例發展個案及規劃署執管工作的資料，以提升公眾的認識 PlanD released information on unauthorised development cases and PlanD's enforcement in departmental website to promote public awareness	(7)

改善措施實例
Examples of Improvement Measures

機構（個案編號） Organisation (Case reference)	改善措施 Improvement measures	類別 Category
	• 規劃署已更新內部的規劃執管系統，將轉介予其他部門的個案、跨部門協作及聯合行動記錄的相關數據納入系統內，以便作出監察及分析 PlanD upgraded its internal planning enforcement system to incorporate relevant data of cases referred to other departments as well as records of inter-departmental collaboration or joint operations for monitoring and analysis	(2)
	• 建立了兩層溝通機制，分別為由地政總署及規劃署助理署長共同主持的工作小組，就聯合執管行動加強協作；以及兩署的專業職系人員就個別聯合行動加強溝通協調 A two-tier communication mechanism set up, including establishing the working group on joint enforcement operations co-led by the Assistant Directors of LandsD and PlanD to enhance collaboration; and strengthening coordination for individual joint operations among professional grade staff	(2)
	• 就聯合執管行動釐定篩選個案的標準及訂定優次，並設立共同資料庫，以加強跨部門情報交流，從而提升打擊違例發展的成效 Put in place screening criteria and prioritisation for cases of joint enforcement operations, coupled with the establishment of common database, to facilitate inter-departmental intelligence sharing and enhance the effectiveness of combating unauthorised developments	(2)
康樂及文化事務署 Leisure and Cultural Services Department 「康樂及文化事務署處理單車租賃服務營辦商的單車阻塞通道問題」 "Leisure and Cultural Services Department's Handling of Obstructions to Passageways by Bicycles Owned by Operators of Bicycle Rental Services" (DI/475)	• 加強職員就執行單車租賃服務業務許可證合約條款及相關程序的培訓 Strengthened staff training on enforcement of contract terms of the "Permit to conduct the hire of bicycles business" and relevant procedures	(8)
	• 優化及新增監察單車租賃服務營辦商表現的相關指引，並在新指引內加入違規例子以更有效率地及更公平地按一致的標準進行執管工作 Enhanced the relevant guidelines and formulated new guidelines for monitoring the performance of bicycle rental service operators with examples of irregularities added, so as to carry out enforcement work in a more efficient and fairer manner in accordance with consistent standards	(5)
	• 收集營辦商表現的數據，特別對遵辦勸諭和警告的態度，並納入資料庫作為日後審批新許可證參考之用 Collected data on the performance of bicycle rental service operators (especially their approach to complying with reminders and warning letters) and included such information into database as reference in approving new permits in the future	(5)

機構（個案編號） Organisation (Case reference)	改善措施 Improvement measures	類別 Category
社會福利署 Social Welfare Department 「支援長者及殘疾人士照顧者的暫託服務」 "Respite Services for Supporting Carers of Elderly Persons and Persons with Disabilities" (DI/474)	• 透過修訂指引及服務協議，要求所有服務單位切實執行多項簡化申請暫託服務程序的措施，包括在處理申請時，不需與申請人預先會面、不應施加額外身體檢查項目、善用申請人的現有醫療記錄作評估、制定預先登記機制，以及設立服務輪候名單 Through amending guidelines and service agreements, required all service providers to streamline the application procedures for respite services, including refraining from conducting prior interviews with applicants or imposing additional medical examinations, making good use of applicant's existing medical records in assessment, establishing a pre-registration mechanism, and setting up waiting lists for respite services	(1)
	• 加強監察服務單位更新「暫託服務或緊急住宿空置名額查詢系統」（「查詢系統」）的表現，以及要求照顧者支援專線（「專線」）定期提交實際空缺情況與系統資訊有出入的單位名單作跟進 Strengthened the monitoring of service providers' information updates on the Vacancy Enquiry System for Respite Services and Emergency Placement ("System"), and required the Designated Hotline for Carer Support ("Hotline") to regularly submit a list of providers whose actual vacancies are inconsistent with information in the System for follow-up	(5)
	• 優化「查詢系統」的功能，將其連繫至「長者資訊網」、「殘疾人士院舍資訊網」、專線、「照顧者資訊網」，讓公眾在查詢服務空缺時，可查閱個別服務單位的詳細資訊，以及透過手機於系統內直接聯絡專線社工 Enhanced the System by linking it to the Elderly Information Website, Information Website for Residential Care Homes for Persons with Disabilities, Hotline and Information Gateway for Carers, allowing the public to view the details of service providers through the System when searching for vacancies of respite services and to contact Hotline social workers through the System on mobile phone	(7)

改善措施實例
Examples of Improvement Measures

機構（個案編號） Organisation (Case reference)	改善措施 Improvement measures	類別 Category
	• 要求設有車輛的服務單位盡量為暫託服務使用者安排交通接送，並要求沒有院車的單位應主動尋求專線協助，向服務使用者介紹專線的交通津貼及護送服務 Required service providers with their own vehicles to arrange transportation for respite service users and those without their own transfer service to proactively seek assistance from the Hotline and introduce the transport allowance and outreach services offered by the Hotline	(4)
	• 修訂服務協議，規定所有服務單位必須利用偶然空置的長期護理服務名額提供暫託服務 Through amending service agreements, required all service providers to use casual vacancies in long-term care services for respite services	(1)
	• 統一各類服務單位呈報的暫託服務資料及頻次，以協助服務監察及規劃 Standardised the reporting requirements and frequencies for various types of service providers to facilitate service monitoring and planning	(5)
	• 持續加強公眾宣傳及推廣，同時推動服務單位舉辦更多暫託服務體驗活動，鼓勵有需要人士使用服務 Continued strengthening publicity and promotion efforts and encouraged service providers to organise more experiential activities to promote the use of respite services	(9)
運輸署 Transport Department 「運輸署有關駕駛考試的安排」 "Transport Department's Arrangements for Driving Tests" (DI/469)	• 更新考牌主任在路試期間即時撰寫備註的工作指引 Updated the operational guidelines for driving examiners on the making of instant remarks during road tests	(1)
	• 要求駕駛教師業界妥善管理所聘用的人員，不可干擾路上行駛中的車輛、駕駛考試及滋擾考生 Required the driving instructor industry to properly manage its personnel to avoid disrupting the moving vehicles, the driving tests and the candidates	(5)

機構（個案編號） Organisation (Case reference)	改善措施 Improvement measures	類別 Category
	• 自2023年3月安排考牌主任在周末額外工作，提供更多考試名額；並持續招聘考牌主任，確保實際員額能滿足編制數目 Arranged for driving examiners to work extra hours on weekends since March 2023 to provide additional test slots and continued to recruit driving examiners to ensure the number of serving staff meets the service establishment	(9)
	• 物色合適用地設立駕駛考試中心，並於2025年11月指定某駕駛學校為《道路交通條例》下的指定駕駛學校，提供非商用車駕駛訓練及考試 Identified a suitable site for the designation of a driving test centre, and designated a driving school under the Road Traffic Ordinance in November 2025, providing driving training and examination on non-commercial vehicles	(9)
	• 檢視四個試行「直接報到安排」的駕駛考試中心後，決定於該四間中心全面推行 Decided to implement the "Direct Reporting Arrangement" at four driving test centres following a review of the trial run	(4)
	• 就私人駕駛教師考生的非商用車輛路試排期制定新的服務承諾 Established new performance pledges for scheduling road tests of non-commercial vehicles for candidates of private driving instructors	(4)
	• 參考內地等不同地方做法，檢討錄影路試的可行性 Reviewed the feasibility of video recording of road tests by drawing on practices from various regions, including the Mainland	(9)
	• 同意積極透過各個渠道探討高科技評核駕駛考試的可行性 Undertook to actively explore the feasibility of using advanced technology to assess road tests through various channels	(9)
	• 提醒私人駕駛教師避免因租借應試車輛安排過密，導致同一個考試時段有多名考生登記使用同一車輛 Reminded private driving instructors to avoid overbooking test vehicles, preventing multiple candidates from using the same vehicle in one exam slot	(5)

改善措施實例
Examples of Improvement Measures

第2部分：所涉部門及機構在公署進行全面調查後已採取的改善措施實例
Part 2: Examples of Improvement Measures Introduced by Departments and Organisations Following Our Full Investigations

機構（個案編號） Organisation (Case reference)	改善措施 Improvement measures	類別 Category
漁農自然護理署 Agriculture, Fisheries and Conservation Department (2025/1057)	• 同意考慮採取適當措施，與相關部門分享工程進度訊息，增加跨部門的資訊交流和追蹤進度 Undertook to consider taking appropriate measures to share engineering progress information with relevant departments, thereby enhancing inter-departmental information exchange and progress tracking	(2)
	• 在決定包含多於一個公廁的同類項目應否以單一合約處理時，盡早考慮工程所需時間及公廁關閉對公眾造成的影響 When deciding whether similar projects involving more than one public toilet should be handled under a single contract, to consider early the required construction time and the impact of toilet closures on the public	(1) & (4)
	• 工程招標前，應進行實質工程細節審查，包括工程的地點、規模、施工成本和技術難度等，以調整工程合約的要求，確保技術規格和資格條件合理，避免流標 To conduct a substantive review of project details prior to tendering, including site location, project scale, construction cost and technical difficulty, so as to adjust contract requirements to ensure that technical specifications and qualification criteria are reasonable, thereby avoiding tender failures	(1) & (5)
漁農自然護理署 Agriculture, Fisheries and Conservation Department (2025/2010)	• 審視並修訂有關處理首次申領狗隻牌照個案的工作指引，具體說明何時需要及如何證明申請人為相關狗隻的畜養人 Reviewed and revised the guidelines on handling first-time dog licence applications, specifying under what circumstances the staff needs to ascertain that the applicant is the genuine keeper of the dog concerned and how to do it	(1)
	• 加強網頁資訊，說明申請狗隻牌照的程序及可能需要提供的資料 Updated the department's website to clarify the procedures for applying for dog licence and the information an applicant may need to provide	(4) & (7)

改善措施實例
Examples of Improvement Measures

機構（個案編號） Organisation (Case reference)	改善措施 Improvement measures	類別 Category
機電工程署 Electrical and Mechanical Services Department (2025/1057)	採取適當措施，與相關部門分享工程進度訊息，增加跨部門的資訊交流和追蹤進度 Implemented appropriate measures to share engineering progress information with relevant departments, thereby enhancing inter-departmental information exchange and progress tracking	(2)
食物環境衞生署 Food and Environmental Hygiene Department (2024/2361)	• 在新入職及在職衞生督察的培訓課程中加強處理冷氣機滴水個案的內容，並提醒他們按照部門相關指引行事，以提升他們處理有關冷氣機滴水投訴的能力 Strengthened staff training on handling of complaints against dripping air-conditioners for new and serving Health Inspectors and reminded them to follow the relevant guidelines, with a view to enhancing their ability to handle such complaints	(1), (3) & (8)
	• 加強監管工作進度，以加快處理個案的效率 Strengthened monitoring of case progress to increase the efficiency of case handling	(3) & (5)
食物環境衞生署 Food and Environmental Hygiene Department (2025/1571)	• 在前線執法人員的培訓課程中安排職員分享真實案例的處理經驗，以提升他們在執法行動期間應對不同情況的能力，包括面對年長違例者時須注意的事項 Arranged experience sharing sessions in training courses for frontline enforcement staff, with a view to enhancing their ability to handle different situations during enforcement action, including points to note when handling elderly persons who had breached the ordinances or regulations	(1) & (8)
	• 就應對非法餵飼野鴿的問題，與相關法例下其他政府部門的指明人員交流執法經驗 For tackling the issues of illegal feeding of feral pigeons, exchanged enforcement experience with the appointed officers of other government departments under the relevant ordinance	(2) & (8)
食物環境衞生署 Food and Environmental Hygiene Department (2025/1935)	加強培訓，提醒前線人員與視障、聽障或殘疾人士溝通的技巧 Strengthened staff training to remind them about the communication skills with people with visual or hearing impairment, or disabilities	(3) & (8)

改善措施實例
Examples of Improvement Measures

機構（個案編號） Organisation (Case reference)	改善措施 Improvement measures	類別 Category
民政事務總署 Home Affairs Department (2025/0618)	• 進行跨部門協作，緊密監察單車違泊情況 Continued with inter-departmental collaboration to closely monitor illegal bicycle parking	(2) & (5)
	• 持續執行每月至少一次的大規模聯合行動 Continued with the conduction of large-scale joint operations at least once a month	(2) & (5)
	• 由以往每半年加強至每季甚至每月在聯合行動後檢討成效，並在有需要時適當地調整執法策略 Increased the frequency of reviews on the effectiveness of joint operations from biannual to quarterly or even monthly, and adjusting enforcement strategies as needed	(5)
	• 同意研究引入創新科技智能監察系統，試驗安裝智能鏡頭，利用人工智能辨識違規停泊單車，提升執法成效 Undertook to explore the introduction of innovative smart surveillance systems, including the pilot installation of AI-enabled cameras to identify illegally parked bicycles, with a view to enhancing enforcement effectiveness	(5)
醫院管理局 Hospital Authority (2025/0260)	• 更新有關公立醫院輔助器材借用服務安排的指引及小冊子，列明容許器材借用人退還器材時授權他人代辦領回按金及容許借用人申請退回按金時無須再提供按金收據 Updated the guidelines and booklet relevant to the assistive device loan service at public hospitals, specifying that borrowers may apply for a refund of the deposit without presenting the deposit receipt and authorise a representative to collect the refund	(1) & (7)
	• 加入每年定期審核記錄的措施，以確保各公立醫院統一按新指引處理借用輔助器材的個案 Introduced an annual review exercise of the records to ensure that all public hospitals consistently adhere to the new guidelines in handling assistive device loan cases	(5)

機構（個案編號） Organisation (Case reference)	改善措施 Improvement measures	類別 Category
房屋局 Housing Bureau (2025/1975)	• 適時檢視將通知書以掛號郵遞方式寄送至物業地址的新安排的成效和運作，以減少未能成功派遞的比率 Reviewed the effectiveness and operation of the new arrangement of delivering notices to property address by registered mail from time to time in order to reduce the rate of unsuccessful delivery	(4)
	• 盡快完成收到香港郵政退件後的安排及工作流程優化方案 Reviewed the arrangement and workflow to enhance the handling of returned mails from Hong Kong Post	(4)
	• 加強向業主宣傳無須等待收取正式通知書都可自行安排驗窗的安排 Stepped up publicity to property owners for arranging self-inspection without waiting for formal notices	(4)
	• 在進行第二次派送通知書前，盡早通知相關大廈的管理處，並建議管理處提早通知住戶第二次派送的安排 Informed the estate management office as early as possible prior to the second notice delivery and recommended the estate management office to inform property owners in advance about the arrangement of second notice delivery	(4)
	• 加強對職員的培訓，以減低文書內容出錯的機會 Enhanced staff training to prevent textual errors in notices	(8)
房屋署 Housing Department (2025/1701)	加強培訓及在有需要時提供指引，令屋邨辦事處職員清楚知道可提供予有特殊需要，包括聾啞人士或口語表達有困難人士及其家人的支援的詳情 Strengthened training and provided guidance to estate office staff as needed, to ensure that they clearly understand the details of the support available for individuals with special needs and their families, including those who are deaf-mute or have difficulties with verbal communication	(1), (7) & (8)

改善措施實例
Examples of Improvement Measures

機構（個案編號） Organisation (Case reference)	改善措施 Improvement measures	類別 Category
滲水投訴調查聯合辦事處 Joint Office for Investigation of Water Seepage Complaints (2024/0026)	• 加強監督顧問公司處理滲水調查的進度 Strengthened supervision over the consultant company on the progress of handling water seepage investigations	(5)
	• 採取措施確保顧問公司對滲水調查程序、其角色及職權範圍有充分理解及嚴格遵守有關規定 Stepped up measures to ensure that the consultant company fully understands its role, responsibilities and investigation procedure when carrying out water seepage investigation and strictly abides by the relevant regulations	(5)
	• 加強監察顧問公司的跟進是否合規，以及早發現並糾正問題 Stepped up measures to strengthen the monitoring towards the consultant company to ensure its compliance by the relevant regulations, and rectify early if problems are discovered	(5)
法律援助署 Legal Aid Department (2025/3235)	• 提示職員就未能及早發放賠償金的個案，應更主動及適時與受助人溝通，讓受助人了解發放賠償金的進度 Reminded staff to inform aided persons proactively and timely of the progress of disbursement if early disbursement of compensation is not feasible	(8)
	• 提示職員在可行的情況下盡快回覆受助人的查詢 Reminded staff to respond to enquiries of aided persons as early as possible	(8)
	• 在可行情況下向受助人解釋中期款項的計算方法 To explain the calculation of interim payment to aided persons where practicable	(3)
康樂及文化事務署（「康文署」） Leisure and Cultural Services Department ("LCSD") (2025/3555) (2025/3556) (2025/3557)	• 就每年提供暖水設施的安排加強公眾宣傳 Enhanced publicity regarding the arrangement for providing heated swimming pool facilities each year	(7)
	• 繼續密切監察氣候變化 Continued to closely monitor the weather	(5)
	• 如提早提供暖水設施，應盡早通知市民大眾 Informed the public as early as possible if heated swimming pool facilities are to be provided earlier	(7)

機構（個案編號） Organisation (Case reference)	改善措施 Improvement measures	類別 Category
	• 加強網頁資訊，解釋提供暖水設施的日期的考慮因素 Explained the consideration for determining the schedule for providing heated swimming pool facilities on the website	(7)
	• 定期檢討現行提供暖水泳池設施的安排 To regularly review the arrangements for provision of heated swimming pool facilities	(5)
	• 向前線員工提供更多有用資訊，讓他們清楚解答泳客對提供暖水日期的查詢 Provided more useful information to frontline staff to better address public enquiries about the provision of heated swimming pool facilities	(3)
	• 提醒前線員工必須耐心聽取市民特別是泳客對泳池措施的意見 Reminded frontline staff to patiently listen to public opinions regarding swimming pool facilities	(8)
	• 透過不同渠道收集市民對康文署提供暖水泳池設施的意見 Collected public feedback on LCSD's provision of heated swimming pool facilities through various channels	(4)
強制性公積金計劃管理局（「積金局」） Mandatory Provident Fund Schemes Authority ("MPFA") (2025/2409)	• 同意考慮要求受託人需主動通知計劃成員任何有關增值服務的取消或更改 Undertook to consider requiring the trustees to proactively notify scheme members of any cancellation or changes to value-added services	(1)
	• 同意考慮設立定期質素評估，監察受託人及積金易前線職員的客戶服務表現，並從本案汲取經驗，繼續加強對積金易及受託人的監管與服務 Undertook to consider establishing regular quality assessments to monitor the customer service performance of trustees and eMPF frontline staff, and draw on the experience from this case to further strengthen the supervision and services of eMPF and the trustees	(5)

改善措施實例
Examples of Improvement Measures

機構（個案編號） Organisation (Case reference)	改善措施 Improvement measures	類別 Category
	• 加強對積金易前線職員的培訓，涵蓋投訴處理、溝通技巧及資料保安，以及將本案與積金局及積金易職員分享，加強職員對處理類似個案的敏感度和警覺性 Strengthened training for eMPF frontline staff, covering complaint handling, communication skills as well as data security, and share this case with staff of MPFA and eMPF to enhance their sensitivity and awareness in handling similar cases	(8)
	• 設立渠道收集用戶對積金易的意見，並持續優化積金易平台服務，以提升用戶滿意度，從而提高整體公共服務水平 Established channels to collect user feedback on the eMPF and continuously enhance its services to improve user satisfaction, thereby raising the overall standard of public services	(4)
強制性公積金計劃管理局 Mandatory Provident Fund Schemes Authority (2025/2827)	• 同意考慮設立內部時限，確保及時跟進處理終止通知書和轉移及提取強積金權益申請所需而尚未提交的資料，並在系統上輸入有關時限，以便系統標記或發出自動提示 Undertook to consider setting internal deadlines to ensure prompt follow-up on any outstanding information required for processing of Notification of Termination as well as applications for transfer and withdrawal of MPF benefits, and incorporating the deadlines into the system to enable automatic prompts or flags	(1)
	• 提醒積金易職員應盡快（最好在採取相應行動當天）在系統更新個案狀態，並同意考慮設立抽查機制，以核實職員有否及時更新個案狀態 Reminded eMPF staff to update case status in the system promptly, preferably on the same day as the corresponding action is taken, and undertook to consider establishing a sampling check mechanism to verify that case status are updated without delay	(1) & (5)
	• 同意探討引入個案進度記錄表，顯示每宗個案的處理流程，使積金易熱線職員能一致且全面地回應有關個案狀態的查詢 Undertook to explore the introduction of a case progress log that shows the full handling trajectory of each case, thereby allowing eMPF hotline staff to provide consistent and comprehensive responses to enquiries about case status	(1)
	• 同意加強宣傳，提升公眾對常見申請處理程序及時限的認知 Undertook to step up publicity to enhance public understanding of handling procedures and timelines for frequently lodged applications	(7)

機構（個案編號） Organisation (Case reference)	改善措施 Improvement measures	類別 Category
強制性公積金計劃管理局 Mandatory Provident Fund Schemes Authority (2025/2837)	• 從利便僱主的角度，同意考慮在完成處理強積金供款結算書後主動通知僱主，以及除向僱主發出通知書外，考慮派員同步致電僱主，解釋通知書的內容及所須提交的資料及文件等，務求提供更清晰的指示 For the convenience of employers, undertook to consider proactively notifying employers after completing the processing of Mandatory Provident Fund contribution remittance statements, and in addition to sending notification letters, consider having staff to call employers simultaneously to explain the content of the notice and the required information and documents, aiming to provide clearer instructions	(4)
	• 盡快檢視及改善通知書的內容，包括標題及內文，清晰描述有關處理供款和更改授權申請的進展和所需文件 To review and improve the content of notification letter as soon as possible, including the title and text, clearly describing the progress of and the required documents for applications for handling contributions and change in authorisation	(7)
	• 加強監察機制，以及不時敦促積金易定期進行內部培訓，提升職員應對公眾查詢和投訴的處事能力和溝通技巧等，確保職員適切和妥善回應公眾的查詢及投訴 Strengthened the monitoring mechanism and reminded eMPF to conduct internal training regularly to enhance the staff's capabilities and communication skills in responding to public enquiries and complaints, and to ensure that the staff would properly respond to public enquiries and complaints	(8)
	• 同意考慮設立渠道收集用戶對積金易的意見，並持續優化積金易平台服務，以提升用戶滿意度，從而提高整體公共服務水平 Undertook to consider establishing channels to collect user feedback on the eMPF and continuously enhancing its services to improve user satisfaction, thereby raising the overall standard of public services	(5)

改善措施實例
Examples of Improvement Measures

機構（個案編號） Organisation (Case reference)	改善措施 Improvement measures	類別 Category
強制性公積金計劃管理局 Mandatory Provident Fund Schemes Authority (2025/3078)	• 加強宣傳，讓供款人知悉提交資料的要求，以及有欠資料會影響處理供款進度 Enhanced publicity on the information required in submitting contributions, and that progress of handling contributions would be affected by incomplete information	(7)
	• 同意研究建立個案管理平台，記錄個案處理情況，讓行政部及熱線等相關部門職員能查看個案進展，並確保對外答覆準確、一致 Undertook to consider establishing a case management platform to record case handling progress, allowing staff from the Administration Department, Hotline, and other relevant personnel to view case updates, and ensuring that external responses are accurate and consistent	(5)
	• 協調資訊科技、供款處理及客戶服務部門進行定期交流，分享常見問題和經驗，並按需要優化系統和工作流程 Conducted regular exchanges across units responsible for IT, contributions processing, and customer services to share common issues and experience in the information systems and workflows as needed	(2)
	• 盡快完成檢視並修改就僱主重複遞交指示發出的通知書上的字眼，包括標題及內文，以消除現有寫法引致的誤會 To review and revise wordings in letter templates regarding employers' repeated submission of instructions as soon as possible, including the title and content, to eliminate misunderstandings caused by the current phrasing	(7)
	• 同意考慮更改系統設定，強制每宗個案必須在編配檔號及個案主任後，才可完成建立個案程序 Undertook to consider changing system settings to require that each case must be assigned a file number and case officer in the complaint registration process	(5)
	• 加強系統功能以監察個案進展，若同一個案出現多次跟進查詢，或在服務承諾限期內未有回覆，系統應自動向個案職員的上級轉介個案 Enhanced system functions to monitor case progress. If the same case receives multiple follow-up inquiries, or if no reply is given within the service pledged time, the system should automatically escalate the case to the supervisor of the responsible officer	(5)

改善措施實例
Examples of Improvement Measures

機構（個案編號） Organisation (Case reference)	改善措施 Improvement measures	類別 Category
強制性公積金計劃管理局 Mandatory Provident Fund Schemes Authority (2025/3509)	• 加強宣傳及提醒用戶在強積金計劃加入平台前後的過渡安排及遞交資料時必須注意的事項 Improved the information disseminated to the public about the transition arrangement migrating to the eMPF Platform by enhancing publicity and reminders to users	(7)
	• 持續檢視及提升服務質素 Continued reviewing and improving service quality	(4)
	• 汲取此案經驗，加強職員處理特殊情況的能力，給予適當培訓及支援 Enhanced training and support to staff to advance their skills on handling special situations by taking reference from this complaint	(8)
物業管理業監管局 Property Management Services Authority ("PMSA") (2025/0407)	• 同意考慮在該局網頁或年報等公布投訴個案或個案摘錄或改編個案，供公眾和業界參考 Undertook to consider publishing cases, summary of cases or adapted cases via the website or annual report of PMSA for public and industry reference	(3) & (7)
	• 同意考慮按個案的不同複雜程度修訂和制訂調查及回覆投訴人的服務承諾，並在修訂和制訂服務承諾後向公眾公布 Undertook to consider revising and formulating performance pledges for investigating and responding to complaints based on the complexity of cases, and announcing any revised and newly formulated performance pledges	(1) & (3)
	• 考慮盡量以調解方式處理簡單投訴，探討可行的方案快速及平和地解決投訴 Explored the use of mediation to handle simple complaints wherever possible as a feasible solution for resolving complaints swiftly and amicably	(3) & (4)
	• 加強宣傳和教育，讓公眾及業界了解調解的好處，鼓勵他們自願參與調解，達致雙贏 Stepped up publicity and education to raise awareness of the benefits of mediation, and encouraged voluntary participation of the public and industry to achieve win-win outcomes	(3) & (4)
物業管理業監管局 Property Management Services Authority (2025/1967)	在簡覆內適當地通知投訴人，如個案複雜或工作量繁重，可能需較長時間處理 To properly inform complainants through interim replies that more time may be required to process a case due to complexity or heavy workload	(3) & (7)

改善措施實例
Examples of Improvement Measures

機構（個案編號） Organisation (Case reference)	改善措施 Improvement measures	類別 Category
運輸署 Transport Department ("TD") (2024/1477)	同意與營辦商探討在其網頁及社交媒體，以及利用運輸署的一站式交通運輸流動應用程式「香港出行易」盡早向公眾作出渡輪服務班次調整（包括停航及復航安排）的通知之可行性 Undertook to explore with the operator the feasibility of informing the public of the schedule adjustment regarding ferry service (including arrangement for service suspension and resumption) as early as possible on its website and social media, as well as on TD's one-stop mobile application "HKeMobility"	(7)
運輸署 Transport Department (2025/0439)	• 加強監督承建商處理有關轉換易通行收費點時的資訊發放優化安排的系統改善工程，以及適時檢討措施的成效和運作 Strengthened supervision of the contractors in handling the system enhancement works for improvement of information dissemination when the toll point of HKeToll was relocated, and to conduct timely review of the effectiveness and operation of the improvement measures	(4)
	• 於工作指引明確訂明有關轉換收費點前的安排措施，讓職員有所依從 Clearly set out in operational guidelines the relevant arrangements prior to toll point relocation for compliance by staff	(1)
	• 加強監察易通行服務熱線的服務承辦商的表現，以及敦促承辦商定期進行內部培訓，提升熱線職員的溝通技巧，確保職員適切和妥善回應公眾查詢 Stepped up monitoring the performance of the HKeToll hotline service provider and urged the service provider to conduct internal training for hotline staff from time to time to enhance their communication skills and ensure proper and effective response to public enquiries	(8)
運輸署 Transport Department (2025/0618)	• 同意考慮增加或擴闊現有的單車泊車處，利便有需要的市民和店舖使用 Undertook to consider increasing the number of bicycle parking places or expanding existing facilities to better accommodate the parking needs of the public and the rental shops	(4) & (5)
	• 同意參考汽車停車場的管理，研究在單車泊車處採用雙層泊架的可行性 Undertook to draw on management practices for car parks to explore the feasibility of implementing double-deck parking racks at bicycle parking places	(4) & (5)

顧問名單
List of Advisers

姓名以英文字母順序排列
in alphabetical order of surname

會計 Accountancy

蔡永忠先生，BBS, JP
Mr Tsai Wing Chung, Philip, BBS, JP

少數族裔、青年及教育 Ethnic Minorities, Youth and Education

利哲宏博士，MH, JP
Dr Rizwan Ullah, MH, JP

資訊科技 Information Technology

陳仲文工程師
Ir Alex Chan
(任期至2026年3月20日)
(Term ended on 20 March 2026)

調解 Mediation

羅偉雄教授
Professor Law Wai Hung, Francis

蕭詠儀女士，JP
Ms Siu Wing Yee, Sylvia, JP

醫務及護理 Medical and Nursing

賴錦玉教授
Professor Lai Kam Yuk, Claudia

沈秉韶醫生，BBS, JP
Dr Shum Ping Shiu, BBS, JP

建築、工程及測量 Architecture, Engineering and Surveying

陳志超工程師，SBS
Ir Chan Chi Chiu, SBS

陳旭明測量師
Sr Chan Yuk Ming, Raymond

梁廣灝工程師，SBS, OBE, JP
Ir Leung Kwong Ho, Edmund, SBS, OBE, JP

林雲峯先生，BBS, JP
Mr Lim Wan Fung, Bernard Vincent, BBS, JP

法律 Legal

羅沛然博士
Dr Lo Pui Yin

馬耀添博士，SBS, JP
Dr Ma Yiu Tim, Jimmy, SBS, JP

黃文傑先生，SC, JP
Mr Wong Man Kit, Anson, SC, JP

社會工作及更生事務 Social Work and Rehabilitation Services

陳麗雲教授，JP
Professor Chan Lai Wan, Cecilia, JP

吳宏增先生
Mr Ng Wang Tsang, Andy

2025年申訴專員嘉許獎得獎名單
List of Awardees of The Ombudsman's Awards 2025

公營機構獎
Awards for Public Organisations

金獎 Gold Award	房屋署 Housing Department
銀獎 Silver Award	食物環境衞生署 Food and Environmental Hygiene Department
銅獎 Bronze Award	懲教署 Correctional Services Department
調解獎 Award on Mediation	運輸署 Transport Department
科技應用及創意獎 Information Technology Application and Creativity Award	渠務署 Drainage Services Department
客戶服務獎 Customer Services Award	數字政策辦公室1823 1823 of Digital Policy Office

隊伍獎
Awards for Teams

土木工程拓展署、運輸署及香港警務處
Civil Engineering and Development Department, Transport Department and Hong Kong Police Force
粉嶺繞道東段大型橋樑組件運輸：「同一個政府」的協作典範
Unprecedented Oversized Bridge Segments Delivery under "One-government" Approach for Fanling Bypass Eastern Section

環境保護署、渠務署及屋宇署
Environmental Protection Department, Drainage Services Department and Buildings Department
改善維多利亞海港水質
Enhancement of Water Quality in Victoria Harbour

市區重建局及機電工程署
Urban Renewal Authority and Electrical and Mechanical Services Department
牽動人心：超越升降機的關懷工程
Beyond the Lift: Engineering Solutions with Heart for Those Most in Need

2025年申訴專員嘉許獎得獎名單
List of Awardees of The Ombudsman's Awards 2025

土木工程拓展署
Civil Engineering and Development Department
洪水橋／廈村新發展區第一期和第二期發展
Hung Shui Kiu/Ha Tsuen New Development Area First and Second Phase Development

香港海關
Customs and Excise Department
香港海關保障消費者權益
Protecting the Consumer Rights by Customs and Excise Department

消防處
Fire Services Department
「18區日夜都繽紛」便民措施
Facilitation Measures for "Day x Night Vibes@18 Districts" Campaign

食物環境衞生署
Food and Environmental Hygiene Department
墳場及火葬場組／墳場及火葬場服務平台及「身後事安排」專題網站
Cemeteries and Crematoria Section/Platform for Cemeteries and Crematoria Services and After-Death Arrangements Thematic Website

醫院管理局
Hospital Authority
總辦事處及醫院聯網病人關係團隊
Patient Relations and Engagement Teams of Head Office and Hospital Clusters

入境事務處
Immigration Department
入境事務處自助申請服務團隊
Self-application Services Team in Immigration Department

康樂及文化事務署
Leisure and Cultural Services Department
九龍公園游泳池女更衣室殘疾人士設施改善工程
Improvement Works for Disabled Facilities in the Female Changing Rooms at Kowloon Park Swimming Pool

2025年申訴專員嘉許獎得獎名單
List of Awardees of The Ombudsman's Awards 2025

公職人員獎
Awards for Public Officers

按機構名稱及得獎者姓名的英文字母順序排列
in alphabetical order of organisations and awardees' names

機場管理局
Airport Authority

林家韜先生
Mr Lam Ka To, Kato

林嘉欣女士
Ms Lam Ka Yan, Amigo

屋宇署
Buildings Department

蔡志華先生
Mr Choi Chi Wa, Andy

梁玄謫先生
Mr Leung Yuen Jarc, Kevin

黃國雄先生
Mr Wong Kwok Hung, Derrick

土木工程拓展署
Civil Engineering and Development Department

何亦文先生
Mr Ho Yick Man

郭善衡先生
Mr Kwok Sin Hang

葉安儀女士
Ms Yip On Yee, Annie

公司註冊處
Companies Registry

周敏女士
Ms Chow Man

競爭事務委員會
Competition Commission

郭晉瑋先生
Mr Kwok Chun Wai, Matthew

消費者委員會
Consumer Council

温倬豪先生
Mr Edward Wan

黃漢威先生
Mr Wong Hon Wai, Will

懲教署
Correctional Services Department

許匡宇先生
Mr Hui Hong Yu, Ambrose

香港海關
Customs and Excise Department

陳建鈞先生
Mr Chan Kin Kwan

朱定邦先生
Mr Chu Ting Pong, Daniel

葉嘉謙先生
Mr Ip Ka Him

李宗霖先生
Mr Lee Chung Lam

衞生署
Department of Health

區嘉芝女士
Ms Au Ka Chi, Gigi

黃建豪醫生
Dr Wong Kin Ho

2025年申訴專員嘉許獎得獎名單
List of Awardees of The Ombudsman's Awards 2025

數字政策辦公室
Digital Policy Office

鄧慧敏女士
Ms Tang Wai Man, Rita

渠務署
Drainage Services Department

陳家賢先生
Mr Chen Ka Yin

李皓揚先生
Mr Lee Ho Yeung

機電工程署
Electrical and Mechanical Services Department

陳志安先生
Mr Chan Chi On

平等機會委員會
Equal Opportunities Commission

郭青苗女士
Ms Kwok Ching Miu

鄧偉建先生
Mr Tang Wai Kin

地產代理監管局
Estate Agents Authority

陳潔蓉女士
Ms Chan Kit Yung, Giselle

張淑賢女士
Ms Cheung Shuk Yin, Rita

消防處
Fire Services Department

譚子健先生
Mr Tam Tsz Kin

食物環境衞生署
Food and Environmental Hygiene Department

莊宏偉先生
Mr Chong Wan Wai

柯婷婷女士
Ms Or Ting Ting, Ashley

譚浩文先生
Mr Tam Ho Man

譚麗明女士
Ms Tam Lai Ming

路政署
Highways Department

羅少忠先生
Mr Law Siu Chung, Robert

劉卓先生
Mr Liu Zhuo

曾立權先生
Mr Tsang Lap Kuen

民政事務總署
Home Affairs Department

黃俊賢先生
Mr Wong Chun Inn

香港房屋協會
Hong Kong Housing Society

卓思敏女士
Ms Cheuk Sze Man, Sandy

岑偉鏗先生
Mr Sum Wai Hang, Ryan

香港金融管理局
Hong Kong Monetary Authority

陳妍慧女士
Ms Chan Yin Wai, Gloria

許敏珊女士
Ms Hui Man Shan, Sabrina

林彩珍女士
Ms Lam Choi Chun, Artemis

2025年申訴專員嘉許獎得獎名單
List of Awardees of The Ombudsman's Awards 2025

醫院管理局
Hospital Authority

陳達明醫生
Dr Chan Tat Ming

廖寶蓮醫生
Dr Leow Po Lin

黃詠妍醫生
Dr Wong Wing Yin, Winnie

房屋署
Housing Department

鄭詠恩女士
Ms Cheng Wing Yan, Candy

周自明女士
Ms Chow Chi Ming, Winnie

入境事務處
Immigration Department

陳梓匯先生
Mr Chan Tsz Wui, Ralph

何詠怡女士
Ms Ho Wing Yi

劉晏之女士
Ms Lau An Chi

葉秀娟女士
Ms Yip Sau Kuen

保險業監管局
Insurance Authority

李珮詩女士
Ms Lee Pui Sze, Angus

楊嘉雯女士
Ms Yeung Ka Man, Carmen

知識產權署
Intellectual Property Department

鮑意樺女士
Ms Pau Yee Wa, Eva

司法機構政務長
Judiciary Administrator

何美美女士
Ms Ho Mei Mei, Mimi

土地註冊處
Land Registry

陳映彤女士
Ms Chan Ying Tung

林俊偉先生
Mr Lam Chun Wai

法律援助署
Legal Aid Department

周啟容女士
Ms Chow Kai Yung, Carol

康樂及文化事務署
Leisure and Cultural Services Department

黎燿霆先生
Mr Lai Yiu Ting, Dickson

梁耀南先生
Mr Leung Yiu Nam

強制性公積金計劃管理局
Mandatory Provident Fund Schemes Authority

朱沅淇女士
Ms Kiki Chu

黃漢強先生
Mr Ken Wong

2025年申訴專員嘉許獎得獎名單
List of Awardees of The Ombudsman's Awards 2025

破產管理署
Official Receiver's Office

楊舒雯女士
Ms Yeung Shu Man, Emily

個人資料私隱專員
Privacy Commissioner for Personal Data

曾智聰先生
Mr Tsang Chi Chung, Francis

曾玉華先生
Mr Tsang Yuk Wah, Michael

物業管理業監管局
Property Management Services Authority

李卓柱先生
Mr Li Cheuk Chu

證券及期貨事務監察委員會
Securities and Futures Commission

許榮生先生
Mr Hui Wing Sang, Vincent

蘇婉嫻女士
Ms Helen So

社會福利署
Social Welfare Department

鄺詠汶女士
Ms Kwong Wing Man

黃佩霞女士
Ms Wong Pui Ha, Cecilia

楊小谷女士
Ms Yeung Siu Kuk, Daisy

香港考試及評核局
The Hong Kong Examinations and Assessment Authority

賴敬然先生
Mr Lai King Yin

馬秀貞女士
Ms Ma Sau Ching

運輸署
Transport Department

任延楠女士
Ms Ren Yannan

旅遊業監管局
Travel Industry Authority

鄭彤女士
Ms Cheng Tung

簡潔玲女士
Ms Kan Kit Ling

市區重建局
Urban Renewal Authority

鄧映霞女士
Ms Tang Ying Har, Pandora

水務署
Water Supplies Department

徐文毅先生
Mr Tsui Man Ngai

黃冠雄先生
Mr Wong Kwun Hung

在職家庭及學生資助事務處
Working Family and Student Financial Assistance Agency

簡翠珊女士
Ms Kan Chui Shan, Irene

溫偉文先生
Mr Wun Wai Man

獨立核數師報告
致申訴專員
Independent auditor's report to The Ombudsman

（根據《申訴專員條例》於香港成立）(Established in Hong Kong pursuant to The Ombudsman Ordinance)

意見

本核數師（以下簡稱「我們」）已審計列載於第150至175頁申訴專員的財務報表，此財務報表包括於2026年3月31日的財務狀況表與截至該日止年度的收支結算表、全面收益表、資金狀況變動表和現金流量表，以及包括重大會計政策信息及其他說明信息的附註。

我們認為，該等財務報表已根據香港會計師公會頒布的《香港財務報告會計準則》真實而中肯地反映了申訴專員於2026年3月31日的財務狀況及截至該日止年度的財務表現和現金流量。

Opinion

We have audited the financial statements of The Ombudsman set out on pages 150 to 175, which comprise the statement of financial position as at 31 March 2026, the statement of income and expenditure, the statement of comprehensive income, the statement of changes in funds and the cash flow statement for the year then ended and note, comprising material accounting policy information and other explanatory information.

In our opinion, the financial statements give a true and fair view of the financial position of The Ombudsman as at 31 March 2026 and of its financial performance and its cash flows for the year then ended in accordance with HKFRS Accounting Standards as issued by the Hong Kong Institute of Certified Public Accountants ("HKICPA").

意見的基礎

我們已根據香港會計師公會頒布的《香港審計準則》進行審計。我們在該等準則下承擔的責任已在本報告「核數師就審計財務報表承擔的責任」部分中作進一步闡述。根據香港會計師公會頒布的《專業會計師道德守則》（以下簡稱「守則」），我們獨立於申訴專員，並已履行守則中的其他專業道德責任。我們相信，我們所獲得的審計憑證能充足和適當地為我們的審計意見提供基礎。

Basis for opinion

We conducted our audit in accordance with Hong Kong Standards on Auditing ("HKSAs") issued by the HKICPA. Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the financial statements* section of our report. We are independent of The Ombudsman in accordance with the HKICPA's *Code of Ethics for Professional Accountants* ("the Code") and we have fulfilled our other ethical responsibilities in accordance with the Code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

財務報表及其核數師報告以外的信息

申訴專員需對其他信息負責。其他信息包括刊載於年報內的全部信息，但不包括財務報表及我們的核數師報告。

我們對財務報表的意見並不涵蓋其他信息，我們亦不對該等其他信息發表任何形式的鑑證結論。

結合我們對財務報表的審計，我們的責任是閱讀其他信息，在此過程中，考慮其他信息是否與財務報表或我們在審計過程中所了解的情況存在重大牴觸或者似乎存在重大錯誤陳述的情況。

Information other than the financial statements and auditor's report thereon

The Ombudsman is responsible for the other information. The other information comprises all the information included in the annual report, other than the financial statements and our auditor's report thereon.

Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated.

財務報表及其核數師報告以外的信息（續）

基於我們已執行的工作，如果我們認為其他信息存在重大錯誤陳述，我們需要報告該事實。在這方面，我們沒有任何報告。

Information other than the financial statements and auditor's report thereon (continued)

If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

申訴專員就財務報表須承擔的責任

申訴專員須負責根據香港會計師公會頒布的《香港財務報告會計準則》擬備真實而中肯的財務報表，並對其認為為使財務報表的擬備不存在由於欺詐或錯誤而導致的重大錯誤陳述所需的內部控制負責。

在擬備財務報表時，申訴專員負責評估申訴專員持續經營的能力，並在適用情況下披露與持續經營有關的事項，以及使用持續經營為會計基礎，除非申訴專員有意將申訴專員清盤或停止經營，或別無其他實際的替代方案。

Responsibilities of The Ombudsman for the financial statements

The Ombudsman is responsible for the preparation of the financial statements that give a true and fair view in accordance with HKFRS Accounting Standards issued by the HKICPA and for such internal control as The Ombudsman determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, The Ombudsman is responsible for assessing The Ombudsman's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless The Ombudsman either intend to liquidate The Ombudsman or to cease operations, or have no realistic alternative but to do so.

核數師就審計財務報表承擔的責任

我們的目標，是對財務報表整體是否不存在由於欺詐或錯誤而導致的重大錯誤陳述取得合理保證，並出具包括我們意見的核數師報告。我們是按照雙方同意的聘任條款，僅向申訴專員（作為整體）報告。除此以外，我們的報告不可用作其他用途。我們概不就本報告的內容，對任何其他人士負責或承擔法律責任。

合理保證是高水平的保證，但不能保證按照《香港審計準則》進行的審計，在某一重大錯誤陳述存在時總能發現。錯誤陳述可以由欺詐或錯誤引起，如果合理預期它們單獨或滙總起來可能影響財務報表使用者依賴財務報表所作出的經濟決定，則有關的錯誤陳述可被視作重大。

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. This report is made solely to you, as a body, in accordance with our agreed terms of engagement, and for no other purpose. We do not assume responsibility towards or accept liability to any other person for the contents of this report.

Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with HKSAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

核數師就審計財務報表承擔的責任(續)

在根據《香港審計準則》進行審計的過程中,我們運用了專業判斷,保持了專業懷疑態度。我們亦:

- 識別和評估由於欺詐或錯誤而導致財務報表存在重大錯誤陳述的風險,設計及執行審計程序以應對這些風險,以及獲取充足和適當的審計憑證,作為我們意見的基礎。由於欺詐可能涉及串謀、偽造、蓄意遺漏、虛假陳述,或凌駕於內部控制之上,因此未能發現因欺詐而導致的重大錯誤陳述的風險高於未能發現因錯誤而導致的重大錯誤陳述的風險。
- 了解與審計相關的內部控制,以設計適當的審計程序,但目的並非對申訴專員內部控制的有效性發表意見。
- 評價申訴專員所採用會計政策的恰當性及作出會計估計和相關披露的合理性。
- 對申訴專員採用持續經營會計基礎的恰當性作出結論。根據所獲取的審計憑證,確定是否存在與事項或情況有關的重大不確定性,從而可能導致對申訴專員的持續經營能力產生重大疑慮。如果我們認為存在重大不確定性,則有必要在核數師報告中提請使用者注意財務報表中的相關披露。假若有關的披露不足,則我們應當發表非無保留意見。我們的結論是基於截至核數師報告日止所取得的審計憑證。然而,未來事項或情況可能導致申訴專員不能持續經營。
- 評價財務報表的整體列報方式、結構和內容,包括披露,以及財務報表是否中肯反映交易和事項。

Auditor's responsibilities for the audit of the financial statements (continued)

As part of an audit in accordance with HKSAs, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances but not for the purpose of expressing an opinion on the effectiveness of The Ombudsman's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by The Ombudsman.
- Conclude on the appropriateness of The Ombudsman's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on The Ombudsman's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause The Ombudsman to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

核數師就審計財務報表承擔的責任（續）

除其他事項外，我們與申訴專員溝通了計劃的審計範圍、時間安排、重大審計發現等，包括我們在審計中識別出內部控制的任何重大缺陷。

出具本獨立核數師報告的審計項目合伙人是陳百銘（執業證書編號：P08070）。

畢馬威會計師事務所
執業會計師

香港中環
遮打道10號
太子大廈8樓

2026年5月21日

Auditor's responsibilities for the audit of the financial statements (continued)

We communicate with The Ombudsman regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

The engagement partner on the auditing resulting in this independent auditor's report is Chan Pak Ming (practising certificate number: P08070).

KPMG
Certified Public Accountants

8th Floor, Prince's Building
10 Chater Road
Central, Hong Kong

21 May 2026

收支結算表 截至2026年3月31日止年度
Statement of income and expenditure for the year ended 31 March 2026
（所有數額均以港元為單位）(Expressed in Hong Kong dollars)

		附註 Note	2026	2025
收入	**Income**			
政府資助金	Government subventions	3	**$ 134,231,000**	$ 136,644,000
遞延政府資助金之攤銷	Amortisation of deferred Government subventions	3	**1,814,220**	1,814,220
銀行存款之利息收入	Interest income on bank deposits		**12,651,381**	17,671,244
其他收入	Other income		**5,763**	96,800
			$ 148,702,364	$ 156,226,264
支出	**Expenditure**			
營運開支	Operating expenses	4	**(131,836,785)**	(146,293,493)
年度盈餘	**Surplus for the year**		**$ 16,865,579**	$ 9,932,771

全面收益表 截至2026年3月31日止年度
Statement of comprehensive income for the year ended 31 March 2026

申訴專員在所列報的兩個年度期內，除「年度盈餘」外並無其他全面收益帳項。由於申訴專員的「全面收益總額」在兩個年度期內均與「盈餘」相同，因此，本財務報表沒有另行編製全面收益表。

The Ombudsman had no components of comprehensive income other than "surplus for the year" in either of the years presented. Accordingly, no separate statement of comprehensive income is presented as The Ombudsman's "total comprehensive income" was the same as the "surplus" in both years.

第156至175頁之附註為本財務報表的整體部分。

The notes on pages 156 to 175 form part of these financial statements.

財務狀況表 於2026年3月31日
Statement of financial position as at 31 March 2026

(所有數額均以港元為單位) (Expressed in Hong Kong dollars)

		附註 Note	2026	2025
資產	**ASSETS**			
非流動資產	**Non-current asset**			
物業、機器及設備	Property, plant and equipment	7	**$ 63,267,134**	$ 67,537,007
流動資產	**Current assets**			
按金及預付款項	Deposits and prepayments		**$ 1,976,454**	$ 1,360,902
應收利息	Interest receivable		**4,092,490**	5,036,247
原定三個月以上到期之定期存款	Time deposits with original maturity over three months		**353,450,000**	321,502,000
現金及現金等價物	Cash and cash equivalents	8	**73,577,787**	87,530,166
			$ 433,096,731	$ 415,429,315
資產總額	**Total assets**		**$ 496,363,865**	$ 482,966,322
負債	**LIABILITIES**			
非流動負債	**Non-current liabilities**			
應付約滿酬金 — 非流動部分	Contract gratuity payable – non-current	9	**$ 7,869,828**	$ 7,657,976
遞延政府資助金 — 非流動部分	Deferred Government subventions – non-current	3	**46,200,898**	48,015,118
			$ 54,070,726	$ 55,673,094
流動負債	**Current liabilities**			
其他應付款項及應計費用	Other payables and accruals		**$ 4,831,438**	$ 5,418,341
應付約滿酬金 — 流動部分	Contract gratuity payable – current	9	**4,420,583**	5,699,348
遞延政府資助金 — 流動部分	Deferred Government subventions – current	3	**1,814,220**	1,814,220
			$ 11,066,241	$ 12,931,909
負債總額	**Total liabilities**		**$ 65,136,967**	$ 68,605,003

財務狀況表(續)
於2026年3月31日
Statement of financial position as at 31 March 2026 (continued)
(所有數額均以港元為單位) (Expressed in Hong Kong dollars)

		附註 Note	2026	2025
資金	**FUNDS**			
累計資金	Accumulated funds		**$ 431,226,898**	$ 414,361,319
資金總額	**Total funds**		**$ 431,226,898**	$ 414,361,319
資金及負債總額	**Total funds and liabilities**		**$ 496,363,865**	$ 482,966,322

申訴專員已於2026年5月21日批准及授權刊發。

Approved and authorised for issue by The Ombudsman on 21 May 2026.

陳積志
申訴專員

Jack Chan
The Ombudsman

第156至175頁之附註為本財務報表的整體部分。

The notes on pages 156 to 175 form part of these financial statements.

資金狀況變動表 截至2026年3月31日止年度
Statement of changes in funds for the year ended 31 March 2026

（所有數額均以港元為單位）(Expressed in Hong Kong dollars)

			累計資金 Accumulated funds
於2024年3月31日及2024年4月1日之結餘	**Balance at 31 March 2024 and 1 April 2024**	$	404,428,548
2024/2025年度資金狀況變動：	**Change in funds for 2024/2025:**		
年度盈餘及全面收益總額	Surplus and total comprehensive income for the year		9,932,771
於2025年3月31日及2025年4月1日之結餘	**Balance at 31 March 2025 and 1 April 2025**	**$**	**414,361,319**
2025/2026年度資金狀況變動：	**Change in funds for 2025/2026:**		
年度盈餘及全面收益總額	Surplus and total comprehensive income for the year		**16,865,579**
於2026年3月31日之結餘	**Balance at 31 March 2026**	**$**	**431,226,898**

第156至175頁之附註為本財務報表的整體部分。

The notes on pages 156 to 175 form part of these financial statements.

現金流量表 截至2026年3月31日止年度
Cash flow statement for the year ended 31 March 2026
（所有數額均以港元為單位）(Expressed in Hong Kong dollars)

		附註 Note	2026	2025
營運活動	**Operating activities**			
年度盈餘	Surplus for the year		**$ 16,865,579**	$ 9,932,771
調整：	Adjustments for:			
利息收入	Interest income		**(12,651,381)**	(17,671,244)
折舊	Depreciation	4	**5,182,274**	5,029,225
遞延政府資助金之攤銷	Amortisation of deferred Government subventions		**(1,814,220)**	(1,814,220)
處置物業、機器及設備之（收益）／損失	(Gain)/loss on disposal of property, plant and equipment	4	**(124,189)**	2,717
營運資金變動前之營運盈餘／（虧損）	**Operating surplus/(deficit) before changes in working capital**		**$ 7,458,063**	$ (4,520,751)
按金及預付款項（增加）／減少	(Increase)/decrease in deposits and prepayments		**(615,552)**	151,913
其他應付款項及應計費用（減少）／增加	(Decrease)/increase in other payables and accruals		**(586,903)**	635,626
應付約滿酬金減少	Decrease in contract gratuity payable		**(1,066,913)**	(3,809,726)
營運活動產生／（運用）之現金淨額	**Net cash generated from/ (used in) operating activities**		**$ 5,188,695**	$ (7,542,938)
投資活動	**Investing activities**			
收取利息	Interest received		**$ 13,595,138**	$ 16,461,251
購置物業、機器及設備所付款項	Payments for purchase of property, plant and equipment		**(933,511)**	(3,921,941)
出售物業、機器及設備所得款項	Proceeds from sale of property, plant and equipment		**145,299**	–
設立原定三個月以上到期之定期存款	Placement of time deposits with original maturity over three months		**(493,719,000)**	(443,502,000)
提取原定三個月以上到期之定期存款	Withdrawal of time deposits with original maturity over three months		**461,771,000**	303,742,000
投資活動運用之現金淨額	**Net cash used in investing activities**		**$ (19,141,074)**	$ (127,220,690)

現金流量表(續)
截至2026年3月31日止年度
Cash flow statement for the year ended 31 March 2026 (continued)

(所有數額均以港元為單位) (Expressed in Hong Kong dollars)

		附註 Note	2026	2025
現金及現金等價物淨減少	**Net decrease in cash and cash equivalents**		**$ (13,952,379)**	$ (134,763,628)
年初之現金及現金等價物	**Cash and cash equivalents at beginning of the year**	8	**87,530,166**	222,293,794
年末之現金及現金等價物	**Cash and cash equivalents at end of the year**	8	**$ 73,577,787**	$ 87,530,166

第156至175頁之附註為本財務報表的整體部分。

The notes on pages 156 to 175 form part of these financial statements.

財務報表附註
Notes to the financial statements
（所有數額均以港元為單位）(Expressed in Hong Kong dollars)

1 申訴專員的概況

申訴專員於2001年12月19日根據法例成立為單一法團，其職能於《申訴專員條例》中訂明。

申訴專員公署的註冊辦事處地址為香港干諾道中168-200號信德中心招商局大廈30樓。

1 Status of The Ombudsman

The Ombudsman was established as a corporation by statute on 19 December 2001. The functions of The Ombudsman are prescribed by The Ombudsman Ordinance.

The address of its registered office is 30/F, China Merchants Tower, Shun Tak Centre, 168-200 Connaught Road Central, Hong Kong.

2 重大會計政策

(a) 遵例聲明及會計政策變動

本財務報表乃根據香港會計師公會頒布適用的《香港財務報告會計準則》（此統稱包括適用的個別《香港財務報告會計準則》、《香港會計準則》及詮釋）而編製。申訴專員採納的重大會計政策列述如下。

香港會計師公會已頒布若干《香港財務報告會計準則》之修訂，並在申訴專員當前的會計年度首次生效或可提早採納。申訴專員沒有應用任何在當前的會計年度尚未生效的新準則或詮釋（附註15）。

2 Material accounting policies

(a) Statement of compliance and changes in accounting policies

These financial statements have been prepared in accordance with all applicable HKFRS Accounting Standards, which collective term includes all applicable individual HKFRS Accounting Standards, Hong Kong Accounting Standards ("HKASs") and Interpretations issued by the Hong Kong Institute of Certified Public Accountants ("HKICPA"). Material accounting policies adopted by The Ombudsman are disclosed below.

The HKICPA has issued certain amendments to HKFRS Accounting Standards that are first effective or available for early adoption for the current accounting period of The Ombudsman. The Ombudsman has not applied any new standard or interpretation that is not yet effective for the current accounting period (note 15).

2 重大會計政策(續)

(b) 財務報表編製基準

本財務報表以歷史成本作為計量基準而編製。

在編製符合《香港財務報告會計準則》的財務報表時，管理層需要作出影響會計政策的應用及資產、負債、收入和支出的呈報數額的判斷、估計和假設。這些估計和相關假設是根據過往經驗及管理層因應當時情況下乃屬合理的各項其他因素為基礎而作出，所得結果乃構成管理層就目前未能從其他資料來源即時得知資產及負債帳面值時所作出判斷的基礎。實際的結果可能與這些估計有差異。

管理層會不斷檢討各項估計及相關假設。假如會計估計的修訂只影響某一期間，則該修訂會在該期間內確認入帳，或假如會計估計的修訂同時影響當前及未來期間，則該修訂會在修訂期間及未來期間內確認入帳。

(c) 物業、機器及設備

物業、機器及設備是以成本減去累計折舊及減值虧損後列帳。

2 Material accounting policies (continued)

(b) Basis of preparation of the financial statements

The measurement basis used in the preparation of the financial statements is the historical cost basis.

The preparation of financial statements in conformity with HKFRS Accounting Standards requires management to make judgements, estimates and assumptions that affect the application of policies and reported amounts of assets, liabilities, income and expenses. The estimates and associated assumptions are based on historical experience and various other factors that are believed to be reasonable under the circumstances, the results of which form the basis of making the judgements about carrying values of assets and liabilities that are not readily apparent from other sources. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period, or in the period of the revision and future periods if the revision affects both current and future periods.

(c) Property, plant and equipment

Property, plant and equipment are stated at cost less accumulated depreciation and impairment losses.

2 重大會計政策(續)

(c) 物業、機器及設備(續)

折舊是在扣減物業、機器及設備的預計剩餘價值(如有的話)後，按預計可使用年期以直線法沖銷其成本，計算方法如下：

- 持有作自用的租賃土地權益
  Interest in leasehold land held for own use — 按租賃的剩餘租期 Over unexpired term of lease
- 建築物
  Building — 40年 40 years
- 租賃物業裝修
  Leasehold improvements — 10年 10 years
- 辦公室傢具
  Office furniture — 5年 5 years
- 辦公室設備
  Office equipment — 5年 5 years
- 電腦設備
  Computer equipment — 4年 4 years
- 車輛
  Motor vehicles — 5年 5 years

資產的可使用年期及其剩餘價值(如有的話)會每年檢討。

2 Material accounting policies (continued)

(c) Property, plant and equipment (continued)

Depreciation is calculated to write off the cost of items of property, plant and equipment, less their estimated residual value, if any, using the straight line method over their estimated useful lives as follows:

Both the useful life of an asset and its residual value, if any, are reviewed annually.

2 重大會計政策(續)

(c) 物業、機器及設備(續)

管理層會在每個報告年度結束時檢討物業、機器及設備的帳面金額有否出現減值跡象。當資產或所屬的現金產生單位的帳面金額高於可收回數額時，便會在收支結算表內確認減值虧損。資產或所屬的現金產生單位的可收回數額，是以公平價值減處置費用及使用值兩者中較高者計算。在評估使用值時，估計未來現金流量會按除稅前貼現率折讓至現值，而該貼現率應足以反映市場當時所評估的貨幣時間價值與有關資產的獨有風險。假如用以釐定可收回數額的估計基準出現正面的變化，有關的減值虧損便會撥回。

處置或出售任何物業、機器及設備所產生的損益，以出售所得淨額與資產的帳面金額之間的差額釐定，並按處置或出售日期在收支結算表內確認入帳。

(d) 應收款項

應收款項於申訴專員擁有無條件權利可收取代價時予以確認。倘若代價只是隨時間推移即會成為到期應付，則收取代價的權利即為無條件。倘若收入於申訴專員擁有無條件權利可收取代價之前已確認，有關金額會作為合約資產列報。

2 Material accounting policies (continued)

(c) Property, plant and equipment (continued)

The carrying amounts of property, plant and equipment are reviewed for indications of impairment at the end of each reporting period. An impairment loss is recognised in the statement of income and expenditure if the carrying amount of an asset, or the cash-generating unit to which it belongs, exceeds its recoverable amount. The recoverable amount of an asset, or of the cash-generating unit to which it belongs, is the greater of its fair value less costs of disposal and value in use. In assessing value in use, the estimated future cash flows are discounted to their present values using a pre-tax discount rate that reflects current market assessments of the time value of money and the risks specific to the assets. An impairment loss is reversed if there has been a favourable change in the estimates used to determine the recoverable amount.

Gains or losses arising from the retirement or disposal of an item of property, plant and equipment are determined as the difference between the net disposal proceeds and the carrying amount of the item and are recognised in the statement of income and expenditure on the date of retirement or disposal.

(d) Receivables

Receivables are recognised when The Ombudsman has an unconditional right to receive consideration. A right to receive consideration is unconditional if only the passage of time is required before payment of that consideration is due. If income has been recognised before The Ombudsman has an unconditional right to receive consideration, the amount is presented as a contract asset.

2 重大會計政策(續)

(d) 應收款項(續)

應收款項其後採用實際利率方法按攤銷成本並包括以下述方式釐定的信貸虧損撥備列帳:

虧損撥備按等同於整個有效期的預期信貸虧損的金額計量,該等信貸虧損預期在應收款項的整個有效期間出現。就所有金融工具而言(包括存款及應收利息),申訴專員確認相等於12個月預期信貸虧損的撥備,除非金融工具信貸風險自初始確認後大幅增加。在此情況下,虧損撥備乃按相等於整個有效期的預期信貸虧損的金額計量。

預期信貸虧損於各報告日期進行重新計量,任何變動均於損益中確認為減值收益或虧損。申訴專員通過虧損撥備帳中應收款項帳面金額所作的相應調整確認減值收益或虧損。

倘若實際上並無收回的可能,應收款項的帳面金額會予沖銷(部分或全部)。這情況通常出現在申訴專員確定債務人沒有資產或收入來源可產生足夠現金流量以償還沖銷的金額。

2 Material accounting policies (continued)

(d) Receivables (continued)

Receivables are subsequently stated at amortised cost using the effective interest method and including allowance for credit losses as determined below:

The loss allowance is measured at an amount equal to lifetime expected credit losses ("ECLs"), which are those losses that are expected to occur over the expected life of the receivables. For all financial instruments (including deposits and interest receivable), The Ombudsman recognises a loss allowance equal to 12-month ECLs unless these has been a significant increase in credit risk of the financial instrument since initial recognition, in which case the loss allowance is measured at an amount equal to lifetime ECLs.

ECLs are remeasured at each reporting date with any changes recognised as an impairment gain or loss in profit or loss. The Ombudsman recognises an impairment gain or loss with a corresponding adjustment to the carrying amount of receivables through a loss allowance account.

The gross carrying amount of receivable is written off (either partially or in full) to the extent that there is no realistic prospect of recovery. This is generally the case when The Ombudsman determines that the debtor does not have assets or sources of income that could generate sufficient cash flows to repay the amounts subject to the write-off.

2 重大會計政策(續)

(e) 應付款項

應付款項按公平價值初始確認。初始確認後，應付款項按攤銷成本列帳。假如貼現影響並不重大，則會按發票額列帳。

(f) 現金及現金等價物

現金及現金等價物包括銀行存款及庫存現金、存放於銀行和其他金融機構的活期存款，以及短期和高流動性的投資。這些投資一般在購入後三個月內到期，可以隨時換算為已知的現金額，而且價值變動方面的風險不大。現金及現金等價物的預期信貸虧損按照附註2(d)所列的政策評估。

(g) 僱員福利

薪金、約滿酬金、有薪年假、度假旅費及申訴專員提供的非金錢性僱員福利的成本，均在僱員提供相關服務的年度內累積計算。倘若延期支付或清繳款項而影響可屬重大，則有關金額會按現值列帳。

2 Material accounting policies (continued)

(e) Payables

Payables are initially recognised at fair value. Subsequent to initial recognition, payables are stated at amortised cost unless the effect of discounting would be immaterial, in which case they are stated at invoice amounts.

(f) Cash and cash equivalents

Cash and cash equivalents comprise cash at bank and on hand, demand deposits with banks and other financial institutions, and short-term, highly liquid investments that are readily convertible into known amounts of cash and which are subject to an insignificant risk of changes in value, having been within three months of maturity at acquisition. Cash and cash equivalents are assessed for ECLs in accordance with policy as set out in note 2(d).

(g) Employee benefits

Salaries, gratuities, paid annual leave, leave passage and the cost to The Ombudsman of non-monetary employee benefits are accrued in the year in which the associated services are rendered by employees of The Ombudsman. Where payment or settlement is deferred and the effect would be material, these amounts are stated at their present values.

2 重大會計政策(續)

(h) 準備金及或有負債

申訴專員假如須就已發生的事情承擔法律或推定義務，而履行該義務預期可能導致含有經濟效益的資源外流，並且可作可靠的估計，便會提撥準備。假如貨幣時間價值重大，則準備金會按預計履行義務所需資源的現值列帳。

假如含有經濟效益的資源外流的可能性較低，或是無法對有關數額作出可靠的估計，該義務便會披露為或有負債，但如果資源外流的可能性極低則除外。須視乎未來會否發生某項或某些事情才能確定存在與否的義務，亦會披露為或有負債，但如果資源外流的可能性極低則除外。

假如清繳準備金所需的部分或全部開支預期將由另一方償付，則會就任何幾乎肯定的預期償付款項確認一項獨立資產。就償付款項確認的金額不得高於準備金的帳面金額。

2 Material accounting policies (continued)

(h) Provisions and contingent liabilities

Provisions are recognised when The Ombudsman has a legal or constructive obligation arising as a result of a past event, it is probable that an outflow of economic benefits will be required to settle the obligation and a reliable estimate can be made. Where the time value of money is material, provisions are stated at the present value of the expenditure expected to settle the obligation.

Where it is not probable that an outflow of economic benefits will be required, or the amount cannot be estimated reliably, the obligation is disclosed as a contingent liability, unless the probability of outflow of economic benefits is remote. Possible obligations, whose existence will only be confirmed by the occurrence or non-occurrence of one or more future events are also disclosed as contingent liabilities unless the probability of outflow of economic benefits is remote.

Where some or all of the expenditure required to settle a provision is expected to be reimbursed by another party, a separate asset is recognised for any expected reimbursement that would be virtually certain. The amount recognised for the reimbursement is limited to the carrying amount of the provision.

2 重大會計政策(續)

(i) 收入確認

(i) 政府資助金

一筆無條件限制的政府資助金於可收取時會在收支結算表內確認為收入。其他的政府資助金於有理由確信將會收取，而申訴專員亦將會符合各項附帶條件時，便會初始在財務狀況表確認入帳。補償申訴專員開支的資助金，會在開支產生的期間有系統地同時在收支結算表內確認為收入。補償申訴專員資產成本的資助金，會列作遞延政府資助金記入財務狀況表，並按照附註2(c)所列的折舊政策的基準，按相關資產的租賃年期或可使用年期在收支結算表內確認入帳。

(ii) 利息收入

利息收入於產生時按實際利率方法確認入帳。

(j) 關聯人士

(a) 任何人士或其直系親屬與申訴專員相關聯，假如該人士或其直系親屬：

(i) 可控制或共同控制申訴專員；

(ii) 對申訴專員有重大影響力；或

(iii) 是申訴專員的主要管理層成員。

2 Material accounting policies (continued)

(i) Income recognition

(i) Government subventions

An unconditional Government subvention is recognised as income in the statement of income and expenditure when the grant becomes receivable. Other Government subventions are recognised in the statement of financial position initially when there is reasonable assurance that they will be received and that The Ombudsman will comply with the conditions attaching to them. Subventions that compensate The Ombudsman for expenses incurred are recognised as income in the statement of income and expenditure on a systematic basis in the same periods in which the expenses are incurred. Subventions that compensate The Ombudsman for the cost of an asset are included in the statement of financial position as deferred Government subventions and recognised in the statement of income and expenditure over the period of the lease term or useful life of the related asset on a basis consistent with the depreciation policy as set out in note 2(c).

(ii) Interest income

Interest income is recognised as it accrues using the effective interest method.

(j) Related parties

(a) A person, or a close member of that person's family, is related to The Ombudsman if that person:

(i) has control or joint control over The Ombudsman;

(ii) has significant influence over The Ombudsman; or

(iii) is a member of the key management personnel of The Ombudsman.

2 重大會計政策(續)

(j) 關聯人士(續)

(b) 假如下述任何情況適用，則某實體與申訴專員相關聯：

(i) 該實體與申訴專員是同一集團的成員(即每一主體、附屬機構及同集團附屬機構相互有關聯)。

(ii) 某一實體是另一實體的聯屬機構或聯辦機構(或另一實體所屬集團成員的聯屬機構或聯辦機構)。

(iii) 兩個實體都是相同第三方的聯辦機構。

(iv) 某一實體是第三方的聯辦機構，而另一實體是第三方的聯屬機構。

(v) 該實體是為申訴專員或申訴專員關聯實體的僱員而設的聘用期結束後福利計劃。

(vi) 該實體受附註2(j)(a)所述的人士所控制或共同控制。

(vii) 附註2(j)(a)(i)所述的人士對該實體有重大影響或是該實體(或其主體)的主要管理層成員。

(viii) 該實體或其所屬集團內任何人士向申訴專員提供主要管理層成員的服務。

一位人士的直系親屬，概指在該人士與實體交易的過程中，可能影響該人士或受該人士影響的家庭成員。

2 Material accounting policies (continued)

(j) Related parties (continued)

(b) An entity is related to The Ombudsman if any of the following conditions applies:

(i) The entity and The Ombudsman are members of the same group (which means that each parent, subsidiary and fellow subsidiary is related to the others).

(ii) One entity is an associate or joint venture of the other entity (or an associate or joint venture of a member of a group of which the other entity is a member).

(iii) Both entities are joint ventures of the same third party.

(iv) One entity is a joint venture of a third entity and the other entity is an associate of the third entity.

(v) The entity is a post-employment benefit plan for the benefit of employees of either The Ombudsman or an entity related to The Ombudsman.

(vi) The entity is controlled or jointly controlled by a person identified in note 2(j)(a).

(vii) A person identified in note 2(j)(a)(i) has significant influence over the entity or is a member of the key management personnel of the entity (or of a parent of the entity).

(viii) The entity, or any member of a group of which it is a part, provides key management personnel services to The Ombudsman.

Close members of the family of a person are those family members who may be expected to influence, or be influenced by, that person in their dealings with the entity.

3 政府資助金及遞延政府資助金

政府資助金是供申訴專員應付日常營運開支的政府撥款。

遞延政府資助金是作為預付租賃費用及購置建築物之用的政府撥款。遞延政府資助金之攤銷，是按預付租賃費用持有作自用的批租土地權益的租約期(54年)及建築物的可使用年期(40年)，按照附註2(c)及2(i)(i)載列的會計政策以直線法計算確認入帳。

於2026年3月31日計算，預計遞延政府資助金之攤銷如下：

3 Government subventions and deferred Government subventions

Government subventions represent the funds granted by the Government for daily operations of The Ombudsman.

Deferred Government subventions represent the funds granted by the Government for prepaid lease payments and the purchase of building. Amortisation of deferred Government subventions is recognised on a straight line basis over the period of the lease term of 54 years of interest in leasehold land held for own use for prepaid lease payments and the useful life of 40 years of building in accordance with the accounting policies set out in notes 2(c) and 2(i)(i).

At 31 March 2026, the deferred Government subventions are expected to be amortised as follows:

		2026	2025
一年內並包括在流動負債之內	Within one year and included in current liabilities	**$ 1,814,220**	$ 1,814,220
一年後並包括在非流動負債之內	After one year and included in non-current liabilities	**46,200,898**	48,015,118
		$ 48,015,118	$ 49,829,338

4 營運開支

4 Operating expenses

		2026	2025
僱員福利開支(附註5)	Employee benefit expenses (note 5)	**$115,473,813**	$ 126,017,203
物業、機器及設備折舊(附註7)	Depreciation of property, plant and equipment (note 7)	**5,182,274**	5,029,225
差餉及管理費	Rates and management fee	**3,226,508**	3,183,309
短期租賃相關開支	Expense relating to short-term leases	**100,800**	100,800
核數師酬金	Auditor's remuneration	**116,000**	113,000
處置物業、機器及設備之(收益)／損失	(Gain)/loss on disposal of property, plant and equipment	**(124,189)**	2,717
其他開支	Other expenses	**7,861,579**	11,847,239
		$131,836,785	$ 146,293,493

5 僱員福利開支

5 Employee benefit expenses

		2026	2025
薪金及津貼	Salaries and allowances	**$ 98,605,028**	$ 108,210,184
約滿酬金	Contract gratuity	**10,191,036**	11,588,988
退休保障費用 – 強制性公積金計劃(「強積金計劃」)(註)	Pension costs – Mandatory Provident Fund Scheme ("the MPF scheme") (Note)	**2,653,342**	2,779,589
未放取之年假	Unutilised annual leave	**178,750**	(142,938)
其他僱員福利開支	Other employee benefit expenses	**3,845,657**	3,581,380
		$115,473,813	$ 126,017,203

註： 申訴專員根據香港《強制性公積金計劃條例》經辦強積金計劃，為在香港《僱傭條例》規管下僱用而未有界定利益退休計劃保障的僱員而設。強積金計劃是由獨立受託人管理的界定供款退休計劃。根據強積金計劃，僱主及僱員各自須按僱員有關入息的5%向計劃供款，每月有關入息以30,000元為上限。向計劃作出的供款即時歸屬僱員，申訴專員並無已沒收供款可用於扣減現行水平的供款。

Note: The Ombudsman operates the MPF scheme under the Hong Kong Mandatory Provident Fund Schemes Ordinance for employees employed under the jurisdiction of the Hong Kong Employment Ordinance and not previously covered by the defined benefit retirement plan. The MPF scheme is a defined contribution retirement plan administered by independent trustees. Under the MPF scheme, the employer and its employees are each required to make contributions to the plan at 5% of the employees' relevant income, subject to a cap of monthly relevant income of HK$30,000. Contributions to the plan vest immediately, there is no forfeited contributions that may be used by The Ombudsman to reduce the existing level of contribution.

6 主要管理層薪酬 6 Key management compensation

		2026	2025
短期僱員福利	Short-term employee benefits	**$ 15,625,672**	$ 16,830,251
聘用期結束後福利	Post-employment benefits	**1,732,276**	2,056,050
		$ 17,357,948	$ 18,886,301

7 物業、機器及設備 7 Property, plant and equipment

		持有作自用的租賃土地權益 Interest in leasehold land held for own use	建築物 Building	租賃物業裝修 Leasehold improvements	辦公室傢具 Office furniture	辦公室設備 Office equipment	電腦設備 Computer equipment	車輛 Motor vehicles	總計 Total
成本:	**Cost:**								
於2025年4月1日	At 1 April 2025	$ 74,900,000	$ 16,800,000	$ 31,254,299	$ 928,929	$2,285,803	$13,896,577	$ 994,880	$141,060,488
增添(註1)	Additions (note 1)	–	–	195,980	62,584	198,085	476,862	–	933,511
處置	Disposals	–	–	–	(34,754)	(137,808)	(26,796)	(299,880)	(499,238)
於2026年3月31日	At 31 March 2026	$ 74,900,000	$ 16,800,000	$ 31,450,279	$ 956,759	$2,346,080	$14,346,643	$ 695,000	$141,494,761
累計折舊:	**Accumulated depreciation:**								
於2025年4月1日	At 1 April 2025	$ 32,188,224	$ 9,682,438	$ 18,564,483	$ 819,445	$1,416,395	$ 9,867,146	$ 985,350	$ 73,523,481
年內支出	Charge for the year	1,394,220	420,000	1,575,044	51,160	266,742	1,465,578	9,530	5,182,274
處置後撥回	Written back on disposals	–	–	–	(34,679)	(123,475)	(20,094)	(299,880)	(478,128)
於2026年3月31日	At 31 March 2026	$ 33,582,444	$ 10,102,438	$ 20,139,527	$ 835,926	$1,559,662	$11,312,630	$ 695,000	$ 78,227,627
帳面淨值:	**Net book value:**								
於2026年3月31日	At 31 March 2026	$ 41,317,556	$ 6,697,562	$ 11,310,752	$ 120,833	$ 786,418	$ 3,034,013	$ –	$ 63,267,134

7 物業、機器及設備(續)

7 Property, plant and equipment (continued)

		持有作自用的租賃土地權益 Interest in leasehold land held for own use	建築物 Building	租賃物業裝修 Leasehold improvements	辦公室傢具 Office furniture	辦公室設備 Office equipment	電腦設備 Computer equipment	車輛 Motor vehicles	總計 Total
成本:	**Cost:**								
於2024年4月1日	At 1 April 2024	$ 74,900,000	$ 16,800,000	$ 27,938,414	$ 903,738	$ 1,915,270	$ 10,534,020	$ 994,880	$ 133,986,322
增添(註1)	Additions (note 1)	–	–	3,315,885	61,300	400,484	3,512,812	–	7,290,481
處置	Disposals	–	–	–	(36,109)	(29,951)	(150,255)	–	(216,315)
於2025年3月31日	At 31 March 2025	$ 74,900,000	$ 16,800,000	$ 31,254,299	$ 928,929	$ 2,285,803	$ 13,896,577	$ 994,880	$ 141,060,488
累計折舊:	**Accumulated depreciation:**								
於2024年4月1日	At 1 April 2024	$ 30,794,004	$ 9,262,438	$ 17,262,697	$ 811,039	$ 1,239,847	$ 8,412,455	$ 925,374	$ 68,707,854
年內支出	Charge for the year	1,394,220	420,000	1,301,786	42,876	205,421	1,604,946	59,976	5,029,225
處置後撥回	Written back on disposals	–	–	–	(34,470)	(28,873)	(150,255)	–	(213,598)
於2025年3月31日	At 31 March 2025	$ 32,188,224	$ 9,682,438	$ 18,564,483	$ 819,445	$ 1,416,395	$ 9,867,146	$ 985,350	$ 73,523,481
帳面淨值:	**Net book value:**								
於2025年3月31日	At 31 March 2025	$ 42,711,776	$ 7,117,562	$ 12,689,816	$ 109,484	$ 869,408	$ 4,029,431	$ 9,530	$ 67,537,007

註1:物業、機器及設備的增添包括經重新分類的按金及預付款項0元(2025年:3,368,540元)。

Note 1: The additions of property, plant and equipment included reclassification from deposits and prepayments amounting to $nil (2025: $3,368,540).

申訴專員以長期租賃方式持有租賃土地權益。

The Ombudsman's interest in leasehold land is held under long lease.

8 現金及現金等價物

8 Cash and cash equivalents

		2026	2025
銀行現金	Cash at bank	**$ 73,572,787**	$ 87,525,166
庫存現金	Cash in hand	**5,000**	5,000
		$ 73,577,787	$ 87,530,166

9 應付約滿酬金

有關數額是在僱傭合約屆滿時須支付給僱員的約滿酬金。金額為僱員基本薪金的10%至25%(2025年:10%至25%)不等,但扣除強積金計劃的僱主供款。

9 Contract gratuity payable

The amount represents the gratuity payable to staff on expiry of their employment contracts. The amount of gratuity ranges from 10% to 25% (2025: 10% to 25%) of the basic salary less employer's contributions to MPF scheme.

10 税項

根據《申訴專員條例》附表1A第5(1)條,申訴專員獲豁免繳付根據《税務條例》徵收的税項。

10 Taxation

The Ombudsman is exempt from taxation in respect of the Inland Revenue Ordinance in accordance with Schedule 1A Section 5(1) of The Ombudsman Ordinance.

11 承擔

於2026年3月31日計算,按照停車位不可撤銷之營運租賃合約應繳付的最低租賃付款總額如下:

11 Commitments

At 31 March 2026, the total future aggregate minimum lease payments under non-cancellable operating leases in respect of parking spaces are payable as follows:

		2026	2025
於一年內繳付	Within 1 year	**$ 8,400**	$ 8,400

除非在最少一個曆月前以書面通知退租,否則租約仍然有效。

The lease remains in force unless terminated by giving notice in writing of not less than one calendar month.

12 累計資金管理

申訴專員在管理其累計資金時,基本目的是確保申訴專員的財政持續穩健。申訴專員無須承擔外部施加的對累計資金的要求。

12 Management of accumulated funds

The Ombudsman's primary objective when managing its accumulated funds is to safeguard The Ombudsman's ability to continue as a going concern. The Ombudsman is not subject to externally imposed requirements relating to its accumulated funds.

13 金融風險管理及金融工具的公平價值

風險管理由人力資源及財務組按照申訴專員核准的政策執行。人力資源及財務組與各營運單位緊密合作，鑑別和評估財務風險。申訴專員所涉及的信貸風險、資金周轉風險、利率風險及貨幣風險如下：

(a) 信貸風險

信貸風險指因交易對手不履行合約義務而對申訴專員造成財務損失的風險。申訴專員的信貸風險主要源自定期存款和現金及現金等價物。申訴專員已訂定信貸政策，並持續監察這方面涉及的信貸風險。

現金存放於信貸評級穩健的金融機構，以盡量減低信貸風險。

信貸風險額上限為財務狀況表內各項金融資產的帳面金額。申訴專員並無提供任何會使其涉及信貸風險的擔保。

(b) 資金周轉風險

申訴專員的政策是定期監察現時及預計的資金周轉需要，以確保維持足夠現金儲備應付短期及較長期的資金周轉需要。

13 Financial risk management and fair values of financial instruments

Risk management is carried out by the Human Resources and Finance Section under policies approved by The Ombudsman. The Human Resources and Finance Section identifies and evaluates financial risks in close co-operation with the operating units. The Ombudsman's exposure to credit, liquidity, interest rate and currency risks are described below:

(a) Credit risk

Credit risk refers to the risk that a counter party will default on its contractual obligations resulting in a financial loss to The Ombudsman. The Ombudsman's credit risk is primarily attributable to time deposits and cash and cash equivalents. The Ombudsman has a credit policy in place and the exposure to this credit risk is monitored on an ongoing basis.

Cash is deposited with financial institutions with sound credit ratings to minimise credit exposure.

The maximum exposure to credit risk is represented by the carrying amount of each financial asset in the statement of financial position. The Ombudsman does not provide any guarantees which would expose The Ombudsman to credit risk.

(b) Liquidity risk

The Ombudsman's policy is to regularly monitor its current and expected liquidity requirements and to ensure that it maintains sufficient reserves of cash to meet its liquidity requirements in the short and longer term.

13 金融風險管理及金融工具的公平價值(續)

(b) 資金周轉風險(續)

下表列載申訴專員的財務負債在報告年度結束時之剩餘合約年期，乃根據未貼現合約現金流及申訴專員可能被要求付款之最早日期編製：

13 Financial risk management and fair values of financial instruments (continued)

(b) Liquidity risk (continued)

The following table shows the remaining contractual maturities at the end of the reporting period of The Ombudsman's financial liabilities, which are based on contractual undiscounted cash flows and the earliest date The Ombudsman can be required to pay:

	2026 未貼現合約現金外流 Contractual undiscounted cash outflow				
	一年以下或即時到期 Within 1 year or on demand	一年以上但兩年以下 More than 1 year but less than 2 years	兩年以上但五年以下 More than 2 years but less than 5 years	未貼現合約現金流總計 Total contractual undiscounted cash flows	帳面金額 Carrying amount
應付約滿酬金 Contract gratuity payable	$ 4,420,583	$ 4,698,960	$ 3,170,868	$ 12,290,411	$ 12,290,411
其他應付款項及應計費用 Other payables and accruals	4,831,438	–	–	4,831,438	4,831,438
	$ 9,252,021	$ 4,698,960	$ 3,170,868	$ 17,121,849	$ 17,121,849

	2025 未貼現合約現金外流 Contractual undiscounted cash outflow				
	一年以下或即時到期 Within 1 year or on demand	一年以上但兩年以下 More than 1 year but less than 2 years	兩年以上但五年以下 More than 2 years but less than 5 years	未貼現合約現金流總計 Total contractual undiscounted cash flows	帳面金額 Carrying amount
應付約滿酬金 Contract gratuity payable	$ 5,699,348	$ 4,901,999	$ 2,755,977	$ 13,357,324	$ 13,357,324
其他應付款項及應計費用 Other payables and accruals	5,418,341	–	–	5,418,341	5,418,341
	$ 11,117,689	$ 4,901,999	$ 2,755,977	$ 18,775,665	$ 18,775,665

13 金融風險管理及金融工具的公平價值(續)

(c) 利率風險

利率風險指金融工具的價值因市場利率調整而浮動的風險。申訴專員所涉及的利率風險只有按市場利率計息的銀行結餘。

敏感度分析

估計假如利率整體上升／下跌100個(2025年：100個)基點，而其他變數均維持不變，則申訴專員的盈餘及累計資金於2026年3月31日便會增加約365,000元(2025年：428,000元)。

以上的敏感度分析，是假定利率變動在報告年度結束當日已出現，並已應用到同日可能導致申訴專員涉及利率風險的金融工具內。100個基點的升跌，是管理層評估該年度結束當日至下一報告年度之內可能出現的合理利率變動而得出的。有關分析所依據的基準與2025年相同。

(d) 貨幣風險

申訴專員的所有交易均以港元計算，故不涉及任何貨幣風險。

13 Financial risk management and fair values of financial instruments (continued)

(c) Interest rate risk

Interest rate risk is the risk that the value of a financial instrument will fluctuate due to changes in market interest rates. The Ombudsman's only exposure to interest rate risk is via its bank balances which bear interest at market rates.

Sensitivity analysis

At 31 March 2026, it is estimated that a general increase/decrease of 100 (2025: 100) basis points in interest rates, with all other variables held constant, would have increased The Ombudsman's surplus and accumulated funds by approximately $365,000 (2025: $428,000).

The sensitivity analysis above has been determined assuming that the change in interest rates had occurred at the end of the reporting period and had been applied to the financial instruments which expose The Ombudsman to interest rate risk at that date. The 100 basis points increase or decrease represents The Ombudsman's assessment of a reasonably possible change in interest rates over the period until the next annual reporting period. The analysis is performed on the same basis for 2025.

(d) Currency risk

The Ombudsman has no exposure to currency risk as all of The Ombudsman's transactions are denominated in Hong Kong dollars.

13 金融風險管理及金融工具的公平價值(續)

(e) 公平價值衡量

申訴專員的金融工具以成本或攤銷成本入帳的帳面金額，與其於2026年及2025年3月31日的公平價值並無重大差異。

13 Financial risk management and fair values of financial instruments (continued)

(e) Fair value measurement

The carrying amounts of The Ombudsman's financial instruments carried at cost or amortised cost were not materially different from their fair values at 31 March 2026 and 2025.

14 重大關聯人士交易

涉及主要管理層人員的交易

主要管理層所有成員的酬金已在附註6披露。

14 Material related party transactions

Transactions with key management personnel

Remuneration of all members of key management personnel is disclosed in note 6.

15 截至2026年3月31日止年度已頒布但尚未生效的修訂、新準則及詮釋可能帶來的影響

截至本財務報表刊發日期止，香港會計師公會已頒布多項新準則或修訂，但在截至2026年3月31日止年度尚未生效，亦沒有在本財務報表中採納，當中包括以下可能與申訴專員相關的新準則或修訂：

15 Possible impact of amendments, new standards and interpretations issued but not yet effective for the year ended 31 March 2026

Up to the date of issue of these financial statements, the HKICPA has issued a number of new or amended standards, which are not yet effective for the year ended 31 March 2026 and which have not been adopted in these financial statements. These developments include the following which may be relevant to The Ombudsman.

15 截至2026年3月31日止年度已頒布但尚未生效的修訂、新準則及詮釋可能帶來的影響(續)

15 Possible impact of amendments, new standards and interpretations issued but not yet effective for the year ended 31 March 2026 (continued)

	於下列日期或之後開始的會計期間生效 Effective for accounting periods beginning on or after
《香港財務報告準則》第9號之修訂:*金融工具*及《香港財務報告準則》第7號之修訂:*金融工具:披露 — 涉及依賴自然能源生產電力的合約* Amendments to HKFRS 9, *Financial instruments* and HKFRS 7, *Financial instruments: disclosures – Contracts referencing nature-dependent electricity*	2026年1月1日 1 January 2026
《香港財務報告準則》第9號之修訂:*金融工具*及《香港財務報告準則》第7號之修訂:*金融工具:披露 — 對金融工具的分類及計量的修訂* Amendments to HKFRS 9, *Financial instruments* and HKFRS 7, *Financial instruments: disclosures – Amendments to the classification and measurement of financial instruments*	2026年1月1日 1 January 2026
《香港財務報告會計準則》年度改進 — 第11卷 Annual improvements to HKFRS Accounting Standards – Volume 11	2026年1月1日 1 January 2026
《香港財務報告準則》第18號:*財務報表列報及披露* HKFRS 18, *Presentation and disclosure in financial statements*	2027年1月1日 1 January 2027
《香港財務報告準則》第19號:*非公共受託責任附屬公司:披露* HKFRS 19, *Subsidiaries without public accountability: disclosures*	2027年1月1日 1 January 2027

15 截至2026年3月31日止年度已頒布但尚未生效的修訂、新準則及詮釋可能帶來的影響(續)

申訴專員現正評估該等新準則或修訂於初次應用期間所造成的影響。至目前為止，申訴專員認為採納該等新準則或修訂不大可能會對本財務報表構成重大影響，但下述新準則除外：

《香港財務報告準則》第18號：*財務報表列報及披露*

《香港財務報告準則》第18號將取代《香港會計準則》第1號：*財務報表列報*，旨在提高實體在財務報表中披露資訊的透明度及可比較性。《香港財務報告準則》第18號將於2027年1月1日或之後開始的年度報告期間生效，並須追溯應用。

《香港財務報告準則》第18號作出的改動包括，實體須將損益表內所有收入及支出分為五類，即營運、投資、融資、所得稅及已終止業務。實體亦須在財務報表中以單一附註具體披露管理層訂立的績效指標。

申訴專員不擬提前採納《香港財務報告準則》第18號，目前仍在評估採納該準則的影響。

15 Possible impact of amendments, new standards and interpretations issued but not yet effective for the year ended 31 March 2026 (continued)

The Ombudsman is in the process of making an assessment of what the impact of these developments is expected to be in the period of initial application. So far it has concluded that the adoption of them is unlikely to have a significant impact on the financial statements except for the following:

HKFRS 18, ***Presentation and disclosure in financial statements***

HKFRS 18 will replace HKAS 1 *Presentation of financial statements* and aims to improve the transparency and comparability of information about an entity's financial statements. HKFRS 18 is effective for annual reporting periods beginning on or after 1 January 2027 and is to be applied retrospectively.

Among other changes, under HKFRS 18, entities are required to classify all income and expenses into five categories in the statement of profit or loss, namely the operating, investing, financing, income taxes and discontinued operations categories. Entities are also required to provide specific disclosures about management-defined performance measures in a single note in the financial statements.

The Ombudsman does not plan to early adopt HKFRS 18 and is still in the process of assessing the impact of the adoption.

申訴人約章
Complainants Charter



公署竭誠為市民提供優質服務。為充分履行職務，公署與申訴人訂立以下約章：

We endeavour to provide a high standard of service to the public. In fully discharging our duties, this Office has drawn up the following Charter:

公署的承諾 Our Commitment

- 專業、公正及有效率地處理申訴
- 適時知會申訴人查訊的進度及結果
- 清楚解釋公署的決定
- 保障申訴人的私隱
- 對市民有禮及尊重

- Handle complaints in a professional, impartial and efficient manner
- Keep complainants informed of the progress and outcome of our inquiries
- Explain our decisions clearly
- Protect complainants' privacy
- Treat the public with courtesy and respect

申訴人若不滿意查訊結果，可來函公署及提出理據要求覆檢個案。若對個別職員或服務有任何意見，可向公署專責總行政主任提出。公署會秉持專業公正的精神跟進個案。

Complainants not satisfied with our findings may write to this Office and state the grounds for a review of their cases. Any views on individual staff or our services may be directed to our dedicated Chief Manager. We will take follow-up action with professionalism and fairness.

申訴人的責任 Complainants' Responsibilities

- 清楚說明申訴事項
- 適時提供真確的資料（包括事件經過、可供核實其身份及確定聯絡方法的所需資料等）
- 配合查訊工作
- 以合理的態度提出申訴
- 對職員有禮及尊重

- State clearly the issues of complaint
- Provide true and accurate information (including an account of events, the required information for verification of their identity and determination of their traceability, etc.) in a timely manner
- Cooperate in our inquiries
- Lodge complaints in a reasonable manner
- Treat the staff with courtesy and respect

若申訴人未能配合，查訊進度及／或結果可能會受影響。屆時公署會視乎實際情況，決定採取適當措施，包括根據所獲得的證據作出判斷，或終止查訊等。

If complainants are not cooperative, the progress and/or outcome of our inquiries may be affected. In such circumstances, we will take proper actions as appropriate, such as making our decision on the basis of available evidence or terminating the inquiry.

中國香港申訴專員公署
Office of The Ombudsman, Hong Kong, China

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查詢電郵 Enquiry Email	enquiry@ombudsman.hk
申訴電郵 Complaint Email	complaints@ombudsman.hk
網址 Website	www.ombudsman.hk



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