



## Experience in the Implementation of Electronic Services for the Public

Ms Connie Lau  
The Ombudsman, Hong Kong

AOA Board of Directors Meeting  
10 August 2016, Kazan, Tatarstan



# Official website

The screenshot shows the official website of the Office of the Ombudsman, Hong Kong. The header includes the logo and name in both Chinese and English, along with navigation links for Sitemap, Related links, and social media icons. A search bar and a 'Quick Links' dropdown menu are also present. The main navigation bar features links for 'About this Office', 'Handling of Complaints', 'Direct Investigation', 'Promotion', 'Publications', 'Recruitment', and 'Contact Us'. The central banner features a man in a suit performing Tai Chi, with the text 'Say NO to maladministration'. To the right, a 'WHAT'S NEW' section highlights a press release from June 28, 2016, regarding direct investigation results. Below the banner, a row of service buttons includes 'FORMS DOWNLOAD', 'HOW TO LODGE A COMPLAINT', 'CODE ON ACCESS TO INFORMATION CASES', and 'PUBLICITY VIDEOS'. The footer contains a grid of menu categories: 'ABOUT THIS OFFICE', 'HANDLING OF COMPLAINTS', 'DIRECT INVESTIGATION', 'PROMOTION', 'PUBLICATIONS', and 'RECRUITMENT', each with a list of sub-links.

## ABOUT THIS OFFICE

- Welcome Message
- Vision & Mission
- Role & Jurisdiction Ombudsman

## HANDLING OF COMPLAINTS

- Complaint Handling Procedures
- Complaint Handling Methods
- Request for Review

## DIRECT INVESTIGATION

- Direct Investigation Function
- Guidelines for Initiating Direct Investigation

## PROMOTION

- Events & Press Release
- Publicity Videos
- Related Links

## PUBLICATIONS

- Annual Reports
- Summary of Investigation Reports
- Direct Investigation

## RECRUITMENT

- Staff Structure
- Vacancies
- Application Form



# Official Website Homepage

- It provides all basic information the public need to know about the Office:
  - Our jurisdiction
  - Our procedures
  - Ways to lodge a complaint and what to expect
  - Forms for making enquiries and complaints
  - Past reports, publications, videos and publicity materials
  - Recent and current activities
  - Recruitment

# Domain Name

- From “.gov.hk” to “.hk”
- Registered several common website addresses (ombudsman.hk, omb.gov.hk, ombudsman.gov.hk, ombudsman.org.hk, ombudsman.com.hk, omb.org.hk, ...) so that the public can find us easily.





## W3C Logo

- The website conforms to Level AA of the W3C Web Content Accessibility Guidelines 2.0
- Accessible to people with disabilities and benefit all users



# Facebook Fanpage

The screenshot shows the Facebook profile of the Office of The Ombudsman, Hong Kong. The page features a blue header with the Facebook logo, the name '香港申訴專員公署 (Office of The Ombudsman, Hong Kong)', and a search bar. The profile picture is a green grid logo with a white cross. The cover photo is a large banner with the text '推卸無理 申訴有道' and '厚此薄彼', along with a man in a suit gesturing. The main content area shows a post from July 12, 2016, with a link to a press release. Below the post are two photos of staff members holding documents. The right sidebar contains information about the page, including the number of likes (620) and a list of friends who liked it. The bottom navigation bar includes options for '讚好', '回應', and '分享'.

香港申訴專員公署 (Office of The Ombudsman, Hong Kong)  
@Ombudsman.HK

主頁  
關於  
相片  
關於我們  
讚好分析  
申訴大使  
申訴達人  
影片  
帖子  
建立專頁

香港申訴專員公署 (Office of The Ombudsman, Hong Kong)  
7月12日 18:26 · 公

申訴專員劉燕卿在2016年7月12日向公眾發表最新一期年報，詳見新聞稿：[http://ofomb.ombudsman.hk/abc/zh-hk/press\\_releases/detail/81](http://ofomb.ombudsman.hk/abc/zh-hk/press_releases/detail/81)

申訴專員公署

申訴專員公署

讚好 回應 分享

La Viola 主頁

推卸無理 申訴有道

推搪卸膊  
疏忽延誤、敷衍塞責、  
不按程序、沒有回應

厚此薄彼  
處事不公、欺壓歧視、  
意見偏頗、怠慢無禮

行政拙劣  
監管不力、濫用職權、  
缺失遺漏、程序欠妥

已讚好 訊息 更多

傳送訊息

公司

搜尋此專頁內的帖子

620 人讚好這個專頁  
Harrison WONG 和另外 8 位朋友

邀請朋友讚好這個專頁

關於

要求香港申訴專員公署 (Office of The Ombudsman, Hong Kong) 分享地址

26290555

要求香港申訴專員公署 (Office of The Ombudsman, Hong Kong) 分享營業時間

<http://www.ombudsman.hk/>

應用程式

關於我們



# Copyright Statement

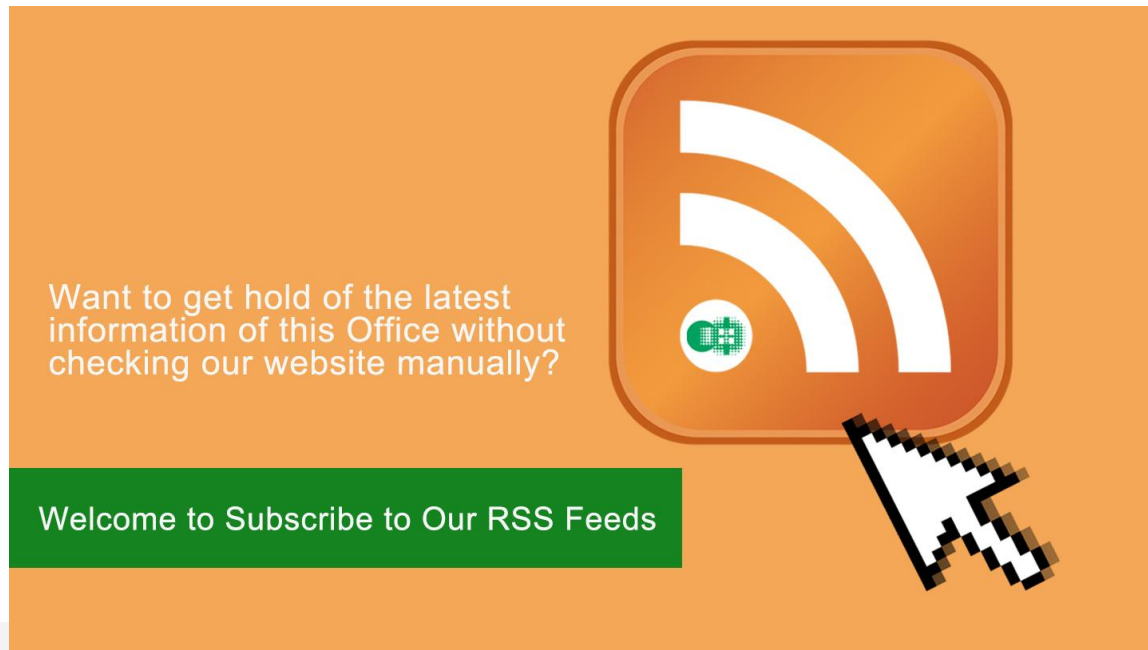
- Only the non-text contents on the website are subject to copyright restrictions → to promote circulation of our messages
- The public are allowed to freely reproduce, distribute or otherwise use any text contents in any way or for any purpose.

Copyright © 2013 Office of The Ombudsman, Hong Kong. All rights reserved.

[Copyright Statement](#) | [Disclaimer](#)

# RSS (Really Simple Syndication)

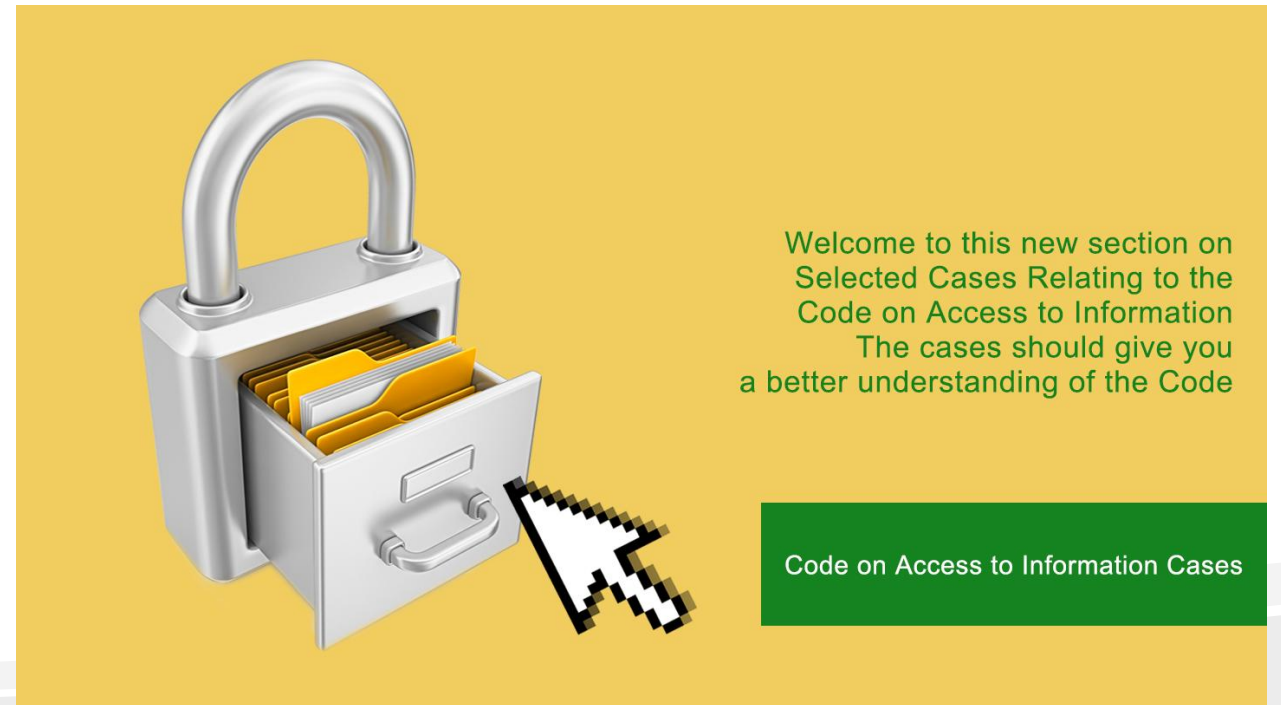
- Members of the public can now easily subscribe to the free RSS feeds with just a few clicks and stay informed of the latest developments of the Office.





# New Webpage Section on Code

- Selected cases relating to [Code on Access to Information](#)
- Publish selected Code-related complaint cases





## Objectives of New Webpage on Code

- The public can better understand their right to information kept by Government departments/public organisations.
- Government departments and public organisations can learn from these cases and avoid unreasonably refusing to disclose information.
- - - > A repository of reference materials on the subject of access to information



## An example of information shown in a Code case

- Department/Organisation:  
Housing Department ( "HD" )
- The complainant who had suffered injury in a shopping mall under HD requested: the management and maintenance records, working guidelines and CCTV footage of the shopping mall under HD
- HD refused his request on grounds of "internal documents"
- Our comments:
  - HD should release general information about the management of the mall
  - "Internal documents" not a reason for refusal under the Code

# Mode of lodging complaints

Mode of Lodging Complaints		
Mode	2011/12	2015/16
In person	573	545
In writing –		
by complaint form	518	294
by letter through post	947	1,069
by fax	657	403
by email	1,783(35%)	2,507 (48%)
By telephone	551	426
<b>Total</b>	<b>5,029</b>	<b>5,244</b>

# On-line complaint form

- user friendly advisory videos

## Complaint Form

Fields marked with \* must be filled in.

Name of complainant / body corporate making the complaint: \*

- Title . ▼

(Note: Please fill in name as in identity document. The complainant must be the aggrieved person or, if the aggrieved person is unable to act for himself/herself, his/her representative.)

Correspondence address: \*

Name of authorised representative:  
(For body corporate only)

- Title . ▼





## Looking ahead

- Keep abreast of advancement in technology and practices in other ombudsman jurisdictions
- Deliver our services in ways that meet the changing aspirations of our community.