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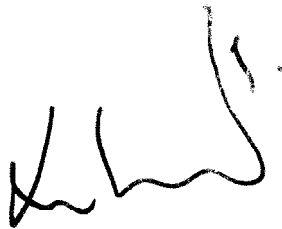
This booklet sets out the Administration Wing's policy objectives in the areas of administrative redress, legal aid services, liaison with the legislature, sustainable development, protocol service as well as intra-governmental services. We have made good progress in achieving the targets we set for ourselves last year and are determined to keep up our efforts in meeting the challenges ahead.



In April this year, a Sustainable Development Unit was set up under the Administration Wing in recognition of increasing public concern over a sustainable quality of life in Hong Kong. We seek to facilitate integration of the concept of sustainable development into government strategic initiatives and major programmes, to promote sustainability in the community at large, and to provide support to the Council for Sustainable Development upon its establishment. During its first six months of operation, the Unit has laid the ground for the introduction of a sustainability assessment system within the Government and the setting up of the Council for Sustainable Development. We are consulting stakeholders and expect to put the system and the Council in place by the end of this year. In the coming year, apart from instituting the sustainability assessment system within the Government's decision-making process, we will work with the Council in formulating its work plan in pursuing a sustainable future for Hong Kong.

We will continue to step up our communication with the Legislature to ensure that the Legislature is able to carry out its business efficiently and effectively in the overall interest of the community. In the areas of protocol and intra-governmental services, we will continue to maintain a responsive and high standard protocol service and seek to provide quality support in the management of government records and accommodation for the Government Secretariat.

My colleagues and I are committed to achieving targets and initiatives set out in this booklet. We welcome your views on this booklet and suggestions for further improvement.

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

(Andrew H Y Wong)
Director of Administration

Administrative Redress, Legal Aid and Sustainable Development

**Policy Objective
and
Key Result Areas**

ADMINISTRATIVE REDRESS, LEGAL AID AND SUSTAINABLE DEVELOPMENT

Our Policy Objective is to provide avenues for administrative redress, ensure accessibility to legal aid services, pursue a sustainable future for Hong Kong, and maintain an efficient protocol service and quality support services for the Government Secretariat.

Overall Targets

Our targets this year in pursuing this Policy Objective are –

- to ensure a high degree of public satisfaction in respect of avenues for administrative redress and legal aid services
- to facilitate the integration of sustainability principles in the decision-making process within the Government
- to raise public awareness of sustainable development and to encourage the community to put the concept into practice
- to provide quality services relating to protocol matters, management of government records and accommodation for the Government Secretariat

Progress

In the past year, we achieved satisfactory results in all the Key Result Areas (KRAs). The following is a report on progress made in meeting our targets at the Policy Objective level. We took over from the Environment and Food Bureau previous commitments regarding sustainable development set out in the 2000 Policy Objective Booklet on “Clean Environment, Safe Food”. We have therefore included in our report the relevant progress.

Our first target was to ensure a high degree of public satisfaction in respect of avenues for administrative redress and legal aid services. On administrative redress, we continued to build on the improvement measures identified in the review of the Justices of the Peace (JP) system conducted in 1999. We have worked with the Office of The Ombudsman to further enhance its operational efficiency and foster public confidence in its

independence. We also obtained agreement to include the Equal Opportunities Commission and the Office of the Privacy Commissioner for Personal Data in the jurisdiction of The Ombudsman. We have kept under review the respective processing time of appeals lodged with the Administrative Appeals Board and the Municipal Services Appeals Board to ensure that hearings are processed expeditiously.

On legal aid services, the speed with which the Legal Aid Department processes legal aid applications is an indicator to assess performance. We have enhanced our efficiency and achieved the new target of processing 85% of civil legal aid applications within three months from the date of application.

The Sustainable Development Unit was set up in April 2001 following the completion of the Planning Department's Consultancy Study on Sustainable Development in Hong Kong for the 21st Century. We took over from the Environment and Food Bureau responsibility concerning sustainability assessment, and consultative and promotional structures on sustainable development. In the past six months, we made good progress in introducing a sustainability assessment system within the Government and laying the ground for setting up a Council for Sustainable Development. We expect to complete these two major tasks by the end of 2001.

We continued to work closely with the Legislature and maintained close liaison with the Consular Corps representing some 100 countries. We also rendered effective support services in the management of government records and accommodation for the Government Secretariat.

We also achieved the following progress in our seven KRAs.

1 Maintain public confidence in independent redress

In the 2000-2001 financial year, we continued to see an increased public awareness of their right to appeal against administrative decisions. The number of appeals filed with the Administrative Appeals Board (AAB) and the Municipal Services Appeals Board (MSAB) increased from 40 and 27 in 1999-2000 to 46 and 35 in 2000-2001. The average waiting time for appeals to be heard by the AAB and the MSAB was maintained at about four months and three months respectively.

During the year, we have worked with The Ombudsman to further enhance its operational efficiency and independent image. We have pursued the necessary measures and proposed legislative amendments in support of these objectives. The jurisdiction of The Ombudsman will be expanded to cover the Equal Opportunities Commission and the Office of the Privacy Commissioner for Personal Data.

We will also work towards further improvements to the effectiveness of the Justices of the Peace (JP) visit programme. During the year, we have effected legislative amendments to provide pairing flexibility for Non-official JPs during the JP visits. A total of 750 visits were conducted in 2000-2001. We have also initiated discussion within the Administration to bring more institutions under the JP visit system.

2 Provide efficient legal aid services

We continued to provide efficient legal aid services to our clients. Intensive training has been given to all front-line staff of the Legal Aid Department (LAD) to enhance their skills in handling enquiries and complaints. Our efficiency in processing legal aid applications has an impact on public satisfaction of our services. The LAD has achieved the target of processing 85% of civil legal aid applications within three months from the date of application. As regards criminal legal aid applications, the LAD has also exceeded the existing target of processing 80% of applications in respect of appeals against sentence and appeals against conviction within two months and three months respectively. We shall raise our target to 85% to further improve efficiency.

We understand the public's wish to have easier access to free legal advice service. The Duty Lawyer Service has opened a new free legal advice centre in the Eastern District Office in August 2001 and is planning to open another new centre in Wong Tai Sin later this year.

3 Maintain effective communication between the Government and the Legislature

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

In the 2000-2001 legislative session, we attended over 270 panel meetings to explain our policy, legislative and financial proposals to LegCo. We introduced 54 bills and attended about 170 meetings of Bills Committees formed to scrutinise various bills. We responded to over 1 145 oral and supplementary questions, 451 written questions and 52 motion debates. In consultation with LegCo, we have implemented various measures to improve the working mechanism of panels and Bills Committees with a view to enhancing their effectiveness in scrutinising legislative, policy and financial proposals.

In the past year, we responded to and provided supplementary information to 40% of the questions raised by Members at LegCo meetings within three weeks. We will expedite the provision of supplementary information to LegCo in 2001-2002.

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

4 Integrating sustainability in the Government and the community

In the past six months, significant progress was made in our major tasks of introducing a sustainability assessment (SA) system within the Government and setting up a Council for Sustainable Development. On the former, we will require all bureaux and departments to carry out SA on new strategic initiatives or major programmes and include in their submissions to the Chief Secretary's Committee and/or the Executive Council, where appropriate, a statement on the sustainability evaluation, so that sustainability issues are given early consideration in the decision-making process. To assist bureaux and departments to implement the system, we have so far provided training to about 160 officers at senior professional level and expect to increase the number to about 250 by November 2001. We will also roll out a Computer-Aided Sustainability Evaluation Tool to bureaux and departments to help them carry out SAs. As regards the latter, we have completed research on the structure, modus operandi and performance of similar committees established overseas and are consulting major stakeholders. We expect to complete these two major tasks by the end of 2001.

5 Ensure an efficient service to support the Government Secretariat

We continued to administer an Honours and Awards system effectively as part of our dedicated efforts to recognise the contributions of people from various sectors of the community. In 2001, we processed 450 nominations and awarded 270 medals and certificates.

We maintained efficient protocol service to international dignitaries and met our target of serving 4 000 VIP parties and 14 000 VIPs at the Government VIP Lounge at the Hong Kong International Airport in 2000. In the coming year, the demand for the lounge service is expected to increase and we shall continue to optimise our present resources to cope with the situation.

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

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

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

We continued to provide an efficient and responsive protocol service to some 100 Consular posts and Officially Recognised Bodies. We were able to respond to requests raised by Consular posts and Officially Recognised Bodies in good time, and as far as possible, within five working days.

We continued to extend courtesies and hospitalities to visiting international dignitaries on behalf of the Government of the Hong Kong Special Administrative Region.

In the past year, we co-ordinated nine official visit programmes at head and deputy head of state/government and senior ministerial level. We also facilitated over 150 other inbound VIP visits to Hong Kong. All these visit programmes were conducted smoothly.

7 Maintain efficiency in the administration of government records

In the past year, we continued to support government offices in the development of a sound records management system. We provided practical training on topical records management issues to over 2 300 staff. We assisted bureaux and departments to implement records scheduling and disposal programme with some 150 disposal schedules developed last year. We also provided efficient intermediate storage services for inactive records to address the needs of bureaux and departments. In this regard, we handled requests for retrieval and disposal of records not involving further review within three working days.

In an effort to promote public awareness and interest in our local heritage, we successfully organised a series of publicity programmes including three exhibitions and over 25 seminars/visits in the past year. We have established a Central Preservation Library for Government Publications in January 2001 to provide a one-stop service to access government publications.

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

Looking Forward

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

1

Maintain public confidence in independent redress

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

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

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

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

- Degree of awareness of the public of their right to appeal against administrative decisions. Our target is to monitor the percentage change over time in the number of appeals filed with the AAB or the MSAB.
- Speed in processing the hearings of appeals. Our target is to continue to ensure an appeal to the AAB or the MSAB will be heard within an average of four months and three months respectively after it has been filed.
- Effectiveness of the JP visit programme. Our target is to arrange about 800 visits by JPs in the 2001-2002 financial year.

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

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

Initiative *	Target
To enhance operational efficiency of the Office of The Ombudsman and to reinforce public confidence in its independence <i>(Administration Wing)</i>	To work towards enacting The Ombudsman (Amendment) Bill 2001 in the 2001/2002 legislative session

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

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

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

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

- Ability to provide various types of legal aid services and to ensure that no one is prevented from seeking justice because of a lack of means. Our target is to conduct reviews on different aspects of legal aid services from time to time.
- Speed of processing legal aid applications by the LAD. Our target is to process 85% of civil legal aid applications within three months from the date of application, and with effect from January 2002 also 85% of criminal legal aid applications in respect of appeals against sentence and appeals against conviction within two months and three months respectively.

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

Initiative	Target
<p>To review the mechanism of obtaining feedback from customers of the Legal Aid Department <i>(Legal Aid Department (LAD))</i></p>	<p>To complete the review in the second quarter of 2002</p>
<p>To establish a website on the Duty Lawyer Service <i>(Duty Lawyer Service)</i></p>	<p>To launch the website by end-2001</p>
<p>To establish a website on the services provided by the Official Solicitor's Office <i>(Official Solicitor's Office, LAD)</i></p>	<p>To launch the website by early 2002</p>
<p>To set up a scheme whereby a legal aid applicant, who has passed the means test but is refused legal aid to appeal to the Court of Final Appeal, may be provided with funds to obtain a counsel's certificate to meet the requirement for lodging the appeal against legal aid refusal before a Review Committee <i>(Administration Wing)</i></p>	<p>To discuss the scheme with the Legal Aid Services Council with a view to introducing it in 2002</p>

3

Maintain effective communication between the Government and the Legislature

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

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

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

We are determined to building Hong Kong into a world-class city, and at the same time making Hong Kong a clean, comfortable and pleasant home for our people and our future generations. We believe that the Government and all sectors of the community need to work in partnership in order to achieve a sustainable future for Hong Kong.

Overseas experiences reveal that building a sustainable society is not an easy task. It requires a change in the mindset of individuals before we could bring any real impact on their behaviours. It is equally important that the Government, the private sector and individuals work together and take ownership of the responsibility of incorporating sustainable development considerations in their own decision-making process.

Under such a context, we are committed to putting in place an appropriate system to ensure that sustainability considerations are reflected in the Government's policy-making process, raising public awareness of sustainable development through publicity and community education programmes, and encouraging active public participation in bringing the concept into a reality. The Council for Sustainable Development to be established will provide expert advice and innovative approaches to the Government and guide Hong Kong through its way to a sustainable future.

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

- Number of participants in seminars, workshops and training sessions organised for government officers. Our target is to provide such training to no less than 500 officers in 2002.
- The extent to which community groups and non-government organisations are involved in the process. Our target is to maintain a dialogue with such groups and organisations throughout the year.
- Number of participants in our publicity and community education programmes. Our target is to involve as many participants as possible.

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

Initiative	Target
<p>To annually update the baseline data contained in the Computer-Aided Sustainability Evaluation Tool used for sustainability assessment purposes</p> <p><i>(Administration Wing (Adm Wing))</i></p>	<p>To complete the first annual updating exercise in 2003 pursuant to the full operation of the assessment system in 2002</p>
<p>To raise understanding and awareness of the concept of sustainable development among bureaux and departments</p> <p><i>(Adm Wing)</i></p>	<p>To organise seminars, workshops and training sessions for no less than 500 government officers in 2002</p>
<p>To conduct studies and public consultation on sustainable development</p> <p><i>(Adm Wing)</i></p>	<p>To seek advice from the Council for Sustainable Development after its establishment on issues to be covered by studies and public consultation</p>
<p>To involve the public in building a sustainable community in Hong Kong</p> <p><i>(Adm Wing)</i></p>	<p>To recommend to the Council for Sustainable Development a set of guidelines for the use of the Sustainable Development Fund, with a view to making it operational in 2002</p>
<p>To disseminate information about sustainable development to the general public</p> <p><i>(Adm Wing)</i></p>	<ul style="list-style-type: none"> ● To organise a series of publicity and community educational programmes in 2002 to raise public awareness of sustainable development ● To set up by end-2002 a dedicated website on sustainable development

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

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

- Ability to handle accommodation-related requests efficiently. Our target is to respond to requests on accommodation matters within three working days.
- Operational efficiency of the Government VIP service at the Airport. Our target is to effectively use our present resources to meet the growing demand for VIP services. We aim to serve 4 200 parties and 15 000 VIPs at the Government VIP Lounge which represent an increase of 5% and 7% respectively over the previous year's targets.
- Effectiveness in administering the Honours and Awards system. Our target is to process all nominations for honours and awards from bureaux and departments in good time for promulgating the Honours List in the Government Gazette on 1 July every year. The estimated number of nominations is 400 each year.

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

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

- Ability to ensure smooth delivery of visit programmes for visiting dignitaries. Our targets are as follows: First, to ensure visit programmes are conducted as planned and scheduled. Second, to co-ordinate and deliver ten official visits at head and deputy head of state/government and senior ministerial level each year. Third, to facilitate and accord appropriate courtesies for 150 other inbound VIP visits co-ordinated by Consular posts in Hong Kong and foreign embassies in Beijing during the year.
- Effectiveness in liaison with some 100 Consular posts and Officially Recognised Bodies throughout the year. Our target is to respond to requests raised by Consular posts and Officially Recognised Bodies in good time, and as far as possible within five working days.

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

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

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

- Ability to support government offices in developing records management strategies. Our targets are as follows: First, to launch not less than 90 classes on records management for 2 400 staff in 2001-2002. Second, to handle requests for retrieval and disposal of records not involving further review within three working days. Third, to develop and implement not less than 150 disposal schedules for bureaux and departments in 2001-2002.
- Ability to promote understanding, appreciation and use of local archival heritage. Our target is to launch a publicity programme with at least two exhibitions and 30 seminars/visits in 2001-2002.

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

Initiative	Target
To set up archives for still and moving images in the Public Records Office to offer integrated management of audio-visual heritage including government films, photographs, maps, plans and posters <i>(Administration Wing)</i>	To set up the archives by 2003

Administrative Redress, Legal Aid and Sustainable Development

Detailed Progress

1

Maintain public confidence in independent redress

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

Initiative *	Target #	Present Position +
To expand the jurisdiction of The Ombudsman to cover more major statutory bodies <i>(Administration Wing Adm Wing)</i>	To consider expanding the jurisdiction of The Ombudsman to cover the Equal Opportunities Commission (EOC) and the Office of the Privacy Commissioner for Personal Data (POC) <i>(2000)</i>	With the agreement of the EOC and the POC, a relevant provision has been proposed in The Ombudsman (Amendment) Bill 2001 to expand the jurisdiction of The Ombudsman to cover these statutory bodies. <i>(Action in Progress: On Schedule)</i>

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

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

+ the bracketed information denotes the status of the target

Initiative	Target	Present Position
<p>To implement proposals to improve the Justices of the Peace (JP) system as a whole <i>(Adm Wing)</i></p>	<p>To explore areas where Non-official JPs may be invited to take a more active role <i>(1999)</i></p>	<p>Arrangements were made for interested Non-official JPs to receive training and become accredited spotters of smoky vehicles under the Smoky Vehicle Control Programme of the Environmental Protection Department. Non-official JPs have also been invited to express interest to participate in the orientation programme for newly arrived Consuls-General as and when they are coordinated by the Protocol Division of this Office. The Administration will explore other possible additional duties for Non-official JPs. <i>(Action Completed)</i></p>

2

Provide efficient legal aid services

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

Initiative	Target	Present Position
<p>To enhance the cost-effectiveness of the legal aid application processing system of the Legal Aid Department <i>(Legal Aid Department (LAD))</i></p>	<p>To set up a working group by the fourth quarter of 2000 to review the legal aid application and means-testing processes and the related resource deployment of the LAD <i>(2000)</i></p>	<p>The working group was set up and the legal aid application and means-testing processes are being reviewed. <i>(Action in Progress: On Schedule)</i></p>
<p>To enhance efficiency of in-house litigation by the LAD <i>(LAD)</i></p>	<p>To review the structure of the Litigation Division and rationalise its support services in 2000-2001 <i>(2000)</i></p>	<p>The review has been completed and recommendations to improve the efficiency of the structure are being considered by the LAD management. <i>(Action in Progress: On Schedule)</i></p>
<p>To increase public awareness of legal aid services and understanding of the operation of the LAD <i>(LAD)</i></p>	<p>To publish new pamphlets, to update existing pamphlets including the “Guide to Legal Aid Services” and the LAD’s homepage on the Internet in 2000-2001 <i>(2000)</i></p>	<p>The LAD’s homepage on the Internet has been revamped and relaunched in March 2001. Existing pamphlets including “Guide to Legal Aid Services” have been updated and some new pamphlets including “Manual for Legal Aid Practitioners” and “Customer Service Standards” were published. <i>(Action Completed)</i></p>

Initiative	Target	Present Position
<p>To strengthen the customer service of the LAD (LAD)</p>	<p>To provide intensive training to customer service officers of the newly established Customer Service Unit in 2000-2001 to ensure enquiries and complaints are dealt with expeditiously, fairly and competently (2000)</p>	<p>Intensive training has been given to all the customer service officers in 2000-2001. (Action Completed)</p>
<p>To strengthen case management and improve cost control and resource allocation of the LAD (LAD)</p>	<p>To implement the Information Systems Strategy of the LAD (1999)</p>	<ul style="list-style-type: none"> ● The first phase of implementation was completed in March 2001. ● The second phase of implementation commenced in June 2001 for completion in the second half of 2002 to take into account the need for re-tendering parts of the project. <p>(Action in Progress: On Schedule)</p>

Initiative	Target	Present Position
<p>To implement measures to improve the system for monitoring assigned-out cases, taking into account the views of the Legal Aid Services Council (LASC) (LAD)</p>	<p>To set up a working group in the second half of 1997 to study the best way of monitoring assigned-out cases, including progress monitoring and cost control. To consult the independent LASC on this matter. Implementation to commence in 1999 (1998 and 1997)</p>	<p>The LASC was consulted. Action has been taken to implement the recommendations of the working group. (Action Completed)</p>
<p>To strengthen the directorate of the Application and Processing Division of the LAD to consolidate the improvements made since 1996 (LAD)</p>	<p>To meet our performance pledge on processing time (1998)</p>	<ul style="list-style-type: none"> ● An Assistant Principal Legal Aid Counsel post has been created and filled in June 2001. ● The LAD has been able to meet the performance pledge on processing time. <p>(Action Completed)</p>

3

Maintain effective communication between the Government and the Legislature

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

Initiative	Target	Present Position
<p>To maintain effective communication between the Administration and the Legislature</p> <p><i>(Administration Wing (Adm Wing))</i></p>	<ul style="list-style-type: none"> ● To ensure the Chief Secretary for Administration meets the Chairman of the House Committee after each House Committee meeting to promptly discuss matters raised at the House Committee meeting ● To proactively attend meetings of LegCo, its committees and sub-committees to explain government policies and proposals in addition to upon LegCo's request <p><i>(1999, 1998 and 1997)</i></p>	<ul style="list-style-type: none"> ● Effective communication with the Legislature has been maintained by arranging regular meetings between the Chief Secretary for Administration and the Chairman/Vice Chairman of the House Committee throughout the 2000-2001 legislative session. The arrangement for such meetings will continue in the next legislative year. ● In the 2000-2001 legislative session, we attended over 270 panel meetings, about 170 Bills Committee meetings and over 120 other Committee and Sub-committee meetings of LegCo. The Legislature will continue to be consulted on various issues of concern. <p><i>(Action in Progress: On Schedule)</i></p>

Initiative	Target	Present Position
<p>To seek ways to provide additional accommodation to LegCo to meet its long-term needs <i>(Adm Wing)</i></p>	<p>To reach an understanding with LegCo on the proposal for additional accommodation within the present legislative term <i>(1999, 1998 and 1997)</i></p>	<p>The Government presented to the LegCo Commission several possible sites for the new LegCo building and a tentative development programme for the project in December 2000 and June 2001 respectively. <i>(Action in Progress: On Schedule)</i></p>

4

Integrating sustainability in the Government and the community

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

Initiative	Target	Present Position
<p>To establish effective institutional arrangements to ensure efficient and effective consideration of policies related to the environment and conservation</p> <p><i>(Administration Wing (Adm Wing))</i></p>	<ul style="list-style-type: none"> ● To establish a Sustainable Development Unit in 2000 ● To establish consultative and promotional structures to encourage more sustainable approaches to development in 2000 <p><i>(1999)</i></p>	<ul style="list-style-type: none"> ● The Sustainable Development Unit was established under the Administration Wing of the Chief Secretary for Administration's Office in April 2001. <p><i>(Action Completed)</i></p> <ul style="list-style-type: none"> ● There were diverse public views on the composition and terms of reference of the Council for Sustainable Development. We have completed research on similar committees established overseas and are consulting major stakeholders with a view to setting up the Council by end-2001. <p><i>(Action in Progress: On Schedule)</i></p>

Initiative	Target	Present Position
<p>To ensure all major policy and strategic initiatives go through full assessment of their social, environmental and economic implications</p> <p><i>(Adm Wing)</i></p>	<p>By 2001 to require all major policy and strategic initiatives to undertake sustainability assessment before recommendations for decisions are made</p> <p><i>(1999)</i></p>	<p>We have provided training for civil servants and will roll out a Computer-Aided Sustainability Evaluation Tool to assist bureaux and departments to conduct sustainability assessment of new strategic initiatives and major programmes. The sustainability assessment system is expected to be put in place by end-2001.</p> <p><i>(Action in Progress: On Schedule)</i></p>

5

Ensure an efficient service to support the Government Secretariat

To achieve results in this area, the following initiative has been undertaken in the past years. Details are set out below –

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

6

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

To achieve results in this area, the following initiative has been undertaken in the past years. Details are set out below –

Initiative	Target	Present Position
To streamline the management of consular affairs <i>(Administration Wing)</i>	To complete, as the first phase of the exercise, compilation of a set of consular procedures in 2000 <i>(1999)</i>	First draft of the consular procedures has been completed. <i>(Action in Progress: Under Review)</i>

7

Maintain efficiency in the administration of government records

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

Initiative	Target	Present Position
<p>To allow efficient on-line and Internet access to the archival and library holdings of the Public Records Office</p> <p><i>(Administration Wing Adm Wing)</i></p>	<ul style="list-style-type: none"> ● To complete a feasibility study on an integrated information system by early 2001 ● To work out system requirement and to prepare for data preparation and system testing in mid-2001 ● To implement the system in phases starting from late 2001 <i>(2000)</i> 	<ul style="list-style-type: none"> ● The combined feasibility study and system analysis and design were completed and endorsed in June 2001. <i>(Action Completed)</i> ● System requirements have been drawn up and work on data preparation is in progress. <i>(Action in Progress: On Schedule)</i> ● The system is more complex than expected and will be implemented in phases starting from 2002. <i>(Action in Progress: Behind Schedule)</i>
<p>To develop and implement Records Management (RM) Regulations which will provide standards and codes of practice for use in government departments</p> <p><i>(Adm Wing)</i></p>	<ul style="list-style-type: none"> ● To issue the RM Regulations in November 2000 	<ul style="list-style-type: none"> ● The RM Manual has been issued to bureaux and departments.

Initiative	Target	Present Position
	<ul style="list-style-type: none"> ● To finish the preparation for a series of briefing sessions and seminars for no less than 700 officers <p>(1999)</p>	<ul style="list-style-type: none"> ● Preparation work for briefings on standards and codes of practice subsumed in on-going training courses on records management has been completed. <p>(Action Completed)</p>
<p>To develop the Reference Library of the Public Records Office as a central library for the preservation of and access to official publications</p> <p>(Adm Wing)</p>	<ul style="list-style-type: none"> ● To start the project in 2000 with a publicity programme ● To work out requirements for computerisation ● To automate 50% of the library collection <p>(1999)</p>	<ul style="list-style-type: none"> ● The Central Preservation Library for Government Publications was established and opened in January 2001, with press release and publicity leaflets issued. ● Requirements for computerisation have been identified and suitable hardware and library software purchased and customised. ● The automation project has been completed. <p>(Action Completed)</p>