

**CONTROLLING OFFICER'S REPLY TO
INITIAL WRITTEN QUESTION**

HAB158

Head: 94 Legal Aid Department

Subhead (No. & title):

Question Serial No.

2635

Programme: (1) Processing of Legal Aid Applications

Controlling Officer: Director of Legal Aid

Director of Bureau: Secretary for Home Affairs

Question:

With regard to enquires on civil cases received:

- (a) Please provide a breakdown of the enquires which were made by phone, in writing and in person respectively;
- (b) How many staff members are responsible for handling enquires? How many enquires on average did each of them handle?

Asked by: Hon. NG Margaret

Reply:

Information requested in both (a) and (b) is as follows:

	<u>By phone</u>	<u>In writing</u>	<u>In person</u> [#]
No. of enquiries*	3 750	680	42 232
No. of staff	34	4	13
Average No. of enquiries handled by each staff	110	170	3 249

* We do not maintain separate record on the nature of the enquiries made. As far as we are aware, these enquiries generally related to legal aid matters concerning, for example, scope of legal aid services or progress of proceedings for which legal aid has been granted.

There are two units in the Application and Processing Division of the Department which handle enquiries in person by members of the public, one at 24/F of the Queensway Government Offices and the other one at G/F of the Mongkok Government Offices.

Signature _____

Name in block letters William CHAN

Post Title Director of Legal Aid

Date 17.3.2010