



Legal Aid Department
法律援助署

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2011 法律援助署年報

LEGAL AID DEPARTMENT ANNUAL REPORT

Vision, Mission & Values

Our Vision

To be a cornerstone of the rule of law in Hong Kong by delivering quality legal aid services.

Our Mission

- To ensure that no one who qualifies for legal aid is denied access to justice because of lack of means.
- To maintain the highest standards of professional excellence and ethics.
- To develop and maintain a highly-motivated, dynamic, well-trained and committed workforce.
- To work in partnership with the legal profession to reach our vision.
- To anticipate and meet the ever-changing needs of society.

Our Values

- Independence
- Commitment
- Efficiency and effectiveness
- Professionalism
- Teamwork
- Caring and responsive

Foreword

I am pleased to present my second Annual Report for the Legal Aid Department. 2011 was another eventful and fruitful year. We have implemented a number of new initiatives and measures for enhancing the quality of legal aid services. I would like to highlight some of them here.



Mr William Chan Heung-ping
Director of Legal Aid

Five-yearly Review of the Criteria for Assessing the Financial Eligibility of Legal Aid Applicants

Following the conclusion of the latest Review in 2010, several significant improvement measures were implemented with effect from 18 May 2011. Firstly, the financial eligibility limit for the Ordinary Legal Aid Scheme (OLAS) has been raised from \$175,800 to \$260,000 and that for the Supplementary Legal Aid Scheme from \$488,400 to \$1,300,000.

Secondly, the financial eligibility limit was further relaxed for applicants aged 60 or above by providing them with a capital disregard. When calculating the disposable capital for this group of applicants, an amount equal to the financial eligibility limit of OLAS is excluded from the calculation.

Thirdly, the median monthly household expenditure has been adopted in place of the 35-percentile household expenditure as the basis for calculating the statutory personal allowances, which will be deducted from the financial resources of the applicants when calculating their disposable income.

Review of Criminal Legal Aid Fees and Scope

The review of the payment structure for lawyers undertaking criminal legal aid work and the expansion of the scope of legal aid in criminal cases had entered its final stage. Working together with the Home Affairs Bureau, the draft amendment Rules were submitted to the Criminal Procedure Rules Committee for vetting in May. The Rules once passed will introduce a new fees payment regime for practitioners undertaking criminal legal aid work and expand criminal legal aid to cover appeal cases considered by the Court of First Instance, Court of Appeal and the Court of Final Appeal which do not involve a conviction.

Video Documentary on Liability for Costs and Release of Monies Recovered

A video documentary aimed at enhancing public understanding on the liability for costs of aided persons and the steps involved in the release of monies recovered in aided proceedings was produced and released by the Department. The documentary is available for public viewing in our Hong Kong and Kowloon offices. It has also been uploaded onto the Department's website.

Free Interpretation Service for Ethnic Minorities

In an on-going effort to promote legal aid services among ethnic minorities, we have taken active steps to promote the availability of free interpretation services to ethnic minorities applicants. Applicants who can only read or converse in Bengali, Hindu, Indonesian, Tamil, Thai, Tagalog, Urdu, Vietnamese, Punjabi and Nepali can approach our staff for assistance using specially designed cards with appropriate messages to enable the applicants to communicate their requests to our staff.



Mr William Chan Heung-ping
Director of Legal Aid

Mediation in Legally Aided Matrimonial Cases

Since 2009, the legal aid scheme has provided funding to cover mediation in civil proceedings in line with the underlying objective of the Civil Justice Reform implemented in the same year. With a view to promoting better understanding of mediation in legal aid cases, we have issued a leaflet on mediation in legally aided matrimonial cases. It aims to provide information such as what is mediation, what can be achieved through mediation and the role of the assigned lawyer in mediation.

Mobile Version of Means Test Calculator

In addition to the Means Test Calculator on the Department's website, we have launched the mobile version of the Means Test Calculator which provides a convenient way for members of the public to find out whether they are likely to be eligible for legal aid on means.

Looking ahead

It is heartening to see that the effort to enhance our services to the public in the past year has borne fruit. This is achieved through the collaborative effort and hard work of my dedicated colleagues and colleagues from the Home Affairs Bureau. However, it is also important that we do not become complacent but continue with our pursuit of excellence in the delivery of legal aid services in the years ahead. I wish also to take this opportunity to pay my warm tribute to the Chairman and Members of the Legal Aid Services Council for their insightful advice and sterling support for our work during the year. My sincere thanks also go to our assigned lawyers for their commitment in providing quality legal aid services to the public.

William CHAN Heung-ping
Director of Legal Aid

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Chapter 1

Departmental Strategic Plan

The Department's strategic plan sets out our objectives and describes how the objectives can be achieved. The strategic plan provides a rational basis upon which priorities are determined and is regularly updated to ensure that resources are well targeted and used effectively having regard to the changing needs of society.

The Department's strategic plan can also be viewed at the Department's website.



(Rear row from left)

Ms Sherman Cheung Suk-ying, Mrs Christina Hadiwibawa Cheung Ying-man, Ms Doris Lui Wai-lan, Ms Tse Sze-fong, Miss Linda Ng Wing-ping, Ms Juliana Chan Miu-ken, Ms Mo Yuk-wah, Miss Ada Wong Yiu-ming

(Front row from left)

Mr Allan Chan Wing-cho, Mr Thomas Edward Kwong, Mrs Annie Williams Ka-ding, Mr William Chan Heung-ping, Ms Alice Chung Yee-ling, Mr Chris Chong Yan-tung, Ms Juliana Chan Oi-yung

Implementation of the Strategic Plan in 2011

Processing of Legal Aid Applications and Monitoring of Assigned Out cases

The five-yearly review of the criteria for assessing financial eligibility for legal aid applicants was completed in 2011. The Legislative Council Panel on Administration of Justice and Legal Services (AJLS Panel) endorsed the recommendations resulting from the review including substantially raising the financial eligibility limits for both the Ordinary Legal Aid Scheme (OLAS) and Supplementary Legal Aid Scheme (SLAS). Other improvement measures included the provision, for the first time, of a capital disregard for an amount equalling the financial eligibility limit for OLAS for elderly applicants aged 60 or above as well as adopting the median household expenditure as the basis for working out the amount of statutory allowances when calculating the disposable income of an applicant. The amendments came into effect in May 2011.

Information System

The computer operating system and database software for Case Management & Case Accounting System that supported the work of over 500 staff in the Department was upgraded to their latest version in July 2011. The parallel upgrade for the backend servers and backup system was also completed during the year.

The Department was invited to participate in a government-wide pilot study for formulating electronic information management (EIM) strategy on content management, record management and knowledge management in 2010. EIM initiatives were identified and recommended to be implemented by phases. In 2011, the Department submitted a funding bid for the implementation of phase 1 initiatives which in the main involves the establishment of an information management foundation for managing electronic information and the setting up of an information storage database.

In preparation for phase 1 implementation of the EIM initiatives upon approval of the funding bid, the Department participated in the development of Government Records Services' Recordkeeping Metadata Standards and Office of Government Chief Information Officer's government-wide Content Management/Knowledge Management Metadata Standards. Upon completion of the development of these government-wide standards, the Department would then develop its own Information Management Foundation to manage electronic information during the EIM phase 1 implementation.

Customer Services

The Department accords high priority in the area of enhancing customer services on an on-going basis.

To this end, a video promoting understanding of the Director of Legal Aid's first charge and its application was produced for public viewing and upload onto the Department's website. The video also provides an overview of the steps involved in the release of monies recovered in the legally aided proceedings to an aided person.

To facilitate ethnic minorities residing in Hong Kong who do not speak English or Chinese to have better access to the legal aid services, the Department had expanded the interpretation service to 10 languages including Bengali, Hindu, Indonesian, Nepali, Punjabi, Tamil, Thai, Tagalog, Urdu and Vietnamese. This service is provided free of charge to the applicants. A poster informing the public of the free service was also produced and displayed in our Hong Kong and Kowloon offices.

A mobile version of the means test calculator in addition to the online calculator on the Department's website was made available to the public. It provides another convenient means for those who wish to apply for legal aid to find out if they are likely to qualify for legal aid on means.

Publicity

The Department continued to participate in various publicity and community programmes to promote public awareness and understanding of legal aid services. This included giving talks by Departmental representatives to universities and NGOs. As in the past, we also actively supported the 'Law Week' organised by the Law Society.

In our continuous effort to promote understanding of mediation in legal aid cases, the Department published a leaflet "Mediation in Legally Aided Matrimonial Cases" for aided persons who were granted legal aid in matrimonial proceedings. At the same time, we continued to provide support and information on mediation in legally aided cases to the Chief Justice's Working Party on Mediation.

During the year, a number of the Department's publications including "Important Notices for Legally-Aided Persons" for Application & Processing Division, Insolvency Litigation Section and Family Litigation Section were revised and updated.

Staff

The Department placed high priority to the training needs of staff. A wide range of courses were arranged in 2011 for staff at all levels including in-house job-related workshop on how to conduct means test, and talks on how to deal with aided persons' enquiries and how to handle complaints. To equip staff to better deal with agitated and emotional customers in the course of their work, a representative from the Hong Kong Police Force came and delivered a talk on prevention of workplace violence.

On the information and technology front, two major legal information service providers were invited to conduct training on online legal research for the professional officers.

Noticing the strong interest expressed by the staff, we had set aside a budget for the purchase of new books on a variety of topics including management, communication, emotional and physical wellbeing and personal development in 2011.

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Chapter 2

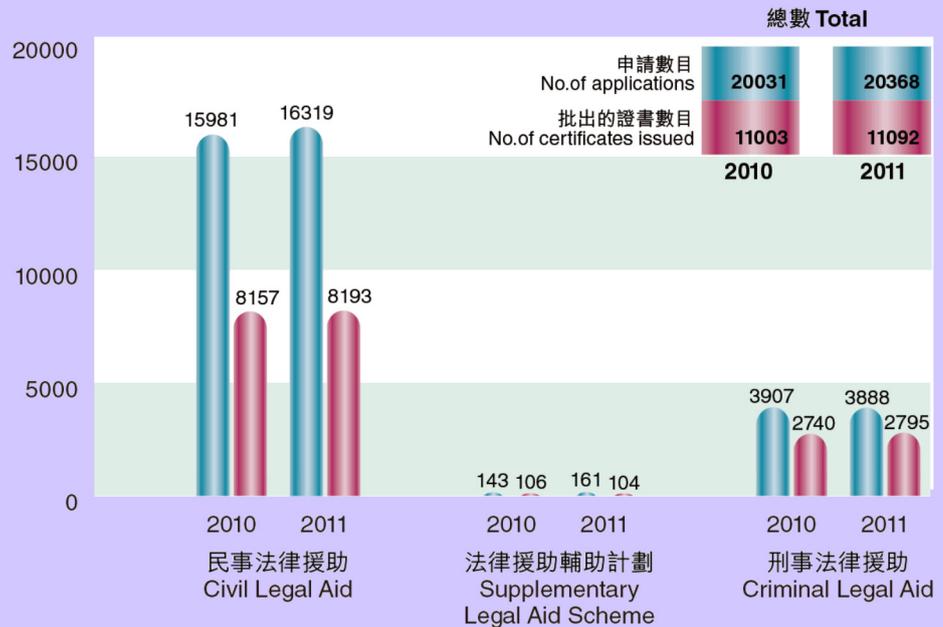
Legal Aid Services

Legal aid business is conducted in the following service areas:

- Receiving and processing of legal aid applications;
- Assignments and monitoring of legal aid cases;
- Litigation services; and
- Related supporting legal services.

Application and Processing Services

In 2011, a total of 20 368 applications for legal aid were received and 11 092 legal aid certificates were issued:



Mr Thomas Edward Kwong
Deputy Director of Legal Aid
(Application and Processing)

Legal Aid in Civil Cases

Civil legal aid applications, apart from applications relating to wages claims which are processed by the Insolvency Unit of the Litigation Division, are handled by the Application and Processing Division.

Legal aid covers many different types of civil cases which are closely related to the public's daily lives. Types of cases covered included family disputes, personal injuries claims and other miscellaneous proceedings in the District Court, the Court of First Instance, the Court of Appeal and the Court of Final Appeal. It also covers applications to the Mental Health Review Tribunal and death inquests if it is in the interest of public justice to do so.

Distribution of Applications Received for Civil Legal Aid in 2010-2011

民事法律援助申請數目
No. of Applications for Civil Legal Aid

	二〇一〇年 2010	二〇一一年 2011	增減的百分比 % Change
人身傷害申索 Personal Injuries Claims	5 098	5 868	15%
婚姻訴訟個案 Matrimonial Cases	8 366	7 856	-6%
土地及租務糾紛 Land and Tenancy Disputes	354	386	9%
勞資糾紛 Employment Disputes	89	87	-2%
入境事務 Immigration Matters	118	231	96%
追討工資 Wages Claims	171	106	-38%
其他 Others	1 928	1 946	1%
總數 Total	16 124	16 480	2%

Distribution of Certificates Issued for Civil Legal Aid in 2010-2011

批出的民事法律援助證書數目
No. of Certificates for Civil Legal Aid

	二〇一〇年 2010	二〇一一年 2011	增減的百分比 % Change
人身傷害申索 Personal Injuries Claims	2 905	3 471	19%
婚姻訴訟個案 Matrimonial Cases	4 580	4 137	-10%
土地及租務糾紛 Land and Tenancy Disputes	83	82	-1%
勞資糾紛 Employment Disputes	39	24	-38%
入境事務 Immigration Matters	34	35	3%
追討工資 Wages Claims	159	98	-38%
其他 Others	463	450	-3%
總數 Total	8 263	8 297	0%



Mr Chris Chong Yan-tung
Assistant Director of Legal Aid
(Application and Processing)

To facilitate the public to apply for legal aid, the Application and Processing Division also provides an information and enquiry service through the Information and Application Services Unit. The Unit deals with enquiries from the public on matters such as the scope of legal aid, financial eligibility limits and

application procedures. In 2011, the Unit received a total of 41 758 enquiries.

Eligibility

Successful applicants regardless of their nationality or residence and who pass both the means and merits tests will be granted legal aid. They are given the services of a solicitor and, if necessary, counsel to represent them in legal proceedings conducted in Hong Kong courts.

Take-up Rate for Civil Legal Aid in 2010-2011

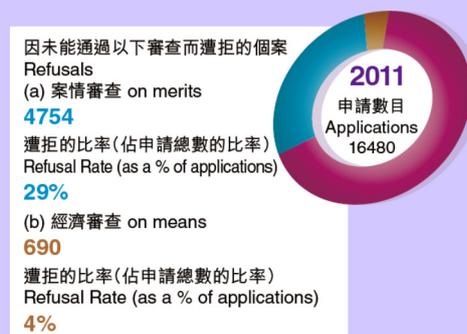
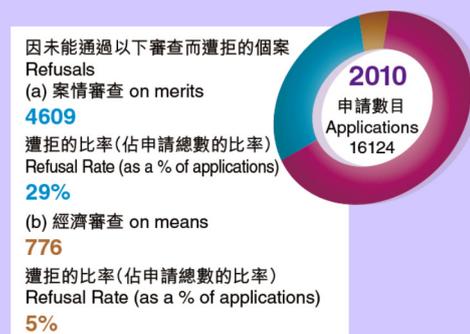


Mrs Christina Hadiwibawa Cheung Ying-man
Assistant Principal Legal Aid Counsel /
Application and Processing (1)

Refusal of Legal Aid

An applicant who is refused legal aid in civil matters on either means or merits may appeal to the Registrar of the High Court. In respect of the Court of Final Appeal cases, the applicants may appeal to a Review Committee comprising the Registrar of the High Court, a barrister and a solicitor appointed respectively by the Chairman of the Hong Kong Bar Association and the President of the Law Society of Hong Kong. The decision of the Registrar or the Review Committee is final.

Refusal Rate of Civil Legal Aid Applications in 2010-2011



Success Rate of Legal Aid Appeals in 2010-2011



*Note : The figures do not include appeals withdrawn.



Miss Linda Ng Wing-ping
Assistant Principal Legal Aid Counsel /
Application and Processing (2)

Outcome of Cases Closed in 2011

案件類別 Case Type	取得濟助 Relief Obtained	未能取得濟助 Relief Not Obtained	撤回訴訟 Withdrawn	總數 Total
婚姻訴訟 Matrimonial	88%(88%)	4%(5%)	8%(7%)	100%

案件類別 Case Types	勝訴 In Favour	敗訴 Not In Favour	在訴訟前取消 /撤回證書 Discharged / Revoked prior to Proceedings	在訴訟進行期 間應受助人的 要求取消證書 Discharged at AP's Request during Proceedings	在訴訟進行 期間取消/撤 回證書 Discharged / Revoked during Proceedings	總數 Total
人身傷害申索 Personal Injuries Claims	91%(91%)	1%(2%)	2%(1%)	2%(2%)	4%(4%)	100%
- 僱員補償申索 Employees' Compensation Claims	92%(92%)	1%(1%)	2%(2%)	2%(2%)	3%(3%)	100%
- 人身傷害 Personal Injuries	90%(89%)	2%(2%)	2%(2%)	2%(2%)	4%(5%)	100%
- 交通意外 Running Down	91%(90%)	2%(2%)	2%(2%)	1%(2%)	4%(4%)	100%
醫療/牙科/專業疏 忽 Medical / Dental / Professional Negligence	69%(82%)	5%(1%)	3%(1%)	5%(7%)	18%(9%)	100%
雜類 Miscellaneous	64%(60%)	15%(17%)	10%(6%)	5%(6%)	6%(11%)	100%
總數 Overall	87%(86%)	3%(4%)	3%(2%)	3%(3%)	4%(5%)	100%

案件類別 Case Type	發出呈請 前已和解 Settlement before Issuing Petition	發出清盤令 /破產令 Order for Winding-up/ Bankruptcy	呈請遭駁 回(和解) Petition Dismissed (Settled)	擱置呈 請 Petition Stayed	呈請遭駁 回 Petition Dismissed	轉介薪 酬保障 組處理 Referral to Wage Security Division	其他 Others	總數 Total
追討工資 (清盤/破產) Wages Claims (Winding-up / Bankruptcy)	1% (1%)	91% (90%)	2% (1%)	2% (3%)	0% (0%)	1% (1%)	3% (4%)	100%

*2010 figures in bracket



Ms Juliana Chan Miu-kuen
Assistant Principal Legal Aid Counsel
(Kowloon Branch Office)

Supplementary Legal Aid Scheme

Applicants whose financial resources exceed the statutory limit of the ordinary legal aid scheme of \$175,800 but is below \$488,400 (\$260,001 and \$1.3 million with effect from 18 May 2011) may apply under the Supplementary Legal Aid Scheme (SLAS). The scope of SLAS includes claims involving personal injuries or death, medical, dental or legal professional negligence where the amount of the claim is likely to exceed \$60,000. The Scheme also covers employees' compensation claims irrespective of the amount of the claim.

SLAS is self-financing and is funded by contributions paid by the applicants upon acceptance of legal aid and from percentage contributions payable by aided persons out of monies recovered in the aided proceedings. The rate of percentage contribution is 10% of the monies recovered, 6% if the case is settled before counsel is briefed to attend trial.

In 2011, SLAS received 161 applications and issued 104 legal aid certificates. An operational surplus of \$0.5 million was recorded as compared with an operational deficit of \$0.7 million in 2010. As at 30 September 2011, the Supplementary Legal Aid Fund had a balance of \$87.6 million. For details, please refer to [Appendix 1](#).

Legal Aid in Criminal Cases

Criminal legal aid applications are processed by the Crime Section.

Distribution of Applications Received for Criminal Legal Aid in 2010-2011

	刑事法律援助申請數目 No. of Applications for Criminal Legal Aid		
	二〇一〇年 2010	二〇一一年 2011	增減的百分比 % Change
裁判法院審理的交付審判程序 Committal Proceedings at Magistrates' Court	477	499	5%
區域法院審訊 District Court Trials	1 602	1 601	0%
原訟法庭審訊 Court of First Instance Trials	484	483	0%
由原訟法庭審理的裁判法院上訴 Magistrate's Court Appeals to the Court of First Instance	577	517	-10%
由上訴法庭審理的區域法院上訴 District Court Appeals to the Court of Appeal	441	444	1%
由上訴法庭審理的原訟法庭上訴 Court of First Instance Appeals to the Court of Appeal	159	217	36%
終審法院上訴 Appeals in Court of Final Appeal	108	98	-9%
其他 Others	59	29	-51%
總數 Total	3 907	3 888	0%

Applicants whose means exceed the statutory limit may be granted legal aid if the Director of Legal Aid is satisfied that it is desirable in the interests of justice to grant legal aid.

Distribution of Certificates Issued for Criminal Legal Aid in 2010-2011

批出的刑事法律援助證書數目
No. of Applications for Criminal Legal Aid

	二〇一〇年 2010	二〇一一年 2011	增減的百分比 % Change
裁判法院審理的交付審判程序 Committal Proceedings at Magistrates' Court	474	480	1%
區域法院審訊 District Court Trials	1 534	1 540	0%
原訟法庭審訊 Court of First Instance Trials	481	487	1%
由原訟法庭審理的裁判法院上訴 Magistrate's Court Appeals to the Court of First Instance	96	103	7%
由上訴法庭審理的區域法院上訴 District Court Appeals to the Court of Appeal	70	96	37%
由上訴法庭審理的原訟法庭上訴 Court of First Instance Appeals to the Court of Appeal	58	68	17%
終審法院上訴 Appeals in Court of Final Appeal	16	16	0%
其他 Others	11	5	-55%
總數 Total	2 740	2 795	2%

Take-up Rate for Criminal Legal Aid in 2010-2011



Mrs Annie Williams Ka-ding
Deputy Director of Legal Aid
(Litigation)

Refusal of Legal Aid

If an applicant is refused criminal legal aid on merits, he can apply to the judge who may grant legal aid on his own initiative provided the applicant is eligible on means.

In 2011, there were 20 refusals on means which were also refused on merits. The Director exercised discretion and granted legal aid in 30 other cases even though the means of the applicants exceeded the limit. 13 applications were refused because the applicants concerned failed to supply the Director with the necessary information to conduct a means test.



Mr Allan Chan Wing-cho
Assistant Director of Legal Aid
(Litigation)

For refusal in respect of an appeal to the Court of Final Appeal, the appellant may appeal to a Review Committee chaired by the Registrar of the High Court and comprising a barrister and a solicitor appointed by the Chairman of the Hong Kong Bar Association and by the President of the Law Society of Hong Kong respectively. The decision of the Committee is final. In 2011, no appeal was made to the Review Committee.

Refusal Rate of Criminal Legal Aid Applications in 2010-2011



Ms Mo Yuk-wah
Assistant Principal Legal Aid Counsel
(Crime)

Legal Aid Electronic Services Portal

Person over the age of 18 can submit pre-application information online for non-urgent civil and criminal cases as a first step towards making an application for legal aid. To make use of this online submission procedure and to ensure confidentiality of information transmitted online, applicants must be holders of a digital certificate issued by the Hong Kong Post or Digi-Sign.

The Legal Aid Electronic Services Portal (LAESP) also has a means test calculator which allows members of the public to conduct a preliminary assessment of their eligibility on means if they apply for legal aid. Members of the public can visit the departmental website at www.lad.gov.hk and access the means test calculator. In 2011, the means test calculator received 4 295 hits.

To facilitate and widen public access to the means test calculator, the Department has also developed a mobile means test calculator in July 2011 so that access to the calculator can be gained through mobile phones. Up to the end of 2011 the mobile version means test calculator received 451 hits.

Legal Aid Assignments and Monitoring

Assignments

Legal aid work is not distributed to counsel or solicitors on the Legal Aid Panel equally. Interest of the legally aided persons is the paramount consideration. Counsel or solicitors are selected having regard to their level of experience and expertise, the nature and complexity of the particular case, with reference to established guidelines and criteria, which include, amongst others, minimum experience requirements, past performance records and the limit on assignments of legal aid work.

Distribution of Civil and Criminal Assignments to Solicitors / Counsel in 2011

宗數 No. of Assignments	大律師數目 No. of Counsel			
	*3年以下 *Below 3 Years	*3-5年 *3-5 Years	*6-10年 *6-10 Years	*10年以上 *Over 10 Years
1-4	6	21	43	138
5-15	1	11	15	188
16-30	0	0	3	27
31-50	0	0	0	0
50宗以上 Over 50	0	0	0	0
總數 Total	7	32	61	353

*Years of post-call experience

宗數 No. of Assignments	律師數目 No. of Solicitors			
	*3年以下 *Below 3 Years	*3-5年 *3-5 Years	*6-10年 *6-10 Years	*10年以上 *Over 10 Years
1-4	1	32	130	608
5-15	0	6	55	346
16-30	1	0	10	61
31-50	0	0	2	21
50宗以上 Over 50	0	1	2	17
總數 Total	2	39	199	1 053

*Years of post-admission experience

The Department has set up the Departmental Committee on Monitoring Assignments to Counsel and Solicitors to ensure that cases are assigned in accordance with the established assignment criteria and guidelines. The Committee is chaired by the Director of Legal Aid and comprises directorate officers and a representative from the Independent Commission Against Corruption. It considers reports on the unsatisfactory performance/conduct of assigned lawyers.

In 2011, on the advice of the Committee, 2 solicitors were removed from the Legal Aid Panel and 6 solicitors/counsel were put on the Record of Unsatisfactory Performance/Conduct.

Mediation in legal aid cases

Legal aid covers mediators' fees and related expenses incurred by legally aided persons undergoing mediation in the course of the aided proceedings. In 2011, funding for mediation was approved in 646 assigned out cases, out of which 90 were matrimonial cases.

Litigation Services

In-house Civil Litigation

The Civil Litigation Section (CLS) of the Litigation Division undertakes civil litigation for aided persons whose cases have been assigned in-house.

Personal Injury Litigation

In 2011, Civil Litigation (1) of CLS took up 200 personal injuries cases including employees' compensation claims, traffic accident claims and negligence claims. Over \$1 million damages were recovered for aided persons in 7 cases. Over \$2 million were recovered in 2 other cases. The total amount of damages recovered was about \$41.5 million.

Legal costs recovered for the professional litigation work done by our in-house officers were about \$7.4 million.



Ms Tse Sze-fong
Assistant Principal Legal Aid Counsel
(Civil Litigation 1)

Family Litigation

In 2011, the Family Unit of the Civil Litigation (2) of CLS took up a total of 1 161 family cases including divorce, maintenance, custody and property disputes. It also handled enforcement proceedings for the recovery of outstanding maintenance and costs in family cases litigated in-house.



Ms Doris Lui Wai-lan
Assistant Principal Legal Aid Counsel
(Civil Litigation 2)

Wages Claims

The Insolvency Unit of the Civil Litigation (2) of CLS assists employees referred by the Labour Relations Office of the Labour Department to recover arrears of wages and other employment-related benefits.

It also handles the ensuing winding up or bankruptcy proceedings.

Where there is sufficient evidence to support the presentation of a petition for winding-up or bankruptcy but it is uneconomical or unreasonable in the particular circumstances to institute court proceedings, the Unit will refer the case to the Protection of Wages on Insolvency Fund Board for consideration of ex-gratia payments to the employees.

In 2011, the Insolvency Unit took out 75 winding-up and 19 bankruptcy petitions. A total of 365 cases were referred to the Protection of Wages on Insolvency Fund Board for ex-gratia payments.

In-house Criminal Litigation

In addition to processing legal aid applications for criminal cases, the Crime Section of the Litigation Division also represents legally aided persons at committal proceedings in the Magistrate's Court, plea day hearing in the District Court, listing hearings in the Court of First Instance as well as bail applications at all levels of court. It also acts as instructing solicitors in cases in the Court of First Instance, the Court of Appeal and the Court of Final Appeal.

In 2011, 81% of all criminal cases in the District Court in Hong Kong were legally aided, as were 89% of criminal cases in the Court of First Instance.

In 2011, the Crime Section handled 2 112 cases in-house:

高院原訟法庭的審訊及上訴案件
Court of First Instance of
High Court Trials & Appeals

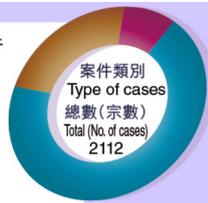
192 (9.1%)

區域法院-應訊日
District Court-Plea Days

1455 (68.9%)

交付審判程序及其他程序
Committal Proceedings & Others

465 (22.0%)

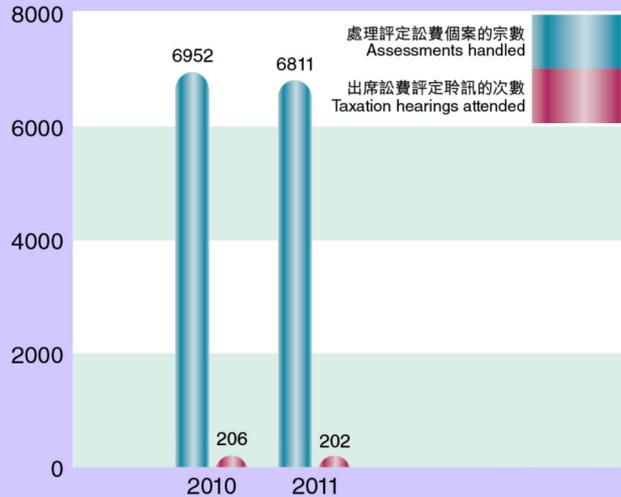


Related Legal Support Services

Costing

The Department's Costing Unit assesses all bills of costs submitted by assigned solicitors and attends taxation hearings.

Cases handled by the Costing Unit in 2010-2011



Enforcement

The Department's Enforcement Unit (EU) handles enforcement proceedings for the recovery of judgment debts and costs in legally aided cases. In 2011, a total of 455 cases were assigned to the EU. Some cases were settled without enforcement proceedings when the judgment debtors undertook, through negotiation and production of supporting documents, to pay the outstanding amount by instalments. In 363 cases enforcement proceedings were instituted.

Of the cases where enforcement proceedings were taken by the EU, about 63.4% of them were instituted within 1 month from the date the cases were assigned to the professional officers for handling. The table below shows the length of time taken for enforcement proceedings to be commenced from the date of assignment:

In 2011:

1個月內 Within 1 month	2個月內 Within 2 months	3個月內 Within 3 months	超過3個月 More than 3 months	總數 Total cases
230(287)	105(114)	19(25)	9(7)	363(433)
63.4(66.3%)	28.9(26.3%)	5.2(5.8%)	2.5(1.6%)	100%(100%)

*2010 figures in bracket

The costs and damages recovery ratio for cases with enforcement action handled by the Department and finalised in 2011 is as shown in the chart below:

討回款項的百分比
% of amount recovered
62%
未能討回款項的百分比
% of amount not recovered
38%



Chapter 3

Case of Public Interest or Concern

Judicial Review concerning Protection of the Environment

Madam X, a resident of Tung Chung which situates not far from the Hong Kong section of the Hong Kong-Zhuhai-Macau Bridge, took out judicial review against the decision of the Director of Environmental Protection (the Director) to grant the environmental permit for the proposed construction of the said section of the HKZM Bridge Project.

The statutory framework

The Environmental Impact Assessment Ordinance Cap. 499 (the EIAO) provides a statutory process for the proponent of a designated project, in this case, the Highways Department (HD), to obtain an environmental permit without which the project cannot commence. HD was to apply to the Director for an environmental impact assessment study brief (SB). HD would then submit a project profile that complied with the technical memorandum (TM) and then advertising it to the public. The TM set out the principles, procedures and requirements for the technical content of a project profile which applied to all designated projects whereas a SB was project-specific. Once a SB was issued, HD was to prepare an environmental impact assessment report (EIA Report) in accordance with the SB and TM and deliver it to the Director who would decide whether it met the requirements. The Director would approve or reject the EIA Report. If it was approved, HD could apply for an environmental permit which the Director would grant or refuse. In this case, based on the project profile submitted by HD, the Director approved the EIA Reports and granted the permits for the HKZM Bridge Project in late 2009.

The legal challenge

With the assistance of legal aid, Madam X raised the question, among other things, whether the impact on the air quality of the HKZM Bridge Project was properly assessed before the environmental permits were granted by the Director. Madam X challenged the Director's decision on the ground that the TM and SBs required the EIA Reports to provide a quantitative stand-alone assessment of the projected environmental conditions without the Project but had failed to do so.

At first instance as well as on appeal, the Director submitted that the EIAO did not require the project proponent to minimize pollution, and there was no legal requirement in the TM and SB to include a stand-alone analysis in the EIA Report. As long as the increases in a particular air pollutant did not exceed the applicable guidelines in the designated project, it would be sufficient. The trial judge accepted the Director's argument that the TM and SB did not require a stand-alone analysis in the EIA Report. However, he was of the view that the increases in a particular air pollutant did not exceed applicable guidelines could not be the sole determining factor in deciding whether to grant an environmental permit. He adopted a purposive interpretation of the overall objective of the EIAO, which is to protect the environment. The trial judge held that "If environmental protection is to be meaningful, it...must aim to minimise the environmental impact of any project and, in the case of air quality, by minimising the amount of pollutants released into the atmosphere. It would be contrary to the purpose of the EIAO...if the statutory scheme in this jurisdiction were to be construed as if it treated the environment like a bucket into which waste may be deposited until it is full. That approach does not protect the environment. Instead, protecting the environment means endeavouring to minimise the environmental impacts of a proposed project".

The judge ruled in favour of Madam X and quashed the Director's decision, adopting a purposive approach and finding that it was only by knowing the starting point, i.e. the stand-alone position, that a project's environmental footprint could be measured and the Director could decide what mitigating measures should be adopted.

The Director appealed and Madam X cross-appealed on various grounds. The Court of Appeal rejected the Director's submission that the EIAO was not concerned with the minimisation of pollution. The EIAO, by the TM and SBs, required the minimisation of pollutants as well as imposed limits on the quantities of polluting matter which might be emitted. However, that duty did not depend on the extent of the footprint of a designated project. Whatever the footprint, a project proponent must minimise pollution. Accordingly, it was not necessary to construe the TM or SB as requiring a stand-alone assessment in order that the Director could decide what mitigating measures should be adopted.

The Court of Appeal commented that had counsel for the Director informed the trial judge, as they had acceded during appeal that both the TM and SB require the project proponent to minimise pollution such that, had the proponent failed to do so, the EIA Report would not have been

approved, they did not believe the trial judge would have found it necessary to read a requirement for a stand-alone assessment into the TM and/or SB.

Although the Director's appeal was successful, the court decision makes it clear that EIAO does impose a legal duty on the project proponent to minimize pollution in any designated project.

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Chapter 4

Customer Services

The Department is committed to develop and maintain a highly-motivated, caring and responsive workforce and keeps finding ways to better its performance through a customer-focused approach when delivering its services.

Performance Pledges

Processing of Applications

In 2011, the Department's actual performance exceeded the various targets set in the performance pledges for processing time.

申請類別 Types of Applications	審查申請所需的標準時間 Standard Processing Time	服務指標 Performance Targets	二〇一一年 的實際表現 Actual Performance in 2011
民事法律援助案件 Civil Legal Aid	由申請當日起計3個月內 Within 3 months from the date of application	85%	90%
刑事法律援助上訴案件 Criminal Legal Aid Appeals			
- 上訴要求減刑 - Appeal against sentence	由申請當日起計2個月內 Within 2 months from the date of application	90%	98%
- 上訴推翻原判 - Appeal against conviction	由申請當日起計3個月內 Within 3 months from the date of application	90%	97%
高等法院原訟法庭／區域法院案件 Court of First Instance of the High Court / District Court	由申請當日起計10個工作天內 Within 10 working days from the date of application	90%	94%
交付審判程序 Committal proceedings	由申請當日起計8個工作天內 Within 8 working days from the date of application	90%	94%

Payment to Aided Persons and Service Providers

In 2011-12, the Department paid out \$463 million to lawyers/experts/other parties and \$788 million to legally aided persons. During the year, the Department exceeded all performance targets on payment:

付款對象 Payment Targets	付款所需的標準時間 Service Delivery Standard	服務指標 Performance Targets	二〇一一年 的實際表現 Actual Performance in 2011
受助人 Aided Persons	中期付款 Interim Payment 在收到受助人應收的款項及／ 或外委律師估計的訟費額通知 後（以適用者為準）1個月內 支付。 Within 1 month from receipt of monies due to the aided person and/or receipt of estimation of costs from the assigned solicitor, whichever is appropriate.	95%	99%

	餘款 Final Payment 在全部訟費及代支費用獲有關方面同意後，以及收妥受助人和法援署署長應收的全部款項的日期起計6個星期內支付。 Within 6 weeks from date of agreement of all costs and disbursements related to the case, and receipt of all monies due to the aided person and the Director of Legal Aid.	95%	99%
律師／專家／其他人士 Lawyers / Experts / Other Parties	預支款項 Advance Payment 在收到帳單後6個星期內支付。 Within 6 weeks from receipt of bill.	95%	99%
	餘款 Balance Payment 所有訟費及代支費用獲有關方面同意後，或在收妥受助人和法援署署長應收的全部款項的日期（以較後者為準）起計6個星期內支付。 Within 6 weeks from date of agreement of all costs and disbursements related to the case, or receipts of all monies due to the aided person and the Director of Legal Aid, whichever is later.	95%	99%

Analysis of Legal Aid Costs by Nature of Expenditure

開支性質 Nature of Expenditure	二〇一〇至一一年度 (百萬元) 2010-11 (\$M)	二〇一一至一二年度 (百萬元) 2011-12 (\$M)
律師費用 Solicitors Costs	279.8	255.7
大律師費用 Counsel Fees	155.4	137.7
醫生費用 Doctors Fees	8.3	8.3
對訟人訟費 Opposite Party Costs	18.2	15.9
其他(註) Others (Note)	43.6	45.6
總計 Total	505.3	463.2

Note: These include expenses for land and company searches, court fees & taxing fees, law (costs) draftsman's fee, expert's fee, copying charges, bank charges, and miscellaneous expenses.

Customer Feedback

With a view to enhancing our provision of services to public, the Department regularly conducted comprehensive surveys on customer feedback on different aspects of the legal aid services. The surveys covered the application and processing procedures for legal aid and the Department's in-house litigation services. Different methodologies such as on the spot collection and mail surveys were used depending on the points of contact and on the stages and types of services rendered to the customers. The overall customer satisfaction level remained high in 2011. The charts at [Appendix 2](#) illustrate the major findings of the survey on customer feedback.



Enquiries, Complaints and Representations

The Department places great importance on enquiries, complaints and representations received from our customers. Customer's concerns and suggestions are viewed by the Department as a means of improving its service and ensuring the fulfilment of its statutory functions. The Departmental Customer Service Manager who is senior directorate would meet with a team of Assistant Customer Service Managers and Officers regularly to review feedbacks and concerns on our services and recommend follow up actions where necessary. As a result of feedback received, the Department produced a documentary video explaining the working of the Director's First Charge and the payment procedures for damages received.

Complaints

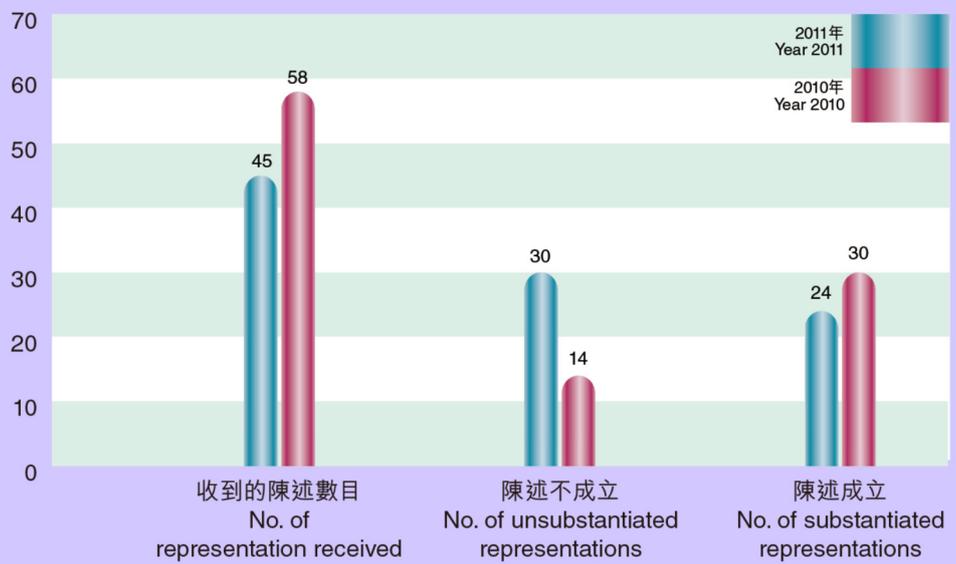
The Department places a great deal of importance on complaints handling because an effective complaints handling system is essential to the delivery of quality legal aid services. The Assistant Director of Legal Aid/Policy and Development has been designated the Complaint Liaison Officer to coordinate the handling of all the complaints received. Members of the public may lodge complaints in person with the Customer Service Officers of individual sections or by telephone or in writing to the Department by post, email or by fax. All complaints received will be handled according to the Department's complaint handling mechanism which is in compliance with the Government's general complaint handling guidelines. The Department will investigate and handle all complaints impartially and expeditiously. In general, an interim reply will be given within 10 days if the complaint is complicated, and a substantive reply will be given within 30 days after receipt of a complaint.

Representations

To qualify for legal aid, applicants must pass both the means and merits tests. If anyone believes that a person should not have been given legal aid on means and/or merits, they can write to us and let us know the reasons. The Application and Processing Division is responsible for conducting review into representations against grant of legal aid on merits. Representations against grant of legal aid on means are handled by the Special Duties and Research Unit. The Department has published a leaflet to explain the investigation system and to address the frequently asked questions. Please click [here](#) to view the leaflet.

In 2011, the Special Duties and Research Unit received 45 representations against grant of legal aid on means and completed investigation in 54 cases. Two cases were not pursued as there were no concrete and specific evidence for the Department to conduct meaningful investigation. A total of 16 cases were referred to the police for investigation as to whether any offence was committed under section 23 of the Legal Aid Ordinance, Cap. 91 and in one case, whether an offence was also committed under section 18A of the Theft Ordinance, Cap. 210. As at 31 December 2011, there were two successful police prosecutions. One of the aided persons was sentenced to 2 months imprisonment suspended for two years. The other was given a 120 hours community service order.

Means representations received and investigation outcome in 2010-2011:



LAD's Hotline Service - the Interactive Voice Response System

The Department's hotline service provides a fast and convenient means for members of the public to learn about the legal aid services. It has recorded messages in Cantonese, Putonghua and English on different aspects of legal aid services such as application procedures, eligibility criteria for civil and criminal legal aid, the aided person's liability to contribute towards the costs of aided proceedings etc. Where necessary, callers can speak to a staff member of the Department who will answer their queries concerning legal aid during office hours.

Customer Service Initiatives

Interpretation Service to Ethnic Minorities Applicants

As a customer service initiative to enhance access to legal aid service for potential applicants who are of ethnic minority origins and who do not speak English or Chinese, a poster in Bengali, Hindi, Indonesian, Nepali, Punjabi, Tamil, Tagalog, Thai, Urdu, Vietnamese has been designed and put on display advising them of the availability of interpretation service to help them with the application process. The service is free. Any persons who require interpretation service for these 10 languages can make use of the service request forms which are written in the 10 languages to make known their need for interpretation to our staff at the reception counter or download the leaflet about the service in the Department's webpage for information.



Mobile version of Means Test Calculator

A mobile version of means test calculator was developed in July 2011 enabling prospective legal aid applicants to make a preliminary assessment of their financial eligibility for legal aid via mobile

phone. Up to the end of 2011 the mobile version means test calculator received 451 hits.

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Chapter 5

Publicity Programmes

The Department is committed to ensure that no one who qualifies for legal aid is denied access to justice because of lack of means. Every year the Department organizes or participates in various activities to enhance the public's awareness and knowledge of the legal aid services provided by the Department.

Promotional Activities

2011 Law Week

The Department joined the Law Society to promote the importance of the rule of law through the activities organised in Law Week 2011. The Week began with an opening ceremony held on 28 November 2011 at TVB City, followed by the broadcast of a TV series on legal related issues on TVB Jade Channel for five consecutive nights from 28 November 2011 to 2 December 2011. Specific legal topics covered included reverse mortgage, conveyancing, personal injury, family disputes and employment laws.



Picture shows officiating guests, the Chief Justice, the Honourable Mr Justice Geoffrey Ma (middle), the Secretary for Justice, Mr Wong Yan Lung, SC (third left), Legislator, the Honourable Ms Margaret Ng (second left), Director of Legal Aid, Mr William Chan (second right), Vice-chairman of Hong Kong Bar Association, Mr Paul Shieh (first left), President of the Law Society, Mr Junis Ho (third right), and the Chairman of the Law Week Organizing Committee, Mr Billy Ma (first right).

Promotion of Legal Aid Services to external bodies/organizations

As part of the reaching out program to the public, the Department gave a number of talks on legal aid services to external bodies/organisations. In July 2011, Acting Assistant Principal Legal Aid Counsel (Legal and Management Support), Miss Ada Wong, gave a talk on "Expansion of Legal Aid for the Middle Class" organized by the Hong Kong Federation of Women. The talk covered the newly implemented improvement measures that affect the financial eligibility of legal aid applicants such as the relaxed financial eligibility limits, the new basis for computing deductible personal allowances and the capital disregards for applicants aged 60 or over.

In September 2011, Assistant Principal Legal Aid Counsel (Crime), Ms YW Mo, gave a talk to over 100 front-line staff from the Correctional Services Department on legal aid services available to prisoners.



In the same month, Senior Legal Aid Counsel (Civil Litigation), Ms Ada Chau and Senior Law Clerk II, Mr Lai Tin Tak briefed the staff of the Labour Department on legal aid services by explaining the legal procedures involved in bankruptcy/winding-up proceedings against employers for the recovery of arrears of wages and relevant statutory provisions governing ex-gratia payments to employees.

Promotional Activities for the Youth

In July 2011, Senior Legal Aid Counsel (Crime) Mr Nelson Kwok met a group of senior secondary students and briefed them on the services provided by the Department. The visit was part of a career exploration programme co-organized by the Sai Kung Tertiary Students Alliance. The talk was followed by a visit to the Department's library.

In November 2011, Assistant Principal Legal Aid Counsel (Application and Processing), Mrs Christina Hadiwibawa gave a guest lecture on Hong Kong legal aid services to the students of the Shue Yan University.

In November 2011, Assistant Director of Legal Aid (Application and Processing), Mr Chris Chong gave a talk to the law students of the Chinese University of Hong Kong introducing the services provided by Department.



Professional officers play a crucial and important role in the delivery of legal aid services. To promote the job of Legal Aid Counsel to aspiring lawyers, the Department obtained funding from the Efficiency Unit and produced a video clip of interviews with 2 young legal aid counsel about their work with the Department. The video clip was put under the Career Kaleidoscope Section of the Unit's youth portal and can be viewed at its website. Please click [here](#) to view.

TV documentary on Aided Persons' Liability for Costs and How Monies Recovered Are Released

There is a general mistaken belief that legal aid is free. A TV documentary was filmed in 2011 to enhance the public's understanding on aided persons' duties to contribute to the costs of the aided proceedings out of their own financial resources and if their claims are successful, the fruits of litigation. The documentary also addresses commonly asked questions about the steps involved in finalizing the accounts of the aided proceedings and releasing monies recovered to the aided persons.



The TV documentary is available for public viewing in the Department's offices and at the Department's website. To achieve maximum publicity impact, copies were distributed to relevant government departments and non-government organizations.

Visits to the Department

During the year 2011, the Department received a total of 19 delegations/groups:

19 delegations/groups including :	
Overseas bodies - Academics	36 students and 1 teaching staff from Murdoch University, Perth, Australia
Overseas bodies - Officials	Delegation from Legal Aid Foundation, Taiwan
	Delegation of Government Officials from the Legal Affairs Bureau and the Law Reform and International Law Bureau of the Government of Macao SAR
Mainland - Academics	Law students from the Shantou University
	LLM students from Peking University
	Peking University School of Transnational Law
	Delegation of NGO personnel and law students from Wuhan University and Beijing University
	Chinese law scholars from universities of Mainland China
Mainland - Officials	Mr Huang Liuquan, Director-General, Department of Law, Hong Kong and Macao Affairs Office of the State Council, Mainland China
	Delegation of Government Officials from the Legal Affairs Bureau and the Law Reform and International Law Bureau of the Government of Macao SAR
	Mainland officials under Training Scheme in Common Law 2010/2011
	Senior officials from Dongguan
	Senior government officials from "Hainan Public Finance Training Program"
	Chinese Senior Judges
	Chinese lawyers (being members of the Constitution and Human Rights Committee of the All-China Lawyer's Association)
Local - Academics	Law students from University of Hong Kong, Chinese University of Hong Kong
	High School students under the "Career Exploration Programme" (職業生涯探索計劃)

Public Information

LAD News

As part of the Department's continuing efforts to enhance public awareness and understanding of legal aid, the Department published the Legal Aid Department News (LAD News) to keep the public informed of the latest developments of legal aid services delivered by the Department.

In December 2011, the 37th issue of LAD News was issued explaining in detail the improved measures on the assessment of applicants' financial eligibility. Examples of single, married and old-aged applicants were adopted to illustrate how the increased personal allowances, newly-introduced capital disregard for applicants aged 60 or above and the substantially increased financial eligibility limits for both the Ordinary and Supplementary Legal Aid Schemes have combined to widen public access to legal aid services in Hong Kong. The newsletter also covered the free interpretation service for ethnic minorities applicants and the reduced prescribed interest rate of the Director of Legal Aid's first charge registered on aided persons' home.

During the year, the Department also revised other publications such as the Financial Information Sheet which contained comprehensive information on financial eligibility, contributions payable by aided person towards the costs of litigation and the Director of Legal Aid's First Charge.

New Factsheet on Mediation

In 2011, a new factsheet on "Mediation in Legally-Aided Matrimonial Cases" was produced to enhance aided person's understanding on how legal aid can help when engaged in matrimonial proceedings.

Important Notices for Aided Persons

The Department has published a series of Important Notices for Legally Aided Persons advising aided persons on salient matters an aided person has to know such as responsibilities of aided person whilst receiving legal aid, costs liabilities and the monitoring role of the Department.

In 2011, the Important Notices for Legally Aided Persons - Application & Processing Division, the Important Notices for Legally Aided Persons - Family Litigation and the Important Notices for Legally Aided Persons - Insolvency Litigation were revised.

A list of publications of the Department is at [Appendix 5](#).

Website

The Department regularly updates the contents of its website to provide comprehensive and timely information to the public and legal aid practitioners. In 2011, the Department added a new function at the masthead of the website enabling viewers to change the text size up to 5 different scales. Members of public especially those with mild visual impairments can view the enlarged font size of the text more easily without content or functionality loss or the need for web aiding tools such as screen magnifier.

Chapter 6

Organisation, Administration and Staffing

The Department has three Divisions, namely the Application and Processing Division, the Litigation Division and the Policy and Administration Division, each headed by a Deputy Director. The organisation chart can be found at the departmental website at <http://www.lad.gov.hk/eng/ginfo/oo.html>.



Ms Alice Chung Yee-ling
*Deputy Director of Legal Aid
(Policy and Administration)*

Staffing

At the end of 2011, the Department had 521 staff comprising 73 professional officers, 161 law clerks and 287 supporting staff which included 6 newly recruited Legal Aid Counsel and 16 Law Clerks.

Training and Development

To meet the ever-changing needs of the society and the growing demand for quality service, the Department regularly arranges various types of training courses to equip our staff of all levels for the challenges ahead. The Training Unit, which is headed by a Senior Training Officer, is responsible for the formulating, implementing and reviewing of the Department's training and development policies and plans to meet the operational and development needs of staff.

In-House Training

In 2011, 25 in-house classes were organized, with 890 attendances. Most of the classes were job-related and customer-focused aiming at providing the staff with the relevant work knowledge and skills enabling them to serve the public professionally and proactively. Courses included Briefing on Interpretation Services for Ethnic Minorities, How to Conduct Means Test, How to Reply to Applicants' and Aided Persons' Enquiries, and How to Reply to Complaints. A workshop on Prevention of Workplace Violence which targeted frontline staff was also organized.

External Professional and Management Training

During the year the Department has sponsored 54 professional staff members to attend external professional seminars to keep them abreast of changes and development in the relevant legislation and law. Courses attended covered various professional topics such as Workshop on Family Mediation, Handling Construction Work Injury Cases and Site Safety, Legal Seminar on Data Privacy, Prosecution - Policy and Conduct and Legal Professional Privilege.

To expand and strengthen the professional officers' management capability, 15 professional officers were arranged to attend external management courses including Leadership and Decision Making Skills, How to be a Good Team Leader, The Making of a Successful Manager and Assertive Skills for Managers.

On an on-going basis, staff were nominated to attend courses and seminars on civil service values, national studies, Basic Law, Putonghua, occupational safety and management organized by the Civil Service Training and Development Institute, Civil Service Bureau (CSTDI). In 2011, a total of 151 staff members attended these courses.

Regarding training outside Hong Kong, 3 professional officers attended the course at Peking University on "The Legal System in China" and 5 professional officers attended National Studies Programmes held in Tsinghua University and Zhongshan University.

For career advancement, the Department nominated 4 professional officers to attend executive

development programmes, namely Leadership in Action, Advanced Leadership Enhancement Programme and Innovative Managers Programme organized by CSTDI. One professional officer attended an intensive course on Issues in Global Political Economy and Public Sector offered by the London School of Economics and Political Science, UK.

Promoting a Culture of Learning and Self-Development

The Department is committed to cultivating a continuous learning culture. The Learning Resource Centre, which was set up in 2005, provides learning resources on a wide range of subjects such as management, communication, national studies, language, public administration, stress management and personal development. In 2011, 50 books were purchased and added to the Learning Resource Centre for loan by staff.

Furthermore, resources on job-related Putonghua, IT tips, use of Chinese as well as reference materials such as in-house training courses were uploaded onto the departmental portal for staff's easy reference.

Staff can also access to CLC Plus, the e-learning portal for all civil servants which contains a vast variety and quantity of self-learning resources, toolkits and job aids on management, language, communication, information technology for on-line access. As at the end of 2011, a total of 164 staff members have registered as members.

Information Systems

The Department places great importance to update its IT infrastructure and office automation facilities to facilitate prompt and efficient delivery of legal aid services to the public.

In 2011, the Department upgraded the computing operating system, database software, backend system software and hardware of the Case Management and Case Accounting System which supports over 500 staff users in handling day-to-day legal aid business processes such as processing applications and handling legal aid payments.

The Legal Aid Electronic Services Portal (LAESP) which was launched in 2008 provides an online gateway through which members of the public and panel lawyers can gain access to information and transact certain legal aid business with the Department online to facilitate communications.

Members of the public can access the LAESP to download and submit legal aid pre-application information forms to the Department as a first step towards making an application for legal aid. The means test calculator which gives members of the public a preliminary idea of their financial eligibility for legal aid had 4 295 hits in 2011.

In July 2011, a mobile version of the Means Test Calculator was developed enabling the public to have access to the calculator anytime and anywhere via mobile phone.

For panel lawyers, they could download and submit Legal Aid Panel (LAP) electronic forms and electronic case management reports through LAESP.



Ms Juliana Chan Oi-yung
*Assistant Director of Legal Aid
(Policy & Development)*

Staff Relations and Communication

The Department maintains effective communication with staff through regular meetings with various staff representative bodies such as the Departmental Consultative Committees (DCC), the Law Clerks Association and the Legal Aid Counsel Association. As a result of discussion at these meetings, improvements have been made in areas such as office accommodation, streamlining of work procedures and provision of office equipment.

The Director of Legal Aid visited each section regularly throughout the year with a view to exchanging ideas with staff of all levels including professionals and received their views on work arrangements and procedures for further improvement. Divisions/Sections continued to implement their respective internal communication strategies in consultation with staff. Informal meetings were also held between the Deputy Director of Legal Aid (Policy and Administration) and Senior Law Clerks I and II and general grades staff regularly to canvass their views on work and to explore areas for improvement. The Department continued to publish staff newsletter three times a year in order to keep staff abreast of development in the Department and to promote their sense of belonging.

Staff Welfare

The Department values the general well-being of its staff. The objective of the Staff Club, which was formed in 1988, is to promote staff welfare by organising a wide range of activities to bring about opportunities where staff can meet and interact whilst engaging in relaxing and enriching activities.

To provide staff with opportunities to maintain their physical fitness, Tai-Chi and Yoga classes were arranged, together with an excursion to the Kadoorie Farm & Botanic Garden located in Tai Po. Various interest classes such as Chinese dessert making and bakery classes were also organised.



Staff welfare and recreational activities including the Annual Dinner and mini bazaars to celebrate festivals like Chinese New Year and Mid-Autumn Festival were held.

During the year, the Volunteer Service Group (VSG), formed in 2002 to encourage staff participation in volunteer services helped with fund raising activities such as Rice Selling Campaign organised by Oxfam Hong Kong, MSF Day Fund Raising Campaign organised by Medecins Sans Frontieres and World Sight Day organised by ORBIS Hong Kong. Our staff also participated in the Chinese New Year Gift Transfer Program organised by St James' Settlement (People's Food Bank).

Environmental Initiatives

The Department is committed to ensuring its operations and activities are conducted in an environmentally responsible manner. The Department makes efforts to minimise waste, conserve energy, promote "reuse" and "recycle" of resources and to enhance staff awareness and participation in protecting the environment.

The Department undertakes regular reviews to ensure that the use of its resources is in an efficient and green manner. Details of the Department's environmental initiatives in 2011 can be found in the Department's Environmental Report at the departmental website http://www.lad.gov.hk/documents/prr/publication/envreport_11.pdf.

Internal Audit

The Internal Audit Section (IAS) is an independent team established to assist management to ensure that adequate control procedures and systems are in place to safeguard the Department's assets. It also carries out reviews of the various activities of the Department in order to ensure an economical, efficient and effective use of the Department's financial, human and other resources.

During the year, the Internal Audit Section reviewed the paper consumption of the Department, the effectiveness of the Phone Payment Service (PPS) and the Department's compliance to the new standard of the new IT security policy by the Government Chief Information Officer. It also carried out an audit on the Integrated Registration Information System provided by the Land Registry for conducting land searches in legal aid cases, the accuracy of computer data input by staff and periodical checks on compiling means investigation reports, petty cash and imprest etc.

Support Service to the Legal Aid Services Council

Legal Aid Services Council (LASC) is a statutory body set up under the Legal Aid Services Council Ordinance, Cap. 489 to oversee the provision of legal aid services. The LASC is responsible for advising the Chief Executive on matters of policy relating to legal aid. The LASC is chaired by a non-official who is not a barrister or solicitor and there are a total of 10 members comprising the Director of Legal Aid, legal representatives of the two legal professional bodies and lay members chosen from other fields. Representatives of the Department attend meetings of the Council and its Interest Groups and participate in its activities in promoting public awareness and understanding of the role of the Council and its relationship with the Department.

In the year, the Department provided the Council with regular progress reports and information papers on different aspects of legal aid services, such as processing of legal aid applications for judicial review, application of interim contribution paid by aided persons in Labour Tribunal appeal cases under the newly expanded SLAS.

In October 2011, Assistant Director of Legal Aid/Policy & Development Ms Juliana O.Y. Chan gave a briefing to members of the new Interest Groups of LASC on the work of the Department.



The Ombudsman Award 2011



Mr Eric Tang
Senior Law Clerk I,
Application and Processing Division

Mr Eric Tang joined the Department as a law clerk in 1981 and was promoted to the rank of Senior Law Clerk I in 2006. He joined the Information and Application Services Unit of the Application and Processing Division in 2009. As its customer service officer, Mr Tang frequently received enquiries, complaints and requests for assistance made by phone or in person from legal aid applicants, aided persons and members of the public. Mr Tang treated them with respect, empathy and sensitivity and discharged these duties with tact and professionalism. Mr Tang is also proactive in making constructive customer service proposals.

In recognition and appreciation of Mr Tang's performance in handling complaints and delivering quality customer service, he was awarded the Ombudsman Award 2011.

Secretary for Civil Service's Commendation Award 2011



Mr Christopher Chan
*Senior Clerical Officer,
Accounts & Supplies Section*

Mr Christopher Chan is a very senior and experienced officer who joined the Government in 1979 and has been in service with the Department since 1997 as a "first generation" Senior Clerical Officer of the Accounts and Supplies Section. He possessed extensive knowledge and experience in the operation of the Department's Case Management & Case Accounting System and was very effective in identifying problems and offered practical solutions. His exemplary performance earned him great respect from his colleagues and the management.

Mr Chan was awarded the Secretary for Civil Service's Commendation Award in recognition of his outstanding performance since he joined the Department.

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Appendix 1

Revenue and Expenditure

Revenue

		二〇一〇至一一年 (百萬元) 2010-11 (\$M)	二〇一一至一二年 (百萬元) 2011-12 (\$M)
1	刑事案件 Criminal cases	3.3	4.4
2	民事案件 Civil cases		
	署內律師辦理 In-house	17.8	16.1
	外委律師辦理 Assigned-out	213.5	224.2
3	法定代表律師 Official Solicitor	1.3	2
4	法律援助輔助計劃 Supplementary Legal Aid Scheme		
	律師費 Legal costs	0.4	0.9
	行政費 Administration fee	1.6	1.9
	總收入 Total	237.9	249.5

Expenditure by Items

		二〇一〇至一一年 (百萬元) 2010-11 (\$M)	二〇一一至一二年 (百萬元) 2011-12 (\$M)
1	個人薪酬 Personal Emoluments	211.8	224.8
2	與員工有關連的開支 Personnel Related Expenses	1.4	2.6
3	部門開支 Departmental Expenses	15.0	14.2
4	法律援助訟費 (包括委派給署內律師及私人執業律師辦理的案件) Legal Aid Costs (for both in-house and assigned-out cases)		
	民事案件 Civil	390.1	360.4
	刑事案件 Criminal	115.2	102.7
	小計 Sub-total	505.3	463.1
	總開支 Total	733.5	704.7

Expenditure by Programmes

		二〇一〇至一一年 (百萬元) 2010-11 (\$M)	二〇一一至一二年 (百萬元) 2011-12 (\$M)
1	審批法律援助申請 Processing of Legal Aid Applications	82.5	87.4
2	訴訟服務 Litigation Services	611.4	573.7
3	支援服務 Support Services	28.8	31.9
4	法定代表律師辦事處 Official Solicitor's Office	10.8	11.7
	總開支 Total	733.5	704.7

Analysis of Expenditure for Civil Cases by Types of Cases

案件類別 Types of Cases	二〇一〇至一一年 2010-11	二〇一一至一二年 2011-12
婚姻 Matrimonials	22.3%	22.8%
雜類人身傷害 Misc. Personal Injuries	29.6%	24.3%
僱員補償 Employees' Compensations	9.6%	11.3%
交通意外 Running Downs	11.5%	12.4%
入境事務 Immigration Matters	1.3%	1.1%
土地及租務糾紛 Land & Tenancy Disputes	3.9%	5.1%
追討工資 Wages Claims	0.6%	0.4%
雜類 Miscellaneous	21.2%	22.6%
總計 Total	100%	100%

Analysis of Expenditure for Criminal Cases by Types of Cases

案件類別 Types of Cases	二〇一〇至一一年 2010-11	二〇一一至一二年 2011-12
區域法院聆訊案件 Hearings in District Court	64.6%	55.8%
原訟法庭聆訊案件 Hearings in Court of First Instance	27.5%	36.2%
裁判法院上訴案 Appeals from Magistracy	2.0%	2.0%
區域法院上訴案 Appeals from District Court	1.9%	2.3%
原訟法庭上訴案 Appeals from Court of First Instance	2.2%	2.0%
終審法院上訴案 Appeals from Court of Final Appeal	1.8%	1.7%
總計	100%	100%

Total

Supplementary Legal Aid Fund - Income and Expenditure Account **Note 1** **Note 2**

	截至二〇一〇年 九月三十日止 (元) For the year ended 30 September 2010 (\$)	截至二〇一一年 九月三十日止 (元) For the year ended 30 September 2011 (\$)
收入 Income		
申請費用 Application fees	59,447	52,342
受助人按比例支付的分擔費 Percentage contribution	3,280,652	3,585,369
利息收入 Interest income	557,396	992,673
討回在前一年度了結的案件的法律援助訟費 Recovery of legal aid costs of cases finalized in previous years	2,442	-
	3,899,937	4,630,384
減：開支 Less : Expenditure		
行政費 Administration fees	1,608,522	1,865,695
銀行費用 Bank charges	195	225
"繳費靈"服務費用 Phone Payment Service charges	2	16
以下各項的訟費及支出 Legal costs and expenses paid for		
停止跟進的案件 Unsuccessful applications	200,889	296,526
敗訴案件 Unsuccessful litigation		
-向對訟人支付的訟費 - costs to opposite parties	198,304	-
-其他代支費用 - other disbursements	2,603,762	2,009,654
	2,802,066	2,009,654
勝訴案件 Successful litigation		
-向對訟人支付的訟費 - costs to opposite parties	-	-
-其他代支費用 - other disbursements	-	-
	4,611,674	4,172,116
該年度的盈餘／(虧損) Surplus/(Deficit) for the year	(711,737)	458,268

Notes : 1. The financial year of the Supplementary Legal Aid Fund runs from 1 October of one year to 30 September of the following year. As at 30 September 2011, the net assets of the Supplementary Legal Aid Fund were increased by \$458,268 to \$87,596,377.

2. Auditors' Report for the statement of account for the year ended 30 September 2011 has not yet been issued as the account is being audited by the Audit Commission.

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Appendix 2

Findings of the Survey on Customer Feedback

Overall Satisfaction Rate

	二〇一〇 2010	二〇一一 2011
申請服務 Application Services		
總部申請及審查科 Application and Processing / Headquarters	94%	100%
九龍分署 Kowloon Branch Office	96%	98%
清盤破產訴訟小組 Insolvency Unit	99%	99%
刑事組 Crime Section	95%	99%
訴訟期間－訴訟進行階段 Litigation - Mid-Litigation Stage		
由署內律師辦理的家事訴訟／婚姻訴訟 In-house Litigation of Family / Matrimonial Cases	97%	96%
由署內律師辦理的人身傷害訴訟 In-house Litigation of Personal Injuries Cases	100%	100%
由外委律師辦理的訴訟 Cases handled by Assigned Solicitors	95%	95%
訴訟期間－訴訟結案階段 Litigation - Conclusion Stage		
由署內律師辦理的家事訴訟／婚姻訴訟 In-house Litigation of Family / Matrimonial Cases	98%	98%
由署內律師辦理的人身傷害訴訟 In-house Litigation of Personal Injuries Cases	96%	100%
由外委律師辦理的訴訟 Cases handled by Assigned Solicitors	85%	87%

(A) Application Service (Means Test and Merits Test)

	總部申請及 審查科 Application and Processing / Headquarters		九龍分署 Kowloon Branch Office		清盤破產 訴訟小組 Insolvency Unit		刑事組 Crime Section	
	二〇一〇 2010	二〇一一 2011	二〇一〇 2010	二〇一一 2011	二〇一〇 2010	二〇一一 2011	二〇一〇 2010	二〇一一 2011
回應率 Response Rate	99%	100%	99%	99%	100%	100%	99%	100%
整體滿意程度 Overall Satisfaction	4.31	4.45	4.33	4.40	4.61	4.68	4.29	4.28
方便(例如法援署熱線容 易接通或小冊子易於索 取，便於使用等) Convenience (e.g. LAD hotline or pamphlet is	4.10	4.37	3.97	4.08	4.21	4.56	3.83	3.94

easily accessible, user-friendly, etc.)								
服務態度(職員態度) Service Manner (Staff manner)	4.43	4.58	4.48	4.54	4.59	4.75	4.47	4.38
服務效率(例如經濟/案情審查等) Service Efficiency (e.g. in means / merits testing, etc.)	4.30	4.40	4.27	4.30	4.43	4.73	4.28	4.32
清晰資料(給予的資料是否清晰) Clear Information (Whether information given is clear)	4.14	4.38	4.08	4.16	4.64	4.70	4.19	4.19
程序(安排會面日期) Procedure (Date of interview fixed)	4.20	4.41	4.12	4.20	4.52	4.67	4.33	4.31

Satisfaction level ranges from the min. 1 to max. 5

(Very satisfied = 5; Satisfied = 4; Average = 3; Dissatisfied = 2; Very Dissatisfied = 1)

(B) Litigation - Mid-Litigation Stage

	由署內律師辦理的家事訴訟/婚姻訴訟 In-house Litigation of Family / Matrimonial Cases		由署內律師辦理的人身傷害訴訟 In-house Litigation of Personal Injuries Cases		由外委律師辦理的訴訟 Cases handled by Assigned Solicitors	
	二〇一〇 2010	二〇一〇 2011	二〇一〇 2010	二〇一〇 2011	二〇一〇 2010	二〇一〇 2011
回應率 Response Rate	100%	99%	100%	100%	32%	30%
整體滿意程度 Overall Satisfaction	4.48	4.48	4.56	4.70	4.55	4.50
方便(容易聯絡律師/職員) Convenience (Easy to contact lawyer / staff)	4.52	4.49	4.75	4.67	4.58	4.50
服務態度(職員態度) Service Manner (Staff manner)	4.65	4.58	4.72	4.83	4.64	4.58
清晰資料(給予的資料是否清晰) Clear Information (Whether information given is clear)	4.36	4.37	4.56	4.56	4.43	4.42
程序(顧客獲悉案件進展/程序) Procedure (Client informed of progress / procedure of the case)	4.41	4.41	4.59	4.63	4.50	4.44

Satisfaction level ranges from the min. 1 to max. 5

(Very satisfied = 5; Satisfied = 4; Average = 3; Dissatisfied = 2; Very Dissatisfied = 1)

(C) Litigation - Conclusion Stage

	由署內律師辦理的家事訴訟/婚姻訴訟 In-house Litigation of Family / Matrimonial Cases		由署內律師辦理的人身傷害訴訟 In-house Litigation of Personal Injuries Cases		由外委律師辦理的訴訟 Cases handled by Assigned Solicitors	
	二〇一〇 2010	二〇一〇 2011	二〇一〇 2010	二〇一〇 2011	二〇一〇 2010	二〇一〇 2011
回應率 Response Rate	98%	100%	100%	98%	25%	23%
整體滿意程度 Overall Satisfaction	4.45	4.52	4.52	4.77	4.30	4.28

方便(容易聯絡律師/職員) Convenience (Easy to contact lawyer / staff)	4.45	4.45	4.63	4.73	4.37	4.31
服務態度(職員態度) Service Manner (Staff manner)	4.51	4.60	4.67	4.81	4.41	4.40
清晰資料(給予的資料是否清晰) Clear Information (Whether information given is clear)	4.34	4.41	4.49	4.67	4.21	4.16
結果(訴訟結果) Result (Outcome)	4.43	4.39	4.48	4.58	4.28	4.26
程序(顧客獲悉案件進展/程序) Procedure (Client informed of progress / procedure of the case)	4.37	4.41	4.58	4.68	4.23	4.18

Satisfaction level ranges from the min. 1 to max. 5
(Very satisfied = 5; Satisfied = 4; Average = 3; Dissatisfied = 2; Very Dissatisfied = 1)

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Appendix 3

Director of Legal Aid and Section Heads (as at 31 December 2011)

法律援助署署長 Director of Legal Aid	陳香屏先生 Mr William Chan Heung-ping
法律援助署副署長(申請及審查) Deputy Director of Legal Aid (Application and Processing)	鄭寶昌先生 Mr Thomas Edward Kwong
法律援助署副署長(政務) Deputy Director of Legal Aid (Policy and Administration)	鍾綺玲女士 Ms Alice Chung Yee-ling
法律援助署副署長(訴訟) Deputy Director of Legal Aid (Litigation)	衛關家靛女士 Mrs Annie Williams Ka-ding
法律援助署助理署長(申請及審查) Assistant Director of Legal Aid (Application and Processing)	莊因東先生 Mr Chris Chong Yan-tung
法律援助署助理署長(訴訟) Assistant Director of Legal Aid (Litigation)	陳榮操先生 Mr Allan Chan Wing-cho
法律援助署助理署長(政策及發展) Assistant Director of Legal Aid (Policy & Development)	陳愛容女士 Ms Juliana Chan Oi-yung
助理首席法律援助律師(法律及管理支援) (署理) Assistant Principal Legal Aid Counsel (Legal and Management Support) (Acting)	黃瑤明女士 Miss Ada Wong Yiu-ming
助理首席法律援助律師／申請及審查(1) Assistant Principal Legal Aid Counsel / Application and Processing (1)	張英敏女士 Mrs Christina Hadiwibawa Cheung Ying-man
助理首席法律援助律師／申請及審查(2) Assistant Principal Legal Aid Counsel / Application and Processing (2)	吳詠萍女士 Miss Linda Ng Wing-ping
助理首席法律援助律師(九龍分署) Assistant Principal Legal Aid Counsel (Kowloon Branch Office)	陳妙娟女士 Ms Juliana Chan Miu-kuen
助理首席法律援助律師(民事訴訟1) Assistant Principal Legal Aid Counsel (Civil Litigation 1)	謝士芳女士 Ms Tse Sze-fong
助理首席法律援助律師(民事訴訟2) Assistant Principal Legal Aid Counsel (Civil Litigation 2)	呂惠蘭女士 Ms Doris Lui Wai-lan
助理首席法律援助律師(刑事) Assistant Principal Legal Aid Counsel (Crime)	毛旭華女士 Ms Mo Yuk-wah
部門主任秘書 Departmental Secretary	陳惠珠女士 Ms Wendy Chan Wai-chu
部門會計師 Departmental Accountant	謝錦堂先生 Mr Cliff Tse Kam-tong

Appendix 4

Address and Communication

總部 Headquarters	
香港金鐘道66號 金鐘道政府合署24-27樓	<ul style="list-style-type: none">民事及刑事法律援助的申請及審查 Application and processing of civil and criminal cases刑事訴訟 Criminal litigation民事訴訟 Civil litigation<ul style="list-style-type: none">- 人身傷害訴訟 Personal injury litigation- 執行法庭命令 Enforcement of court orders法律及管理支援 Legal and management support政策及行政支援 Policy and administrative support
電話： 2537 7652 (民事訴訟) 2867 3067 (刑事訴訟) 傳真： 2537 5948	
24/F to 27/F Queensway Government Offices 66 Queensway Hong Kong	
Tel : 2537 7652 (Civil Litigation) 2867 3067 (Criminal Litigation) Fax : 2537 5948	
香港分處 Hong Kong Sub-office	
香港灣仔告士打道5號 稅務大樓30樓	<ul style="list-style-type: none">家事及清盤破產訴訟 Family and insolvency litigation
電話： 2537 7677 傳真： 2537 5960	
30/F Revenue Tower 5 Gloucester Road Wanchai, Hong Kong	
Tel: 2537 7677 Fax: 2537 5960	
九龍分署 Kowloon Branch Office	
九龍旺角聯運街30號 旺角政府合署地下、3樓及4樓	<ul style="list-style-type: none">民事法律援助的申請及審查 Application and processing of civil cases
電話： 2399 2544 傳真： 2397 7475	
G/F, 3/F & 4/F Mongkok Government Offices 30 Luen Wan Street Mongkok, Kowloon	
Tel: 2399 2544 Fax: 2397 7475	
24小時電話查詢服務：2537 7677	
電郵：ladinfo@lad.gov.hk 網站：http://www.lad.gov.hk	
24-hour Telephone Enquiry Service: 2537 7677	
Email : ladinfo@lad.gov.hk Website : http://www.lad.gov.hk	

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Appendices

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Appendix 5

List of Publications

1.	香港法律援助服務指南 Guide to Legal Aid Services in Hong Kong	繁 / 簡 / English
2.	顧客服務標準 Customer Service Standards	繁 / 簡 / English
3.	怎樣申請－尋求法律服務 How to Apply Legal Services	繁 / 簡 / English
4.	怎樣申請民事訴訟的法律援助 How to Apply Legal Aid in Civil Cases	繁 / 簡 / English
5.	怎樣申請刑事訴訟的法律援助 How to Apply Legal Aid in Criminal Cases	繁 / 簡 / English
6.	怎樣申請法律援助輔助計劃所提供的援助 How to Apply Legal Aid under the Supplementary Legal Aid Scheme	繁 / 簡 / English
7.	怎樣計算你的財務資源及分擔費 How Your Financial Resources and Contribution are Calculated	繁 / 簡 / English
8.	法律援助訴訟的分擔訟費及法律援助署署長的第一押記 Contribution towards Costs of Legal Aid Case and Director of Legal Aid's First Charge	繁 / 簡 / English
9.	法援通訊 LAD News	繁 / English
10.	受助人須知（申請及審查科） Important Notice for Legally-Aided Persons (Application & Processing Division)	繁 / 簡 / English
11.	受助人須知（人身傷害訴訟） Important Notice for Legally-Aided Persons (Personal Injuries Litigation)	繁 / English
12.	受助人須知（家事訴訟） Important Notice for Legally-Aided Persons (Family Litigation)	繁 / English
13.	受助人須知（清盤破產訴訟） Important Notice for Legally-Aided Persons (Insolvency Litigation)	繁 / English
14.	受助人須知（刑事組） Important Notice for Legally-Aided Persons (Crime Section)	繁 / 簡 / English
15.	便覽－法援婚姻訴訟個案家事調解計劃 Fact Sheet - Mediation in Legally Aided Matrimonial Cases	
16.	概要－有關離婚案的資料 Fact Sheet - Information on Divorce Proceedings	
17.	便覽－有關在工作時遭遇意外而提出的僱員補償申索 Fact Sheet - Accident at Work : Employees' Compensation Claim	
18.	便覽－有關遭遇意外而提出的普通法損害賠償申索 Fact Sheet - Common Law Claims for Accidents	
19.	便覽－海員的工資申索 Fact Sheet - Seamen's Wages Claim	
20.	便覽－醫療疏忽索償 Fact Sheet - Medical Negligence Claims	
21.	概要－離婚後應注意事項 Fact Sheet - Post Divorce Matters which Warrant Attention	
22.	概要－緊急申請須知	

	Fact Sheet - Urgent Applications - What You Need to Know	
23.	概要－有關管養權聆訊的資料 Fact Sheet - Information on Custody Hearing	
24.	一般離婚程序流程表 Flowchart For Divorce Proceedings	
25.	區域法院處理僱員補償個案的主要程序流程表 Flowchart of Major Steps in an Employees' Compensation Case in the District Court	
26.	原訟法庭處理典型人身傷害個案的主要程序流程表 Flowchart of Major Steps in a Typical Personal Injuries Case conducted in the Court of First Instance	
27.	海事個案的流程表（船員工資的申索） Flowchart of an Admiralty Case (Seamen's Wages Claim)	
28.	原訟法庭處理典型醫療疏忽個案的主要程序流程表 Flowchart of Major Steps in a Typical Medical Negligence Case conducted in the Court of First Instance	
29.	財務資料一覽表 Financial Information Sheet	繁 / 簡 / English
30.	香港法律援助服務小冊子 (孟加拉語、印尼語、尼泊爾語、印度語、旁遮普語、菲律賓語、泰米爾語、泰語、巴基斯坦語、越南語) Information Leaflet on Legal Aid Services in Hong Kong (Bengali, Indonesian, Nepali, Hindi, Punjabi, Tagalog, Tamil, Thai, Urdu, Vietnamese versions)	
31.	不滿某人獲批法援可怎麼辦? Not Happy that Someone is Given Legal Aid Can Anything be Done?	繁 / 簡 / English

其他刊物 Other Publications

1.	法援年報 Annual Report	繁 / 簡 / English
2.	環保報告(只提供網上版本) Environmental Report (web version only)	繁 / English

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