

Appendices



Revenue and Expenditure

Revenue

		2018-19 (\$M)	2019-20 (\$M)
1	Criminal cases	2.7	5.5
2	Civil cases	12.3	12.4
	In-house Assigned-out	335.1	397.0
3	Official Solicitor	3.2	1.5
4	Supplementary Legal Aid Scheme		
	Legal costs	0.2	0.3
	Administration fee	4.0	5.2
Total		357.5	421.9

Expenditure by Items

		2018-19 (\$M)	2019-20 (\$M)
1	Personal Emoluments	291.7	305.5
2	Personnel Related Expenses	14.3	16.6
3	Departmental Expenses	19.8	25.3
4	Legal Aid Costs (for both in-house and assigned-out cases)		
	Civil	567.0	806.5
	Criminal	239.5	327.3
5	Plant, Equipment and Works	0.3	0.1
Total		1,132.6	1,481.3

Expenditure by Programmes

		2018-19 (\$M)	2019-20 (\$M)
1	Processing of Legal Aid Applications	113.5	121.4
2	Litigation Services	958.1	1,297.0
3	Support Services	44.5	47.0
4	Official Solicitor's Office	16.5	15.9
Total		1,132.6	1,481.3

Analysis of Expenditure for Civil Cases by Types of Cases

Types of Cases	2018-19	2019-20
Matrimonial Cases	14.9%	15.7%
Misc. Personal Injuries	40.4%	37.2%
Employees' Compensation	11.0%	10.5%
Running Down	7.5%	6.9%
Immigration Matters	1.4%	0.6%
Land & Tenancy Disputes	7.1%	8.0%
Wage Claims	0.1%	0.0%
Miscellaneous	17.6%	21.1%
Total	100%	100%

Analysis of Expenditure for Criminal Cases by Types of Cases

Types of Cases	2018-19	2019-20
Hearings in District Court	47.5%	50.7%
Hearings in Court of First Instance	45.7%	42.4%
Appeals from Magistrates' Courts	0.8%	0.7%
Appeals from District Court	1.5%	2.1%
Appeals from Court of First Instance	2.2%	2.9%
Appeals in Court of Final Appeal	2.3%	1.2%
Total	100%	100%

Legal Aid Budget

Financial Year*			2018-19	2017-18	2016-17
Total Approved Estimate(\$'000)		A	1,132,769	1,006,228	1,024,138
Index A (2014-15= 100)			133.4	118.5	120.6
Actual Operating Expenses (\$'000) (Note 1)		B	325,777	313,483	301,583
Index B (2014-15= 100)			115.5	111.1	106.9
Actual Legal Aid Costs (\$'000)	Civil	C	566,985	517,797	582,975
	Criminal	D	239,488	174,561	138,850
Index C+D (2014-15= 100)			142.2	122.1	127.3
Capital Expenditure (\$'000)		E	330	0	225
(Over-spending) / Underspending (\$'000) (Note 2)		F=A-B-C-D-E	189	387	505
% of (Over-spending) / Underspending		F/A	0%	0%	0%

Note 1: Operating Expenses cover expenditure for personal emoluments, personnel related expenses and departmental expenses.

Note 2: Underspending will not be accumulated to carry forward to the next financial year.

*In Hong Kong, the government's financial year runs from 1 April to 31 March.

Supplementary Legal Aid Fund - Income and Expenditure Account

Note 1 Note 2

	For the year ended 30 September 2018 (\$)	For the year ended 30 September 2019 (\$)
Income		
Application fees	124,580	122,000
Percentage contributions	3,966,135	9,784,756
Interest income	5,010,242	6,489,765
	9,100,957	16,396,521
Less : Expenditure		
Administration fee	3,980,137	5,215,292
Bank charges	345	390
Cash transportation services charges	34,190	33,020
Electronic payment services charges	103	113
Expenses for interpretation services	0	642
Legal costs and expenses for finalised cases		
Successful litigation		
- costs to opposite parties	0	0
- other disbursements	0	0
	0	0
Unsuccessful applications	120,307	360,458
Unsuccessful litigation		
- costs to opposite parties	0	1,272,420
- other disbursements	11,250	1,833,175
	11,250	3,105,595
	4,146,332	8,715,510
(Deficit)/ Surplus for the year	4,954,625	7,681,011

- 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 2019, the net assets of the Supplementary Legal Aid Fund were increased by \$7,681,011 to \$205,008,269.
2. Auditors' Report for the statement of account for the year ended 30 September 2019 has not yet been issued.

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Overall Satisfaction Rate

	2018	2019
Application Services		
Application and Processing / Headquarters	99%	99%
Kowloon Branch Office	98%	99%
Insolvency Unit	97%	100%
Crime Section	100%	100%
Litigation – Mid-Litigation Stage		
In-house Litigation of Family / Matrimonial Cases	99%	100%
In-house Litigation of Personal Injuries Cases	96%	100%
Cases handled by Assigned Solicitors	96%	96%
Litigation – Conclusion Stage		
In-house Litigation of Family / Matrimonial Cases	99%	97%
In-house Litigation of Personal Injuries Cases	100%	98%
Cases handled by Assigned Solicitors	88%	87%

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

	Application and Processing / Headquarters		Kowloon Branch Office		Insolvency Unit		Crime Section	
	2018	2019	2018	2019	2018	2019	2018	2019
Response Rate	100%	99%	84%	88%	100%	100%	100%	100%
Overall Satisfaction	4.41	4.45	4.45	4.46	4.45	4.58	4.49	4.52
Convenience (e.g. LAD hotline or pamphlet is easily accessible, user-friendly, etc.)	4.21	4.17	4.18	4.19	4.26	4.32	4.31	4.36
Service Manner (Staff manner)	4.56	4.53	4.61	4.58	4.50	4.65	4.54	4.56
Service Efficiency (e.g. in means / merits testing, etc.)	4.33	4.37	4.43	4.41	4.48	4.50	4.58	4.64
Clear Information (Whether information given is clear)	4.27	4.25	4.30	4.30	4.40	4.53	4.44	4.41
Procedure (Date of interview fixed)	4.30	4.30	4.31	4.32	4.52	4.54	4.56	4.61

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

	In-house Litigation of Family / Matrimonial Cases		In-house Litigation of Personal Injuries Cases		Cases handled by Assigned Solicitors	
	2018	2019	2018	2019	2018	2019
Response Rate	100%	100%	100%	100%	23%	38%
Overall Satisfaction	4.79	4.76	4.47	4.68	4.57	4.56
Convenience (Easy to contact lawyer / staff)	4.83	4.70	4.57	4.66	4.63	4.62
Service Manner (Staff manner)	4.87	4.78	4.65	4.72	4.68	4.66
Clear Information (Whether information given is clear)	4.74	4.66	4.44	4.52	4.55	4.50
Procedure (Client informed of progress / procedure of the case)	4.83	4.70	4.49	4.63	4.58	4.54

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

	In-house Litigation of Family / Matrimonial Cases		In-house Litigation of Personal Injuries Cases		Cases handled by Assigned Solicitors	
	2018	2019	2018	2019	2018	2019
Response Rate	100%	100%	81%	82%	20%	21%
Overall Satisfaction	4.60	4.53	4.66	4.77	4.33	4.25
Convenience (Easy to contact lawyer / staff)	4.54	4.50	4.66	4.79	4.44	4.24
Service Manner (Staff manner)	4.63	4.57	4.79	4.81	4.47	4.39
Clear Information (Whether information given is clear)	4.46	4.44	4.59	4.76	4.30	4.10
Result (Outcome)	4.46	4.51	4.65	4.77	4.35	4.15
Procedure (Client informed of progress / procedure of the case)	4.54	4.48	4.63	4.72	4.30	4.06

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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Director of Legal Aid and Section Heads (as at 31 December 2019)

Director of Legal Aid	Mr Thomas Edward Kwong
Deputy Director of Legal Aid (Policy and Administration)	Mr Chris Chong Yan-tung
Deputy Director of Legal Aid (Application and Processing)	Ms Mo Yuk-wah
Deputy Director of Legal Aid (Litigation)	Ms Juliana Chan Oi-yung
Assistant Director of Legal Aid (Application and Processing)	Ms Tse Sze-fong
Assistant Director of Legal Aid (Litigation) (Acting)	Mr Steve Wong Yiu-fai
Assistant Director of Legal Aid (Policy & Development)	Ms Doris Lui Wai-lan
Assistant Principal Legal Aid Counsel / Application and Processing (1)	Miss Ada Wong Yiu-ming
Assistant Principal Legal Aid Counsel / Application and Processing (2)	Ms Amy Lee Ngar-ling
Assistant Principal Legal Aid Counsel (Kowloon Branch Office)	Mr Jason Chan Mau-kwan
Assistant Principal Legal Aid Counsel (Civil Litigation 1)	Ms Juliana Chan Miu-kuen
Assistant Principal Legal Aid Counsel (Civil Litigation 2) (Acting)	Miss Doreen Chan Dao-kit
Assistant Principal Legal Aid Counsel (Crime)	Ms Nancy Keung Mei-chuen
Assistant Principal Legal Aid Counsel (Legal and Management Support) (Acting)	Ms Jenny Leung Ping-ching
Assistant Principal Legal Aid Counsel (Feasibility Study)	Ms Christina Hadiwibawa Cheung Ying-man
Departmental Secretary	Ms Eileen Fan Wai-ling
Departmental Accountant	Ms Eliza Tang Ling

Address and Communication

Headquarters	
<p>24/F to 27/F Queensway Government Offices 66 Queensway Hong Kong</p> <p>Tel : 2537 7652 (Civil Litigation) 2867 3067 (Criminal Litigation) Fax : 2537 5948</p>	<ul style="list-style-type: none"> • Application and processing of civil and criminal cases • Criminal litigation • Civil litigation <ul style="list-style-type: none"> - Personal injury litigation - Enforcement of court orders • Legal and management support • Policy and administrative support
Hong Kong Sub-office	
<p>30/F Revenue Tower 5 Gloucester Road Wanchai, Hong Kong</p> <p>Tel : 2537 7677 Fax : 2537 5960</p>	<ul style="list-style-type: none"> • Family and insolvency litigation
Kowloon Branch Office	
<p>G/F, 3/F & 4/F Mongkok Government Offices 30 Luen Wan Street Mongkok, Kowloon</p> <p>Tel : 2399 2544 Fax : 2397 7475</p>	<ul style="list-style-type: none"> • Application and processing of civil cases
<p>24-hour Telephone Enquiry Service: 2537 7677 Email: ladinfo@lad.gov.hk Website: http://www.lad.gov.hk</p>	

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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 How to Apply 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.	財務資料一覽表 Financial Information Sheet	繁/簡/English
9.	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
10.	法援通訊 LAD News	繁/English
11.	受助人須知（申請及審查科） Important Notice for Legally-Aided Persons (Application & Processing Division)	繁/簡/English
12.	受助人須知（人身傷害訴訟） Important Notice for Legally-Aided Persons (Personal Injuries Litigation)	繁/簡/English
13.	受助人須知（家事訴訟） Important Notice for Legally-Aided Persons (Family Litigation)	繁/English
14.	受助人須知（清盤破產訴訟） Important Notice for Legally-Aided Persons (Insolvency Litigation)	繁/English
15.	受助人須知（刑事組） Important Notice for Legally-Aided Persons (Crime Section)	繁/簡/English
16.	法援婚姻訴訟個案家事調解計劃 Mediation in Legally Aided Matrimonial Cases	
17.	民事法援案件（非婚姻訴訟）調解計劃 Mediation in Legally Aided Non-Matrimonial Civil Cases	
18.	關於離婚法律程序的資料 Information on Divorce Proceedings	
19.	離婚法律程序流程表 Flowchart for Divorce Proceedings	

20.	緊急申請須知 Urgent Applications – What You Need to Know	
21.	有關管養權聆訊的資料 Information on Custody Hearing	
22.	離婚後應注意事項 Post Divorce Matters which Warrant Attention	
23.	僱員補償申索 Employees' Compensation Claim	
24.	僱員補償個案的主要程序流程表 Flowchart of Major Steps in a Typical Employees' Compensation Claim	
25.	人身傷亡申索 Personal Injury Claim	
26.	人身傷亡個案的主要程序流程表 Flowchart of Major Steps in a Typical Personal Injury Claim	
27.	海員欠薪申索 Seamen's Wages Claim	
28.	海員欠薪個案的主要程序流程表 Flowchart of Major Steps in a Typical Seamen's Wages Claim	
29.	醫療疏忽申索 Medical Negligence Claim	
30.	醫療疏忽個案的主要程序流程表 Flowchart of Major Steps in a Typical Medical Negligence Claim	
31.	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)	繁/簡/English
32.	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

Other Publications

1.	法律援助署年報 LAD Departmental Report	繁/簡/English
2.	環保報告（只提供網上版本） Environmental Report (web version only)	繁/English
3.	法律援助輔助計劃基金年報（只提供網上版本） Supplementary Legal Aid Fund Annual Report (web version only)	繁/English

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