

# *Appendices*



# Appendix 1 Revenue and Expenditure

## Revenue

|   |                                                                     | 2019-2020<br>(\$M) | 2020-2021<br>(\$M) |
|---|---------------------------------------------------------------------|--------------------|--------------------|
| 1 | Criminal cases                                                      | 5.5                | 3.0                |
| 2 | Civil cases<br>In-house<br>Assigned-out                             | 12.4<br>397.0      | 12.6<br>387.2      |
| 3 | Official Solicitor                                                  | 1.5                | 3.0                |
| 4 | Supplementary Legal Aid Scheme<br>Legal costs<br>Administration fee | 0.3<br>5.2         | 1.2<br>4.7         |
|   | <b>Total</b>                                                        | <b>421.9</b>       | <b>411.7</b>       |

## Expenditure by Items

|   |                                                                                 | 2019-2020<br>(\$M) | 2020-2021<br>(\$M) |
|---|---------------------------------------------------------------------------------|--------------------|--------------------|
| 1 | Personal Emoluments                                                             | 305.5              | 313.5              |
| 2 | Personnel Related Expenses                                                      | 16.6               | 19.3               |
| 3 | Departmental Expenses                                                           | 25.3               | 27.1               |
| 4 | Legal Aid Costs (for both in-house and assigned-out cases)<br>Civil<br>Criminal | 806.5<br>327.3     | 703.3<br>249.8     |
| 5 | Plant, Equipment and Works                                                      | 0.1                | 0.6                |
|   | <b>Total</b>                                                                    | <b>1,481.3</b>     | <b>1,313.6</b>     |

## Expenditure by Programmes

|   |                                      | 2019-2020<br>(\$M) | 2020-2021<br>(\$M) |
|---|--------------------------------------|--------------------|--------------------|
| 1 | Processing of Legal Aid Applications | 121.4              | 124.7              |
| 2 | Litigation Services                  | 1,297.0            | 1,124.3            |
| 3 | Support Services                     | 47.0               | 49.0               |
| 4 | Official Solicitor's Office          | 15.9               | 15.6               |
|   | <b>Total</b>                         | <b>1,481.3</b>     | <b>1,313.6</b>     |

## Analysis of Expenditure for Civil Cases by Types of Cases

| Types of Cases          | 2019-2020   | 2020-2021   |
|-------------------------|-------------|-------------|
| Matrimonial Cases       | 15.7%       | 18.2%       |
| Misc. Personal Injuries | 37.2%       | 35.5%       |
| Employees' Compensation | 10.5%       | 10.0%       |
| Running Down            | 6.9%        | 8.4%        |
| Immigration Matters     | 0.6%        | 0.6%        |
| Land & Tenancy Disputes | 8.0%        | 6.7%        |
| Wage Claims             | 0.0%        | 0.1%        |
| Miscellaneous           | 21.1%       | 20.5%       |
| <b>Total</b>            | <b>100%</b> | <b>100%</b> |

## Analysis of Expenditure for Criminal Cases by Types of Cases

| Types of Cases                       | 2019-2020   | 2020-2021   |
|--------------------------------------|-------------|-------------|
| Hearings in District Court           | 50.7%       | 57.0%       |
| Hearings in Court of First Instance  | 42.4%       | 35.0%       |
| Appeals from Magistrates' Courts     | 0.7%        | 1.1%        |
| Appeals from District Court          | 2.1%        | 1.9%        |
| Appeals from Court of First Instance | 2.9%        | 3.8%        |
| Appeals in Court of Final Appeal     | 1.2%        | 1.2%        |
| <b>Total</b>                         | <b>100%</b> | <b>100%</b> |

## Legal Aid Budget

| Financial Year*                                      |          |             | 2019-2020 | 2018-2019 | 2017-2018 |
|------------------------------------------------------|----------|-------------|-----------|-----------|-----------|
| Total Approved Estimate(\$'000)                      |          | A           | 1,590,214 | 1,132,769 | 1,006,228 |
| Index A (2014-15=100)                                |          |             | 187.2     | 133.4     | 118.5     |
| Actual Operating Expenses (\$'000)<br>(Note 1)       |          | B           | 347,421   | 325,777   | 313,483   |
| Index B (2014-15=100)                                |          |             | 123.2     | 115.5     | 111.1     |
| Actual Legal Aid Costs (\$'000)                      | Civil    | C           | 806,462   | 566,985   | 517,797   |
|                                                      | Criminal | D           | 327,288   | 239,488   | 174,561   |
| Index C+D (2014-15=100)                              |          |             | 200.0     | 142.2     | 122.1     |
| Capital Expenditure (\$'000)                         |          | E           | 86        | 330       | 0         |
| (Over-spending) / Underspending (\$'000)<br>(Note 2) |          | F=A-B-C-D-E | 108,957   | 189       | 387       |
| % of (Over-spending) / Underspending                 |          | F/A         | 7%        | 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 <sup>Note 1,2</sup>

|                                              | For the year ended<br>30 September 2019<br>(\$) | For the year ended<br>30 September 2020<br>(\$) |
|----------------------------------------------|-------------------------------------------------|-------------------------------------------------|
| <b>Income</b>                                |                                                 |                                                 |
| Application fees                             | 122,000                                         | 107,000                                         |
| Percentage contributions                     | 9,784,756                                       | 6,759,335                                       |
| Interest income                              | 6,489,765                                       | 6,676,445                                       |
|                                              | 16,396,521                                      | 13,542,780                                      |
| <b>Less : Expenditure</b>                    |                                                 |                                                 |
| Administration fee                           | 5,215,292                                       | 4,682,342                                       |
| Bank charges                                 | 390                                             | 405                                             |
| Cash transportation services charges         | 33,020                                          | 19,240                                          |
| Electronic payment services charges          | 113                                             | 135                                             |
| Expenses for interpretation services         | 642                                             | 664                                             |
| Legal costs and expenses for finalised cases |                                                 |                                                 |
| Successful litigation                        |                                                 |                                                 |
| - costs to opposite parties                  | 0                                               | 0                                               |
| - other disbursements                        | 0                                               | 0                                               |
|                                              | 0                                               | 0                                               |
| Unsuccessful applications                    | 360,458                                         | 366,335                                         |
| Unsuccessful litigation                      |                                                 |                                                 |
| - costs to opposite parties                  | 1,272,420                                       | 184,449                                         |
| - other disbursements                        | 1,833,175                                       | 329,898                                         |
|                                              | 3,105,595                                       | 514,347                                         |
|                                              | 8,715,510                                       | 5,583,468                                       |
| <b>(Deficit)/ Surplus for the year</b>       | <b>7,681,011</b>                                | <b>7,959,312</b>                                |

Note 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 2020, the net assets of the Supplementary Legal Aid Fund were increased by \$7,959,312 to \$212,967,581.

Note 2: Auditors' Report for the statement of account for the year ended 30 September 2020 has not yet been issued.

## Appendix 2 Findings of the Survey on Customer Feedback

### Overall Satisfaction Rate

|                                                   | 2019 | 2020 |
|---------------------------------------------------|------|------|
| <b>Application Services</b>                       |      |      |
| Application and Processing / Headquarters         | 99%  | 98%  |
| Kowloon Branch Office                             | 99%  | 98%  |
| Insolvency Unit                                   | 100% | 100% |
| Crime Section                                     | 100% | 100% |
| <b>Litigation – Mid-Litigation Stage</b>          |      |      |
| In-house Litigation of Family / Matrimonial Cases | 100% | 99%  |
| In-house Litigation of Personal Injuries Cases    | 100% | 100% |
| Cases handled by Assigned Solicitors              | 96%  | 97%  |
| <b>Litigation – Conclusion Stage</b>              |      |      |
| In-house Litigation of Family / Matrimonial Cases | 97%  | 97%  |
| In-house Litigation of Personal Injuries Cases    | 98%  | 96%  |
| Cases handled by Assigned Solicitors              | 87%  | 85%  |

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

|                                                                                      | Application and Processing / Headquarters |      | Kowloon Branch Office |      | Insolvency Unit |      | Crime Section |      |
|--------------------------------------------------------------------------------------|-------------------------------------------|------|-----------------------|------|-----------------|------|---------------|------|
|                                                                                      | 2019                                      | 2020 | 2019                  | 2020 | 2019            | 2020 | 2019          | 2020 |
| Response Rate                                                                        | 99%                                       | 100% | 88%                   | 95%  | 100%            | 100% | 100%          | 100% |
| Overall Satisfaction                                                                 | 4.45                                      | 4.50 | 4.46                  | 4.45 | 4.58            | 4.68 | 4.52          | 4.36 |
| Convenience (e.g. LAD hotline or pamphlet is easily accessible, user-friendly, etc.) | 4.17                                      | 4.37 | 4.19                  | 4.10 | 4.32            | 4.57 | 4.36          | 4.02 |
| Service Manner (Staff manner)                                                        | 4.53                                      | 4.63 | 4.58                  | 4.56 | 4.65            | 4.75 | 4.56          | 4.50 |
| Service Efficiency (e.g. in means / merits testing, etc.)                            | 4.37                                      | 4.46 | 4.41                  | 4.34 | 4.50            | 4.68 | 4.64          | 4.55 |
| Clear Information (Whether information given is clear)                               | 4.25                                      | 4.44 | 4.30                  | 4.24 | 4.53            | 4.61 | 4.41          | 4.17 |
| Procedure (Date of interview fixed)                                                  | 4.30                                      | 4.47 | 4.32                  | 4.28 | 4.54            | 4.61 | 4.61          | 4.50 |

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 |      |
|-----------------------------------------------------------------|---------------------------------------------------|------|------------------------------------------------|------|--------------------------------------|------|
|                                                                 | 2019                                              | 2020 | 2019                                           | 2020 | 2019                                 | 2020 |
| Response Rate                                                   | 100%                                              | 100% | 100%                                           | 100% | 38%                                  | 35%  |
| Overall Satisfaction                                            | 4.76                                              | 4.68 | 4.68                                           | 4.83 | 4.56                                 | 4.65 |
| Convenience (Easy to contact lawyer / staff)                    | 4.70                                              | 4.67 | 4.66                                           | 4.91 | 4.62                                 | 4.65 |
| Service Manner (Staff manner)                                   | 4.78                                              | 4.74 | 4.72                                           | 4.96 | 4.66                                 | 4.74 |
| Clear Information (Whether information given is clear)          | 4.66                                              | 4.67 | 4.52                                           | 4.83 | 4.50                                 | 4.58 |
| Procedure (Client informed of progress / procedure of the case) | 4.70                                              | 4.67 | 4.63                                           | 4.83 | 4.54                                 | 4.61 |

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 |      |
|-----------------------------------------------------------------|---------------------------------------------------|------|------------------------------------------------|------|--------------------------------------|------|
|                                                                 | 2019                                              | 2020 | 2019                                           | 2020 | 2019                                 | 2020 |
| Response Rate                                                   | 100%                                              | 100% | 82%                                            | 78%  | 21%                                  | 24%  |
| Overall Satisfaction                                            | 4.53                                              | 4.63 | 4.77                                           | 4.68 | 4.25                                 | 4.22 |
| Convenience (Easy to contact lawyer / staff)                    | 4.50                                              | 4.60 | 4.79                                           | 4.68 | 4.24                                 | 4.31 |
| Service Manner (Staff manner)                                   | 4.57                                              | 4.66 | 4.81                                           | 4.79 | 4.39                                 | 4.38 |
| Clear Information (Whether information given is clear)          | 4.44                                              | 4.57 | 4.76                                           | 4.63 | 4.10                                 | 4.21 |
| Result (Outcome)                                                | 4.51                                              | 4.60 | 4.77                                           | 4.57 | 4.15                                 | 4.20 |
| Procedure (Client informed of progress / procedure of the case) | 4.48                                              | 4.68 | 4.72                                           | 4.68 | 4.06                                 | 4.21 |

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

## Appendix 3 Director of Legal Aid and Section Heads

(as at 31 December 2020)

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

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## Chapter 4 Address and Communication

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

## Appendix 5 List of Publications

|     |                                                                                                                   |             |
|-----|-------------------------------------------------------------------------------------------------------------------|-------------|
| 1.  | 香港法律援助服務指南<br>Guide to Legal Aid Services in Hong Kong                                                            | 繁/簡/English |
| 2.  | 顧客服務標準<br>Customer Service Standards                                                                              | 繁/簡/English |
| 3.  | 怎樣申請－尋求法律服務<br>How to Apply Legal Services                                                                        | 繁/簡/English |
| 4.  | 怎樣申請民事訴訟的法律援助<br>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<br>How to Apply Legal Aid in Criminal Cases                                                         | 繁/簡/English |
| 6.  | 怎樣申請法律援助輔助計劃<br>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<br>How Your Financial Resources and Contribution are Calculated                                    | 繁/簡/English |
| 8.  | 財務資料一覽表<br>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<br>Contribution towards Costs of Legal Aid Case and Director of Legal Aid's First Charge | 繁/簡/English |
| 10. | 法援通訊<br>LAD News                                                                                                  | 繁/English   |
| 11. | 受助人須知（申請及審查科）<br>Important Notice for Legally-Aided Persons (Application & Processing Division)                   | 繁/簡/English |
| 12. | 受助人須知（人身傷害訴訟）<br>Important Notice for Legally-Aided Persons (Personal Injuries Litigation)                        | 繁/簡/English |
| 13. | 受助人須知（家事訴訟）<br>Important Notice for Legally-Aided Persons (Family Litigation)                                     | 繁/English   |
| 14. | 受助人須知（清盤破產訴訟）<br>Important Notice for Legally-Aided Persons (Insolvency Litigation)                               | 繁/English   |
| 15. | 受助人須知（刑事組）<br>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<br>Mediation in Legally Aided Matrimonial Cases                                                    |             |
| 17. | 民事法援案件（非婚姻訴訟）調解計劃<br>Mediation in Legally Aided Non-Matrimonial Civil Cases                                       |             |
| 18. | 關於離婚法律程序的資料<br>Information on Divorce Proceedings                                                                 |             |
| 19. | 離婚法律程序流程表<br>Flowchart for Divorce Proceedings                                                                    |             |

|     |                                                                                                                                                                                                            |             |
|-----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|
| 20. | 緊急申請須知<br>Urgent Applications – What You Need to Know                                                                                                                                                      |             |
| 21. | 有關管養權聆訊的資料<br>Information on Custody Hearing                                                                                                                                                               |             |
| 22. | 離婚後應注意事項<br>Post Divorce Matters which Warrant Attention                                                                                                                                                   |             |
| 23. | 僱員補償申索<br>Employees' Compensation Claim                                                                                                                                                                    |             |
| 24. | 僱員補償個案的主要程序流程表<br>Flowchart of Major Steps in a Typical Employees' Compensation Claim                                                                                                                      |             |
| 25. | 人身傷亡申索<br>Personal Injury Claim                                                                                                                                                                            |             |
| 26. | 人身傷亡個案的主要程序流程表<br>Flowchart of Major Steps in a Typical Personal Injury Claim                                                                                                                              |             |
| 27. | 海員欠薪申索<br>Seamen's Wages Claim                                                                                                                                                                             |             |
| 28. | 海員欠薪個案的主要程序流程表<br>Flowchart of Major Steps in a Typical Seamen's Wages Claim                                                                                                                               |             |
| 29. | 醫療疏忽申索<br>Medical Negligence Claim                                                                                                                                                                         |             |
| 30. | 醫療疏忽個案的主要程序流程表<br>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）<br>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？<br>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<br>LAD Departmental Report                                                     | 繁/簡/English |
| 2. | 環保報告（只提供網上版本）<br>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）<br>Supplementary Legal Aid Fund Annual Report (web version only) | 繁/English   |