

# Appendices



# Appendix 1

## Revenue and Expenditure

### Revenue

		2020-2021 (\$M)	2021-2022 (\$M)
1	Criminal cases	3.0	7.0
2	Civil cases		
	In-house	12.6	12.1
	Assigned-out	387.2	495.6
3	Official Solicitor	3.0	2.2
4	Supplementary Legal Aid Scheme		
	Legal costs	1.2	0.9
	Administration fee	4.7	4.0
	<b>Total</b>	<b>411.7</b>	<b>521.8</b>

### Expenditure by Items

		2020-2021 (\$M)	2021-2022 (\$M)
1	Personal Emoluments	313.5	313.8
2	Personnel Related Expenses	19.3	21.9
3	Departmental Expenses	27.1	26.1
4	Legal Aid Costs (for both in-house and assigned-out cases)		
	Civil	703.3	700.0
	Criminal	249.8	335.3
5	Plant, Equipment and Works	0.6	0.0
	<b>Total</b>	<b>1,313.6</b>	<b>1,397.1</b>

### Expenditure by Programmes

		2020-2021 (\$M)	2021-2022 (\$M)
1	Processing of Legal Aid Applications	124.7	127.5
2	Litigation Services	1,124.3	1,203.2
3	Support Services	49.0	50.3
4	Official Solicitor's Office	15.6	16.1
	<b>Total</b>	<b>1,313.6</b>	<b>1,397.1</b>

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

Types of Cases	2020-2021	2021-2022
Matrimonial Cases	18.2%	20%
Misc. Personal Injuries	35.5%	37.8%
Employees' Compensation	10.0%	11.2%
Running Down	8.4%	8.3%
Immigration Matters	0.6%	1.1%
Land & Tenancy Disputes	6.7%	6.3%
Wage Claims	0.1%	0.1%
Miscellaneous	20.5%	15.2%
<b>Total</b>	<b>100%</b>	<b>100%</b>

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

Types of Cases	2020-2021	2021-2022
Hearings in District Court	57.0%	60.6%
Hearings in Court of First Instance	35.0%	33.4%
Appeals from Magistrates' Courts	1.1%	0.6%
Appeals from District Court	1.9%	1.4%
Appeals from Court of First Instance	3.8%	2.5%
Appeals in Court of Final Appeal	1.2%	1.5%
<b>Total</b>	<b>100%</b>	<b>100%</b>

## Legal Aid Budget

Financial Year*			2020-2021	2019-2020	2018-2019
Total Approved Estimate (\$'000)		A	1,721,172	1,590,214	1,132,769
Index A (2014-15=100)			202.6	187.2	133.4
Actual Operating Expenses (\$'000) (Note 1)		B	359,858	347,421	325,777
Index B (2014-15=100)			127.6	123.2	115.5
Actual Legal Aid Costs (\$'000)	Civil	C	703,338	806,462	566,985
	Criminal	D	249,755	327,288	239,488
Index C+D (2014-15=100)			168.1	200.0	142.2
(Capital Expenditure (\$'000))		E	638	86	330
(Over-spending) / Underspending (\$'000) (Note 2)		F=A-B-C-D-E	407,583	108,957	189
% of (Over-spending) / Underspending		F/A	24%	7%	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 2020 (\$)	For the year ended 30 September 2021 (\$)
<b>Income</b>		
Application fees	107,000	122,000
Percentage contributions	6,759,335	7,291,820
Interest income	6,676,445	4,474,917
	<b>13,542,780</b>	<b>11,888,737</b>
<b>Less: Expenditure</b>		
Administration fee	4,682,342	3,957,098
Bank charges	405	390
Cash transportation services charges	19,240	0
Electronic payment services charges	135	138
Expenses for interpretation services	664	0
Legal costs and expenses for finalised cases		
Successful litigation		
- costs to opposite parties	0	0
- other disbursements	0	0
	0	0
Unsuccessful applications	366,335	221,981
Unsuccessful litigation		
- costs to opposite parties	184,449	2,031,814
- other disbursements	329,898	2,380,633
	514,347	4,412,447
	<b>5,583,468</b>	<b>8,592,054</b>
<b>Surplus for the year</b>	<b>7,959,312</b>	<b>3,296,683</b>

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 2021, the net assets of the Supplementary Legal Aid Fund were increased by \$3,296,683 to \$216,264,264.

2. Auditors' Report for the statement of account for the year ended 30 September 2021 has not yet been issued.

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# Appendix 2

## Findings of the Survey on Customer Feedback

### Overall Satisfaction Rate

	2020	2021
<b>Application Services</b>		
Application and Processing / Headquarters	98%	99%
Kowloon Branch Office	98%	98%
Insolvency Unit	100%	100%
Crime Section	100%	100%
<b>Litigation – Mid-Litigation Stage</b>		
In-house Litigation of Family / Matrimonial Cases	99%	99%
In-house Litigation of Personal Injuries Cases	100%	100%
Cases handled by Assigned Solicitors	97%	97%
<b>Litigation – Conclusion Stage</b>		
In-house Litigation of Family / Matrimonial Cases	97%	95%
In-house Litigation of Personal Injuries Cases	96%	100%
Cases handled by Assigned Solicitors	85%	91%

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

	Application and Processing / Headquarters		Kowloon Branch Office		Insolvency Unit		Crime Section	
	2020	2021	2020	2021	2020	2021	2020	2021
Response Rate	100%	100%	95%	98%	100%	100%	100%	100%
Overall Satisfaction	4.50	4.50	4.45	4.49	4.68	4.54	4.36	4.41
Convenience (e.g. LAD hotline or pamphlet is easily accessible, user-friendly, etc.)	4.37	4.34	4.10	4.14	4.57	4.52	4.02	3.96
Service Manner (Staff manner)	4.63	4.60	4.56	4.63	4.75	4.69	4.50	4.56
Service Efficiency (e.g. in means / merits testing, etc.)	4.46	4.41	4.34	4.42	4.68	4.69	4.55	4.50
Clear Information (Whether information given is clear)	4.44	4.41	4.24	4.30	4.61	4.65	4.17	4.13
Procedure (Date of interview fixed)	4.47	4.44	4.28	4.33	4.61	4.67	4.50	4.56

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	
	2020	2021	2020	2021	2020	2021
Response Rate	100%	100%	100%	100%	35%	31%
Overall Satisfaction	4.68	4.66	4.83	4.64	4.65	4.63
Convenience (Easy to contact lawyer / staff)	4.67	4.75	4.91	4.57	4.65	4.67
Service Manner (Staff manner)	4.74	4.78	4.96	4.82	4.74	4.70
Clear Information (Whether information given is clear)	4.67	4.69	4.83	4.54	4.58	4.53
Procedure (Client informed of progress / procedure of the case)	4.67	4.76	4.83	4.64	4.61	4.56

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	
	2020	2021	2020	2021	2020	2021
Response Rate	100%	100%	78%	82%	24%	27%
Overall Satisfaction	4.63	4.45	4.68	4.56	4.22	4.32
Convenience (Easy to contact lawyer / staff)	4.60	4.55	4.68	4.59	4.31	4.39
Service Manner (Staff manner)	4.66	4.55	4.79	4.75	4.38	4.45
Clear Information (Whether information given is clear)	4.57	4.55	4.63	4.43	4.21	4.27
Result (Outcome)	4.60	4.41	4.57	4.47	4.20	4.22
Procedure (Client informed of progress / procedure of the case)	4.68	4.55	4.68	4.50	4.21	4.26

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 2021)

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 Juliana Chan Oi-yung
Deputy Director of Legal Aid (Litigation)	Ms Mo Yuk-wah
Assistant Director of Legal Aid (Application and Processing)	Ms Doris Lui Wai-lan
Assistant Director of Legal Aid (Litigation)	Mr Ben Li Chi-keung
Assistant Director of Legal Aid (Policy & Development)	Mr Steve Wong Yiu-fai
Assistant Principal Legal Aid Counsel / Application and Processing (1)	Ms Jenny Leung Ping-ching
Assistant Principal Legal Aid Counsel / Application and Processing (2)	Ms Amy Lee Ngar-ling
Assistant Principal Legal Aid Counsel (Kowloon Branch Office)	Miss Ada Wong Yiu-ming
Assistant Principal Legal Aid Counsel (Civil Litigation 1)	Ms Juliana Chan Miu-kuen
Assistant Principal Legal Aid Counsel (Civil Litigation 2)	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)	Ms Christina Hadiwibawa Cheung Ying-man
Departmental Secretary	Mr Wong Pak-ho
Departmental Accountant	Miss Joanna Leung Hoi-ki

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# Appendix 4

## Address and Communication

Headquarters	
<p>9/F, 24/F to 27/F Queensway Government Offices 66 Queensway Hong Kong</p> <p>Tel : 2537 7677 Fax: 2537 5948</p>	<ul style="list-style-type: none"><li>- Application and processing of civil and criminal cases</li><li>- Criminal litigation</li><li>- Civil litigation<ul style="list-style-type: none"><li>- Personal injury litigation</li><li>- Enforcement of court orders</li><li>- Family and insolvency litigation</li></ul></li><li>- Legal and management support</li><li>- Policy and administrative support</li></ul>
Kowloon Branch Office	
<p>G/F, 3/F &amp; 4/F Mongkok Government Offices 30 Luen Wan Street Mongkok, Kowloon</p> <p>Tel : 2399 2544 Fax: 2397 7475</p>	<p>Application and processing of civil cases</p>
<p>24-hour Telephone Enquiry Service: 2537 7677 Email: <a href="mailto:ladinfo@lad.gov.hk">ladinfo@lad.gov.hk</a> Website: <a href="http://www.lad.gov.hk">http://www.lad.gov.hk</a></p>	

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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	<a href="#">繁/簡/English</a>
2	顧客服務標準 Customer Service Standards	<a href="#">繁/簡/English</a>
3	怎樣申請－尋求法律服務 How to Apply Legal Services	<a href="#">繁/簡/English</a>
4	怎樣申請民事訴訟的法律援助 How to Apply Legal Aid in Civil Cases	<a href="#">繁/簡/English</a>
5	怎樣申請刑事訴訟的法律援助 How to Apply Legal Aid in Criminal Cases	<a href="#">繁/簡/English</a>
6	怎樣申請法律援助輔助計劃 How to Apply Supplementary Legal Aid Scheme	<a href="#">繁/簡/English</a>
7	怎樣計算你的財務資源及分擔費 How Your Financial Resources and Contribution are Calculated	<a href="#">繁/簡/English</a>
8	財務資料一覽表 Financial Information Sheet	<a href="#">繁/簡/English</a>
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	<a href="#">繁/簡/English</a>
10	法援通訊 LAD News	<a href="#">繁/English</a>
11	受助人須知(申請及審查科) Important Notice for Legally-Aided Persons (Application & Processing Division)	<a href="#">繁/簡/English</a>
12	受助人須知(人身傷害訴訟) Important Notice for Legally-Aided Persons (Personal Injuries Litigation)	<a href="#">繁/簡/English</a>
13	受助人須知(家事訴訟) Important Notice for Legally-Aided Persons (Family Litigation)	<a href="#">繁/English</a>
14	受助人須知(清盤破產訴訟) Important Notice for Legally-Aided Persons (Insolvency Litigation)	<a href="#">繁/English</a>
15	受助人須知(刑事組) Important Notice for Legally-Aided Persons (Crime Section)	<a href="#">繁/簡/English</a>
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)	<a href="#">繁/簡/English</a>
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?	<a href="#">繁/簡/English</a>

## 其他刊物 Other Publications

1	法律援助署年報 (只提供網上版本) LAD Departmental Report (web version only)	<a href="#">繁/簡/English</a>
2	環保報告 (只提供網上版本) Environmental Report (web version only)	<a href="#">繁/English</a>
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)	<a href="#">繁/English</a>

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