

性別無歧視 · 平權建未來

Gender Equality Benefits All



平機會管治委員會

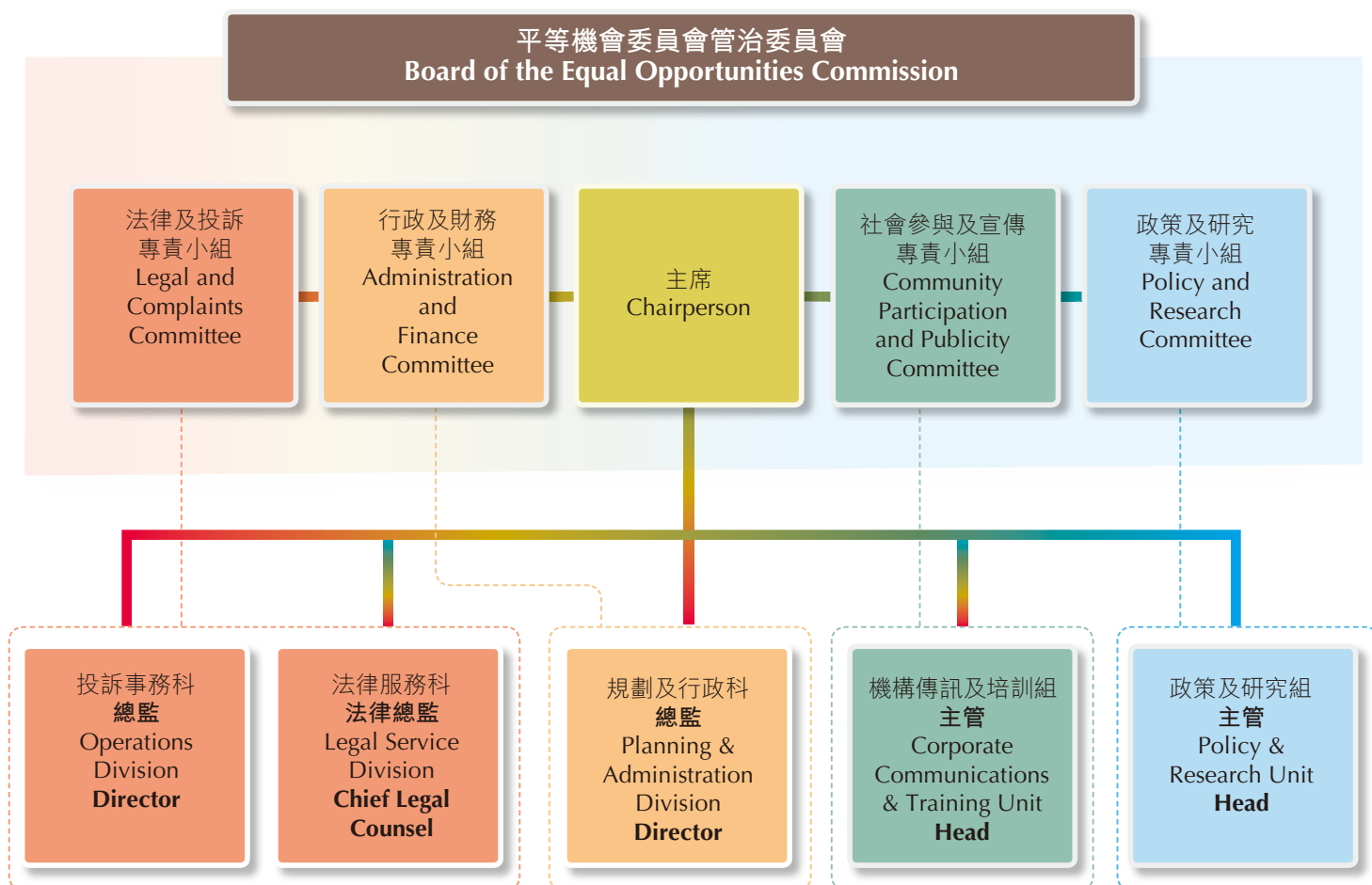
《性別歧視條例》規定平機會管治委員會由主席及不多於16名委員組成，他們全部由香港特別行政區行政長官委任，來自不同背景，各具不同的專業知識，包括婦女界、復康界、少數族裔、僱主及僱員團體、社會服務界、法律及會計專業人士、學者和社會人士等。在2012/13年度，各委員積極投入平機會的工作，多方面作出貢獻，憑藉他們推廣平等機會的熱忱，令平機會的工作取得了顯著的進展。

EOC Board

The Sex Discrimination Ordinance (SDO) stipulates that the EOC Board shall consist of a Chairperson and a maximum of 16 other Members. Appointed by the Chief Executive of the Hong Kong Special Administrative Region, they represent a balance of background and expertise, including women, persons with disabilities, ethnic minorities, employment groups, social service sector, legal and accounting professionals, academics and the community at large. With their devotion and contribution to all aspects of the EOC's work, and their enthusiasm for the promotion of equal opportunities, the EOC's work had made noticeable progress in 2012/13.

平等機會委員會辦事處的組織架構(截至2013年3月31日)

Organisational Structure of the Equal Opportunities Commission (as at 31 March 2013)



主席 Chairperson



林煥光議員
The Hon LAM Woon-kwong, GBS, JP
(至2013年3月31日止)
(until 31 March 2013)

平機會委員 Members



陳嘉敏女士
Ms CHAN Ka-mun, Carmen, JP
宏福幼兒園、幼稚園暨
國際幼兒學校總校長
Chief Principal of Tivoli Nursery,
Kindergarten and International
Playschool



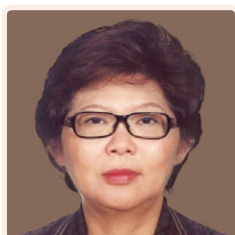
趙麗娟女士
Ms CHIU Lai-kuen, Susanna, MH
利豐發展(中國)有限公司董事
香港會計師公會會長
青年會計師發展交流協會
創會主席
Director, Li & Fung
Development (China) Ltd
President, Hong Kong Institute of
Certified Public Accountants
Founding President, Institute of
Accountants Exchange



馮檢基議員
The Hon FUNG Kin-kee, Frederick, SBS, JP
(至2012年7月17日止)
(until 17 July 2012)
立法會議員
深水埗區議會議員
民社服務中心主席
Member, Legislative Council
Member, Sham Shui Po District
Council
Chairman, People Service Centre Ltd



陳曼琪女士
Ms CHAN Man-ki, Maggie, MH
陳曼琪律師行—首席合夥人
香港中小型律師行協會會長
黃大仙區議會議員
Senior Partner, CMK Lawyers
President, The Small and
Medium Law Firms
Association of Hong Kong
District Councillor,
Wong Tai Sin District Council



蔡杏時女士
Ms CHOI Hing-shi, MH
香港工會聯合會工人醫療所
行政總監
香港工會聯合會婦女事務
委員會顧問
Executive Director, Hong Kong
Federation of Trade Unions
Workers' Medical Clinics
Advisor, Hong Kong Federation
of Trade Unions Women Affairs
Committee



孔美琪博士
Dr KOONG May-kay, Maggie, BBS
維多利亞幼兒園暨幼稚園、
滙江維多利亞學校總校長
婦女事務委員會委員
家庭議會委員
Chief-Principal, Victoria
Nurseries & Kindergartens and
Victoria Shanghai Academy
Member of the Women's
Commission
Member of the Family Council



李鑾輝先生
Mr LEE Luen-fai
新鴻基地產發展有限公司
公共事務總監
Director of Public Affairs,
Sun Hung Kai Properties Ltd



伍穎梅女士
Ms NG Wing-mui,
Winnie
九龍巴士董事
路訊通董事會副主席
香港明天更好基金理事委員
Director, Kowloon Motor Bus
Deputy Chairman, RoadShow
Council Member, Better Hong
Kong Foundation



曾潔雯博士
Dr TSANG Kit-man,
Sandra, JP
香港大學社會工作及
社會行政學系副教授
社會福利諮詢委員會成員
Associate Professor,
Department of Social Work &
Social Administration,
The University of Hong Kong
Member, Social Welfare
Advisory Committee (SWAC)



黃嘉玲女士
Ms WONG Ka-ling,
Garling
輝煌復康產品製造有限公司
企業發展高級經理
新希望網絡副主席
香港女障協進會義務司庫
Corporate Development Senior
Manager, FH Rehabilitation
Products Manufacturing Co Ltd
Vice Chairperson, HOPE
Honorary Treasurer,
Association of Women with
Disabilities Hong Kong



雷添良先生
Mr LUI Tim-leung,
Tim, BBS, JP
香港羅兵咸永道會計師
事務所會計師及合夥人
香港專業促進會會長
Accountant and Partner,
PricewaterhouseCoopers
Hong Kong
President, Hong Kong
Professionals Advancement
Association



金志文先生
Mr Zaman Minhas
QAMAR
香港國際伊斯蘭會會長
香港巴基斯坦協會主席
香港回教信託基金總會義務
秘書
President, International Islamic
Society
President, The Pakistan
Association of Hong Kong Ltd
Hon Secretary, The Incorporated
Trustees of the Islamic
Community Fund of Hong Kong



謝偉俊議員
The Hon TSE Wai-chun,
Paul, JP
立法會議員
謝偉俊律師行創辦人及合夥人
Member, Legislative Council
Founder and Partner of
Paul W Tse Solicitors



葉少康先生
Mr YIP Siu-hong, Nelson,
MH
公民教育委員會委員
職業訓練局殘疾弱能人士
職業訓練委員會委員
社會福利署整筆撥款督導
委員會委員
Member, Committee on the
Promotion of Civic Education
Member, Committee on
Vocational Training for
People with Disabilities of the
Vocational Training Council
Member, Lump Sum Grant
Steering Committee of the
Social Welfare Department



黎雅明先生
Mr Amirali Bakirali
NASIR, JP
律師
黎雅明律師行創辦人
Anjuman Burhani Hong
Kong Dawoodi
Bohra Association
義務秘書
Solicitor
Founder of Nasirs Solicitors
Hon Secretary of Anjuman
Burhani Hong Kong Dawoodi
Bohra Association



謝永齡博士
Dr TSE Wing-ling,
John, MH
香港城市大學應用社會
科學系副教授
Associate Professor,
Department of Applied
Social Studies, City University
of Hong Kong

專責小組

平機會管治委員會轄下有四個專責小組，為管治委員會於不同範疇提供意見和協助，並執行管治委員會授予的職能。以下為各專責小組的工作及成員：

Committees

Under the EOC Board, four committees have been set up to give advice to and assist the Board in various aspects, and perform the functions delegated by the Board. The work and composition of the committees are set out below:

行政及財務專責小組 Administration and Finance Committee (A&FC)

行政及財務專責小組每季舉行會議一次，職責包括審閱平機會的預算、帳目、運作表現及年報；成立招標委員會和批准他們的建議；決定首長級別員工的人事聘用；和檢討人手需要和行政政策。

The A&FC holds meetings every three months, and its responsibilities include reviewing the EOC's budget, accounts, operational performances, and the annual report; setting up tender boards and approving their recommendations; deciding on personnel matters related to staff employed on the Directorate pay scale; and reviewing staffing and administrative policies.

社會參與及宣傳專責小組 Community Participation and Publicity Committee (CPPC)

社會參與及宣傳專責小組每季舉行會議一次，負責就加強宣傳、教育、傳媒關係和社會參與等工作提供意見和審閱報告；就與政府、非政府組織、關注團體保持聯繫的方法提供意見；審批由平機會委託其他人士進行的研究或教育項目；和監察社會對平機會工作的回應。

The CPPC holds meetings every three months, and is responsible for advising and receiving reports on measures related to strengthening publicity, education, media relations, and community participation; providing advice on measures to connect with organisations, both government and non-government, as well as concern groups; considering and approving assistance for research or educational projects undertaken by other persons; and monitoring the community's response to the work of the EOC.

法律及投訴專責小組 Legal and Complaints Committee (LCC)

法律及投訴專責小組每兩月舉行會議一次，負責多種職務，包括就香港四條反歧視法例的調停工作、正式調查、法律協助申請和執行通知提出意見，並作出監察和進行評估。此外，法律及投訴專責小組又會就正式調查和修訂四條反歧視條例等事宜提出建議。

The LCC holds meetings every two months, and is responsible for a variety of activities, including providing advice, monitoring and evaluating conciliation, formal investigations, applications for legal assistance, and enforcement notices. In addition, the LCC makes recommendations on issues relating to formal investigations and on proposals for amending the four anti-discrimination ordinances.

政策及研究專責小組 Policy and Research Committee (PARC)

政策及研究專責小組每兩月舉行會議一次，負責帶引平機會的政策及研究工作，包括就政策分析及所倡議的觀念提出意見；審批各項研究和培訓教材套項目；和審閱政策及研究的報告。

The PARC holds meetings every two months, and is responsible for directing the EOC's policy and research efforts, which include advising on policy analysis/advocacy; considering and approving research and training modules; and evaluating policy and research reports.

平等機會委員會四個專責小組成員名單如下(截至2013年3月31日止)：
Memberships of the Four Committees (as of 31 March 2013) are as follows:

行政及財務專責小組	Administration and Finance Committee
趙麗娟女士(召集人)	Ms CHIU Lai-kuen, Susanna, MH (Convenor)
陳嘉敏女士(副召集人)	Ms CHAN Ka-mun, Carmen, JP (Deputy Convenor)
李鑾輝先生	Mr LEE Luen-fai
雷添良先生	Mr LUI Tim-leung, Tim, BBS, JP
謝永齡博士	Dr TSE Wing-ling, John, MH
林煥光議員	The Hon LAM Woon-kwong, GBS, JP

社會參與及宣傳專責小組	Community Participation and Publicity Committee
黃嘉玲女士(召集人)	Ms WONG Ka-ling, Garling (Convenor)
蔡杏時女士(副召集人)	Ms CHOI Hing-shi, MH (Deputy Convenor)
孔美琪博士	Dr KOONG May-kay, Maggie, BBS
雷添良先生	Mr LUI Tim-leung, Tim, BBS, JP
伍穎梅女士	Ms NG Wing-mui, Winnie
謝偉俊議員	The Hon TSE Wai-chun, Paul, JP
謝永齡博士	Dr TSE Wing-ling, John, MH
林煥光議員	The Hon LAM Woon-kwong, GBS, JP
碧樺依博士(增選委員)	Dr Raees Begum BAIG (Co-opted Member)
王繼鋒先生(增選委員)	Mr WANG Kai-fung (Co-opted Member)
周永康先生(增選委員)	Mr CHOW Wing-hong, Alvin (Co-opted Member)

法律及投訴專責小組	Legal and Complaints Committee
李鑾輝先生(召集人)	Mr LEE Luen-fai (Convenor)
黎雅明先生(副召集人)	Mr Amirali Bakirali NASIR, JP (Deputy Convenor)
陳曼琪女士	Ms CHAN Man-ki, Maggie, MH
蔡杏時女士	Ms CHOI Hing-shi, MH
曾潔雯博士	Dr TSANG Kit-man, Sandra, JP
謝偉俊議員	The Hon TSE Wai-chun, Paul, JP
葉少康先生	Mr YIP Siu-hong, Nelson, MH
林煥光議員	The Hon LAM Woon-kwong, GBS, JP

政策及研究專責小組	Policy and Research Committee
謝永齡博士(召集人)	Dr TSE Wing-ling, John, MH (Convenor)
葉少康先生(副召集人)	Mr YIP Siu-hong, Nelson, MH (Deputy Convenor)
陳嘉敏女士	Ms CHAN Ka-mun, Carmen, JP
孔美琪博士	Dr KOONG May-kay, Maggie, BBS
黎雅明先生	Mr Amirali Bakirali NASIR, JP
黃嘉玲女士	Ms WONG Ka-ling, Garling
金志文先生	Mr Zaman Minhas QAMAR
林煥光議員	The Hon LAM Woon-kwong, GBS, JP
劉俊泉先生(增選委員)	Mr LAU Chun-chuen, Karl (Co-opted Member)
苗澤文先生(增選委員)	Mr Behzad MIRZAEI (Co-opted Member)
劉丹娜女士(增選委員)	Ms Agnes LAU (Co-opted Member)

有關上述四個專責小組的詳細職權範圍，請瀏覽平等機會網站：

For complete terms of reference of the above four committees, please refer to the EOC website:

www.eoc.org.hk/eoc/graphicsfolder/showcontent.aspx?content=organization

平機會定期及特別會議的出席記錄(截至2013年3月31日)

Attendance Record of Regular and Special EOC Meetings (up to 31 March 2013)

整體出席率超過84% Overall attendance rate was over 84%

	委員 Members	14/6/2012 定期會議 Regular	10/7/2012 特別會議 Special	17/8/2012 特別會議 Special	13/9/2012 定期會議 Regular	20/12/2012 定期會議 Regular	21/3/2013 定期會議 Regular
1	林煥光議員(主席) The Hon LAM Woon-kwong, GBS, JP (Chairperson)	✓	✓	✓	✓	✓	✓
2	陳嘉敏女士 Ms CHAN Ka-mun, Carmen, JP	✓	✓	✓	✓	✓	✓
3	陳曼琪女士 Ms CHAN Man-ki, Maggie, MH	✓	✓	缺席 Abs.	✓	✓	✓
4	趙麗娟女士 Ms CHIU Lai-Kuen, Susanna, MH	✓	✓	✓	缺席 Abs.	✓	✓
5	蔡杏時女士 Ms CHOI Hing-shi, MH	✓	✓	✓	✓	✓	✓
6	馮檢基議員 [△] The Hon FUNG Kin-kee, Frederick, SBS, JP [△]	✓	✓	不適用 N/A	不適用 N/A	不適用 N/A	不適用 N/A
7	孔美琪博士 Dr KOONG May-kay, Maggie, BBS	✓	✓	✓	✓	✓	缺席 Abs.
8	李鑾輝先生 Mr LEE Luen-fai	✓	✓	✓	缺席 Abs.	✓	✓
9	雷添良先生 Mr LUI Tim-leung, Tim, BBS, JP	✓	✓	✓	✓	✓	缺席 Abs.
10	黎雅明先生 Mr Amirali Bakirali NASIR, JP	缺席 Abs.	✓	缺席 Abs.	✓	✓	缺席 Abs.
11	伍穎梅女士 Ms NG Wing-mui, Winnie	✓	缺席 Abs.	✓	✓	✓	✓
12	金志文先生 Mr Zaman Minhas QAMAR	✓	✓	✓	✓	✓	✓
13	曾潔雯博士 Dr TSANG Kit-man, Sandra, JP	缺席 Abs.	缺席 Abs.	✓	✓	✓	✓
14	謝偉俊議員 The Hon TSE Wai-chun, Paul, JP	✓	✓	缺席 Abs.	✓	✓	✓
15	謝永齡博士 Dr TSE Wing-ling, John, MH	缺席 Abs.	✓	✓	✓	✓	缺席 Abs.
16	黃嘉玲女士 Ms WONG Ka-ling, Garling	✓	✓	✓	✓	✓	✓
17	葉少康先生 Mr YIP Siu-hong, Nelson, MH	✓	✓	缺席 Abs.	✓	✓	✓

* Abs. = Absent

[△] 馮檢基議員於2012年7月17日辭任平等機會委員會委員職務

[△] The Hon FUNG Kin-kee, Frederick withdrew from the EOC Board on 17 July 2012

註：若委員連續兩次缺席會議，秘書處會給予書面提示。

Note: A reminder is issued to Members who have been absent for two consecutive meetings.

政府與平機會的關係

平機會是根據《性別歧視條例》成立的獨立法定機構。平機會雖然受香港政府資助，但在運作上乃獨立於政府。《性別歧視條例》第63(7)條規定，平機會「不得被視為政府的僱員或代理人，亦不得被視為享有政府的任何地位、豁免權或特權。」因此，平機會在管理、運作和預算上享有自主權。與此同時，平機會有責任確保其運作、行政及管理制與常規，都以最有效且審慎的方式運用政府資源。

政府與平機會的工作關係框架已於《行政安排備忘錄》(《備忘錄》)中列出。《備忘錄》的條文是根據平機會在使用資金方面享有自主權及彈性的原則而寫成。平機會與政制及內地事務局(即負責平機會事宜的政策局)舉行定期會議，檢視平機會的工作進度。平機會又向政制及內地事務局提交每月開支報告、已審核帳目，以及有關財務及運作表現的每季工作進度報告，供其審閱。

高度透明

平機會致力維持良好機構管治及高透明度，一直以開放態度向市民和持份者提供有關平機會工作表現和運作情況的資料。除定期召開記者簡報會以提供最新資料外，平機會亦透過其網站發放平機會會議記錄。此外，網站也會登出聲明、新聞稿及其他刊物包括年報，讓市民瞭解平機會的工作。為加強透明度，平機會主動披露平機會管治委員會的會議出席紀錄。平機會又透過網站、印刷本通訊和每月的平機會電子通訊，定期報告工作情況。其中向公眾發放的每期印刷通訊便超過80,000份，而透過電郵接收平機會電子通訊的用戶約5,500個，包括行政及立法會議員、區議員、領事館、非政府組織、關注團體、傳媒機構、少數族裔組織、學校及其他相關持份者等。

Relationship between the Government and the EOC

The EOC was established under the SDO as an independent statutory body. Although subvented by the Hong Kong Government, the EOC operates independently in carrying out its tasks and duties. As per Section 63(7) of the SDO, the EOC "shall not be regarded as a servant or agent of the Government or as enjoying any status, immunity or privilege of the Government". Accordingly, the EOC has autonomy over the management and control of its activities and budget. At the same time, the EOC has the responsibility to ensure that the Commission's operational, administrative and management systems and practices reflect the most effective and prudent use of government subventions.

The framework for the working relationship between the Government and the EOC is laid out in the Memorandum of Administrative Arrangements (MAA). The provisions of the MAA are based on the principle that the EOC should have autonomy and flexibility in how to use its funds. The EOC holds regular progress review meetings with the Constitutional and Mainland Affairs Bureau (CMAB), the focal point of contact between the Government and the EOC. The EOC also provides monthly expenditure reports and audited accounts, as well as quarterly progress review reports on its financial position and operational performances to the CMAB for its review.

Transparency to the Community

The EOC is committed to maintaining high standards of corporate governance and transparency. The Commission endeavours to provide information relating to the Commission's performance and operations in an open manner to the public and stakeholders, and holds regular press briefings to provide timely information. The minutes of the EOC meetings can be found on its website, in addition to press statements, press releases, and other publications including the annual report. To advance a corporate culture of openness, the EOC voluntarily discloses the attendance records of EOC Board meetings. The Commission also reports updates on its operations regularly through channels such as its website, printed newsletters, and electronic news. Over 80,000 copies of each issue of the printed newsletters are widely distributed to the public. In addition, each issue of the EOC e-News is sent by email to around 5,500 recipients, including Members of the Executive Council and Legislative Council, District Councillors, Consulates, non-government organisations, concern groups, media organisations, ethnic minority groups, schools, and other relevant stakeholders.

操守標準

作為向市民提供服務的法定機構，平機會深明具備良好聲譽的重要性。這聲譽得靠平機會的僱員維持，也從他們的工作反映出來。平機會的員工必須遵守機構的「行為守則」。守則列出可接受的專業行為標準、相關法律責任和如何處理機密資料及投訴等問題的指引。所有平機會員工甫上任便獲告知守則內容，並可隨時透過平機會的內聯網重溫。此外，平機會在適當時會採納「雙層」的利益申報機制。

監控機制

財政監控

作為獨立的法定機構，平機會按照「適度和保守原則」使用公帑。平機會內的採購程序以《採購物品及服務手冊》(《手冊》)為指引。此《手冊》乃經過平機會管治委員會委員組成的工作小組審議，然後獲得平機會管治委員會通過。

平機會致力確保採購程序保持高度透明和問責，以公平及價錢合理的原則進行採購。所有負責採購的員工都必須確保所購物品物有所值，並符合下述三方面的原則：經濟(價錢最低)、效率(改善生產力)及效益(達到預期目的)。

內部管控

平機會有一套內部管控制度，目的在於提高工作效率、確保工作符合既有政策，和評估其效益。平機會編製了有關工作的程序手冊，並保持審慎的財政管理，和在可行的情況下執行節約措施。平機會認為目前的內部監控機制既充足亦具透明度。

在管控的框架下，管理層職員會舉行定期會議，跟進平機會內的最新情況，以便各科／組能通力合作處理，及商討主要工作進度和策略。除此，平機會員工經常在所屬科／組舉行會議，以確保工作上不同的意見和其他相關事情得以有效和迅速處理。另外，平機會各專責小組每季會向平機會管治委員會提交報告，以便管治委員會掌握會務的最新發展。

Standard of Conduct

As a statutory body tasked with providing services to the public, the EOC recognises the importance of upholding a good reputation and standing. Such reputation and standing are dependent upon, and reflected through the EOC's employees. All EOC staff members are required to comply with a Code of Conduct, which sets out the standard of acceptable professional behaviour, relevant legal obligations, and guidelines on issues such as confidentiality and handling complaints. All EOC staff members are briefed on the Code upon their commencement of duties at the EOC, and may access the document easily through the EOC's intranet at any time. In addition, the EOC has adopted the two-tier reporting system on declaration of interest requirement when applicable.

Control Mechanism

Financial Controls

The EOC, as an independent and statutory organisation, applies the "moderate and conservative principle" when spending public money. The procurement process within the EOC is guided by the Procurement of Stores and Services Manual (PSSM), which was endorsed by the EOC Board after consideration by the Working Group comprising EOC Board Members.

The EOC endeavours to ensure that the purchasing process is carried out in a competitive and equitable manner while keeping the process transparent and accountable. All staff members responsible for the purchase must ensure that the purchases represent value for money by focusing on three main aspects of performance – economy (minimising cost), efficiency (improving productivity), and effectiveness (achieving objectives).

Internal Controls

The EOC has put in place an internal control system, with the goals of promoting operational efficiency, ensuring adherence to the policies in place, and assessing their effectiveness. Specifically, the EOC has created procedure manuals for activities related to the performance of the Commission's duties, maintains prudent financial management, and undertakes cost reduction measures whenever possible. The EOC considers that the current mechanism is both sufficient and transparent for the purposes of internal control.

Under the internal control framework, regular meetings are conducted by the management team to follow up on any issues arising across the Commission. These meetings also facilitate synergy across the divisions/units, and discussion on major work progress and strategies. The EOC staff members also meet frequently within their respective divisions/units to make certain that ideas and issues relating to the performance of duties are effectively and promptly handled. Furthermore, quarterly reports by respective EOC Committees are made to keep the EOC Board abreast of developments.

行政及財務專責小組負責審閱平機會的財政資料及運作表現。該小組審閱平機會的全年預算草案後，會提交給平機會管治委員會。同時，又會向管治委員會提交每季的進度報告、每季財政報表，以及在財政年度結束時提交固定資產狀況報告。平機會管治委員會負責審閱平機會的全年預算草案、半年財政狀況報告和通過已審核的財務報表。

獨立制衡措施

根據《性別歧視條例》附表6第18條，平機會須委任外聘核數師，2012/13財政年度平機會所委任的核數師是畢馬威會計師事務所。平機會雖然是獨立的法定機構，但根據《行政安排備忘錄》規定，需向作為平機會管制人員的政制及內地事務局定期匯報和提交資料。政制及內地事務局常任秘書長可以「管制人」身份隨時查閱平機會的記錄和帳目（但不包括平機會投訴個案的個人資料或受法治精神所定義及／或規管的特許保密事宜）。平機會有責任向政制及內地事務局常任秘書長解釋任何收入、支出或保管政府資助金額的事宜。

此外，審計署署長可在任何一個財政年度進行審計，查看平機會在運用資源以履行其職務或行使權力時，是否合乎經濟、是否高效率及具效益。審計署署長如認為有合理需要，有權查閱平機會的記錄和文件。

The Administration and Finance Committee (A&FC) is in charge of reviewing the EOC's financial information and operational performance. The A&FC reviews the EOC's draft annual budget before submission to the EOC Board, the quarterly progress review reports, the quarterly financial statements, and the position of its fixed assets as at the fiscal year end. The EOC Board reviews the EOC's draft annual budget, the half-yearly reports on its financial position, and endorses the audited financial statements.

External Checks and Balances

KPMG is the EOC's external auditor for the financial year 2012/13. The appointment was made in accordance with Section 18 of Schedule 6 to the SDO. Although the EOC is an independent statutory body, it is subject to regular reporting and provision of information to its Controlling Officer, the CMAB, as laid out in the MAA. The Permanent Secretary for Constitutional and Mainland Affairs (PSCMA) has unhindered access to the records and accounts of the EOC as the Controlling Officer, but this does not include personal data pertaining to the EOC's complaint cases or privileged matters as defined and/or governed by the rule of law. The EOC is obliged to explain to the PSCMA any matters relating to the receipt, expenditure, or custody of any money derived from the subvention.

In addition, the Director of Audit may, in respect of any financial year, conduct an examination into the economy, efficiency, and effectiveness with which the EOC has expended its resources in performing its functions and exercising its powers. The Director of Audit has a right of access to the EOC's records and documents as he considers reasonably necessary.



持續檢討

平機會致力不斷改善服務表現。除了根據運作經驗和員工意見，不時檢討各項工作指引及手冊，例如：《處理查詢及投訴內部執程序手冊》、《人力資源及行政手冊》和《採購物品及服務手冊》外，還於2011年邀請了政府的效率促進組協助檢討平機會的投訴處理程序，用以提升效率及效益，務求提高市民對平機會服務的滿意度。是次檢討提出的多項建議，平機會已於2012/13年落實執行，包括：(1)盡快切入調停，指在展開全面調查前，先進行「提早調停」，以解決有關歧視的糾紛。這方法較靈活、不拘形式，只需徵得涉事者同意，在任何調查階段(包括調查前或調查中途)都可進行提早調停；(2)確保調查工作具成本效益，即調查目的只限於決定案件應否進行調停或終止調查，以及盡早為一些較複雜的案件徵詢法律意見，以定出未來調查方向；(3)採納新的模式進行顧客服務滿意度調查。

顧客服務滿意度調查2012

平機會自2009年起一直定期進行內部顧客服務滿意度調查，以監察服務表現。考慮到政府效率促進組的建議，平機會於2012年外聘顧問進行顧客服務滿意度調查，調查採用了嶄新的模式，也增添了評估顧客滿意度的項目。調查於2011年4月1日至2012年7月31日期間進行，共訪問了922位個案已審結或仍在處理中的服務使用者，整體回應率為50.5%。調查發現投訴個案的當事人(即投訴人和答辯人)中，有60%表示滿意平機會所提供的服務，而「員工態度友善」是眾多受訪者評價中最高的一項。

平機會論壇2012

為進一步優化平機會的管治和讓市民大眾有份參與平機會工作，平機會於2012年9月29日舉行「平機會論壇2012」。是次論壇約有100位來自不同界別的持份者出席，包括學術界、復康團體、少數族裔團體、婦女團體、立法會議員和區議員。

Continuous Review and Improvement

The EOC is committed to continuously enhancing its performance. Apart from conducting regular, periodic review of its guidelines and manuals – such as the Internal Operating Procedures on Handling Complaints and Enquiries, the Human Resources and Administration Manual, and the Procurement of Stores and Services Manual – based on the operational experiences and suggestions from staff, the EOC invited the Efficiency Unit of the Hong Kong Government to review its complaint handling procedures with a view to improving efficiency and effectiveness, as well as enhancing customer satisfaction in 2011. A number of recommendations made in this review were implemented in 2012-13, including: (1) using fast-track conciliation, that is, the use of early conciliation as a tool for settling discrimination disputes before embarking on full investigations. This method is more informal and flexible, and it can be conducted at any stage before or during the process of investigation provided the parties involved agree; (2) ensuring the cost-effectiveness of investigations, that is, to confine the purpose of investigation to decide whether the case should proceed to conciliation or be discontinued, as well as to seek early legal advice for complicated complaint cases in order to map out the direction of the investigation; and (3) adopting a new model in conducting customer satisfaction surveys.

Customer Satisfaction Survey 2012

Since 2009, the EOC has been conducting a Customer Satisfaction Survey (CSS) in-house, as a regular service monitoring exercise. Taking into account the recommendations of the Efficiency Unit of the Hong Kong Government, an external consultant was engaged to conduct the CSS in 2012, in which a new survey model was adopted and the survey items on customers' satisfaction were expanded. A total of 922 customers with cases concluded/attended to between 1 April 2011 and 31 July 2012 were surveyed and the overall response rate was 50.5%. It was found that 60% of the parties involved in complaints (the complainants and the respondents) were satisfied with the services provided by the EOC and "Staff Friendliness" had the highest rating among all survey respondents.

The EOC Forum 2012

With a view to further improving the EOC's governance and to engaging the public in the EOC's work, the EOC Forum 2012 was held on 29 September 2012. About 100 stakeholders from various sectors were in attendance, including academia, rehabilitation groups, ethnic minority groups, women's groups, legislators and district councillors.

論壇為平機會提供平台，向市民大眾展示過往的工作成績、新工作方向和工作計劃。平機會主席林煥光議員和四位專責小組召集人詳細講解平機會的工作，並與參加者就如何進一步改善平機會的工作交流意見。

The Forum provided a platform for the EOC to highlight the Commission's past performance, and its new directions and initiatives to the public. The EOC Chairperson, The Hon LAM Woon-kwong, and the Convenors of the four Committees of the EOC Board gave presentations on the Commission's work and exchanged views with the audience on how EOC could do its work even better.



「人才企業」2013-15

平機會於僱員再培訓局舉辦的「ERB人才企業嘉許計劃」中獲嘉許為「人才企業」2013-15，以表揚平機會在人才培訓及發展方面的成就，和致力推廣重視人才培訓的機構文化。

Manpower Developers Award 2013-15

In recognition of the EOC's achievements in promoting and cultivating a corporate culture with a focus on manpower development and training, the EOC was accredited as one of the "Manpower Developers 2013-15" by the Employees Retraining Board's Manpower Developer Award Scheme.



服務表現

查詢

與平機會工作有關的查詢可以電話、親臨或書面方式進行。數字顯示，最多人透過電話作出查詢，佔全部的82%。因應各類查詢方法，平機會的服務目標是於指定時間內回覆95%的查詢，而平機會的實際表現為100%（總數：10,733宗），全部達標。

對歧視投訴個案採取的行動

有關行動包括對書面投訴作出初步回應、會見要求約見的投訴人、和完成處理投訴個案。前兩類的目標回應時間（即三至五個工作天內回覆）均100%達標。第三類的目標回應時間（即六個月內完成）則82%達標，超越了預定的表現目標（75%）。至於平機會未能在目標回應時間內完成的個案，原因可能是個案性質複雜、有關人士要求較長時間回應提問或考慮調停條款，或個案在調查期間有其他新發展等。

法律協助

法律協助的服務標準是於三個月內就法律協助申請作出決定，並把結果通知申請人。這項服務的表現目標為85%，而平機會的實際表現率為88%。

公眾教育及宣傳

這類別的工作目標分為三類。第一分類是於指定時間內回應市民的要求：舉辦講座（六個星期）、索取刊物（三個工作天）和團體探訪（五個工作天）。平機會定下的表現目標為95%，而實際上全部服務都超過目標，100%達到指定時間。

第二分類為舉辦主要宣傳活動，目標為一年內舉辦60項活動。這年度平機會舉辦了共100項活動，達到目標。

第三分類關乎參加了平機會培訓課程人士的評估，平機會的目標滿意率為80%；而實際滿意率接近100%。

Performance Pledge Results

Enquiries

This figure covers enquiries related to the EOC's work by telephone, in person and in writing. The largest category by a wide margin is telephone enquiries – 82% of the total. In all categories, the performance target for handling enquiries within specified time-frame was set at 95% which was met in all cases (total: 10,733), with an actual performance rating of 100%.

Action on Discrimination Complaint Cases

This includes initiating action on written complaints, interviewing a complainant who has asked for an appointment, and concluding a complaint case. In the first two categories, the target response time (within 3 and 5 working days respectively) was met 100% of the time. In the third category, the target response time (within 6 months) was met 82% of the time, surpassing the performance target of 75%. In instances where the target response time was exceeded, the reasons may be due to the complexity of the case, the length of time required by parties to respond to enquiries or consider conciliation terms, or other new developments which were unveiled in the course of investigation.

Legal Assistance

This involves making a decision and informing an applicant of the outcome of an application for legal assistance. The service standard was set at three months, and the performance target of 85% was exceeded with actual performance at 88%.

Public Education and Promotion

This category has three sub-categories. The first involves time goals for meeting requests for talks (six weeks), publications (three working days), and guided group visits (five working days). The performance target of 95% was exceeded in each case, with all time targets met 100% of the time.

The second category involves convening major promotional events. The 12-month goal of organising a total of 60 activities was met, as 100 activities were carried out.

The third category deals with feedback from participants on EOC training programmes. The performance target was set at 80%. The actual performance was almost 100%.

平機會服務承諾2012年4月1日至2013年3月31日
EOC's Performance Pledge from 1 April 2012 to 31 March 2013

	服務標準 Service Standard	服務表現目標 Performance Target	實際表現 Actual Performance	
			(百分比) (Percentage)	(數字) (Number)
查詢 Enquiries				
在辦公時間內回覆電話查詢 Answer telephone enquiries during office hours	即時 Immediately	95%	100%	總數： Total: 8,850
接見到辦事處查詢的人士 Interview a walk-in enquirer at EOC office	30分鐘內 within 30 minutes	95%	100%	總數： Total: 361
回覆複雜的書面查詢 Reply to written enquiries on complex issues	14工作天內 within 14 working days	95%	100%	總數： Total: 1,522
投訴 Complaints				
對書面投訴作出初步回應 Initiate action on a written complaint	3工作天內 within 3 working days	100%	100%	總數： Total: 804
經預約安排，接見有意提出投訴的人士 Interview a prospective complainant asking for an appointment	5工作天內 within 5 working days	95%	100%	總數： Total: 3
完成處理投訴個案 Conclude a complaint case	6個月內 within 6 months	75%	82%	總數： Total: 812
法律協助 Legal Assistance				
審批法律協助的申請並回覆申請者 Make a decision and inform an applicant of the outcome of application for legal assistance	3個月內 within 3 months	85%	88%	總數： Total: 26
公眾教育及宣傳 Public Education and Promotion				
安排有關平等機會課程及法例的講座 Meet requests for talks on equal opportunity issues and legislation	6星期內 within 6 weeks	95%	100%	總數： Total: 410
處理市民以郵寄或傳真方式索取平機會刊物 Meet requests by mail or fax for EOC publications	3工作天內 within 3 working days	95%	100%	總數： Total: 345
回應團體探訪要求 Meet requests for guided group visits	5工作天內 within 5 working days	95%	100%	總數： Total: 36
舉辦主要宣傳活動 Convene major promotional events	12個月內 within 12 months	60項活動 60 activities	100%	總數： Total: 100
參加者對平機會舉辦的培訓服務感到滿意 Participants satisfied with the training services provided by the EOC	滿意 satisfactory	80%	接近100% almost 100%	總數： Total: 5,346