

A person wearing a striped sweater and dark pants is seated in a silver wheelchair on a paved sidewalk. The wheelchair is positioned on a raised concrete curb, with one front wheel resting on the lower level and the other on the higher level. The person's hands are on the large rear wheels. The background is a blurred outdoor setting with a body of water.

“青健一小步 耆疾跨越難  
A small step for many, a  
huge barrier for others.”

通達無阻 全民受惠  
Accessibility is everyone's issue.

## 管治委員會

目前的管治委員會有1位主席及16名委員，由香港特別行政區行政長官委任，他們具備不同背景和專業知識，包括婦女、殘疾人士、少數族裔、僱主團體、社會服務界、法律專業人士、會計專業人士、學者和社會人士。各委員積極投入平等機會的工作，作出多方面的貢獻，憑藉他們推廣平等機會的熱忱，令我們的工作更進一步。

## EOC Board

The current Board is comprised of a Chairperson and 16 other Members, all 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 services, legal professionals, 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 has gained new momentum.

平等機會委員會辦事處的組織架構 (截至2010年3月31日)

Organisational Structure of the Equal Opportunities Commission (as at 31 March 2010)



主席  
Chairperson



林煥光先生  
**Mr. LAM Woon-kwong**  
G.B.S., J.P.



蔡杏時女士  
**Ms CHOI Hing-shi**  
香港工會聯合會工人醫療所  
行政總監  
Executive Director, Hong Kong  
Federation of Trade Unions  
Workers' Medical Clinics

委員會委員  
EOC Members



陳嘉敏女士  
**Ms CHAN Ka-mun,**  
**Carmen, J.P.**  
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**  
利豐（貿易）有限公司高級副總裁  
香港會計師公會理事  
青年會計師發展交流協會創會  
主席  
Senior Vice President, Li &  
Fung (Trading) Limited  
Council Member, Hong Kong  
Institute of Certified Public  
Accountants  
Founding President, Institute  
of Accountants Exchange



張黃楚沙女士  
**Mrs. CHONG WONG**  
**Chor-sar, M.H., J.P.**  
香港耀能協會前總幹事及現任  
董事  
香港耆康老人福利會董事  
Former General Secretary and  
at present Council Member of  
SAHK  
Board Member, The Hong  
Kong Society for the Aged



趙其琨教授  
**Professor Randy CHIU**  
香港浸會大學管理學系教授  
Professor, Department of  
Management, Hong Kong  
Baptist University



陳曼琪女士  
**Ms CHAN Man-ki,**  
**Maggie**  
陳曼琪律師行 - 律師  
黃大仙區議會議員  
Principal, CMK Lawyers  
Member, Wong Tai Sin District  
Council



馮檢基議員  
**The Honourable FUNG**  
**Kin-kee, Frederick, S.B.S., J.P.**  
立法會議員  
深水埗區議會議員  
Member of Legislative Council  
Member, Sham Shui Po District  
Council



黎雅明先生

**Mr. Amirali Bakirali  
NASIR, J.P.**

律師  
黎雅明律師行管理合夥人  
Solicitor  
Managing Partner of Nasirs  
Solicitors



黃嘉玲女士

**Ms WONG Ka-ling,  
Garling**

香港女障協進會義務司庫  
Honorary Treasurer,  
Association of Women with  
Disabilities Hong Kong



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.



謝永齡博士

**Dr. TSE Wing-ling, John**

M.H.  
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



伍穎梅女士

**Ms NG Wing-mui, Winnie**

九龍巴士公司董事  
路訊通董事會副主席  
智經研究中心理事  
Director, The Kowloon Motor  
Bus Co.  
Deputy Chairman, RoadShow  
Director, Bauhinia Foundation  
Research Centre



楊羅觀翠博士

**Dr. YEUNG LAW Koon-  
chui, Agnes, J.P.**

中山大學社會工作教育與研究  
中心教授及主任  
Professor & Director, Centre  
for Social Work Education  
and Research, Sun Yat-sen  
University



雷添良先生

**Mr. LUI Tim-leung, Tim**

B.B.S., J.P.  
香港羅兵咸永道會計師事務所  
會計師及高級稅務合夥人  
首長級薪俸及服務條件常務委  
員會主席  
Accountant and  
Senior Tax Partner,  
PricewaterhouseCoopers  
Hong Kong  
Chairman, Standing  
Committee on Directorate  
Salaries and Conditions of  
Service



沙意先生

**Mr. Saeed UDDIN, M.H.**

香港回教信託基金總會前主席  
和現任秘書  
Former Chairman and at  
present Hon-Secretary of the  
Incorporated Trustees of the  
Islamic Community Fund of  
Hong Kong



謝偉俊議員

**The Honourable TSE Wai-  
chun, Paul**

立法會議員  
謝偉俊律師行創辦人及合夥人  
Member of Legislative Council  
Founder and Partner of Paul W  
Tse Solicitors

## 專責小組 Committees

平機會管治委員會屬下有四個專責小組，分別負責平機會的不同事務。

Under the EOC Board, there are four committees appointed to pursue the goals of the Commission.

### 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; 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檢閱報告；就政府、非政府機構、關注團體保持聯繫的方法提供意見；審批由其他人所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，負責多種任務包括就香港四條反歧視法例的調解、正式調查、申請法律協助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項提出建議。

The LCC holds meetings every two months, and is responsible for a variety of activities including providing advice, monitoring and evaluation related to 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季舉行會議一次（自2010年4月起改為每兩個月舉行會議一次），負責帶引平機會的政策及研究這些方面的工作，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 three months (\*every two months starting from 2010/11), 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4個專責小組成員名單如下(截至2010年3月31日)：

Memberships of the four committees (as of 31 March 2010) are as follow:

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 (Convenor)
趙其琨教授(副召集人)	Prof. Randy CHIU (Deputy Convenor)
陳嘉敏女士	Ms CHAN Ka-mun, Carmen, J.P.
李鑾輝先生	Mr. LEE Luen-fai
雷添良先生	Mr. LUI Tim-leung, Tim, B.B.S., J.P.
沙意先生	Mr. Saeed UDDIN, M.H.
謝偉俊議員	The Hon TSE Wai-chun, Paul

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)
沙意先生(副召集人)	Mr. Saeed UDDIN, M.H. (Deputy Convenor)
陳曼琪女士	Ms CHAN Man-ki, Maggie
蔡杏時女士	Ms CHOI Hing-shi
張黃楚沙女士	Mrs. CHONG WONG Chor-sar, M.H., J.P.
雷添良先生	Mr. LUI Tim-leung, Tim, B.B.S., J.P.
謝永齡博士	Dr. TSE Wing-ling, John, M.H.
宣張群芳女士(增選委員)	Ms CHEUNG Kwan-fong (Co-opted Member)
莊陳有先生(增選委員)	Mr. CHONG Chan-yau (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

林煥光先生(召集人)	Mr. LAM Woon-kwong, G.B.S., J.P. (Convenor)
李鑾輝先生(副召集人)	Mr. LEE Luen-fai (Deputy Convenor)
蔡杏時女士	Ms CHOI Hing-shi
張黃楚沙女士	Mrs. CHONG WONG Chor-sar, M.H., J.P.
馮檢基議員	The Hon FUNG Kin-kee, Frederick, S.B.S., J.P.
黎雅明先生	Mr. Amirali Bakirali NASIR, J.P.
伍穎梅女士	Ms NG Wing-mui, Winnie
謝偉俊議員	The Hon TSE Wai-chun, Paul

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

馮檢基議員(召集人)	The Hon FUNG Kin-kee, Frederick, S.B.S., J.P. (Convenor)
楊羅觀翠博士(副召集人)	Dr. YEUNG LAW Koon-chui, Agnes, J.P. (Deputy Convenor)
陳嘉敏女士	Ms CHAN Ka-mun, Carmen, J.P.
趙其琨教授	Prof. Randy CHIU
黎雅明先生	Mr. Amirali Bakirali NASIR, J.P.
謝永齡博士	Dr. TSE Wing-ling, John, M.H.
黃嘉玲女士	Ms WONG Ka-ling, Garling
陳美潔女士(增選委員)	Ms CHAN Mei-kit, Maggie (Co-opted Member)

有關上述四個專責小組的詳細職權範圍，請瀏覽平機會的網站：[www.eoc.org.hk/EOC/GraphicsFolder/showcontent.aspx?content=Organization](http://www.eoc.org.hk/EOC/GraphicsFolder/showcontent.aspx?content=Organization)  
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](http://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 2010 年 3 月 31 日)

## Attendance Record of Regular and Special EOC Meetings (up to 31 March 2010)

整體出席率超過 85% Overall attendance was over 85%

	委員 Members	21/4/09	13/5/09	18/6/09	25/6/09	17/9/09	17/12/09	18/3/10
1.	陳嘉敏女士 Ms CHAN Ka-mun, Carmen, J.P.	缺席 Abs.	✓	缺席 Abs.	缺席 Abs.	✓	✓	✓
2.	陳曼琪女士 Ms CHAN Man-ki, Maggie	✓	✓	✓	缺席 Abs.	✓	✓	✓
3.	趙其琨教授 Professor Randy CHIU	✓	✓	✓	缺席 Abs.	✓	✓	✓
4.	張黃楚沙女士 Mrs. CHONG WONG Chor-sar, M.H., J.P.	✓	✓	✓	✓	✓	✓	✓
5.	李鑾輝先生 Mr. LEE Luen-fai	✓	✓	✓	✓	✓	✓	✓
6.	沙意先生 Mr. Saeed UDDIN, M.H.	✓	✓	✓	✓	✓	✓	✓
7.	楊羅觀翠博士 Dr. YEUNG LAW Koon-chui, Agnes, J.P.	✓	缺席 Abs.	✓	缺席 Abs.	✓	✓	✓
8.	趙麗娟女士 Ms CHIU Lai-kuen, Susanna	任期由 20/5/2009 開始 Appointment became effective on 20/5/2009		✓	缺席 Abs.	✓	✓	✓
9.	蔡杏時女士 Ms CHOI Hing-shi			✓	✓	✓	✓	✓
10.	馮檢基議員 The Hon FUNG Kin-kee, Frederick, S.B.S., J.P.			✓	✓	✓	✓	✓
11.	雷添良先生 Mr. LUI Tim-leung, Tim, B.B.S., J.P.			缺席 Abs.	✓	✓	✓	✓
12.	黎雅明先生 Mr. Amiral Bakirali NASIR, J.P.			✓	缺席 Abs.	✓	✓	✓
13.	伍穎梅女士 Ms NG Wing-mui, Winnie			缺席 Abs.	✓	✓	缺席 Abs.	✓
14.	謝偉俊議員 The Hon TSE Wai-chun, Paul			✓	缺席 Abs.	缺席 Abs.	✓	✓
15.	謝永齡博士 Dr. TSE Wing-ling, John, M.H.			✓	✓	✓	✓	✓
16.	黃嘉玲女士 Ms WONG Ka-ling, Garling			✓	✓	✓	✓	✓
17.	林煥光先生 (主席) Mr. LAM Woon-kwong, G.B.S., J.P. (Chairperson)			於 1/2/2010 上任 Appointment became effective on 1/2/2010				

\*Abs. = Absent

請參閱附錄 1 (第 108 頁) 平機會專責小組定期及特別會議的出席記錄

Attendance Record of Regular and Special EOC Committee Meetings is at Appendix 1 (see page 108)

註：秘書處會給予連續兩次會議缺席的委員書面提示。

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

## 政府與平機會的關係

儘管受香港政府資助，平機會在運作上是獨立於政府的。根據《性別歧視條例》第 63 (7) 條，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。另一方面，平機會有責任確保其運作、行政及管理制度與常規，均以最有效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

## Relationship between the Government and the EOC

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 Sex Discrimination Ordinance, 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, it has the responsibility to ensure that its operational, administrative, and management systems and practices reflect the most effective and prudent use of government subventions.

享有自主權及彈性的原則而寫成的。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。

## 保持高透明度

平機會認為高透明度是良好機構管治的要素，故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。我們除定期召開記者簡報會以提供最新資料外，亦透過委員會網站發放平機會會議記錄。另也會發出聲明、新聞稿及其他刊物包括年報，讓市民瞭解平機會的工作。我們又透過網站、季刊通訊和每月的平機會電子通訊，定期報告我們的工作情況。季刊通訊每期發放超過80,000份，

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 Our Community

The EOC values transparency as a key characteristic of good corporate governance, and has endeavoured to provide information relating to our performance and operations in an open manner to the public and our stakeholders. We hold regular press briefings to provide timely information. The



而透過電郵接收平機會電子通訊的用戶達3,600個，包括行政及立法會議員、區議員、傳媒機構、非政府組織、關注團體、少數族裔組織、領事館、學校及其他相關組織等。

## 操守標準

作為向市民提供服務的法定機構，具備良好聲譽極為重要。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知悉守則內容，並可隨時透過平機會的內聯網重溫。此外，平機會採納「兩層」的利益申報機制。

## 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。另又按照2009年審計報告和立法會政府帳目委員會報告的建議檢討《手冊》，經平機會管治委員會委員組成的工作小組審議後，已獲得平機會管治委員會通過。

minutes of the EOC meetings can be found on our website, in addition to our press statements, press releases, and other publications including our annual report. To advance a corporate culture of openness, the EOC voluntarily discloses the attendance records of EOC meetings. We also report updates on our operations regularly through channels such as our website, the quarterly newsletters and monthly EOC e-News. Over 80,000 copies of each issue of the quarterly newsletters are printed, and each issue of the EOC e-News is sent by email to 3,600 recipients, including ExCo and LegCo Members, District Councillors, NGOs, concern groups, media organisations, ethnic minority groups, Consulates, schools, and other relevant organisations.

## Standard of Conduct

As a statutory body which deals with the public, and provides services to the public, good reputation and standing is extremely important. This reputation and standing is dependent upon, and reflected through, the EOC's employees. The EOC's staff 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 are briefed on the Code upon their commencement of duties at the EOC, and may access the document with ease through the Commission's intranet at any time. In addition, the EOC has adopted the two-tier



平等機會培訓課程  
Training Workshops on Equal Opportunities  
秋季課程  
Fall Programme  
全新  
免費「無障礙設施與你」課程現已推出  
FREE Course on Accessibility Issues Available Now  
查詢 Enquiry: 2106-2155  
網址 Website: www.eoc.org.hk

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。所有使用者和負責採購的員工都必須確保所購物品在下述三方面都物有所值——經濟（價錢最低）、效率（改善生產力）及效益（達到預期目的）。

## 內部監控

平機會有一套內部監控模式，目的在於提高工作效率、確保符合既有政策，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。

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。高層職員會議確保管理層定期得知平機會內的最新情況，以便各科/組能通力合作處理。平機會各專責小組每季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。

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政報表。

## 獨立制衡措施

根據《性別歧視條例》附表6第18條，平機會須委任核數師，我們於2009/10財政年度所委任的核數師是畢馬威會計師事務所。

reporting system on declaration of interest requirement when applicable.

## Our 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 reviewed according to the recommendations of the Audit Report and the Public Accounts Committee of the Legislative Council’s Report issued in 2009. The PSSM was endorsed by the EOC Board after consideration by the Working Group composed of 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 users and staff responsible for the purchase 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 in place a structure of internal controls, with the goal to promote operational efficiency, ensure adherence to the policies in place, and assess their effectiveness. The EOC has created procedure manuals for activities related to the performance of our 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.

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，我們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時是否有履行其職務或行使權力，並是否合乎經濟、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。審計署署長已於2008/09年度為平機會進行查閱工作。

## 持續檢討 力求進步

平機會致力持續改進工作表現，平機會管治委員會亦已慎重地研究審計署署長於2009年3月發出的第52號報告和政府帳目委員會有關平機會的報告及其建議。一切適當的改善措施都已落實。

平機會於2009年外聘顧問羅兵咸永道會計師事務所（羅兵咸）跟進上述兩份報告的建議，和提升平機會的內部財務監控和管治程序（即：《管理與合規研究》）。羅兵咸報告中所有建議都已經適當地納入平機會的管治及行政安排中（當中包括《採購物品及服務手冊》），並成為管治/行政常規。

平機會對內部指引，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》和採納廉政公署意見而編寫的《採購物品及服務手冊》不時進行檢討；又會根據員工意見來改善服務質素。

The EOC staff members 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. Senior staff meetings ensure that the management are regularly updated on any arising concern across the Commission and facilitate synergy across the divisions/units. Quarterly reports by respective EOC Committees are made to keep the EOC Board abreast of developments.

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 2009/10. Their appointment was in accordance with section 18 of Schedule 6 to the Sex Discrimination Ordinance (SDO).

Although it is an independent statutory body, the EOC is subject to regular reporting and provision of information to its Controlling Officer, the Constitutional and Mainland Affairs Bureau (CMAB), as laid out by 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 Commission 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. In 2008/09, the Director of Audit had conducted a review of the EOC's activities.

## Continuous Review and Improvement

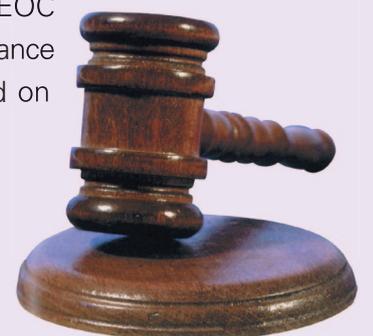
The EOC is committed to continuously improving our performance. The EOC Board has carefully examined the findings and recommendations in the Director of Audit's Report No. 52 (issued in March 2009) and the respective Public Accounts Committee report in respect of the EOC. It has implemented all appropriate improvement measures.



EOC engaged an external consultant, PricewaterhouseCoopers (PwC) in December 2009 to follow up on the recommendations from the above reports and to enhance EOC's internal financial control and management procedures (i.e. the Management and Compliance Study). PwC reported that all the recommendations had been duly incorporated into and regularised as part of the EOC's governance / administrative arrangements, including the Procurement of Stores and Services Manual.



Internally, the EOC conducts continuous reviews of its guidelines and manuals, such as the Internal Operating Procedures on Handling Complaints and Enquiries, the Human Resources and Administration Manual (HRAM), and the Procurement of Stores and Services Manual (PSSM). The PSSM has incorporated suggestions from the Independent Commission Against Corruption. The EOC also endeavours to enhance its performance continuously through initiatives based on suggestions from staff.



## 服務表現

### 查詢

與平機會工作有關的查詢可以電話、親身或書面方式進行。至今為止，最大的查詢類別為電話查詢，約佔查詢總數的90%。各類查詢的服務表現目標預定為95%，全部查詢個案（合共8,614宗）全都達標。

### 對歧視投訴個案採取的行動

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均100%達標；而第三類則80%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解條款，或個案有其他新發展等。

### 法律協助

法律協助的目標包括就法律協助申請作出決定，並把結果通知申請人。這項服務的標準為三個月，服務表現目標定為85%。服務已達標。

### 公眾教育及宣傳

這類別再分為三類。第一分類包括回應市民要求的時間：舉辦講座（6星期）、索取刊物（3日）和團體探訪（5日）。服務表現目標為95%。全部要求都已超過目標，所有時間目標都是100%達到。

第二分類包括於一年內舉辦60項主要宣傳活動。於首三個月內已舉辦了共33項活動，目標達到。

第三分類關乎參加了平機會培訓課程人士的評估。這項服務的目標把參加者的滿意率定於70%；實際表現接近100%。

## Performance Pledge Results

### Enquiries

This covers enquiries related to EOC's work by telephone, in person and in writing. The largest category by far is telephone enquiries – 90% of the total. In all categories, the performance target was set at 95% and was met in all cases (total: 8,614), 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 was met 100% of the time, and in the third, 80% 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 met.

### Public Education and Promotion

This category has three sub-categories. The first involves time goals for meeting requests for talks (6 weeks), publications (3 days), and guided group visits (5 days). The performance target of 95% was exceeded in each case, with all time targets being met 100% of the time.

The second category involves convening major promotional events. The EOC is on-track to meet the 12-month goal of organising 60 activities in one full year, having already conducted 33 activities in the first three months.

The third category has to do with feedback from participants in EOC training programmes. The performance target was set at 70% satisfaction level. The actual performance was almost 100%.

平機會服務承諾 2009 年 4 月 1 日至 2010 年 3 月 31 日

EOC's Performance Pledge from 1 April 2009 to 31 March 2010

	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)
<b>查詢 Enquiry</b>				
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：7,745 Total: 7,745
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：243 Total: 243
回覆簡單的書面查詢 Reply to written enquiries on simple issues	5工作天內 within 5 working days	95%	100%	Total: 1 總數：1
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：625 Total: 625
<b>投訴 Complaint</b>				
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：894 Total: 894
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：1 Total: 1
完成處理投訴個案 Conclude a complaint case	6個月內 within 6 months	75%	80%	總數：892 Total: 892
<b>法律協助 Legal Assistance</b>				
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%	86%	總數：56 Total: 56
<b>公眾教育及宣傳 Public Education and Promotion</b>				
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：370 Total: 370
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：1,701 Total: 1,701
<b>以下是 2010 年 1 月後的新服務承諾 Below are new pledges since January 2010</b>				
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：2 (三個月的數字) Total: 2 (for 3 months)
舉辦主要宣傳活動 (全年 60 項) Convene major promotional events (60 activities for a full year)	12個月內 within 12 months	60項活動 60 activities	100%	總數：33 (三個月的數字) Total: 33 (for 3 months)
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	70%	接近 100% almost 100%	總數：2,319 (三個月的數字) Total: 2,319 (for 3 months)