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平機會管治委員會

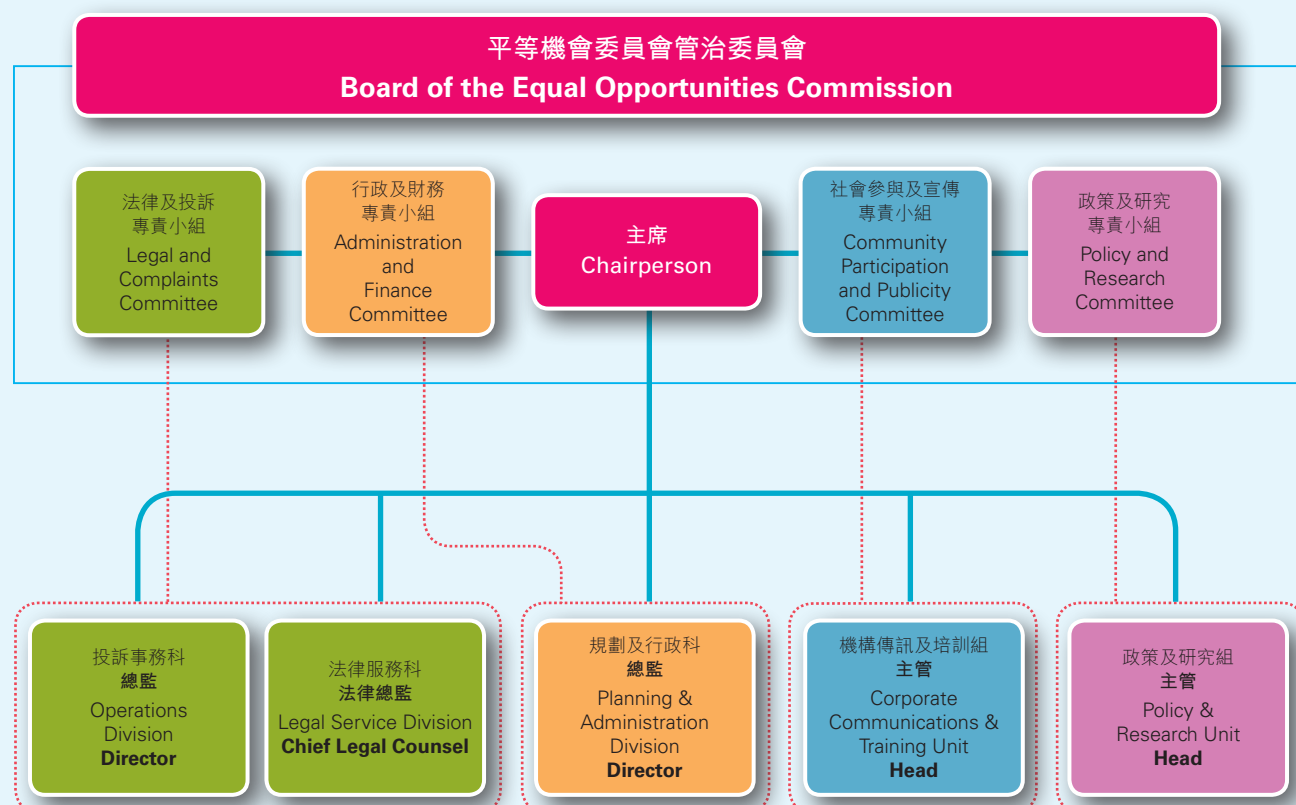
目前的管治委員會成員有1位主席及16名委員，由香港特別行政區行政長官委任，他們來自不同背景和具備專業知識，包括婦女界、殘疾人士團體、少數族裔、僱主團體、社會服務界、法律專業人士、會計專業人士、學者和社會人士等。各委員積極投入平機會的工作，作出多方面的貢獻，憑藉他們推廣平等機會的熱忱，令我們的工作更進一步。

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2011年3月31日)

Organizational Structure of the Equal Opportunities Commission (as at 31 March 2011)



主席
Chairperson



林煥光先生
Mr LAM Woon-kwong,
GBS, JP



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
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, 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
利豐發展(中國)有限公司總裁
香港會計師公會副會長
青年會計師發展交流協會
創會主席
Director, Li & Fung
Development (China) Ltd.
Vice President, Hong Kong
Institute of Certified Public
Accountants
Founding President, Institute
of Accountants Exchange



張黃楚沙女士
Mrs. CHONG WONG
Chor-sar, MH, JP
香港耀能協會董事
香港真光中學校董
香港耆康老人福利會董事
Council Member of SAHK
School Manager of HK True
Light Middle School
Board Member of The Hong
Kong Society for the Aged



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



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



馮檢基議員
The Honourable FUNG
Kin-kee, Frederick, SBS, JP
立法會議員
深水埗區議會議員
民協社會服務中心主席
Member of Legislative Council
Member, Sham Shui Po District
Council
Chairman, The Hong Kong
Association for Democracy
and People's Livelihood Social
Service Centre



黎雅明先生

**Mr Amirali Bakirali
NASIR, JP**

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
輝煌復康產品製造有限公司
董事助理
Honorary Treasurer,
Association of Women with
Disabilities Hong Kong
Assistant to Director,
FH Rehabilitation Products
Manufacturing Company
Limited



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,

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



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
Deputy Chairman, RoadShow
Director, Bauhinia Foundation
Research Centre



楊羅觀翠博士

Dr YEUNG LAW

Koon-chui, Agnes, JP
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,

BBS, JP
香港羅兵咸永道會計事務所
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
Commission on Directorate
Salaries and Conditions of
Service



沙意先生

Mr Saeed UDDIN ,

BBS, MH
香港回教信託基金總會主席
Chairman, 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

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。

Committees

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; 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；審批由平機會委派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，負責多種任務包括就香港四條反歧視法例的調解、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 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季舉行會議一次，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 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 4 個專責小組成員名單如下 (截至 2011 年 3 月 31 日) :

Memberships of the four committees (as of 31 March 2011) 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 (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, JP
李鑾輝先生	Mr LEE Luen-fai
雷添良先生	Mr LUI Tim-leung, Tim, BBS, JP
沙意先生	Mr Saeed UDDIN, BBS, MH
謝偉俊議員	The Hon TSE Wai-chun, Paul
林煥光先生	Mr LAM Woon-kwong, GBS, JP*

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 (Convenor)
楊羅觀翠博士 (副召集人)	Dr YEUNG LAW Koon-chui, Agnes, JP (Deputy Convenor)
陳嘉敏女士	Ms CHAN Ka-mun, Carmen, JP
趙其琨教授	Prof Randy CHIU
黎雅明先生	Mr Amirali Bakirali NASIR, JP
謝永齡博士	Dr TSE Wing-ling, John, MH
黃嘉玲女士	Ms WONG Ka-ling, Garling
林煥光先生	Mr LAM Woon-kwong, GBS, JP*
陳美潔女士 (增選委員)	Ms CHAN Mei-kit, Maggie (Co-opted Member)
劉丹娜女士 (增選委員)	Ms Agnes LAU (Co-opted Member)
Behzad MIRZAEI	Mr Behzad MIRZAEI (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, GBS, JP (Convenor)
李鑾輝先生 (副召集人)	Mr LEE Luen-fai (Deputy Convenor)
陳曼琪女士	Ms CHAN Man-ki, Maggie
蔡杏時女士	Ms CHOI Hing-shi, MH
張黃楚沙女士	Mrs CHONG WONG Chor-sar, MH, JP
馮檢基議員	The Hon FUNG Kin-kee, Frederick
黎雅明先生	Mr Amirali Bakirali NASIR, JP
伍穎梅女士	Ms NG Wing-mui, Winnie
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, BBS, MH (Deputy Convenor)
陳曼琪女士	Ms CHAN Man-ki, Maggie
蔡杏時女士	Ms CHOI Hing-shi, MH
張黃楚沙女士	Mrs CHONG WONG Chor-sar, MH, JP
雷添良先生	Mr LUI Tim-leung, Tim, BBS, JP
謝永齡博士	Dr TSE Wing-ling, John, MH
林煥光先生	Mr LAM Woon-kwong, GBS, JP*
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)

(*由 17.6.2010 起，平機會主席林煥光先生成為有關專責小組的當然成員。)

(Mr. LAM Woon-kwong, GBS, JP, Chairperson of the EOC, became ex-officio Member of the Committee effective from 17 June 2010.)

有關上述四個專責小組的詳細職權範圍，請瀏覽平機會網站：

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

平機會定期及特別會議的出席記錄 (截至 2011 年 3 月 31 日)

Attendance Record of Regular and Special EOC Meetings (up to 31 March 2011)

整體出席率超過 77% Overall attendance was over 77%

	委員 Members	17/6/2010 定期會議 Regular	4/8/2010 特別會議 Special	16/9/2010 定期會議 Regular	16/12/2010 定期會議 Regular	17/3/2011 定期會議 Regular
1	陳嘉敏女士 Ms CHAN Ka-mun, Carmen, JP	✓	✓	缺席 Abs.	✓	✓
2	陳曼琪女士 Ms CHAN Man-ki, Maggie	✓	✓	缺席 Abs.	✓	缺席 Abs.
3	趙麗娟女士 Ms CHIU Lai-kuen, Susanna	✓	✓	✓	缺席 Abs.	缺席 Abs.
4	趙其琨教授 Professor Randy CHIU	✓	✓	✓	缺席 Abs.	✓
5	蔡杏時女士 Ms CHOI Hing-shi, MH	✓	缺席 Abs.	✓	✓	✓
6	張黃楚沙女士 Mrs CHONG WONG Chor-sar, MH, JP	✓	✓	缺席 Abs.	✓	✓
7	馮檢基議員 The Hon FUNG Kin-kee, Frederick, SBS, JP	✓	✓	缺席 Abs.	✓	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	✓	✓	✓	✓	✓
10	黎雅明先生 Mr Amirali Bakirali NASIR, JP	✓	✓	✓	缺席 Abs.	✓
11	伍穎梅女士 Ms NG Wing-mui, Winnie	✓	✓	✓	缺席 Abs.	✓
12	謝偉俊議員 The Hon TSE Wai-chun, Paul	✓	缺席 Abs.	缺席 Abs.	✓	✓
13	謝永齡博士 Dr TSE Wing-ling, John, MH	✓	缺席 Abs.	✓	✓	✓
14	沙意先生 Mr Saeed UDDIN, BBS, MH	✓	✓	✓	✓	✓
15	黃嘉玲女士 Ms WONG Ka-ling, Garling	✓	✓	缺席 Abs.	✓	✓
16	楊羅觀翠博士 Dr YEUNG LAW Koon-chui, Agnes, JP	✓	✓	缺席 Abs.	✓	缺席 Abs.
17	林煥光先生 Mr LAM Woon-kwong, GBS, JP (Chairperson)	✓	✓	✓	✓	✓

* Abs = Absent

請參閱附錄 1 (第 117 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 117)

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.

2011 年度傑出董事獎

平機會非常榮幸獲頒發「2011 年度傑出董事獎」(法定／非分配利潤組織類別)。

香港董事學會每年主辦的「傑出董事獎」比賽，旨在彰顯傑出董事會及其成員、宣揚良好機構管治和董事的專業精神。獎項的評選考慮包括：董事會組合、才能和董事的勝任能力；策略性企業業務功能的效益；規範及問責管理；變易、危機及傳承管理；商業倫理；董事會委員會的效益、董事會發展及其他傑出表現。平機會管治委員會代表亦需接受獎項評選顧問團的面試。

此獎項是平機會落實卓越機構管治的證明，同時亦是對管治委員會及員工的讚譽。

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。

Directors of the Year Awards 2011

The EOC is most privileged and honoured to receive the Directors of The Year Awards 2011 in the category of Statutory / Non-profit-distributing Organisations Boards.

An annual contest organized by the Hong Kong Institute of Directors, the award aims to recognise outstanding boards and directors and to advance good corporate governance and director professionalism. Selection consideration for the Awards included the Board's composition, skill mix and competences, effectiveness in strategic corporate functions, managing compliance and accountability, managing change, risk and succession, business ethnics and effectiveness of board committees and development of the board and other outstanding achievements. The selection included an interview of representatives of the EOC Board by a distinguished panel of judges.

The Award to the EOC is testimony to the EOC's pursuit of excellence in governance practices, and a fine tribute to its governing board and staff.



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.

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

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，亦透過平機會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委員的會議出席紀錄。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。季刊通訊每期向公眾發放超過80,000份。而透過電郵接收平機會電子通訊的用戶達4,300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。

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

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 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, our printed newsletters, and electronic news. Over 80,000 copies of each issue of our printed newsletters are widely distributed to the public. In addition, each issue of the EOC e-News is sent by email to 4,300 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.

Standard of Conduct

As a statutory body which deals with 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 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





平機會的內聯網重溫。此外，平機會採納「雙層」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。經平機會管治委員會委員組成的工作小組審議後，《手冊》已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。



commencement of duties at the EOC, and may access the document with ease 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.

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). 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 members 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 of promoting operational efficiency, ensuring adherence to the policies in place, and assessing their effectiveness. The EOC has created procedure manuals

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，平機會須委任核數師，我們於2010/11政年度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，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。

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.

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 2010/11. 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 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.



持續檢討 力求進步

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；在平衡涉及的風險及運作效率後，《採購物品及服務手冊》採用了外聘顧問《符規及管理研究報告》中的建議，簡化購買總額\$50,000以下物品的採購程序；亦會根據員工意見來改善工作效率。

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88%。各類查詢的服務表現目標預定為95%，全部查詢個案（合共8,274宗）全都達標，實際表現率達100%。

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

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.

Continuous Review and Improvement

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. In addition, the PSSM also adopted the recommendations of an external consultant in the Management and Compliance Study Report to streamline its procurement procedures for purchases below the value of \$50,000 after balancing the risks involved and operational efficiency. The EOC also endeavours to enhance its performance continuously through initiatives based on suggestions from staff.

Performance Pledge Results

Enquiries

This figure covers enquiries related to EOC's work by telephone, in person, and in writing. The largest category by far is telephone enquiries, which forms 88% of the total

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，而實際表現率為98%。

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%。全部服務都已超過目標，所有時間目標都是100%達到。

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。這年度已舉辦了共61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自2011年1月1日起，由原定的70%，上調至80%；而實際表現接近100%。



number of enquiries. In all categories, the performance target was set at 95% and was met in all cases (total: 8,274), 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, with an actual performance rating of 98%.

Public Education and Promotion

This category has three sub-categories. The first involves time goals for meeting requests for talks (six weeks), publications (three days), and guided group visits (five 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 12-month goal of organising a total of 60 activities was met, as 61 activities were carried out.

The third category deals with feedback from participants in EOC training programmes. The performance target was set at 70% satisfaction level and raised to 80%, effective from 1 January 2011. The actual performance was almost 100%.

平機會服務承諾 2010 年 4 月 1 日至 2011 年 3 月 31 日

EOC's Performance Pledge from 1 April 2010 to 31 March 2011

	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 Enquiry				
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：7,244 Total: 7,244
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：264 Total: 264
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%	不適用 N/A	總數：0 Total: 0
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：766 Total: 766
投訴 Complaint				
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：947 Total: 947
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%	不適用 N/A	總數：0 Total: 0
完成處理投訴個案 Conclude a complaint case	6個月內 within 6 months	75%	78%	總數：933 Total: 933
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%	98%	總數：51 Total: 51
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：271 Total: 271
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：210 Total: 210
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：6 Total: 6
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：61 Total: 61
參加者對平機會舉辦的培訓服務感到滿意 (*由2011年1月1日起服務表現目標由70%上調至80%) Participants satisfied with the training services provided by the EOC (*target raised from 70% to 80% wef 1.1.2011)	滿意 satisfactory	80% *	接近100% almost 100%	總數：7,473 Total: 7,473