

附錄 Appendices

附錄 Appendix 1

平等機會委員會委員

Members of the Equal Opportunities Commission

附錄 Appendix 2

平等機會委員會專責小組成員及職權範圍

Members & Terms of Reference of the Committees of the Equal Opportunities Commission

附錄 Appendix 3

平等機會委員會的組織架構及編制

Organizational & Structure and Establishment of the Equal Opportunities Commission

附錄 Appendix 4

平等機會委員會辦事處管理小組

The Equal Opportunities Commission Management Team

附錄 Appendix 5

法律協助

Legal Assistance

附錄 Appendix 6

獲法律協助的個案

Legally Assisted Cases

附錄 Appendix 7

法庭訴訟

Court Cases

附錄 Appendix 8

委員會在 2001 / 02 年進行的法律訴訟

Legal Proceedings Undertaken by the EOC in 2001 /02

附錄 1

Appendix 1

平等機會委員會委員 Members of the Equal Opportunities Commission



胡紅玉女士
Ms WU Hung-yuk, Anna, S.B.S., J.P.
主席 Chairperson



白仲安先生
Mr. John Robertson BUDGE,
M.B.E., J.P.
委員 Member



洪雪蓮博士
Dr. Ms HUNG Suet-lin, Shirley
委員 Member



陳少瓊女士
Ms CHAN Siu-king, Cammy,
J.P.
委員 Member



高寶齡女士
Ms KO Po-ling
委員 Member



朱佩瑩女士
Ms CHU Pui-ying, Bebe,
J.P.
委員 Member



郭鍵勳博士
Dr. KWOK Kin-fun, Joseph,
J.P.
委員 Member



馮漢源教授
Prof. Stevenson FUNG,
B.B.S., D.Sc.
委員 Member



林貝聿嘉女士
Mrs. LAM PEI Yu-dja, Peggy
S.B.S., O.B.E., J.P.
委員 Member



李文彬先生
Mr. LEE Man-ban, S.B.S.,
M.B.E., J.P.
委員 Member



孫大倫博士
Dr. SUN Tai-lun, Dennis,
B.B.S.
委員 Member



李業廣先生
Mr. LEE Yeh-kwong, Charles,
G.B.S., J.P.
委員 Member



鄔維庸醫生
Dr. WU Wai-yung, Raymond,
G.B.S., O.B.E., J.P.
委員 Member



梁君彥先生
Mr. LEUNG Kwan-yuen, Andrew,
M.B.E., J.P.
委員 Member



楊港興先生
Mr. YEUNG Kong-hing, Peter,
J.P.
委員 Member



李鳳英女士
The Hon. LI Fung-ying,
M.B.E., J.P.
委員 Member



余秀珠女士
Ms. YU Sau-chu, Jessie
委員 Member

平等機會委員會專責小組成員及職權範圍（截至 2002 年 3 月 31 日）

Membership & Terms of Reference of the Committees of the Equal Opportunities Commission (as at 31.3.2002)

行政及財務專責小組 Administration and Finance Committee

成員 Membership

1. 李業廣先生 Mr. LEE Yeh-kwong, Charles (召集人 Convenor)
2. 林貝聿嘉女士 Mrs. LAM PEI Yu-dja, Peggy
3. 李文彬先生 Mr. LEE Man-ban
4. 李鳳英女士 The Hon. LI Fung-ying
5. 孫大倫博士 Dr. SUN Tai-lun, Dennis
6. 楊港興先生 Mr. YEUNG Kong-hing, Peter

職權範圍

1. 審核委員會的年度開支預算初稿。
2. 考慮和批准委員會接受的捐款。
3. 審核委員會的帳目報表初稿及核數師報告書。
4. 審核委員會活動的年度報告初稿。
5. 審核行政安排備忘錄及其後的任何建議修訂。
6. 就委員會有關工作的事項設立招標小組，以及通過招標小組作出的建議。
7. 就聘請總薪級表第 45 點或以上的僱員設立招聘小組，以及通過招聘小組作出的建議。
8. 就續聘或終止聘請總薪級表第 45 點或以上的僱員的事宜給予意見。
9. 通過行政安排備忘錄內的每季工作進度回顧報告。
10. 就委員會委任核數師提出建議。
11. 定期檢討委員會的僱員及行政政策。
12. 就有關租賃、續租或購買委員會辦公室的建議給予意見及作出批准。

Terms of Reference

1. To review the draft Annual Estimates of Expenditure of the Commission.
2. To consider and approve donations to the Commission.
3. To review the draft statements of accounts of the Commission and the auditor's reports.
4. To review the draft annual report on the activities of the Commission.
5. To review the Memorandum of Administrative Arrangements and any proposed amendments thereof.
6. To set up tender boards in relation to matters connected with the work of the Commission and to approve such recommendations as are made by these boards.
7. To set up recruitment boards in relation to staff employed at MPS Point 45 and above and to approve such recommendations as are made by these boards.
8. To advise on matters related to further employment or termination of service in relation to staff employed at MPS point 45 and above.
9. To approve reports for quarterly reviews under the Memorandum of Administrative Arrangements.
10. To make recommendations to the Commission in respect of the appointment of an auditor.
11. To keep the staffing and administrative policies of the Commission under review.
12. To advise and to approve recommendations in relation to the leasing, renewal or acquisition of the Commission's office accommodation.

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

成員 Membership

1. 林貝聿嘉女士 Mrs. LAM PEI Yu-dja, Peggy (召集人 Convenor)
2. 陳少瓊女士 Ms. CHAN Siu-king, Cammy
3. 洪雪蓮博士 Dr. HUNG Suet-lin, Shirley
4. 高寶齡女士 Ms. KO Po-ling
5. 郭鍵勳博士 Dr. KWOK Kin-fun, Joseph
6. 李鳳英女士 The Hon. LI Fung-ying
7. 余秀珠女士 Ms. YU Sau-chu, Jessie
8. 陳彩英女士 Ms. CHAN Choi-ying, Virginia (增選委員 Co-opted Member)
9. 黎秀玲女士 Ms. LAI Sau-ling (增選委員 Co-opted Member)
10. 李靜雲女士 Ms. LEE Ching-wan, Betty (增選委員 Co-opted Member)

職權範圍

1. 就推動平等機會和消除歧視的措施給予意見，以推動社會各界投入活動。
2. 就與政府及非政府組織(包括僱主機構及關注團體)的聯絡工作給予意見。
3. 就與機構建立夥伴關係並共同推動平等機會的措施給予意見。
4. 就加強委員會的宣傳工作及與傳媒的關係的措施給予意見。
5. 審閱委員會就上述(1)、(2)、(3)和(4)項所採取的行動的報告。
6. 在民政事務局批准的預算範圍之內，考慮和批准各界社團舉辦宣傳及推廣活動的資助申請。
7. 監察公眾對委員會工作的反應，及向委員會建議前瞻的路向。

Terms of Reference

1. To advise on measures to foster community participation in promoting equal opportunities and eliminating discrimination.
2. To advise on measures for liaison with government bodies and non-government organisations including employment establishments and concern groups.
3. To advise on measures for developing corporate partnership in promoting equal opportunities policy.
4. To advise on measures to strengthen publicity and media relations of the Commission.
5. To receive reports on actions taken by the EOC office in pursuance of (1), (2), (3) and (4) above.
6. To consider and approve funding applications in connection with promotion and publicity projects to be undertaken by community organisations within the budgetary confines as approved by the Home Affairs Bureau from time to time.
7. To monitor community response to the Commission's work and make recommendations to the Commission on the way forward.

公眾教育及研究專責小組 Public Education and Research Committee

成員 Membership

- | | |
|--|--|
| 1. 郭鍵勳博士 Dr. KWOK Kin-fun, Joseph (召集人 Convenor) | 6. 鄺維庸醫生 Dr. WU Wai-yung, Raymond |
| 2. 陳少瓊女士 Ms. CHAN Siu-king, Cammy | 7. 余秀珠女士 Ms. YU Sau-chu, Jessie |
| 3. 馮漢源教授 Prof. Stevenson FUNG | 8. 莊陳有先生 Mr. CHONG Chan-yau (增選委員 Co-opted Member) |
| 4. 洪雪蓮博士 Dr. HUNG Suet-lin, Shirley | 9. 麥肖玲博士 Dr. MAK Chiu-ling, Grace (增選委員 Co-opted Member) |
| 5. 高寶齡女士 Ms. KO Po-ling | |

職權範圍

1. 為委員會對關注的事項進行公眾教育時所採取的措施給予意見。
2. 在委員會已確立的預算範圍之內，審議和通過製作委員會的教材資料套。
3. 在委員會已確立的預算範圍之內，審議和通過委員會的研究計劃。
4. 審閱委員會辦事處有關公眾教育和研究計劃的委託事宜的工作報告。
5. 審閱委員會負責或委託進行的公眾教育和研究計劃的工作進展報告。

Terms of Reference

1. To advise on measures to be taken in conducting public education on issues of concern to the Commission.
2. To consider and approve training modules of the Commission within the budgetary confines as determined by the Commission from time to time.
3. To consider and approve research projects of the Commission within the budgetary confines as determined by the Commission from time to time.
4. To receive reports from the EOC office on the commissioning of projects in public education and research.
5. To receive progress reports on public education and research undertaken or commissioned by the Commission.

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

成員 Membership

- | | |
|--|--------------------------------------|
| 1. 胡紅玉女士 Ms. WU Hung-yuk, Anna (召集人 Convenor) | 6. 李文彬先生 Mr. LEE Man-ban |
| 2. 朱佩瑩女士 Ms. CHU Pui-ying, Bebe (副召集人 Deputy Convenor) | 7. 梁君彥先生 Mr. LEUNG Kwan-yuen, Andrew |
| 3. 白仲安先生 Mr. John Robertson BUDGE | 8. 李鳳英女士 The Hon. LI Fung-ying |
| 4. 陳少瓊女士 Ms. CHAN Siu-king, Cammy | 9. 楊港興先生 Mr. YEUNG Kong-hing, Peter |
| 5. 洪雪蓮博士 Dr. HUNG Suet-lin, Shirley | |

職權範圍

1. 對須由平等機會委員會根據《性別歧視條例》第88條、《殘疾歧視條例》第85條及《家庭崗位歧視條例》第66條訂立的規則作出建議。
2. 審閱有關調解員給予根據《性別歧視條例》第84條、《殘疾歧視條例》第80條及《家庭崗位歧視條例》第62條而向平等機會委員會提出書面申訴的人以調解方式提供協助的報告，並知會平等機會委員會。
3. 審閱有關根據《性別歧視條例》第84(4)條、《殘疾歧視條例》第80(4)條及《家庭崗位歧視條例》第62(4)條由主席作出對某項申訴不進行調查或終止調查的決定的報告，並知會平等機會委員會。
4. 審閱調解員有關根據《性別歧視條例》第84條、《殘疾歧視條例》第80條及《家庭崗位歧視條例》第62條提出的，但不能經調解達致和解的申訴個案的報告。
5. 考慮根據《性別歧視條例》第85條、《殘疾歧視條例》第81條及《家庭崗位歧視條例》第63條要求調解以外的協助的申請；並在認為適合時，給予該等協助。

6. 建議平等機會委員會有關進行正式調查的調查範圍。
7. 就正式調查提供初步調查結果，並擬備報告供平等機會委員會考慮，包括向平等機會委員會作建議。
8. 就發出執行通知，向平等機會委員會作建議。
9. 審閱有關遵守執行通知的報告，並向平等機會委員會就不遵守執行通知的事作建議，看是否需要作正式調查。
10. 決定對《性別歧視條例》第81條所指的持續的歧視或性騷擾、《殘疾歧視條例》第77條所指的持續的歧視、騷擾或中傷及《家庭崗位歧視條例》第59條所指的持續的歧視採取何種行動。
11. 分別根據《性別歧視條例》第82條、《殘疾歧視條例》第78條及《家庭崗位歧視條例》第60條，決定對違反《性別歧視條例》第43，44或45條、《殘疾歧視條例》第42，43，44或45條及《家庭崗位歧視條例》第31，32及33條的作為提出何種法律程序。
12. 分別根據《性別歧視條例》第66條、《殘疾歧視條例》第63條及《家庭崗位歧視條例》第45條，檢討《性別歧視條例》附表3和附表5，《殘疾歧視條例》附表2，3和5及《家庭崗位歧視條例》附表2，有需要時，向平等機會委員會提交修訂附表的建議。
13. 分別根據《性別歧視條例》第64(1)(e)條、《殘疾歧視條例》第62(1)(e)條及《家庭崗位歧視條例》第44(1)(d)條，檢討《性別歧視條例》、《殘疾歧視條例》及《家庭崗位歧視條例》的施行情況，有需要時，向平等機會委員會提交修訂條例的建議。

Terms of Reference

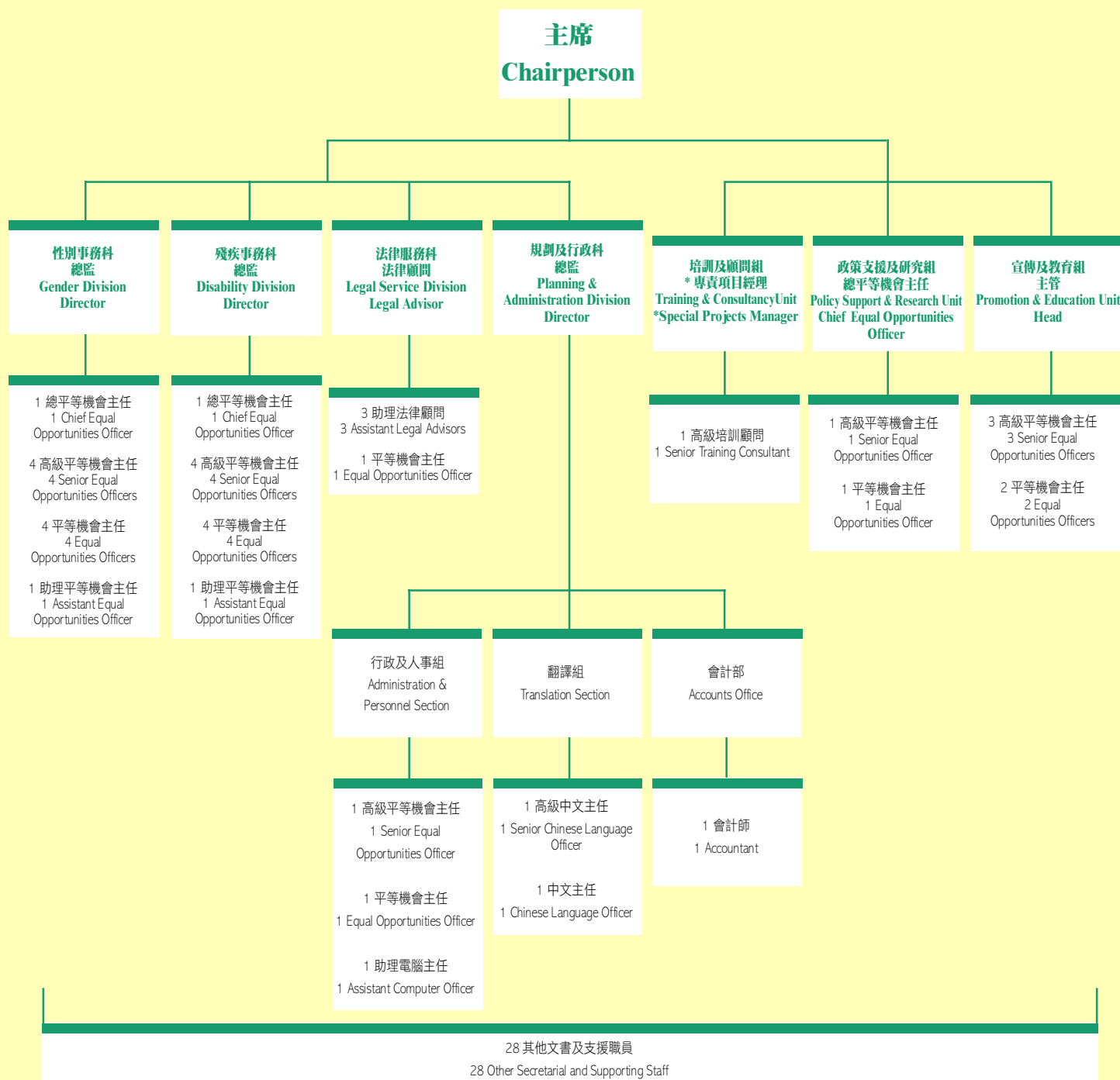
1. To recommend to the EOC rules to be made under section 88 of SDO, section 85 of DDO and section 66 of FSDO.
2. To receive reports on the assistance by way of conciliation provided by conciliators to persons lodging complaints in writing with the EOC pursuant to section 84 of SDO, section 80 of DDO and section 62 of the FSDO and to keep the EOC informed accordingly.
3. To receive reports on the decisions made by the Chairperson, pursuant to section 84(4) of SDO, section 80(4) of DDO and section 62(4) of the FSDO, not to conduct or to discontinue an investigation into an act the subject of a complaint and to keep the EOC informed accordingly.
4. To receive reports from conciliators in respect of cases where there has not been a settlement of the matter to which an act the subject of a complaint lodged pursuant to section 84 of SDO, section 80 of DDO and section 62 of the FSDO relates.
5. To consider applications made under section 85 of SDO, section 81 of DDO and section 63 of the FSDO for assistance other than by way of conciliation and to grant such applications it thinks fit.
6. To advise the EOC on terms of reference to conduct a formal investigation.
7. To make preliminary findings in a formal investigation and prepare a report of such for the consideration of the EOC, including making recommendations to the EOC.
8. To make recommendations to the EOC in respect of the issue of enforcement notices.
9. To receive reports on compliance with enforcement notices and recommend to the EOC whether a formal investigation should be conducted in the event of non-compliance.
10. To decide on actions to be taken in respect of persistent discrimination or sexual harassment under section 81 of SDO, in respect of persistent discrimination, harassment or vilification under section 77 of DDO and in respect of persistent discrimination under section 59 of FSDO.
11. To decide on the proceedings to be brought in respect of a contravention of sections 43, 44 or 45 of SDO, sections 42, 43, 44 or 45 of DDO and sections 31, 32 and 33 of FSDO, pursuant to section 82 of SDO, section 78 of DDO and section 60 of FSDO respectively.
12. To keep under review Schedules 3 and 5 of SDO, Schedules 2, 3 and 5 of DDO and Schedule 2 of FSDO and when necessary, recommend to the EOC proposals for amending the schedules, in accordance with section 66 of SDO, section 63 of DDO and section 45 of FSDO respectively.
13. To keep under review the working of SDO, DDO and FSDO and when necessary, recommend to the EOC proposals for amending the Ordinances in accordance with section 64(1)(e) of SDO, section 62(1)(e) of DDO and section 44(1)(d) of FSDO.

附錄 3

Appendix 3

平等機會委員會的組織架構及編制（截至 2002 年 3 月 31 日）

Organizational Structure and Establishment of the Equal Opportunities Commission as at 31.3.2002



備註:

- 全體職員總數為85人，包括編制內員工及短期可續合約員工（不包括主席）。
 - 總編制為72人（如上圖所列）。
 - 短期可續合約員工人數為13人。
- * 從澳洲維多利亞洲平等機會委員會借調。

Notes:

- Total number of staff including those under establishment and others on short-term renewable contract is 85 (excluding EOC Chairperson).
 - Total number of staff under establishment is 72 (as shown above).
 - Total number of staff on short-term renewable contract is 13.
- * Seconded from the Equal Opportunity Commission Victoria, Australia.

附錄 4

Appendix 4

平等機會委員會辦事處管理小組(截至 2002 年 3 月 31 日)

Management Team of the Equal Opportunities Commission as at 31.3.2002

主席

胡紅玉

Chairperson

WU Hung-yuk, Anna

總監(殘疾事務科)

唐建生

Director (Disability)

TONG Kin-sang, Frederick

總監(性別事務科)

秦家德博士

Director (Gender)

Dr. CHUNG Ka-tak, Priscilla

法律顧問

彭佩蘭

Legal Adviser

Alexandra PAPADOPOULOS

總監(規劃及行政科)

陳奕民

Director (Planning & Administration)

CHAN Yick-man, Michael

附錄 5 Appendix 5

法律協助

Legal Assistance

根據《性別歧視條例》第85條、《殘疾歧視條例》第81條和《家庭崗位歧視條例》第63條，凡曾經向委員會作出投訴，而又調解失敗的人士，如想提出法律訴訟，委員會有權給予他們不同形式的協助。於2001/02年度委員會共收到34宗法律協助申請，其中14宗獲委員會給予協助。協助的形式包括：由委員會律師給予法律意見、為申請人取得進一步的資料或證據、以至由委員會的律師或由委員會聘請的私人執業大律師，在法律訴訟中擔任申請人的法律代表。向委員會申請及得到協助的個案統計數字如下：

The Equal Opportunities Commission is empowered under section 85 of the Sex Discrimination Ordinance (SDO), section 81 of the Disability Discrimination Ordinance (DDO) and section 63 of the Family Status Discrimination Ordinance (FSDO) to grant various forms of assistance to any person who wishes to take legal proceedings in respect of a complaint lodged but for which conciliation has been unsuccessful. During 2001/02, the EOC received 34 applications for assistance and granted assistance in 14 of them. The assistance granted by the Commission may take the form of legal advice by the EOC's lawyers, services for obtaining further information or evidence, or representation in legal proceedings by the EOC's lawyers, or by barristers in private practice briefed by the Commission. A general breakdown of the numbers by type of case appears below:

個案 Cases	獲給予法律協助 Assistance Granted	不獲給予法律協助 Assistance Not Granted	考慮中 Under Consideration
殘疾歧視或騷擾(僱傭範疇) Disability Discrimination or Harassment (Employment)	4	11	1
殘疾歧視或騷擾 (其他範疇，如貨品及服務的提供) Disability Discrimination or Harassment (Other Fields e.g. Provision of Goods and Services)	1	2	0
性別歧視或騷擾(僱傭範疇) Sex Discrimination or Harassment (Employment)	6	6	0
性別歧視或騷擾 (其他範疇，如貨品及服務的提供) Sex Discrimination or Harassment (Other Fields, e.g. Provision of Goods and Services)	2	0	0
婚姻狀況歧視(貨品及服務的提供) Marital Status Discrimination (Provision of Goods and Services)	1	0	0
總數 Total	14	19	1

附錄 6 Appendix 6

獲法律協助的個案

Legally Assisted Cases

在 2001 /02 年度，有七宗個案毋需展開法律訴訟而得以解決：

The following seven cases were resolved without commencing legal proceedings in 2001/02:

個案 Cases	結果 Outcome
關乎處所通道及使用設施的歧視 Discrimination in relation to accessibility of premises and facilities	已進行改裝工程。 Alteration work done.
僱傭範疇的殘疾歧視 Disability discrimination in employment	雙方達成和解，條款內容保密。 Parties settled on confidential terms.
教育範疇的性別歧視 Sex discrimination in education	委員會在申請人表示滿意現狀後撤銷協助。 Commission withdrew assistance after the applicant expressed satisfaction with the current situation.
僱傭範疇的懷孕歧視 Pregnancy discrimination in employment	雙方達成和解，條款內容保密。 Parties settled on confidential terms.
僱傭範疇的殘疾歧視 Disability discrimination in employment	委員會再度研究過證據後撤銷協助。 Commission withdrew assistance in light of further examination of evidence.
僱傭範疇的性別歧視 Sex discrimination in employment	委員會再度研究過證據後撤銷協助。 Commission withdrew assistance in light of further examination of evidence.
僱傭範疇的懷孕歧視 Pregnancy discrimination in employment	由於雙方在另一宗懷孕歧視投訴達成和解， 委員會因此撤銷協助。 Commission withdrew assistance because parties came to a conciliation settlement in another complaint, which also covered the subject matter of pregnancy discrimination.

截至 2001 /02 年度結束為止，仍有 15 宗獲委員會給予法律協助的個案尚在處理中。

There were 15 other on-going cases in which legal assistance had been granted being handled by the EOC at the end of 2001/02.

附錄 7 Appendix 7

法庭訴訟

Court Cases

在 2001/02 年度，有一宗原告人獲委員會給予法律協助的案件在區域法院進行聆訊：

In 2001/02, the District Court heard one case in which the plaintiff was granted legal assistance by the EOC:

案件 Case	結果 Outcome
女侍應受性騷擾 Alleged sexual harassment of restaurant waitress	原告人撤銷申索。 The plaintiff withdrew her claim.

在 2001/02 年度，有一宗由委員會給予原告人法律協助的案件在終審法院進行聆訊：

In 2001/02, the Court of Final Appeal heard one case in which the plaintiff was granted legal assistance by the EOC:

案件 Case	法庭判決 Judgment
乘客受的士司機殘疾騷擾 Disability harassment of passenger by taxi driver	終審法院於 2001 年 10 月 5 日宣判，確定在適當情況下，即使被告人不願意，區域法院仍有權命令被告人向原告人道歉。 Judgment delivered by the Court of Final Appeal on 5 October 2001 confirmed that the District Court has power to order an apology even from an unwilling defendant in appropriate circumstances.

獲委員會協助在 2001/02 年度展開訴訟的案件：

Commission assisted court cases which commenced in 2001/02:

案件 Cases	情況 Status
在提供設施、貨品及服務上的殘疾歧視 Disability discrimination in provision of goods, services and facilities	截至 2001/02 年度結束為止，案件尚在處理中。 Ongoing at the end of 2001/02.
僱傭範疇的家庭崗位歧視 Family status discrimination in employment	截至 2001/02 年度結束為止，案件尚在處理中。 Ongoing at the end of 2001/02.
在招聘方面的懷孕歧視 Pregnancy discrimination in recruitment	截至 2001/02 年度結束為止，案件尚在處理中。 Ongoing at the end of 2001/02.
僱傭範疇的性別歧視 Sex discrimination in employment	雙方達成和解，條款內容保密。 Parties settled on confidential terms.
殘疾歧視 Disability discrimination	雙方達成和解，條款內容保密。 Parties settled on confidential terms.
僱傭範疇有關退休安排的性別歧視 Sex discrimination in retirement arrangements in employment	雙方達成和解，條款內容保密。 Parties settled on confidential terms.

獲委員會協助在 2001 /02 年度前已展開訴訟的案件：

Commission assisted court cases which commenced before 2001/02:

案件 Cases	情況 Status
有關退休政策的性別歧視 Sex discrimination in retirement policy	截至 2001 /02 年度結束為止，案件尚在處理中。 Ongoing at the end of 2001/02.
紀律部隊在招聘時基於應徵者的家庭成員有精神疾病歷而作出殘疾歧視 Disability discrimination in recruitment by a disciplinary service on the grounds of family history of mental illnesses	截至 2001 /02 年度結束為止，案件尚在處理中。 Ongoing at the end of 2001/02.
僱傭範疇的懷孕歧視 Pregnancy discrimination in employment	雙方達成和解，條款內容保密。 Parties settled on confidential terms.

附錄 8

Appendix 8

委員會在 2001 /02 年進行的法律訴訟

Legal Proceedings Undertaken by the EOC in 2001/02

案件 Cases	情況 Outcome
「中學學位分配辦法」司法覆核 Judicial review of the Secondary School Places Allocation (SSPA) System	高等法院於 2001 年 6 月 22 日裁定 「中學學位分配辦法」違反《性別歧視條例》。 The High Court found that the SSPA contravened the SDO on 22 June 2001.
委員會委任法庭之友出席在上訴庭舉行的 <u>Helen Tsang v Cathay</u> 案（CACV 43/02）的聆訊，該案涉及退休安排的性別歧視。 EOC instructed <i>amicus curiae</i> to appear in the hearing of <u>Helen Tsang v Cathay</u> in the Court of Appeal, CACV43/02, concerning sex discriminatory retirement arrangements.	上訴庭裁定僱員勝訴。 The Court of Appeal gave judgment in favour of the employee.

我們的承諾

Our Pledge

我們承諾竭盡所能服務社會，以誠懇有禮的態度盡力協助市民，我們的服務標準及指標如下：—

We pledge to serve the community to the best of our abilities. We are committed to providing a courteous, helpful and efficient service. The service standard and the performance target we aim to achieve are as follows:

	服務標準	服務指標 (達到服務 標準的百分比)
查詢		
● 在辦公時間內回覆電話查詢	即時回覆	95%
● 接見到辦事處查詢的人士	30分鐘內	95%
● 回覆簡單的書面查詢	5個工作天內	95%
● 回覆複雜的書面查詢	14個工作天內	95%
投訴		
● 對書面投訴開始採取行動	3個工作天內	100%
● 經預約安排，接見有意提出投訴的人士	5個工作天內	95%
● 完成處理投訴個案	6個月內	75%
法律協助		
● 對申請法律協助的人士作出回覆	3個月內	85%
公眾教育及宣傳		
● 安排有關平等機會課題及法例的講座	6個星期內	95%
● 處理市民以郵寄或傳真索取委員會刊物	3個工作天內	95%

	Service Standard	Performance Target (% meeting standard)
Enquiry		
• Answer telephone enquiries during office hours	immediately	95%
• Interview a walk-in enquirer at EOC office	within 30 minutes	95%
• Reply to written enquiries on simple issues	within 5 working days	95%
• Reply to written enquiries on complex issues	within 14 working days	95%
Complaint		
• Initiate action on a written complaint	within 3 working days	100%
• Interview a prospective complainant asking for an appointment	within 5 working days	95%
• Conclude a complaint case	within 6 months	75%
Legal Assistance		
• Inform an applicant of the outcome of application for legal assistance	within 3 months	85%
Public Education and Promotion		
• Meet requests for talks on equal opportunity issues and legislation	within 6 weeks	95%
• Meet requests by mail or fax for EOC publications	within 3 working days	95%

封面上的女消防隊長照片由香港特別行政區政府提供。

The picture of women fire fighters on the cover is provided by the HKSAR Government.

採用不含氯紙張印製。

The annual report is printed on chlorine-free paper.