

# The Ombudsman provides an effective avenue for complaints, helps raise the standard of public administration

The following is issued on behalf of the Office of The Ombudsman:

The Ombudsman, Ms Winnie Chiu, presented to the public today (July 25) the 2018-19 Annual Report of the Office of The Ombudsman.

The Office of The Ombudsman (the Office) received 4 991 complaints in 2018-19, slightly higher than the previous year's figure. Among the complaints received, 205 were concluded by way of full investigation, of which 58 (28.3 per cent) were substantiated or partially substantiated, similar to previous year's figure of 26.2 per cent. Meanwhile, cases concluded as "unsubstantiated but other inadequacies found" increased from previous year's 4.1 per cent to this year's 15.1 per cent. During the year, the Office completed 12 direct investigations, with another 10 still underway.

"Due to our unique status and statutory powers, the Office continues to be a popular and effective avenue of complaint for citizens aggrieved by acts of maladministration. We can be trusted to investigate complaints and resolve disputes in an independent, objective and impartial manner. The Office also helps government departments and public bodies by reviewing whether they have been acting correctly or improperly, focusing on what has triggered complaints and recommending what improvements are called for, thus raising the standard of public administration," Ms Chiu said.

During the year, the Office made 253 recommendations upon completion of its full investigations and direct investigations. Of these, 234 (92.5 per cent) were accepted by the organisations for implementation while 19 (7.5 per cent) were under consideration as at June 30, 2019. Some organisations took the initiative to make improvements even during the course of an investigation.

In 2018-19, 205 cases (7 per cent) were concluded by mediation, with 26 government departments and public organisations participating in resolving complaints by this method. More organisations have become receptive to this mode of complaint resolution. The average processing time was about 12.8 days, with 92 per cent of the cases completed within one month and over 30 per cent were resolved within five days. Over 90 per cent of the complainants were satisfied with the work of the mediators and all organisations were satisfied with the outcome of the mediation.

The Office received 87 complaints regarding access to information, dropping slightly from the 93 complaints received the year before, although the 2018 complaint number was up 55 per cent compared with the figure five

years ago. The Office found that the most common failing of the government departments and public organisations was non-compliance with specific provisions of the Code, including failure to consider provision of part of a record, to meet the target response time, to provide reasons for refusal, to inform the information requester of the channel for a review or complaint, or to obtain third-party consent.

The Summary of the Annual Report is enclosed for reference. The full text of the Annual Report can be viewed or downloaded from the Office of The Ombudsman website at [www.ombudsman.hk](http://www.ombudsman.hk).

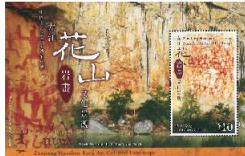
---

## **Hongkong Post to issue “World Heritage in China Series No. 8: Zuojiang Huashan Rock Art Cultural Landscape” special stamps (with photos)**

Hongkong Post announced today (July 25) that a stamp sheetlet on the theme "World Heritage in China Series No. 8: Zuojiang Huashan Rock Art Cultural Landscape" and associated philatelic products will be released for sale on August 13 (Tuesday).

Since 2012, Hongkong Post has issued stamp sheetlets Nos. 1 to 7 under the World Heritage in China Series. The current issue is the eighth in the series. Zuojiang Huashan Rock Art Cultural Landscape is located in Chongzuo City in the Guangxi Zhuang Autonomous Region and was included in the World Heritage List in 2016 by the World Heritage Committee of the United Nations Educational, Scientific and Cultural Organization (UNESCO). "Huashan" refers to the cliffs with paintings along the Zuojiang River and its tributary the Mingjiang River that stretch over 100 kilometres. It is the most extensive site of a rock art cluster in Southern China as well as Southeast Asia. Created by the ancient Luoyue people more than 2 000 years ago, the rock art comprises squatting figures and motifs of ritual ceremonies illustrating the mystique of primitive religious beliefs as well as the social and spiritual life of the time. The stamp sheetlet features Chongzuo City's Ningming Huashan rock art, which is the largest and most inclusive part of the entire Zuojiang Huashan rock art cluster. The stamp affixed in the stamp sheetlet showcases the ritual dance in this piece of rock art.

Information about this special stamp issue and associated philatelic products is available on the Hongkong Post website at [www.hongkongpost.hk](http://www.hongkongpost.hk) and via the Hongkong Post mobile app.



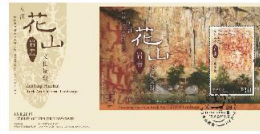
Stamp Sheetlet.



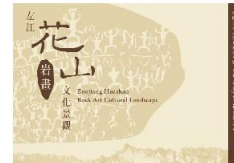
Special Postmark.



Blank First Day Cover.



Serviced First Day Cover affixed with a Stamp Sheetlet.



Presentation Pack (Cover).



Presentation Pack (Inside).

## CHP reminds public on precautions against heat stroke during very hot weather

The Centre for Health Protection (CHP) of the Department of Health (DH) today (July 25) reminded members of the public, particularly those undertaking outdoor activities, to take heed of necessary measures against heat stroke and sunburn in very hot weather.

"The public should carry and drink plenty of water to prevent dehydration while engaging in outdoor activities," a spokesman for the CHP said.

"Those engaged in strenuous outdoor activities should avoid beverages containing caffeine, such as coffee and tea, as well as alcohol, as they speed up water loss through the urinary system," the spokesman explained.

"The obese, the sick, including those with heart disease or high blood pressure, the old and the young are more vulnerable to heat-related illnesses. They should pay special attention," the spokesman added.

The public should adopt the following precautions:

- Wear loose and light-coloured clothing to reduce heat absorption and facilitate sweat evaporation and heat dissipation;
- Avoid vigorous exercise and prolonged activities like hiking or trekking as heat, sweating and exhaustion place additional demands on the physique;
- Perform outdoor activities in the morning or late afternoon;
- For indoor activities, open all windows, use a fan or use air-conditioning to maintain good ventilation; and
- Reschedule work to cooler times of the day.

If working in a hot environment is inevitable, introduce shade in the workplace where practicable, and start work slowly and pick up the pace gradually. Get into a cool area for rest at regular intervals to allow the body to recuperate.

The public should also note the latest and the forecast Ultraviolet (UV) Index released by the Hong Kong Observatory (HKO). When the UV Index remains high (6 or above):

- Minimise direct exposure of the skin and the eyes to sunlight;
- Wear loose long-sleeved clothing made of close-woven fabrics;
- Wear a wide brim hat or use an umbrella;
- Seek a shaded area or put on UV-blocking sunglasses;
- Apply a broad-spectrum sunscreen lotion with a sun protection factor (SPF) of 15 or above. Apply liberally and reapply after swimming or sweating; and
- While using DEET-containing insect repellents for personal protection against mosquito-borne diseases, apply sunscreen first, then insect repellent.

If symptoms develop, such as dizziness, headache, nausea, shortness of breath or confusion, rest and seek help immediately, and seek medical advice as soon as possible.

The public may get more information from the DH's Health Education Hotline (2833 0111), [heat stroke](#) page and [UV radiation](#) page; the HKO's Dial-a-Weather (1878 200), latest [weather and forecast](#), [UV Index](#) and weather information for [hiking and mountaineering](#); and [press releases](#) of the Labour Department on precautions against heat stroke for outdoor workers and their employers when the Very Hot Weather Warning is in force.

---

## [Assess the risk of heat stroke to employees](#)

Attention duty announcers, radio and TV stations:

Please broadcast the following special announcement immediately, and repeat it at frequent intervals when the Very Hot Weather Warning is in force:

The Labour Department reminds employers that as the Very Hot Weather Warning is in force, they should assess the risk of heat stroke to their employees and adopt effective preventive measures such as providing cool drinking water, setting up temporary sunshade and providing mechanical aids to reduce physical exertion of employees. Employees should drink water

regularly and be mindful of their physical condition. If early heat stroke symptoms such as headache and thirst appear, they should rest in a cool or shady place and drink water immediately. They should also inform their supervisors to take appropriate actions.

---

## **Very Hot Weather Warning issued**

Attention TV/radio announcers:

Please broadcast the following as soon as possible:

The Hong Kong Observatory has issued the Very Hot Weather Warning.

To prevent heat stroke, avoid prolonged activities outdoors.

If engaged in outdoor work or activities, wear a wide-brimmed hat and light-coloured, loose-fitting clothes. Stay in shaded areas as much as possible.

Drink plenty of water, and avoid beverages containing caffeine or alcohol.

If you feel sick, consult a doctor right away.