

## [Tsing Yi Southwest Swimming Pool temporarily closed](#)

Attention TV/radio announcers:

Please broadcast the following as soon as possible and repeat it at regular intervals:

Here is an item of interest to swimmers.

The Leisure and Cultural Services Department announced today (November 2) that Tsing Yi Southwest Swimming Pool in Kwai Tsing District has been temporarily closed for cleaning and superchlorination following the discovery of a small amount of vomit in the pool.

It will be reopened at 6.30am tomorrow.

The department appeals to swimmers to be considerate and to keep the swimming pools clean. They are advised not to swim after a full meal and should use the toilet facilities if necessary before swimming.

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## [Secretary for Security visits Tuen Mun \(with photos\)](#)

The Secretary for Security, Mr John Lee, visited Tuen Mun this afternoon (November 2) to know more about its law and order situation and the livelihood conditions of the local community. He also called at a community service centre in the district.

Accompanied by the Acting District Officer (Tuen Mun), Miss Jenny Yip, Mr Lee first met with members of the Tuen Mun District Council to exchange views on issues relating to local law and order situation and people's livelihood.

Afterwards, Mr Lee visited the Tuen Mun Integrated Services Centre of the Tung Wah Group of Hospitals. The Centre provides integrated and professional support services for children, young people and families in the district with a view to building a caring community and fostering a positive attitude among the younger generation.

Mr Lee was briefed on the services provided by the Centre while touring the facilities. He then met with participants of the Youth Dreamer Project, who shared their aspirations for the future. He encouraged them to seize the

opportunities open to them and realise their dreams.

Organised by the Centre, the Youth Dreamer Project is open to young people aged between 18 and 24. Participants can make use of the Project's savings matching fund to help achieve their objectives with further studies or start-ups.



## [CE to lead delegation to Shenzhen and Beijing in celebration of 40th anniversary of country's reform and opening up](#)

â€‹To celebrate the 40th anniversary of the reform and opening up of the country, the Chief Executive, Mrs Carrie Lam, will lead a delegation to visit Shenzhen and Beijing from November 10 to 12. The delegation comprises members of various sectors of the community who have made profound contributions to the reform and opening up of the country and to Hong Kong.

The Financial Secretary, Mr Paul Chan; the Secretary for Constitutional and Mainland Affairs, Mr Patrick Nip; the Secretary for Commerce and Economic Development, Mr Edward Yau; and the Director of the Chief Executive's Office,

Mr Chan Kwok-ki, will join the visit.

The delegation will depart for Shenzhen on November 10 to visit a thematic exhibition on the 40th anniversary of the country's reform and opening up. They will also visit another exhibition and an iconic site relating to reform and opening up in Qianhai.

While in Beijing from November 11 to 12, the delegation will be received by the state leaders. It will also attend a seminar co-organised by the National Development and Reform Commission and the Hong Kong and Macao Affairs Office of the State Council which will review the history of Hong Kong's participation in the reform and opening up of the country, and look ahead to the key development aspects of the country's further reform and opening up as well as Hong Kong's role in the overall development of the country.

Mrs Lam will return to Hong Kong on November 12. During her absence, the Secretary for Justice, Ms Teresa Cheng, SC, and the Chief Secretary for Administration, Mr Matthew Cheung Kin-chung, will be Acting Chief Executive. Ms Cheng will be Acting Chief Executive until Mr Cheung returns from Switzerland to Hong Kong on November 10.

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## [Ombudsman fosters positive complaint culture \(with photos\)](#)

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

At the 22nd Presentation Ceremony of The Ombudsman's Awards today (November 2), The Ombudsman, Ms Connie Lau, encouraged everybody to adopt a positive attitude towards complaints so that all parties can jointly promote a positive complaint culture and build better systems.

Ms Lau said, "The process of lodging and handling complaints can be an effective way of communication and provides an opportunity for us to build mutual trust. In the process, complainants can give their views on public services, while departments and organisations can understand better the public's expectations so that they can make adjustments and improve their services. There is one thing in common among the winning organisations and public officers: they all understand the public's predicament and are empathetic with their feelings. They know what people need and try their best to offer assistance."

The Grand Award this year went to the Agriculture, Fisheries and Conservation Department (AFCD). In response to the Office's inquiries and investigations, the AFCD attached great importance to maintaining direct communication with the Office's investigators. The department was willing to

share all the relevant legislation/procedures and related professional knowledge, and fully co-operated with the Office's investigations.

â€‹The Customs and Excise Department (C&ED) and the Fire Services Department (FSD) were the other two winning organisations. The C&ED responded to public enquiries and the Office's investigations in an earnest and timely manner, providing detailed elaboration of case details, its follow-up actions regarding public complaints, and the relevant considerations or legal justifications behind its decisions. The FSD discharged its duties in a timely and proper manner in strict compliance with the law, and adopted a positive and impartial approach in handling complaints. It also treated the Office's inquiries seriously and provided comprehensive explanations.

â€‹The Housing Department (HD) was presented the newly introduced Award on Mediation for a public organisation this year. Of the 237 cases the Office handled by mediation during the past year, more than 30 per cent, or 80 cases, were HD cases, among which over 40 per cent were settled within 10 days. The HD's endeavours to find a win-win solution with the complainants have significantly increased its efficiency in handling complaint cases.

â€‹At the presentation ceremony, Ms Lau also commended the contributions made by the public officers who won the Individual Awards. She said, "Successful organisations are invariably backed by dedicated staff in delivering quality services. This year, 55 public officers have been presented the Individual Awards to recognise their professionalism in handling complaints with great diligence and a responsible work attitude." A full list of the awardees this year is in the Appendix.

â€‹The Ombudsman's Awards Scheme was introduced in 1997. In 1999, the Scheme was extended to honour individual public officers. This year, an additional Award on Mediation for a public organisation was introduced.





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## [HKSAR Government delegates to attend UNHRC Universal Periodic Review meeting](#)

The Chief Secretary for Administration, Mr Matthew Cheung Kin-chung, will depart Hong Kong for Geneva, Switzerland in the early hours of November 4 to attend the meeting under the Universal Periodic Review mechanism of the United Nations Human Rights Council (UNHRC) to be held from November 6 to 9 (Geneva time). He will be joined by representatives from the Constitutional and Mainland Affairs Bureau, the Security Bureau, the Department of Justice and the Labour Department.

A Government spokesperson today (November 2) said, "The officials from the Hong Kong Special Administration Region (HKSAR) Government will attend the meeting as members of China's delegation. During the meeting, the UNHRC will examine China's third report under the Universal Periodic Review mechanism, which incorporates a part concerning the HKSAR. The Chief Secretary for Administration and other representatives of the HKSAR will answer questions in relation to the various human right issues in the HKSAR."

The part concerning the HKSAR in China's third report under the UNHRC Universal Periodic Review mechanism has been uploaded to the website of the Constitutional and Mainland Affairs Bureau ([www.cmab.gov.hk/en/press/reports\\_human.htm](http://www.cmab.gov.hk/en/press/reports_human.htm)).

Mr Cheung will leave Geneva on November 9 (Geneva time) and arrive in Hong Kong the following day. During his absence, the Secretary for the

Environment, Mr Wong Kam-sing, will be the Acting Chief Secretary for Administration.