

HAD to open temporary night heat shelters

The Home Affairs Department will open 18 temporary night heat shelters tonight (July 17) for people in need of the service.

The shelters will be open from 10.30pm until 8am tomorrow.

For further information, please call the department's enquiries hotline before midnight on 2835 1473.

The 18 night heat shelters are located at:

Hong Kong Districts:

Central and Western –
Sai Ying Pun Community Complex Community Hall
3/F, Sai Ying Pun Community Complex
2 High Street, Sai Ying Pun

Eastern/Wan Chai –
Causeway Bay Community Centre
Waiting Lobby, 3/F, 7 Fook Yum Road, Causeway Bay

Southern –
Lei Tung Community Hall
Lei Tung Estate, Ap Lei Chau

Kowloon Districts:

Kowloon City –
Hung Hom Community Hall
Multi-purpose Room, 1/F, Kowloon City Government Offices
42 Bailey Street, Hung Hom

Kwun Tong –
Lam Tin (West) Estate Community Centre
71 Kai Tin Road, Lam Tin

Sham Shui Po –
Shek Kip Mei Community Hall
G/F, Block 42, Shek Kip Mei Estate
Nam Cheong Street, Sham Shui Po

Wong Tai Sin –
Tsz Wan Shan (South) Estate Community Centre

Hall, G/F, 45 Wan Wah Street, Tsz Wan Shan

Yau Tsim Mong –
Henry G Leong Yaumatei Community Centre
60 Public Square Street, Yau Ma Tei

New Territories Districts:

Islands –
Tung Chung Community Hall
G/F, Tung Chung Municipal Services Building,
39 Man Tung Road, Tung Chung

Kwai Tsing –
Kwai Shing Community Hall
Podium, Block 6, Kwai Shing West Estate, Kwai Chung

North –
Cheung Wah Community Hall
Cheung Wah Estate, Fanling

Sai Kung –
Hang Hau Community Hall
G/F, Sai Kung Tseung Kwan O Government Complex,
38 Pui Shing Road, Hang Hau, Tseung Kwan O

Sha Tin –
Lung Hang Estate Community Centre
Lung Hang Estate, Sha Tin

Tai Po –
Tai Po Community Centre
2 Heung Sze Wui Street, Tai Po

Tsuen Wan –
Lei Muk Shue Community Hall
G/F, Hong Shue House, Lei Muk Shue Estate, Tsuen Wan

Tuen Mun –
Butterfly Bay Community Centre
Butterfly Estate (near Tip Sum House), Tuen Mun

Yuen Long –
Long Ping Community Hall
Long Ping Estate, Yuen Long

Yuen Long –
Tin Yiu Community Centre
Tin Yiu Estate, Tin Shui Wai

The temporary night heat shelters will resume their functions as either community centres or community halls in the daytime for hire by the local community and cannot continue to be open as heat shelters. People may choose to take refuge from the heat during the daytime in the common areas in any of the 21 designated community centres or community halls. Their opening hours are from 9am to 10pm. For addresses of the community centres or community halls, please browse the following webpage:

www.had.gov.hk/file_manager/en/documents/public_services/emergency_services/List_CH_CC_Day_E.pdf

Lifesaving services suspended at Hap Mun Bay, Kiu Tsui and Trio beaches

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 (July 17) that as lifeguards are unable to go to Hap Mun Bay Beach, Kiu Tsui Beach and Trio Beach in Sai Kung District by ferries due to rough sea conditions, lifesaving services at these beaches have been suspended until further notice. Beach-goers are advised not to swim at these beaches until further notice.

“Hong Kong 2017” to go on sale tomorrow (with photos)

The Government's latest Yearbook, "Hong Kong 2017", goes on sale at the Hong Kong Book Fair from tomorrow (July 18) with a few special features to mark the 20th anniversary of the establishment of the Hong Kong Special Administrative Region (HKSAR).

The cover of this edition is a collection of lively illustrations depicting the multifarious commemorative and everyday activities that happened throughout the year. These hand-drawn images are characterised by

a simplicity of style and generous use of colour to bring out the joy and inclusiveness of the anniversary celebrations.

In addition to the cover, there are 12 photo sections comprising almost 130 photographs of events, people and places in Hong Kong. One of the sections is the six-page "HKSAR 20th anniversary", which features the visit of the first national aircraft carrier "Liaoning", "City Dress Up" public art projects and "Celebrations for All" activities, among others.

An invaluable source of information about Hong Kong, the annual publication describes the city's institutional setup, arrangements and progress in any one year. It also provides a wide-ranging account of government policy and activities, an overview of Hong Kong life and developments and a wealth of facts and figures, including more than 40 statistical tables.

The 22 chapters in "Hong Kong 2017" cover the territory's constitution and administration, legal system, economy, innovation and technology, transport, tourism and public order, among many other topics. The map on the inside back cover shows major recreation and sports facilities in the territory.

The standard price of "Hong Kong 2017" is \$308. It is offered at \$231, after a 25 per cent discount, at the Information Services Department booth (stall A38 in Hall 1B, Hong Kong Convention and Exhibition Centre) during the Book Fair from July 18 to 24.

Other than at the Book Fair, "Hong Kong 2017" can be bought at the department's Publications Sales Unit at Room 626, 6/F, North Point Government Offices, 333 Java Road, North Point.

Orders can also be placed through the Online Government Bookstore at www.bookstore.gov.hk or by:

- calling the Publications Sales Unit on 2537 1910;
- downloading an order form from the department's website at www.isd.gov.hk and submitting the form online or by fax to 2523 7195; or
- emailing puborder@isd.gov.hk.



[Red flags hoisted at Hung Shing Yeh Beach and Lo So Shing Beach](#)

Attention TV/radio announcers:

Please broadcast the following as soon as possible:

Here is an item of interest to swimmers.

The Leisure and Cultural Services Department announced today (July 17) that due to big waves, red flags have been hoisted at Hung Shing Yeh Beach and Lo So Shing Beach in Islands District. Beach-goers are advised not to swim at these beaches.

[Ombudsman publishes latest issue of Annual Report \(with photo\)](#)

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

The Ombudsman, Ms Connie Lau, today (July 17) released to the public her Annual Report 2018. During the year covered by the report, the Office of The Ombudsman saw record highs in the numbers of direct investigations completed, mediation cases handled and complaints relating to access to information lodged with the Office. Around 90 per cent of the recommendations made by the Office have been accepted by government departments and public bodies for implementation.

Direct investigation

In the reporting year, the Office completed 12 direct investigations, an all-time record high. Through streamlining work processes and redeployment of limited resources, the Office has steadily increased the number of direct investigations over the past four years – from seven in 2014-15 to 12 in 2017-18. The Office can help make long-lasting improvements and reduce recurrence of similar complaints by conducting direct investigations into the root of the problems.

An 80 per cent increase in mediation cases

The Office handled 237 complaint cases by mediation, which represented an increase of nearly 80 per cent over the previous year, and it was a record high since the Office's inception. A total of 28 government departments and public bodies participated in resolving complaints by mediation, six more than the number in the previous year. In terms of the nature of complaint, most of the successfully mediated cases were complaints about delay/inaction, followed by errors or wrong advice/decision, and ineffective control. The average processing time in handling a mediation case was about 15.7 days, with 86.5 per cent of the cases completed within one month. Around 90 per cent of the complainants and departments/organisations responding to the Office's questionnaire survey considered the mediation process to have achieved what they wanted.

Ms Lau said, "We had a fruitful year in resolving disputes by means of mediation. The use of mediation to settle complaints involving no, or only minor, maladministration allows more effective deployment of resources, enabling us to free up manpower for other priorities such as direct investigation. It also leads to more amicable and satisfactory outcomes for all the parties involved."

To encourage more government departments and public bodies to participate in the Office's mediation service, a new award for mediation will be introduced under The Ombudsman's Awards in 2018. It is hoped that the departments or public bodies concerned can have more direct communication with the complainants, and find mutually acceptable ways to resolve their disputes quickly.

Record high number of complaints related to access to information

The Office received 91 complaints about access to information, which again exceeded the previous year's record high of 85 complaints in this category. Together with the cases brought forward from last year, the Office concluded 75 such cases and found deficiencies on the part of the departments/organisations in 33 cases. One of the common problems was their unreasonable refusal of information requests from the public.

Ms Lau said, "Among the cases concluded this year, there were a number of cases in which the departments/organisations failed to give sufficient justification when refusing to disclose information. It reflected that there was still reluctance among some government departments and public bodies to

provide information, or a lack of full understanding of the spirit and principles of the Code on Access to Information. With the steady increase in recent years of such cases, the Office will continue to take note of the Government's progress in legislating for access to information."

Around 90 per cent of recommendations accepted by departments/organisations for implementation

During the year, the Office completed processing for 4 770 complaint cases in total, with 195 cases pursued by full investigation. The Office made a total of 209 recommendations upon completion of all the full investigations and direct investigations. As at July 5, 2018, 186 recommendations (89 per cent) had been accepted by the government departments and public bodies concerned for implementation, while 23 (11 per cent) were still under consideration.

Enactment of Apology Ordinance welcomed

For years, The Ombudsman has been encouraging government departments and public bodies to adopt a more open attitude towards making apologies to the public. The Office is pleased to note that the Apology Ordinance became effective in December 2017. Among the complaints handled during the year, it is noted that of the 190 concluded cases in which apologies were tendered by the departments/organisations under complaint, in 166 cases (87.4 per cent) apologies were made to the complainants in the course of or after intervention by the Office.

Looking ahead

On the work of her Office in the year ahead, Ms Lau said, "We envisage that the Office's investigation work will continue to yield positive results. We will endeavour to increase public awareness of our work through different media channels and publicity activities. The Office will work closely with government departments, public organisations and members of the public, and promote good public administration through fair, open and responsible governance."

The full text of the Annual Report can be viewed or downloaded from the Office of The Ombudsman website at www.ombudsman.hk.

