

# 申诉专员公署

OFFICE OF THE OMBUDSMAN

## 推动良政善治 Promoting Good Governance and 促进行政公平 Administrative Fairness

申诉专员公署是根据香港法例第397章《申诉专员条例》在1989年成立的独立法定机构，专责监察香港特区各政府部门和主要公营机构的公共行政，致力推动优良及公平的公共服务。

Established in 1989 under The Ombudsman Ordinance, Cap. 397 of the Laws of Hong Kong, the Office of The Ombudsman serves as the independent watchdog of public administration in the Hong Kong Special Administrative Region. Our mission is to oversee government departments and major public organisations, with a view to promoting quality and fair public services.



扫描二维码  
浏览电子版  
Scan the QR code for  
electronic version

# 公署的角色 WHO WE ARE

- ▶ 调查有关行政失当的申诉  
Investigate complaints of maladministration
- ▶ 辨识行政体制上的不足之处  
Identify administrative deficiencies
- ▶ 建议补救和改善措施，解决市民的不满，并改善公共行政  
Recommend remedial measures to redress grievances and improve public administration



# 公署的职能 WHAT WE DO

- ▶ **调查申诉事宜 Investigate complaints**  
调查由受屈人士提出，有关行政失当的申诉  
From aggrieved persons about maladministration
- ▶ **主动调查行动 Carry out direct investigation operations**  
就可能引致不公的行政失当问题，进行主动调查行动  
Where injustice may have been caused by maladministration
- ▶ **调解 Resolve complaints by mediation**  
就不涉及或只涉及轻微的行政失当的申诉，优先以调解方式处理  
As the default handling mode where no or only minor maladministration is noted



# 监管对象 WHO WE OVERSEE

106个政府部门及法例订明的公营机构  
106 government departments and public organisations  
listed in the Ordinance



# 三个策略性方向

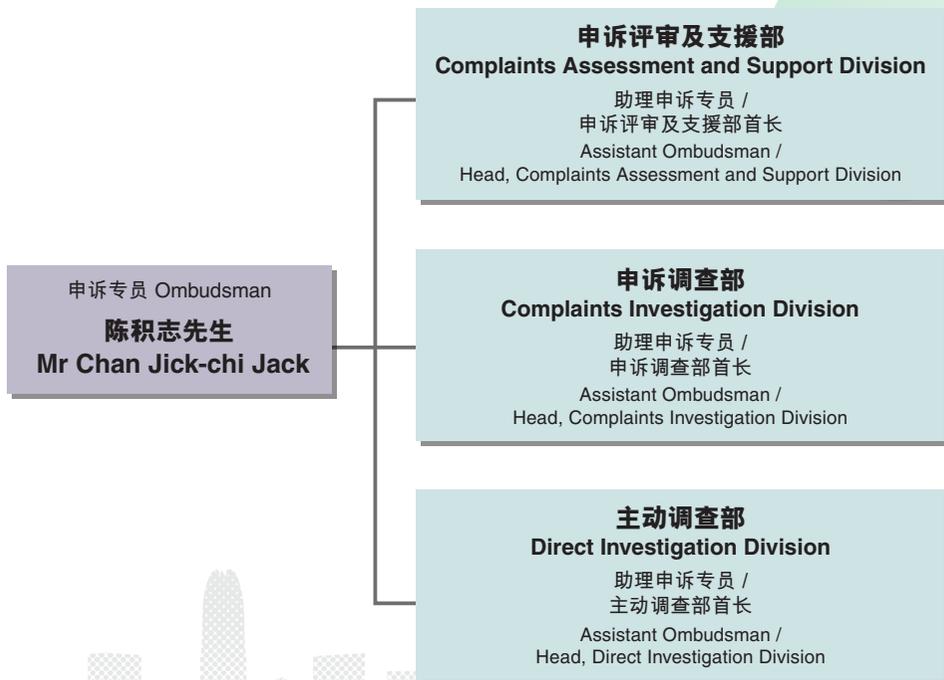
## THREE STRATEGIC FOCUSES

- ▶ 积极以**调解**方式有效和快速地处理市民的申诉  
Enhance **MEDIATION** to effectively and swiftly resolve public complaints
- ▶ 促进**跨部门及跨机构协作**提供高效优质的公共服务  
Foster **INTER-DEPARTMENTAL COLLABORATION** to improve service delivery
- ▶ 推动**正面和积极申诉文化**  
Cultivate a **POSITIVE COMPLAINT CULTURE**



# 组织架构

## ORGANISATIONAL STRUCTURE



## 联络我们 CONTACT US

地址 Address	香港干诺道中168-200号信德中心招商局大厦30楼(港铁上环站D出口) 30/F, China Merchants Tower, Shun Tak Centre, 168-200 Connaught Road Central, Hong Kong (Sheung Wan MTR Station Exit D)
邮箱 Post Box	香港邮政总局信箱3300号 G.P.O. Box No. 3300, Hong Kong
公署热线 Office Hotline	(852) 2629 0555
传真 Fax	(852) 2882 8149
申诉电邮 Complaint Email	complaints@ombudsman.hk
查询电邮 Enquiry Email	enquiry@ombudsman.hk

## 关注我们 CONNECT WITH US

ombudsman.hk



Ombudsman.hk



OmbudsmanHK



Ombudsman\_hk

