Controlling officer: the Permanent Secretary for Constitutional and Mainland Affairs will account for expenditure under this Head.

| Estimate 2019–20 | \$766.8m |
|---|----------|
| Establishment ceiling 2019–20 (notional annual mid-point salary value) representing an estimated 175 non-directorate posts as at 31 March 2019 rising by 20 posts to 195 posts as at 31 March 2020 | \$174.4m |
| In addition, there will be an estimated 21 directorate posts as at 31 March 2019 rising by two posts to 23 posts as at 31 March 2020. | |
| Commitment balance | \$1.0m |

Controlling Officer's Report

Programmes

| Programme (1) Director of Bureau's Office | This programme contributes to Policy Area 27: Intra-Governmental Services (Secretary for Constitutional and Mainland Affairs). |
|---|---|
| Programme (2) Constitutional and Mainland Affairs | This programme contributes to Policy Area 28: Constitutional and Mainland Affairs (Secretary for Constitutional and Mainland Affairs). |
| Programme (3) Mainland and Taiwan Offices | This programme contributes to Policy Area 6: Commerce and Industry (Secretary for Commerce and Economic Development), Policy Area 10: Immigration Control (Secretary for Security) and Policy Area 28: Constitutional and Mainland Affairs (Secretary for Constitutional and Mainland Affairs). |
| Programme (4) Rights of the Individual Programme (5) Subvention: Equal Opportunities Commission and Office of the Privacy Commissioner for Personal Data | These programmes contribute to Policy Area 28: Constitutional and Mainland Affairs (Secretary for Constitutional and Mainland Affairs). |
| Detail | |

Programme (1): Director of Bureau's Office

| | 2017–18 (Actual) | 2018–19 (Original) | 2018–19 (Revised) | 2019–20 (Estimate) |
|---------------------------|---------------------|-----------------------|----------------------|------------------------|
| Financial provision (\$m) | 10.6 | 12.0 | 12.2 (+1.7%) | 12.8 (+4.9%) |
| | | | | (or +6.7% on |

(or +6.7% on 2018–19 Original)

Aim

2 The aim is to ensure the smooth operation of the Office of the Secretary for Constitutional and Mainland Affairs.

Brief Description

3 The Office of the Secretary for Constitutional and Mainland Affairs is responsible for providing support to the Secretary for Constitutional and Mainland Affairs in undertaking political work. This includes the support provided by the Under Secretary and the Political Assistant. The Office is also responsible for providing administrative support to the Secretary for Constitutional and Mainland Affairs in carrying out his duties. The work includes the planning, co-ordination and implementation of all arrangements for the Secretary's public, media and community functions.

Programme (2): Constitutional and Mainland Affairs

| | 2017–18 (Actual) | 2018–19 (Original) | 2018–19 (Revised) | 2019–20 (Estimate) |
|---------------------------|---------------------|-----------------------|----------------------|------------------------------------|
| Financial provision (\$m) | 116.9 | 134.8 | 138.9 (+3.0%) | 179.1 (+28.9%) |
| | | | | (or +32.9% on 2018–19 Original) |

Aim

4 The aims are to advise on and oversee the implementation of the Basic Law; to foster co-operation with the Mainland, Macao Special Administrative Region (MSAR) and Taiwan; and to handle Hong Kong's constitutional affairs in accordance with the Basic Law.

Brief Description

- 5 The Constitutional and Mainland Affairs Bureau's main responsibilities under this programme are as follows:
- advise bureaux and departments on matters relating to the implementation of the Basic Law, and promote public awareness and understanding of the Basic Law;
- promote and co-ordinate co-operation with the Mainland, MSAR and Taiwan, and advise bureaux and departments on related matters as necessary; and
- ensure the development of the electoral systems in accordance with relevant provisions of the Basic Law.

6 On the electoral front, one District Council (DC) by-election was conducted in June 2018, and the Legislative Council (LegCo) Kowloon West Geographical Constituency By-election was conducted in November 2018.

7 In July 2018, the Bureau introduced the Electoral Legislation (Miscellaneous Amendments) Bill 2018 into LegCo to improve the voter registration arrangements, and the electoral procedures for the Chief Executive, Election Committee subsector, LegCo, DC, and Rural Representative elections. The Bill was passed by LegCo in January 2019.

8 The Bureau has published a consultation report on review of electoral arrangements in May 2018 after public consultation for almost seven weeks.

Matters Requiring Special Attention in 2019–20

- **9** During 2019–20, the Bureau will:
- set up a Guangdong-Hong Kong-Macao Greater Bay Area Development Office and co-ordinate the work of the Hong Kong Special Administrative Region (HKSAR) Government in taking forward the development of the Guangdong-Hong Kong-Macao Greater Bay Area;
- continue to deepen regional co-operation with the Mainland, targeting in particular Guangdong, Beijing, Shanghai, Fujian, Sichuan and other provinces and regions in the Pan-Pearl River Delta Region;
- engage the Taiwan-Hong Kong Economic and Cultural Co-operation Council (THEC) in taking forward various priority co-operation areas agreed between the Hong Kong-Taiwan Economic and Cultural Cooperation and Promotion Council and THEC;
- introduce necessary legislative amendments into LegCo for the detailed arrangements regarding the 2020 LegCo General Election;
- work closely with the Electoral Affairs Commission to make practical arrangements to ensure that the 2019 DC Ordinary Election will be conducted in a fair, open and honest manner in accordance with the relevant legislation, and to commence preparatory work for the 2020 LegCo General Election; and
- continue to follow up and implement measures to enhance the voter registration system.

Programme (3): Mainland and Taiwan Offices

| | 2017–18 | 2018–19 | 2018–19 | 2019–20 |
|---------------------------|----------|------------|------------------|-------------------------|
| | (Actual) | (Original) | (Revised) | (Estimate) |
| Financial provision (\$m) | 342.0 | 315.0 | 318.0 (+1.0%) | 344.1 (+8.2%) |

(or +9.2% on 2018–19 Original)

Aim

10 The aims are to enhance liaison, communication, trade and commercial relations as well as investment promotion in the Mainland and Taiwan, and to provide support and practical assistance to Hong Kong residents in distress in the Mainland.

Brief Description

11 The major responsibilities of the Beijing Office (BJO), the Hong Kong Economic and Trade Offices (ETOs) in Guangdong, Shanghai, Chengdu and Wuhan (the Mainland Offices) and the Hong Kong Economic, Trade and Cultural Office in Taiwan are to:

- enhance liaison and communication with the Central People's Government (CPG), the provincial and municipal governments and other local authorities in the Mainland, as well as liaise with relevant authorities and organisations in Taiwan;
- represent and promote Hong Kong's trade and commercial interests in the Mainland and Taiwan;
- encourage and attract investments to Hong Kong, and promote Hong Kong's many advantages as an investment and business hub in Asia;
- promote the strengths of Hong Kong to the Mainland provinces, regions and municipalities and Taiwan;
- provide information and other appropriate support to Hong Kong residents in the Mainland and Taiwan;
- provide practical assistance to Hong Kong residents in distress in the Mainland;
- facilitate the application of foreign nationals in the Mainland for entry visas to HKSAR at BJO and Shanghai ETO and maintain close liaison with relevant CPG departments and foreign diplomatic corps in Beijing on immigration matters (BJO only); and

.....

0.10

....

• facilitate the application for and collection of HKSAR replacement passport in the Mainland.

12 The key performance measures are:

Indicators

Enhancing Trade Opportunities

| | 2017 | 2018 | 2019 |
|--|----------|----------|------------|
| | (Actual) | (Actual) | (Estimate) |
| meetings on trade-related matters attendedvisits to Mainland/Taiwan authorities and trade | 731 | 699 | 645 |
| organisationsseminars, exhibitions and workshops | 1 026 | 999 | 950 |
| organised | 177 | 180 | 170 |
| participated | 479 | 534 | 495 |
| public speeches given | 193 | 186 | 180 |
| media interviews/briefings given | 174 | 184 | 165 |
| no. of special trade-related messages issued | 402 | 457 | 430 |
| Promotion of Strengths of Hong Kong | | | |
| | 2017 | 2018 | 2019 |
| | (Actual) | (Actual) | (Estimate) |
| call on senior officials/personnel/organisationspublic relations/cultural functions/events | 3 194 | 3 247 | 3 080 |
| organised | 613 | 582 | 540 |
| participated | 913 | 876 | 715 |
| newsletters/pamphlets/press releases issued | 775 | 925 | 845 |
| no. of visitors assisted | 8 855 | 9 179 | 8 540 |
| public speeches given | 283 | 256 | 235 |
| media interviews/briefings given | 424 | 414 | 360 |
| enquiries handled (excluding those related to immigration | 10.045 | 10.050 | 10.000 |
| matters) | 10 247 | 12 072 | 10 820 |

Investment Promotion

| | 2017 | 2018 | 2019 |
|-------------------------|----------|----------|------------|
| | (Actual) | (Actual) | (Estimate) |
| new projects generated# | 166 | 193 | 244 |
| projects completed§ | 97 | 115 | 122 |

New projects with the potential of becoming completed projects in the coming 18 months. It reflects Invest Hong Kong's investment promotion efforts in a particular year, discounting projects carried forward from previous years.

§ Investment projects each resulting in a Mainland or Taiwan company setting up or undergoing a significant expansion in Hong Kong with the assistance of Invest Hong Kong.

Immigration-related Matters

Targets

| | Target | 2017 (Actual) | 2018 (Actual) | 2019 (Plan) |
|--|--------|------------------|------------------|----------------|
| average processing time per case upon receipt of all supporting documents | | | | |
| (BJO/Shanghai ETO) unreferred visas/entry permits within | | | | |
| three working days (% of cases) referred visas/entry permits within | 95 | 98 | 98 | 98 |
| average processing time per HKSAR | 85 | 90 | 90 | 90 |
| passport replacement application upon receipt of all supporting documents | | | | |
| within six weeks (% of cases)δ normal response time per case | 100 | 100 | 100 | 100 |
| assistance to Hong Kong residents in distress in the Mainland within the | | | | |
| same day upon request (% of | | | | |
| cases) | 95 | 96 | 96 | 96 |

 δ The time for forwarding the application and dispatching the prepared passport is excluded.

Indicators

| | 2017 (Actual) | 2018 (Actual) | 2019 (Estimate) |
|---|------------------|------------------|--------------------|
| unreferred visas/entry permit cases (BJO/Shanghai ETO) Ω | | | |
| received | 5 018 | 3 153 | 3 310 |
| processed | 4 978 | 3 271 | 3 430 |
| referred visas/entry permit cases (BJO/Shanghai ETO) Ω | | | |
| received | 2 525 | 2 549 | 2 675 |
| processed | 2 529 | 2 559 | 2 695 |
| HKSAR passport replacement | _ 0 _ / | 2009 | - 070 |
| no. of application received | 3 300 | 2 667 | 2 720 |
| no. of passport issued | 3 121 | $\frac{2}{2}654$ | 2 690 |
| provision of practical assistance to Hong Kong residents in | 5 121 | 2 004 | 2 070 |
| distress in the Mainland by the Immigration Divisions | | | |
| | 415 | 375 | 385 |
| (no. of cases) | | 516 | |
| no. of enquiries handled by the Immigration Divisions | 39 827 | 39 092 | 40 575 |

 Ω "Visa" is issued to foreign nationals for entry to the HKSAR, whereas "entry permit" is issued to Chinese residents of the Mainland, MSAR, and Taiwan for entry to the HKSAR. The Immigration Divisions of BJO and Shanghai ETO are authorised to process and approve or refuse only certain categories of visa and entry permit applications without referring to the Immigration Department in Hong Kong.

Matters Requiring Special Attention in 2019–20

- 13 During 2019–20, the relevant Mainland and Taiwan Offices will:
- monitor and disseminate information to Hong Kong business sector on policies and regional development in the Mainland and Taiwan that have significant bearing on the business environment and opportunities to Hong Kong enterprises;
- collate practical and useful information and disseminate to Hong Kong people living in the Mainland and Taiwan;
- · promote the strengths of Hong Kong in the Mainland and Taiwan; and
- strengthen economic and trade liaison with and enhance the investment promotion function in the Mainland, and foster economic and cultural exchanges with Taiwan.

Programme (4): Rights of the Individual

| | 2017–18 (Actual) | 2018–19 (Original) | 2018–19 (Revised) | 2019–20 (Estimate) |
|---------------------------|---------------------|-----------------------|----------------------|------------------------------------|
| Financial provision (\$m) | 28.6 | 30.3 | 24.8 (-18.2%) | 34.8 (+40.3%) |
| | | | | (or +14.9% on 2018–19 Original) |

Aim

14 The aim is to co-ordinate and oversee the implementation of government policies on the rights of the individual.

Brief Description

15 The Bureau focuses attention on the rights of the individual in respect of protection for personal data privacy and human rights, and promotion of equal opportunities on the ground of gender, family status, race and sexual orientation. It promotes public education and encourages community participation to enhance public awareness and respect for the rights of the individual. The Bureau also oversees compliance with the reporting requirements under five human rights conventions which apply to the HKSAR.

16 The key performance measures are:

Indicators

| | 2017 (Actual) | 2018 (Actual) | 2019 (Estimate) |
|---|------------------|------------------|--------------------|
| no. of project grants approved under the Children's Rights Education Funding Scheme participants benefitted from projects under Children's Rights | 30 | 33 | 35 |
| Education Funding Scheme with enhanced knowledge of or respect for children's rights (% of participants) | 94 | 90 | 90 |

Matters Requiring Special Attention in 2019–20

- 17 During 2019–20, the Bureau will:
- continue to study some of the prioritised recommendations under the Discrimination Law Review as proposed by the Equal Opportunities Commission;
- improve the Administrative Guidelines on Promotion of Racial Equality for application to all government bureaux and departments as well as related organisations providing services to ethnic minorities;
- continue to promote the rights of children; and
- continue to promote equal opportunities for people of different sexual orientations/gender identities, including following up on the recommendations made by the Advisory Group on Eliminating Discrimination Against Sexual Minorities.

Programme (5): Subvention: Equal Opportunities Commission and Office of the Privacy Commissioner for Personal Data

| 2019–20 (Estimate) | 2018–19 (Revised) | 2018–19 (Original) | 2017–18 (Actual) | |
|-----------------------------------|----------------------|-----------------------|---------------------|--|
| | | | | Financial provision (\$m) |
| 114.5 (+1.9%) | 112.4 (+3.6%) | 108.5 | 117.5 | Equal Opportunities Commission |
| (or +5.5% on 2018–19 Original) | | | | |
| 81.5 (+5.8%) | 77.0 (+2.0%) | 75.5 | 80.5 | Office of the Privacy Commissioner for Personal Data |
| (or +7.9% on 2018–19 Original) | | | | Data |
| 196.0 (+3.5%) | 189.4 (+2.9%) | 184.0 | 198.0 | Total |
| (or +6.5% on 2018–19 Original) | | | | |
| | | | | |

Equal Opportunities Commission

Aim

18 The aim is to oversee the implementation of the Sex Discrimination Ordinance (Cap. 480) (SDO), the Disability Discrimination Ordinance (Cap. 487) (DDO), the Family Status Discrimination Ordinance (Cap. 527) (FSDO) and the Race Discrimination Ordinance (Cap. 602) (RDO) which prohibit discrimination on the grounds of sex, marital status, pregnancy, disability, family status and race.

Brief Description

19 The Equal Opportunities Commission (EOC) is an independent statutory body established in 1996. The main functions of the EOC are to eliminate discrimination and promote equal opportunities as provided by the SDO, DDO, FSDO and RDO, through the following work:

- receive complaints, conduct investigations, encourage conciliation between the parties in dispute and take actions in accordance with the powers provided for in the concerned ordinances;
- develop and issue codes of practice for the concerned ordinances;
- keep under review the operation of the concerned ordinances and when necessary, draw up proposals for amendment;
- conduct research on issues relevant to discrimination and equal opportunities as provided by the concerned ordinances; and
- implement public education and publicity activities to promote equal opportunities and anti-discrimination.
- 20 The performance targets and indicators of the EOC are as follows:

Targets

| | Target | 2017 (Actual) | 2018 (Actual) | 2019 (Plan) |
|--|--------|------------------|------------------|----------------|
| interviewing a walk-in enquirer within 30 minutes (% of cases) replying to written enquiries on complex issues within | 95 | 100 | 100 | 100 |
| 14 working days (% of cases) | 95 | 100 | 100 | 100 |
| concluding a complaint case within six months (% of cases) responding to requests for guided | 75 | 78 | 81 | 80 |
| group visits within five working days (% of cases) | 95 | 100 | 100 | 100 |

| | 2017 | 2018 | 2019 |
|---|-----------------|-----------------|-----------------|
| Target | (Actual) | (Actual) | (Plan) |
| major promotional events | | | |
| convened (no. of events) | 114 | 118 | 115 |
| participants satisfied with the training | | | |
| services provided by the | | | |
| EOC (% of participants) | 99 | 99 | 95 |
| | | | |
| Indicators | | | |
| | 2017 | 2018 | 2019 |
| | (Actual) | (Actual) | (Estimate) |
| | (Actual) | (Actual) | (Estimate) |
| enquiries | 13 082 | 10 316 | 11 350 |
| visits to website | | 857 752 | 877 855 |
| complaint investigation | | | |
| complaints received | | 971 | 1 050 |
| complaints handled | 696 | 1 214 | 1 200 |
| active cases at year end | 243 | 384 | 380 |
| complaints where legal assistance was granted | 26 | 32 | _¶ |
| complaints taken to court | | 6 | —¶ |
| self-initiated investigation Ψ | | | |
| cases processed | | 57 | 60 |
| cases resolved | 37 | 42 | 40 |
| cases taken to court | 0 | 0 | _¶ |
| conciliation and settlement | | | |
| complaints conciliated | 233‡ | : 199 | 200 |
| complaints successfully conciliated after proceeding | | | |
| to conciliation stage (%) | 68 | 66 | 66 |
| average time taken to reach a successful | | | |
| conciliation (days) | 64 | 62 | 62 |
| favourable court ruling/settlement for cases with legal | | | |
| assistance granted from the EOC (%) | 100 | 100 | ¶ |
| promotional/training activities | | | |
| visits/seminars/drama performances/training | | | |
| activities (audience) | 1 021 (119 250) | 1 096 (124 000) | 1 100 (125 000) |
| average cost of conducting training | | | |
| activities (HK\$ per session) | 2 969 | 2 575 | 2 832 |
| participants in the EOC's training activities accepting | | | |
| equal opportunities issues in workplace (%) | | 95 | 95 |
| funding programme (no. of applications approved) | 34 | 34 | 34 |
| copies of codes of practice issued | 9 750 | 8 500 | 8 500 |
| online resource centre hit rates | 17 972 670 | 15 569 951 | 13 967 000 |
| customer satisfaction | | | |
| parties involved in the complaints satisfied with the | ~~~ | | |
| service provided to them by the EOC (%) \wedge | 69 | _ | 69 |
| participants satisfied with activities held under the | 00 | ~~ | 0.0 |
| funding programme (%) | 98 | 99 | 99 |
| | | | |

¶ Difficult to estimate.

 $\mathbb{\Psi}$ Investigation on complaints other than those under the indicator "complaint investigation".

* "Complaints conciliated" refers to complaints proceeding to conciliation stage. According to the EOC, the 2017 (Actual) figure should be 233 cases. The 2017 (Actual) figure in 2018–19 Estimates, i.e. 159 cases, was the number of complaints successfully conciliated and the discrepancy is hereby rectified as requested by the EOC.

∧ The EOC adopts a longitudinal research analysis in its users' satisfaction surveys. This approach helps keep track of the trend of user satisfaction level over a protracted period of time. Taking into account the time and resources involved, it is more cost-effective to conduct the survey on a biennial basis. From 2016 onwards, the survey has been conducted every two years. A survey was conducted in 2017. The next survey will be conducted in 2019.

Matters Requiring Special Attention in 2019–20

- **21** During 2019–20, the EOC will:
- work with the Government to ensure that equal opportunities will be taken into account in the policy-making process;
- promote equal opportunities principles as a key component to ensure progress and achievement for the society;

- assist the public and private sectors in acquiring in-depth understanding of equal opportunities legislation through training programmes and public education;
- build relationships with stakeholder bodies in the Mainland and overseas through proactive networking and co-operation;
- liaise with the Government on the EOC's recommendations in the Discrimination Law Review;
- advocate education and employment opportunities and access to services for ethnic minorities and persons with disabilities;
- foster a friendly environment free from discrimination and harassment; and
- deliver better services, through continuous improvements on management capabilities and implementing management and operational improvements.

Office of the Privacy Commissioner for Personal Data

Aim

22 The aim is to oversee the implementation of the Personal Data (Privacy) Ordinance (Cap. 486) (PDPO) which protects the privacy of the individuals in relation to personal data.

Brief Description

23 The Privacy Commissioner for Personal Data is an independent statutory authority established in 1996 and has the key functions and powers to:

- monitor and supervise compliance with the provisions of the PDPO;
- approve and issue codes of practice, guidance notes and information leaflets to give practical guidance for compliance with the provisions of the PDPO;
- promote awareness and understanding of the provisions of the PDPO;
- carry out inspections of personal data systems, including those of government departments and statutory bodies; and
- upon receipt of complaints from data subjects or on his own initiative, investigate suspected breaches of the requirements of the PDPO.

24 The performance targets and indicators of the Office of the Privacy Commissioner for Personal Data (PCPD) are as follows:

Targets

| | Target | 2017 (Actual) | 2018 (Actual) | 2019 (Plan) |
|---|----------------|------------------|------------------|----------------|
| handling public complaints | | | | |
| acknowledgement of a complaint | | | | |
| within two working days of receipt (% of cases) | 98@ | 100 | 100 | 99 |
| closing a complaint case within | 98(<i>u</i>) | 100 | 100 | 33 |
| 180 days of receipt (% of cases) | 92 | 99φ | 96 | 95 |
| handling public enquiries | | | | |
| call back within two working days | | | | |
| upon receipt of a telephone enquiry (% of cases) | 99 | 100 | 100 | 99 |
| acknowledgement of a written | 99 | 100 | 100 | 33 |
| enquiry within two working days | | | | |
| of receipt (% of cases) | 99 | 100 | 100 | 99 |
| substantive reply to a written enquiry | | | | |
| within 28 working days of receipt $(9/10^{\circ})$ | 95 | 100 | 100 | 00 |
| receipt (% of cases) | 95 | 100 | 100 | 98 |

(a) The target is revised upwards from 97 per cent to 98 per cent as from 2019.

 ϕ If the 1968 cases related to Registration and Electoral Office (REO) are excluded, the figure will be 97 per cent.

Indicators

| | 2017 (Actual) | 2018 (Actual) | 2019 (Estimate) |
|---|------------------|------------------|--------------------|
| public enquiries | | | |
| public enquiries received | 15 594 | 16 875 | 16 000 |
| complaints | 2 5014 | 1 000 | 1 (00 |
| complaints received. | 3 501¢ | 1 890 | 1 600 |
| complaints brought forward | 152 | 207 | 320 |
| cases of complaints for disposal | 3 653a | 2 097 1 751 | 1 920 1 600 |
| complaints completed | 3 446β 207 | 346 | 320 |
| complaints in progress cases of complaints resolved after remedial/follow-up | 207 | 540 | 520 |
| actions taken by a complaince actions taken by a complaince | 142 | 179 | 230 |
| average time taken for handling cases | 142 | 1/9 | 230 |
| average time taken to randing cases | | | |
| case with bilateral handling (days)◊ | 7λ | 21 | 21 |
| average time taken to settle a complaint case with | /// | 21 | 41 |
| tripartite handling (days)ω | 85 | 82 | 80 |
| enforcement actions | 05 | 02 | 00 |
| warning notices issued | 26 | 16 | 25 |
| enforcement notices issued | 3 | 0γ | 28 5 |
| undertakings received after investigations ^{¹²} | | | _ |
| referral to prosecution | 19 | 6 | 20 |
| compliance | - / | - | |
| matching procedure consent applications | 15ə | 37 | 25 |
| inspections of personal data systems | 1 | 1 | 1 |
| compliance checks | 253 | 289 | 250 |
| investigations | | | |
| investigations initiated | 90 | 96 | 100 |
| investigations completed | 85 | 95 | 100 |
| recommendations given | | | |
| cases with recommendations given on the compliance | | | |
| with the PDPO | 133 | 873Λ | 660 |
| codes of practice/guidance notes | | | |
| codes of practice/guidance notes issued | 2 | 2 | 2 |
| legal, policy and research | | | |
| no. of cases involving legal proceedingsO | 27 | 13 | 13 |
| promotional and educational activities | | | |
| major promotional activities (participants) t | 18 (258 147) | 18 (262 145) | 18 (250 000) |
| industry specific privacy campaigns (participants) | 1 (2 657) | 1(2121) | 1 (2 000) |
| talks, seminars and workshops (participants) Δ | 314 (24 623) | 421 (33 543) | 400 (31 000) |
| visits to website# | 1 000 279 | 1 258 750 | 1 180 000 |

If the 1 968 REO-related cases are excluded, the figure will be 1 533. ø

If the 1 968 REO-related cases are excluded, the figure will be 1 685. α

If the 1 968 REO-related cases are excluded, the figure will be 1 478. β

Equivalent to the number of mediated cases. μ ()

Revised description of the previous indicator "average time taken to settle a simple complaint case" as from 2019. "Bilateral handling" refers to cases where PCPD communicates with the complainant only. If the 1 968 REO-related cases are excluded, the figure will be 18 days.

λ

Revised description of the previous indicator "average time taken to settle a complicated complaint case" as from 2019. "Tripartite handling" refers to cases where PCPD communicates with the complainant and the ω party being complained against.

No enforcement notice was issued in 2018. PCPD endeavoured to resolve the disputes by way of γ conciliation, and to engage the data users to come up with remedial actions agreeable to parties concerned in cases where data protection principles are breached.

- Ø Previously, written undertaking was issued to ensure that the data user had completed the remedial actions or preventive measures before closing a complaint case. Pursuant to section 50(1) of PDPO (effective on 1 October 2012), if, following the completion of an investigation, the Commissioner is of the opinion that the relevant data user is contravening or has contravened a requirement under this Ordinance, the Commissioner may serve on the data user an enforcement notice, directing the data user to remedy and, if appropriate, prevent any recurrence of the contravention. Since 2017, PCPD has not received any written undertaking. Hence, this indicator is deleted.
- The matching figure is very much demand driven, and PCPD would process the requests according to actual applications received. The drop in figures is mainly due to the fact that a few of the data users have not submitted renewal applications upon expiry.

- η New indicators as from 2019. PCPD had separate indicators for investigation driven by complaints (section 38(a) of PDPO) and self-initiated investigations (section 38(b) of PDPO), placed separately under the indicators "complaints" and "compliance" in previous Controlling Officer's Reports. To avoid ambiguities, the indicators for section 38(a) and section 38(b) investigations are placed together under one indicator as "investigations".
- Λ The figure represents the number of cases in which recommendations were given in the form of warning notices, advices, reminders and enforcement notices. In previous years, only recommendations in the form of warning notices and advices were counted.
- Θ New indicator as from 2019. Such cases include those at the Administrative Appeals Board.
- τ The numbers of activities and participants are subject to significant variations across years with changes in the content, formats and target groups of activities.
- Δ Including the participants of online courses.
- # New indicator as from 2019.

Matters Requiring Special Attention in 2019–20

25 During 2019–20, PCPD will:

- engage the business sector (especially micro, small and medium enterprises) in promoting the protection and
 respect of personal data privacy, with a view to enhancing the culture of respect of personal data privacy in the
 sector;
- strengthen the connection with the Mainland and overseas data protection authorities, and explain rules and regulations on data protection of other jurisdictions to the local stakeholders for compliance with the requirements; and
- provide advice to the Government on initiatives involving personal data privacy, including making recommendations to the Government on the review of the PDPO.

ANALYSIS OF FINANCIAL PROVISION

| Pro | gramme | 2017–18 (Actual) (\$m) | 2018–19 (Original) (\$m) | 2018–19 (Revised) (\$m) | 2019–20 (Estimate) (\$m) |
|------------|---|------------------------------|--------------------------------|-------------------------------|--------------------------------|
| (1) | Director of Bureau's Office | 10.6 | 12.0 | 12.2 | 12.8 |
| (2) | Constitutional and Mainland Affairs | 116.9 | 134.8 | 138.9 | 179.1 |
| (3) | Mainland and Taiwan Offices | 342.0 | 315.0 | 318.0 | 344.1 |
| (4) (5) | Rights of the Individual Subvention: Equal Opportunities Commission and Office of the Privacy | 28.6 | 30.3 | 24.8 | 34.8 |
| | Commissioner for Personal Data | 198.0 | 184.0 | 189.4 | 196.0 |
| | | 696.1 | 676.1 | 683.3 (+1.1%) | 766.8 (+12.2%) |

(or +13.4% on 2018–19 Original)

Analysis of Financial and Staffing Provision

Programme (1)

Provision for 2019–20 is \$0.6 million (4.9%) higher than the revised estimate for 2018–19. This is mainly due to the increased provision for salary expenses.

Programme (2)

Provision for 2019–20 is \$40.2 million (28.9%) higher than the revised estimate for 2018–19. This is mainly due to the increased provision for taking forward the development of the Guangdong-Hong Kong-Macao Greater Bay Area and other operating expenses. In addition, there will be an increase of 20 posts in 2019–20.

Programme (3)

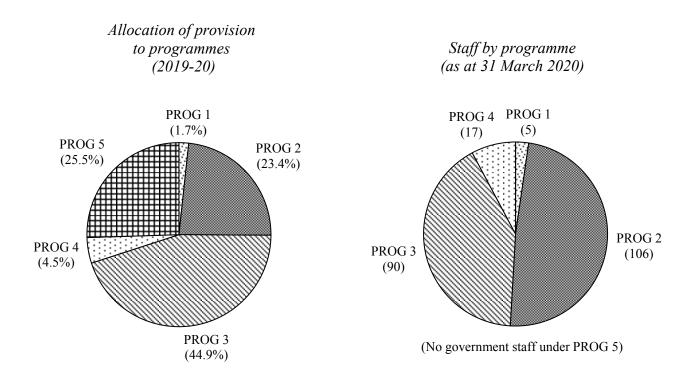
Provision for 2019-20 is \$26.1 million (8.2%) higher than the revised estimate for 2018-19. This is mainly due to the increased provision in publicity and other operating expenses. In addition, there will be a net increase of one post in 2019-20.

Programme (4)

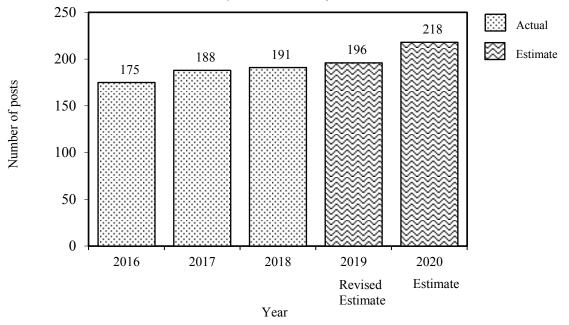
Provision for 2019-20 is \$10.0 million (40.3%) higher than the revised estimate for 2018-19. This is mainly due to the increased provision in operating expenses. In addition, there will be an increase of one post in 2019-20.

Programme (5)

Provision for 2019–20 is \$6.6 million (3.5%) higher than the revised estimate for 2018–19. This is mainly due to the provision of additional funding for the EOC to promote equal opportunities for ethnic minorities and the PCPD for its minor works project.



Changes in the size of the establishment (as at 31 March)



| Sub- head (Code) |) | Actual expenditure 2017–18 | Approved estimate 2018–19 | Revised estimate 2018–19 | Estimate 2019–20 |
|------------------------|--|----------------------------------|---------------------------------|--------------------------------|---------------------|
| | | \$'000 | \$'000 | \$'000 | \$'000 |
| | Operating Account | | | | |
| | Recurrent | | | | |
| 000 | Operational expenses | 684,134 | 669,013 | 676,482 | 762,802 |
| | Total, Recurrent | 684,134 | 669,013 | 676,482 | 762,802 |
| | Non-Recurrent | | | | |
| 700 | General non-recurrent | 1,981 | 6,530 | 6,298 | 970 |
| | Total, Non-Recurrent | 1,981 | 6,530 | 6,298 | 970 |
| | Total, Operating Account | 686,115 | 675,543 | 682,780 | 763,772 |
| | Capital Account | | | | |
| | Subventions | | | | |
| 88B | Office of the Privacy Commissioner for Personal Data - minor plant, vehicles and equipment (block vote) Equal Opportunities Commission - minor plant, | 467 | _ | _ | 2,983 |
| | Equal Opportunities Commission - minor plant, vehicles and equipment (block vote) Equal Opportunities Commission - maintenance, repairs and minor | — | 529 | 529 | |
| | improvements (block vote) | 9,500 | | — | _ |
| | Total, Subventions | 9,967 | 529 | 529 | 2,983 |
| | Total, Capital Account | 9,967 | 529 | 529 | 2,983 |
| | Total Expenditure | 696,082 | 676,072 | 683,309 | 766,755 |

Details of Expenditure by Subhead

The estimate of the amount required in 2019–20 for the salaries and expenses of the Constitutional and Mainland Affairs Bureau is \$766,755,000. This represents an increase of \$83,446,000 over the revised estimate for 2018–19 and \$70,673,000 over the actual expenditure in 2017–18.

Operating Account

Recurrent

2 It is operationally necessary for the Beijing Office, and the Hong Kong Economic and Trade Offices in Guangdong, Shanghai, Chengdu and Wuhan to make certain payments in the local currency, i.e. Renminbi (RMB). Expenditure in RMB will be charged to the appropriate subheads at the exchange rate of RMB1=HK\$1.14358.

3 Provision of \$762,802,000 under *Subhead 000 Operational expenses* is for the salaries, allowances and other operating expenses of the Constitutional and Mainland Affairs Bureau. The increase of \$86,320,000 (12.8%) over the revised estimate for 2018–19 is mainly due to the increased provision for salaries of existing staff and new posts, publicity expenses in the Mainland Offices, as well as taking forward the development of the Guangdong-Hong Kong-Macao Greater Bay Area.

4 The establishment as at 31 March 2019 will be 196 posts. It is expected that there will be an increase of 22 posts including two supernumerary posts in 2019–20. Subject to certain conditions, the controlling officer may under delegated power create or delete non-directorate posts during 2019–20, but the notional annual mid-point salary value of all such posts must not exceed \$174,399,000.

5 An analysis of the financial provision under *Subhead 000 Operational expenses* is as follows:

| | 2017–18 (Actual) (\$'000) | 2018–19 (Original) (\$'000) | 2018–19 (Revised) (\$'000) | 2019–20 (Estimate) (\$'000) |
|--|---------------------------------|-----------------------------------|----------------------------------|-----------------------------------|
| Personal Emoluments | | | | |
| - Salaries | 178,946 | 196,381 | 189,027 | 228,327 |
| - Allowances | 21,512 | 25,555 | 26,475 | 27,759 |
| - Job-related allowances | I | 2 | 2 | 2 |
| Personnel Related Expenses | | | | |
| - Mandatory Provident Fund | 1.50 | 1.4.5 | 101 | 1.55 |
| contribution - Civil Service Provident Fund | 152 | 145 | 181 | 177 |
| contribution | 9,090 | 10,092 | 9,403 | 12,919 |
| - Disturbance allowance | 1,830 | 5,818 | 4,718 | 6,320 |
| Departmental Expenses | | - , | · · · | -) |
| - General departmental expenses | 172,415 | 196,316 | 199,406 | 224,723 |
| Other Charges | | | | |
| - Publicity | 101,077 | 44,205 | 52,781 | 59,705 |
| - Activities to promote equal opportunities | | | | |
| and human rights | 11,128 | 7,016 | 5,584 | 9,807 |
| Subventions | | | | |
| - Equal Opportunities Commission | 108,014 | 108,014 | 111,906 | 114,491 |
| - Office of the Privacy Commissioner for | 70.060 | 75 460 | 76.000 | 70 573 |
| Personal Data | 79,969 | 75,469 | 76,999 | 78,572 |
| | 684,134 | 669,013 | 676,482 | 762,802 |

Capital Account

Subventions

6 Subhead 88B Office of the Privacy Commissioner for Personal Data - minor plant, vehicles and equipment (block vote) is for the procurement of plant, vehicles and equipment each costing over \$200,000 but not exceeding \$10 million. The provision of \$2,983,000 is for the information technology infrastructure overhaul project for the Office of the Privacy Commissioner for Personal Data.

Commitments

| Sub- head (Code) | Item (Code) | Ambit | Approved commitment \$'000 | Accumulated expenditure to 31.3.2018 \$'000 | Revised estimated expenditure for 2018–19 \$'000 | Balance \$'000 |
|------------------------|----------------|--|----------------------------------|--|--|-------------------|
| Opera | ting Ac | count | | | | |
| 700 | | General non-recurrent | | | | |
| | 807 | One-off setting up cost for the Liaison Units | 7,500 | 300 | 6,230 | 970 |
| | | Total | 7,500 | 300 | 6,230 | 970 |
| | | | | | | |