

## 與法庭使用者以及社會大眾的接觸 Interface with Court Users and the Community



### 與法庭使用者以及社會大眾的接觸

司法機構以服務社會為己任，致力開創以使用者為本，精益求精的服務文化。我們歡迎法庭使用者對司法機構的各項服務提出意見。

### 法庭使用者委員會

民事法庭使用者委員會和刑事法庭使用者委員會由法官、法律界代表、其他法庭使用者代表和業外人士組成，1993年成立，旨在討論法庭使用者關心的問題，包括 (i) 法庭常規和程序；(ii) 法庭的管理（例如案件排期和新科技的使用等）；以及 (iii) 法庭的設備。

### Interface with Court Users and the Community

The Judiciary is committed to cultivating a user-focused and striving-for-excellence culture in serving the community. Court users are welcome to give feedback on our services.

### Court Users' Committees

The Civil Court Users' Committee and the Criminal Court Users' Committee, comprising judges, representatives of the legal profession, representatives of other court users and lay members, were established in 1993 to discuss matters of concern to court users, including (i) court practice and procedure; (ii) administration of the courts (such as listing of cases and the use of new technology); and (iii) facilities provided in the court.



終審法院首席法官是2006年法律週開幕典禮的其中一位主禮嘉賓  
The Chief Justice is one of the officiating guests at the Opening Ceremony of Law Week 2006

2003年6月，民事法庭使用者委員會成立民事法庭登記處使用者小組委員會。該小組委員會的職能是在適當的情況下就終審法院、高等法院、區域法院、家事法庭和土地審裁處各法院登記處在日常運作、管理和設施方面提供意見和處理相關問題。

2006年12月，我們成立家事法庭使用者委員會，以聯絡家事法庭的使用者，討論共同關注的事宜。



無律師代表訴訟人資源中心的查詢櫃位  
Resource Centre for Unrepresented Litigants enquiries counter

### 無律師代表訴訟人資源中心

無律師代表訴訟人資源中心設於高等法院大樓，2003年12月22日開始運作。

資源中心主要就程序方面事宜向高等法院或區域法院民事法律程序的各方無律師代表的訴訟人、或準備展開該等民事法律程序的無律師代表訴訟人，提供協助。所提供的協助並不包括涉及婚姻、土地、僱員補償和遺產的事宜，由於這些事宜涉及特定的規定和程序，故由各有關登記處的人員提供相關協助。

In June 2003, the Civil Court Users' Committee set up the Sub-committee for Civil Court Registry Users to advise on and deal with, if appropriate, the day-to-day operation, administration and facilities of the court registries in the Court of Final Appeal, the High Court, the District Court, the Family Court and the Lands Tribunal.

In December 2006, the Family Court Users' Committee was established to liaise with users of the Family Court to discuss matters of concern.

### Resource Centre for Unrepresented Litigants

The Resource Centre for Unrepresented Litigants ("the Resource Centre") in the High Court Building commenced operation on 22 December 2003.

The Resource Centre primarily renders assistance in procedural matters to unrepresented litigants who are parties to or about to commence civil proceedings in the High Court or District Court. The proceedings relating to matrimonial, lands and employees' compensation matters and probate applications are not covered by the Resource Centre, as these matters involve specialised rules and procedures. Assistance in these matters is provided by the staff of the respective registries.



資源中心備有一系列高等法院和區域法院一般民事法律程序指引的小冊子，供使用者參考

A series of Guide to General Civil Proceedings in High Court and District Court brochures are available at the Resource Centre for users' reference

### 資源中心成立目的

- 減省法官庭上向無律師代表訴訟人解釋規則和程序的時間，從而加快法庭程序，節省法律費用；
- 確保向無律師代表訴訟人所提供的協助方式和解釋，均是規範一致的；
- 避免其他訴訟各方誤會法官對無律師代表的訴訟人有所偏袒；以及
- 綜合、精簡及加強現時由司法機構不同登記處及辦事處為無律師代表訴訟人提供的各項服務及協助。

### 資源中心的設施及服務

資源中心提供下列設施及服務：接待及一般查詢的櫃位；解釋法庭程序的短片；宣誓服務；其他附帶設施如電腦、可供書寫的地方及自助影印機等。資源中心擺放了一系列概括說明高等法院及區域法院民事法律程序的小冊子和短片，以及介紹法庭服務的單張和各種法庭表格樣本。這些小冊子和短片也已上載至司法機構網址內為資源中心特設的網頁 (<http://rcul.judiciary.gov.hk>)。

### Objectives of the Resource Centre

- To save the courts' time in explaining rules and procedures to the unrepresented litigants, thereby expediting the court process and lowering legal costs;
- To ensure uniformity in the approaches where assistance is provided and explanations are offered to the unrepresented litigants;
- To avoid the perception of judges being partial to the unrepresented party; and
- To consolidate, streamline and enhance the existing facilities and assistance for unrepresented litigants provided at different registries and offices of the Judiciary.

### Facilities and Services at the Resource Centre

The Resource Centre provides reception and general enquiry counters, videos on court procedures, oaths and declarations services, and other ancillary facilities such as computers, writing area and self-service photocopying machines. A series of brochures and videos introducing the broad outline of civil proceedings in the High Court and the District Court, and pamphlets on court services and sample court forms are made available at the Resource Centre. The brochures and videos are also uploaded onto the dedicated webpage of the Resource Centre <<http://rcul.judiciary.gov.hk>> on the Judiciary's Website.



資源中心自啟用至 2006 年 9 月 30 日止，共接待了 11 709 名訪客，處理了 6 619 個電話查詢。同期，資源中心網頁的點擊次數錄得接近 545 000 次。

司法機構 2004 年 11 月成立無律師代表訴訟人資源中心諮詢委員會，以評估資源中心能夠達到目標的程度，同時研究是否需要作進一步的改善，以迎合使用資源中心的無律師代表訴訟人的需要。委員會由法官、大律師、律師、以及法律援助署、當值律師計劃、香港社會服務聯會、香港大學法律學院和香港城市大學法律學系的代表所組成。2005 年 7 月，我們進行使用者滿意程度調查，以搜集資料檢討資源中心所提供的服務，以及了解使用者在服務範圍及類別等方面的需要。

為了配合區域法院無律師代表訴訟人的需要，我們已於區域法院登記處側設置一個專用房間，內設電話和傳真直接連接位於高等法院的資源中心，便利區域法院的使用者與資源中心的職員聯絡。

Since the commencement of its operation up to 30 September 2006, the Resource Centre received 11 709 visitors and 6 619 telephone enquiries. During the same period, nearly 545 000 hits at the Resource Centre's Webpage were recorded.

In November 2004, the Judiciary set up the Consultative Committee on the Resource Centre for Unrepresented Litigants to evaluate the extent to which the Resource Centre is achieving its objectives, and to assess whether further improvement is required to better meet the needs of the unrepresented litigants using the Resource Centre. The Consultative Committee comprises judges, barristers, solicitors and representatives from the Legal Aid Department, the Duty Lawyer Scheme, the Hong Kong Council of Social Service, the Faculty of Law of the University of Hong Kong and the Law School of the City University of Hong Kong. In July 2005, a User Satisfaction Survey was conducted to gather information for reviewing the services presently available at the Resource Centre and identifying users' needs in terms of the scope and type of services.

In order to cater for the needs of unrepresented litigants in the District Court, a designated room with a telephone and fax line directly connected to the Resource Centre was installed next to the District Court Registry to facilitate their contact with the staff of the Resource Centre.



## 司法機構網站

(<http://www.judiciary.gov.hk>)

司法機構網站提供一個便利的平台，方便市民查閱司法機構眾多服務的有關資料。除了法庭的判案書、案件表、陪審員出庭通知外，網站也載有介紹各級法院服務的指南，關於出任陪審員、文件加簽服務和核證譯文服務的資料，以及投訴法官的程序。《法官行為指引》也可在網上查閱。公眾可以透過網站提供的一般查詢電子郵箱向我們作出查詢、建議或投訴。電子郵件已證明是司法機構與社會大眾溝通的一個便捷渠道。此外，司法機構網站提供 (i) 各級法庭案件聆訊日期網上查閱服務；及 (ii) 勞資審裁處的電子預約服務及查閱裁斷款項交收情況的服務。

## 司法機構的查詢熱綫和互動聲訊系統

司法機構的查詢熱綫（電話：2869 0869 及 2530 4411）在辦公時間由我們的工作人員負責接聽。2006 年首九個月，我們接獲共 19 344 項查詢。對於來電查詢，我們會盡快作出準確和禮貌的回覆，如有需要，我們也會將查詢轉介有關的工作人員處理。

## The Judiciary Website

<<http://www.judiciary.gov.hk>>

The Judiciary's Website provides a user-friendly platform making available information on the various services provided by the Judiciary for members of the public. In addition to court judgments, cause lists and juror attendance notice, it makes available Guides to Court Services which cover the use of court services at all levels of courts, giving information about jury service, the apostille service and the certified translation service and procedures on complaints against judges, with the Guide to Judicial Conduct also available on the Website. Members of the public can make enquiries, offer suggestions or lodge complaints through the general enquiries e-mail account which has proved to be an efficient means of communication between the Judiciary and the community. Moreover, the Judiciary's Website provides (i) an e-hearing date enquiry service for all levels of courts; and (ii) an e-appointment booking service and award payment enquiry service for the Labour Tribunal.

## The Judiciary Hotlines and Interactive Voice Response Systems

The Judiciary hotlines (Tel: 2869 0869 and 2530 4411) are manned by our staff during office hours. A total of 19 344 enquiries were received in the first nine months of the year. We are committed to answering the enquiries promptly, politely and accurately. Referrals to appropriate officers are made as and when necessary.

高等法院、區域法院、家事法庭、遺產承辦處、土地審裁處、勞資審裁處、小額錢債審裁處的登記處，以及執達主任辦事處和法庭語文組辦事處經已裝置共九個互動聲訊系統，向公眾人士提供 24 小時電話查詢服務。市民可以透過聲訊系統查詢每天案件審訊表（即案件的聆訊的日期、時間和法庭編號）、勞資糾紛案件的付款狀況、以及確定是否需要到庭出席陪審員的選任程序。除了可以收聽錄音片段外，也可利用傳真索取資料小冊子（高等法院的聲訊系統除外）。如有需要，市民可在辦公時間內聯絡有關法庭或審裁處職員作進一步查詢或投訴。2006 年，我們為六個使用期即將屆滿的聲訊系統進行了提升工程。為進一步提高服務素質，高等法院登記處、家事法庭登記處和遺產承辦處的聲訊系統提升工程也已展開。此外，高等法院大樓諮詢中心將會於 2007 年初增設聲訊系統。

A total of nine Interactive Voice Response Systems (IVRSs) have been installed at the registries of the High Court, the District Court, the Family Court, the Probate Registry, the Lands Tribunal, the Labour Tribunal, the Small Claims Tribunal, the Bailiff Office and the Court Interpreters' Office to provide 24-hour enquiry services to the public. Callers can check daily cause lists (i.e. date, time and court number for cases to be heard); enquire the payment status of a labour dispute, and confirm the need of appearing at court for jury empanelling. Apart from listening to the pre-recorded messages, callers can obtain information leaflets through fax (except for the IVRS of the High Court). Also, callers can contact the staff of the respective courts/tribunals to make further enquiries or complaints during office hours. In 2006, we completed the enhancement work of six IVRSs that had reached the end of their serviceable lives. To further improve our services, actions are also in hand to improve the remaining IVRSs for three registries, including the High Court Registry, the Family Court Registry and the Probate Registry, and an additional IVRS will be set up for the High Court Building Information Counter in early 2007.



高等法院的查詢櫃位

Information Counter at the High Court



高等法院設有「資訊網」  
Information kiosk at the High Court

### 查詢櫃位

我們在各法院大樓設有查詢櫃位，接受法庭使用者親身或電話查詢。為了提高查詢服務的效率，高等法院大樓地下設有一個「資訊網」，介紹高等法院眾多服務的一般資料。法庭使用者也可利用網上搜查功能，根據案件編號來查閱案件詳情和聆訊日期。除了「資訊網」外，法庭使用者也可透過設於高等法院大樓地下的三台等離子顯示屏查閱高等法院每日聆訊案件表的資料。

### 查詢和投訴機制

司法機構政務處有一套既定的機制處理公眾對由司法機構政務長統轄的行政事宜所作的查詢和投訴。投訴組收到投訴後，會進行獨立調查。如果查明投訴是有根據的，會立即採取補救措施，並向投訴人交待調查結果。投訴組也會對有關問題進行檢討及作出建議，防止類似事件再次發生。2006年首九個月，投訴組共接獲157項投訴，投訴事項主要涉及登記處的程序、法院服務及設施和司法機構政務處轄下人員這幾方面。



投訴組高級司法行政主任鍾鳳女獲香港申訴專員公署頒申訴專員嘉許獎（投訴處理組別）

*Ms Joanna Chung, Senior Judicial Executive of Complaints Office, is awarded "The Ombudsman's Award for Officers of Public Organisations (Complaints related)" by the Office of the Ombudsman, Hong Kong*

### Information Counters

Information counters are located at various court buildings to provide public enquiry services to court users in person or through the telephone. To enhance the efficiency of enquiry services, an information kiosk is set up on the Ground Floor of the High Court Building to offer general information on various services provided at the High Court. The on-line search function enables court users to search for particulars of court cases and hearing dates by case numbers. Apart from the information kiosk, court users can also obtain information on daily cause lists in the High Court from three plasma monitors installed on the Ground Floor of the High Court Building.

### Enquiry and Complaint Mechanisms

The Judiciary Administration has an established mechanism to handle public enquiries and complaints on administrative matters under the purview of the Judiciary Administrator. Upon the receipt of a complaint, the Complaints Office will conduct an independent investigation. If the complaint is substantiated, remedial action will be taken immediately and a reply given. Review and recommendations will also be made to prevent recurrence of a similar incident under complaint. In the first nine months of 2006, the Complaints Office received a total of 157 complaints issues, in respect of registry procedures, provisions of services, facilities in courts and staff of the Judiciary Administration.



此外，投訴組需處理公眾人士提出的公開資料要求。投訴組接到要求後會根據《公開資料守則》的規定處理。

### 資料小冊子和短片

我們印製了一系列淺白易明的「法庭服務指南」小冊子，簡單介紹各級法院的工作、陪審團、離婚申請程序、家事調解服務、遺產承辦服務和執達主任服務，以及收回住宅單位和追討租金的程序等。這些小冊子擺放在各法院的查詢櫃位供大眾取閱，內容也可在司法機構的網頁查閱。

我們製作了多套介紹司法機構服務的短片，包括「司法機構的工作」、「陪審團的組成」、「勞資審裁處的工作」、「土地審裁處的工作」和「家事調解服務」。這些短片經常在參觀法庭活動、陪審團召集會和家事調解服務簡介講座中播放。勞資審裁處和土地審裁處的等候處也經常播放相關短片。

The Complaints Office also handles public requests for access to information. Such requests are handled according to the Code of Access to Information.

### Information Pamphlets and Videos

A series of “Guide to Court Services” pamphlets have been published to provide brief introduction to the work of all courts, jury service, divorce procedures, family mediation, probate and bailiff services, repossession of domestic premises and recovery of rent. Copies are available at information counters of the courts and uploaded on the Judiciary’s Website.

A number of videos have been produced to introduce the services rendered by the Judiciary. They include the “Work of the Judiciary”, “Empanelling a Jury”, “Work of the Labour Tribunal”, “Work of the Lands Tribunal” and “Family Mediation Service”. The videos are often shown during court visits, assembly of jurors and information sessions on family mediation, and at the waiting areas of the Labour Tribunal and the Lands Tribunal.



法庭服務簡介系列小冊子  
“Guide to Court Services” series of pamphlets

為了配合司法機構無律師代表訴訟人資源中心的成立，我們印製了一系列小冊子，向無律師代表訴訟人提供如何在高等法院和區域法院展開民事訴訟的基本資料。此外，我們製作了多套供在資源中心播放的短片，介紹資源中心的服務和簡介上述兩級法院的民事訴訟程序。這些短片和小冊子的內容可在司法機構的網頁查閱。

### 參觀法庭

我們安排不同的法庭參觀活動，使公眾更了解司法機構的組織、工作和法庭的運作。2006年首九個月，我們為超過 9 950 名本地和海外人士安排了共 301 次參觀活動。參觀者包括法律界專業人士、政府官員和關注團體代表。我們也為學校和青少年中心安排參觀法庭，而參觀法庭已成為他們暑期活動的其中一個項目。

With the establishment of the Judiciary's Resource Centre for Unrepresented Litigants, a series of booklets have been published to provide basic information to litigants in person on how to start a civil action in the High Court and the District Court. In addition, a number of videos have been produced for showing at the Resource Centre to introduce the services available at the Resource Centre and to give a general introduction on civil proceedings in the High Court and the District Court. The videos and contents of the booklets are uploaded on the Judiciary website.

### Visits to the Courts

Court visits are organised to promote understanding of the community on the organisation and work of the Judiciary as well as the court operations. For the first nine months of 2006, a total of 301 visits were arranged for over 9 950 local and overseas visitors, including legal professionals, government officials and interested sectors of the community. Visits were also organised for schools and youth centres as part of their summer programmes.



高等法院首席法官與參觀高等法院的中學生會面

*The Chief Judge of the High Court meets with a group of secondary students during their visit to the High Court*

### 為新聞界提供服務

新聞及公共關係組為新聞界提供一系列的服務，其中包括提供快捷準確的回覆和資訊、安排傳媒訪問、籌辦 / 召開新聞發布會，以及提供設施以便新聞界報導法庭消息。該組也會在法庭對公眾關注的案件作出判決後盡快將判決書發放給新聞界，以便報導。

### 宣誓服務

高等法院登記處的宣誓處為公眾人士就與法庭程序有關的文件辦理宣誓。處理的宣誓文件一般是在各級法院使用或與各法庭程序、領養和引渡有關的聲明書 / 宗教式誓章 / 非宗教式誓詞。至於需要在法庭使用的文件，公眾人士可就其譯本準確性辦理宣誓。2006 年首九個月，該處每天辦理超過 180 次宣誓。

### Services to the Media

The Press and Public Relations Office provides a range of services to the media which include responsive and informative enquiry service, arranging media interviews, organising/conducting press conferences and meet-the-media sessions, and providing facilities for covering court news. Court judgments of interest are also provided to the media soon after their handing-down.

### Oaths and Declarations Service

The Oaths and Declarations Office of the High Court Registry administers oaths and declarations for documents relating to court proceedings. The documents generally accepted for declarations service are declarations/affidavits/affirmations for use at all court levels or in connection with court proceedings, adoption, extradition, and certification of accuracy of translations for court purposes. In the first nine months of 2006, the Office administered over 180 oaths and declarations daily.



高等法院首席法官與參觀高等法院的美國Santa Clara Law Summer Programme學生會面

The Chief Judge of the High Court meets with students of Santa Clara Law Summer Programme from US during their visit to the High Court





司法機構義工隊探訪保良局  
The Judiciary Volunteer Team visits Po Leung Kuk

### 義工活動

司法機構義工隊成立於 2001 年 3 月，現時共有 132 名隊員。義工隊 2006 年 4 月到為智障人士提供餐飲服務業訓練的女青年會園景軒餐廳探訪。此外，義工隊組織了兩次探訪活動，2006 年 5 月和 9 月分別到訪保良局幼童組和樂善堂梁鈿琚敬老之家。這些義工活動全都獲得同事的大力支持。

### Volunteer Activities

The Judiciary Volunteer Team, formed in March 2001, has 132 members currently. In April 2006, the Team organised a visit to the YWCA Garden View Lounge, a café operated by a charitable organisation to offer training in catering services for the mentally-handicapped. Two other visits were held in May and September 2006 to the nursery section of the Po Leung Kuk and a hostel for the elderly run by the Lok Sin Tong respectively. All these volunteer activities were well supported by our staff.



司法機構義工隊探訪護老院。圖左為司法機構政務長劉嫣華  
The Judiciary Volunteer Team visits a home for the elderly. On the left is Miss Emma Lau, Judiciary Administrator