

司法機構的行政

司法機構政務處由司法機構政務長統領。他協助終審法院首席法官處理司法機構的整體行政事務，並監控司法機構的一切公帑支出。

組織架構

司法機構政務處分為四部：

- (i) 發展部負責檢討、統籌及推動有關法庭架構、常規、規則和程序的政策，並處理傳媒和公共關係事務；
- (ii) 運作部提供必要的支援服務以配合法庭運作，包括為案件排期、調派並訓練人員以協助法官、管理法院登記處的運作、執行法庭命令、提供翻譯及傳譯服務和法律參考資料、管理司法機構圖書館的運作、安排家事調解服務及處理投訴等；
- (iii) 支援部負責管理人力資源和財政資源，設計及落實辦公室場地使用策略，處理司法機構的一般行政事務，並負責司法培訓的支援工作；及



司法機構政務長徐志強
Mr Wilfred Tsui, the Judiciary Administrator

JUDICIARY ADMINISTRATION

The Judiciary Administration is headed by the Judiciary Administrator who assists the Chief Justice in the overall administration of the Judiciary. He is also the Controlling Officer for all public funds expended by the Judiciary.

ORGANISATION STRUCTURE

The Judiciary Administration is organised into four Divisions:

- (i) Development Division is responsible for reviewing, co-ordinating and developing policy on court system, practices, rules and procedures. Its portfolio also covers media and public relations;
- (ii) Operations Division provides essential support services for the operation of courts including the listing function, deployment and training of staff in assisting Judges, operation of registries, execution of court orders, translation and interpretation services, provision of legal reference, operation of Judiciary libraries, mediation service on matrimonial cases and handling of complaints;
- (iii) Corporate Services Division is responsible for managing human and financial resources, planning and implementing the accommodation strategy, general administration of the Judiciary as well as support to judicial training; and

(iv) 優質服務部負責計劃及統籌各項措施的效率檢討和改善方案，制訂並執行與資訊科技有關的建議，以及監察資訊系統的管理工作。

(iv) Quality Division works on the planning and co-ordination of efficiency reviews and improvement initiatives, development and implementation of information technology proposals, and overseeing the management information system.



司法機構政務處高層
Top management of the Judiciary Administration

機構的發展

使命和主要工作範疇

司法機構政務處在員工積極參與下，集思廣益，訂立以下的使命：

- 維護司法公正
- 提供優質服務
- 發揮團隊精神
- 致力創新求進

ORGANISATION DEVELOPMENT

Mission and Key Result Areas

The Judiciary Administration has developed the following mission through extensive staff participation and consultation:

- To support the upholding of justice and the rule of law
- To provide quality services
- To maximise synergy through teamwork
- To strive for creativity and improvements

為了實踐部門的使命，我們自2001年已就司法機構政務處的各项職能界定了一套主要工作範疇，讓同事在了解本身工作功能和意義方面有基準可循。透過同事的參與，我們為每個主要工作範疇制定了主要成效指標。有了這些指標，我們便可制定工作方針，評定我們工作的成效。我們曾於2004年8月進行檢討，四大分部已制定了一共203個主要工作範疇及438個主要成效指標。自2002年底起，我們已設立了一套全面性的工作表現管理制度，每季都由有關組別更新有關工作成績及成效的資料。

三年策略性規劃

我們的首長級人員對環境和利害關係進行分析，經研究部門的能力資源後，為2002至2005年制定了三年策略大計如下：

- 透過提供足夠的資料及適時回應，使訴訟各方，包括沒有律師代表的人士，得到最大的司法保障及權利
- 提倡以服務使用者為本的機構文化，並着重培養員工的主動性、個人發展及持續學習態度
- 建立能愉快地工作的團隊
- 精簡工序，以提高成效及舒緩工作壓力
- 改善設施以配合法官、員工及法庭使用者的要求
- 收集法官、員工及法庭使用者的意見
- 促進民事司法制度改革的发展

In pursuit of the mission, a set of Key Result Areas (KRA) have been defined since 2001 for individual functions in the Judiciary Administration to provide staff with a framework for understanding the significance of their work. Key Performance Indicators (KPI) under each KRA have been developed through staff participation, for setting objectives and benchmarking results. As a result of a review in August 2004, there are a total of 203 KRAs and 438 KPIs formulated in the four Divisions. A comprehensive performance management system has been put in place since late 2002 for quarterly updating of achievements and results by the respective sections.

Three-Year Strategic Plan

The Directorate team went through a process of environmental scanning and stakeholder analysis. Having also examined the capacity of the organisation, they arrived at a strategic plan for 2002-05 as follows:

- To maximise access to justice, in particular in information dissemination and timely response to court users, and to cater for increasing needs from unrepresented litigants
- To develop a user-oriented organisation culture and staff with a proactive mindset, focusing on personal growth and continuous learning
- To build happy teams of staff
- To conduct continuous improvements in work processes to enhance efficiency and reduce work pressure
- To provide better facilities to meet stakeholders' needs
- To collect feedback from stakeholders
- To contribute to the development of Civil Justice Reform

司法機構的四大分部每年都在員工的參與下制定工作計劃，以實踐各項策略性的目標。這方面的進度會在由司法機構政務長主持的每月行政會議中檢討。在2004年首九個月，我們已達成81項改善目標。

Through staff participation, action plans are drawn up annually by the Divisions in support of the strategic goals. Progress is reviewed at the monthly Executive Meetings chaired by the Judiciary Administrator. For the first nine months in 2004, a total of 81 improvement targets were achieved.



司法機構政務長巡視港島區執達主任辦事處（左圖）及法庭語文組（右圖）
The Judiciary Administrator visits the Bailiff Hong Kong Regional Office (left photo) and the Court Language Section (right photo)

國際標準化組織 ISO 證書

小額錢債審裁處及土地審裁處的登記處及法庭支援服務分別於2002年3月及2003年獲得國際標準化組織ISO 9001:2000證書。這顯示該兩個審裁處的品質管理系統已達到國際認可的標準。我們預期六所裁判法院亦將於2005年3月獲得同類證書。

ISO CERTIFICATION

The Small Claims Tribunal and the Lands Tribunal obtained the ISO 9001:2000 certification for their Registry and Court Support Services in March 2002 and 2003 respectively. This signifies that the quality management systems in both tribunals have attained internationally recognised standards. It is expected that six Magistrates' Courts will obtain similar certification in March 2005.



科技法庭提供視像會議設施
Technology Court provides video conferencing facilities

資訊科技應用

科技法庭

為了提高法庭支援服務的效率及成效，第一個科技法庭已於 2003 年 4 月啟用。科技法庭提供先進的設施，以便法庭使用者利用電子方式處理文件及證物、透過多媒體提證、透過視像會議作證，以及聯線檢索法律參考資料等。科技法庭設於高等法院大樓五樓（第七法庭），可供各級法院進行法律程序。為使法律界人士熟悉各項設施及其功能，我們與香港律師會合辦了為律師而設的培訓班。我們亦會繼續致力保持各項設施的質素，並進一步提升各項設施的功能，以迎合法庭使用者的需求。

APPLYING INFORMATION TECHNOLOGY

Technology Court

With a view to enhancing the efficiency and effectiveness of court support services, the first Technology Court, which provides sophisticated facilities for electronic documentation and exhibits handling, multi-media presentation of evidence, video conferencing for witness testimony, and on-line access to legal reference, came into operation in April 2003. It is located on the 5th floor of the High Court (Court No. 7) and is open for proceedings at all levels of courts. To help the legal profession familiarise with the facilities and functions, training sessions are provided to lawyers on a regular basis in collaboration with the Law Society of Hong Kong. We shall continue to maintain and enhance the facilities to keep pace with the needs of court users.



在科技法庭內進行的聆訊
A hearing at the Technology Court

電子服務

為了讓市民在法院進行訴訟時更感便利，司法機構現時透過網頁提供一系列新設的電子服務，供法庭使用者及公眾人士使用。在新增的服務方面，公眾人士由2004年3月起已可在網上查閱各級法院的聆訊時間表（淫褻物品審裁處除外，因該審裁處的案件紀錄電腦化工作尚在進行中）。此外，公眾人士由2004年3月及5月起亦可分別以電子方式與勞資審裁處預約時間及查詢有關裁斷款項的交收情況。另一方面，經改良的法律參考資料庫已於2004年下半年投入服務，公眾人士可在該資料庫中查閱所有在香港法院宣告的判決書。



司法機構網站
The Judiciary Website



司法機構政務長出席於內地常州舉行的法官輔助人員管理國際研討會
The Judiciary Administrator attends Symposium on Management of Court Support Staff in Changzhou, the Mainland

E-Services

To facilitate public access to justice, the Judiciary is providing a series of new e-services through the website for the benefits of court users and members of the public. These new services include provision of information on hearing schedules for cases at all levels of courts (except the Obscene Articles Tribunal where case records computerisation is in the pipeline) as from March 2004, and appointment booking and enquiry on the status of award payment at the Labour Tribunal as from March and May 2004 respectively. An enhanced legal reference database, which contains all judgments delivered by the Hong Kong Courts, was made available for public access in the second half of 2004.

稅務局電子入稟稅項申索試驗計劃

負責研究稅務局在區域法院以電子方式入稟稅項申索試驗計劃的工作小組已就電子入稟所涉及的一些法律問題進行研究。該工作小組經參考外國的經驗後，建議在區域法院實施該試驗計劃前，應先行全面檢討電子入稟的政策及其他相關事宜。終審法院首席法官已接納此項建議，並已於 2004 年 5 月委派一個由終審法院常任法官李義出任主席的電子入稟工作小組，負責探討以電子方式向各級法院提交各類文件的可行性及裨益。另一個專責研究稅務局在區域法院以電子方式入稟稅項申索事宜的分組亦同時成立。此分組隸屬於電子入稟工作小組，負責研究如何在區域法院推行該項試驗計劃。

Pilot Scheme on Electronic Filing of Inland Revenue Department Tax Claims

The Working Group for the pilot scheme on electronic filing of Inland Revenue Department tax claims in the District Court has studied some of the legal issues involved for the conduct of electronic filing. In the light of overseas experience, it was recommended that there should be a comprehensive review of the policy and other issues in relation to electronic filing, before implementation of the pilot scheme in the District Court. The Chief Justice accepted the recommendation and appointed a Working Group on Electronic Filing chaired by the Honourable Mr Justice Ribeiro PJ in May 2004 to explore the feasibility and benefits of electronic filing for all types of documents at all levels of court. A Sub-Group on the pilot scheme on electronic filing of tax claims in the District Court was established at the same time and it was subsumed under the Working Group on Electronic Filing to consider how the pilot scheme should be implemented.



司法機構政務長與新加坡最高法院代表團會面

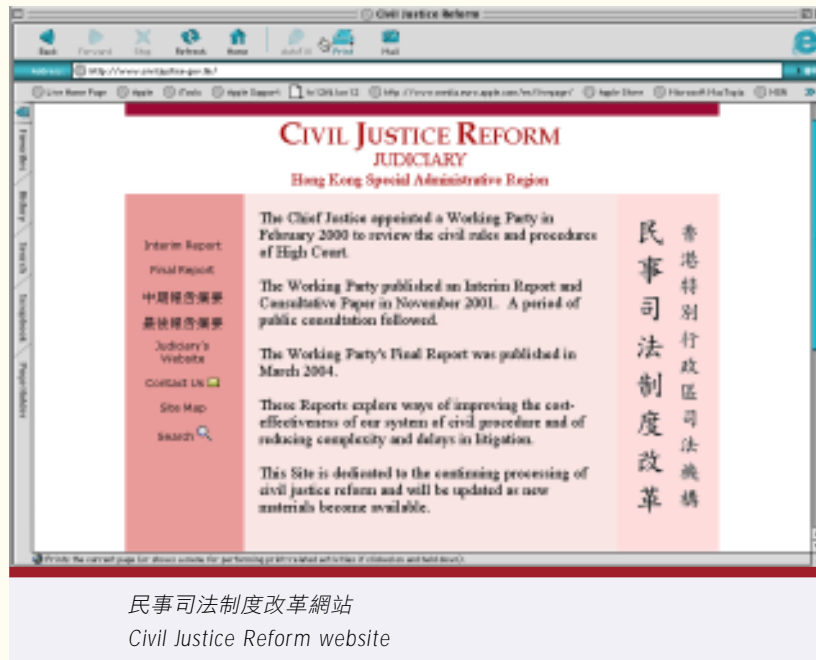
The Judiciary Administrator meets with a delegation from the Supreme Court of Singapore

參與民事司法制度改革的发展

我們於2004年3月推出經改良的民事司法制度改革網站。這是我們利用資訊科技為這項改革提供支援的首步工作。網站內提供了有用的參考工具，如關鍵詞檢索、報告節錄等，以方便讀者瀏覽《最後報告書》及《中期報告》。

Contribution to the Development of Civil Justice Reform

The launch of a revamped website for the Civil Justice Reform in March 2004 was the first step taken with the use of information technology in support of the reform. The website offers useful referencing tools, such as keyword search and report citatory, for browsing the Final Report as well as the Interim Report.



保持警覺

2004年初，內地發現若干嚴重急性呼吸系統綜合症的個案。因應這情況，司法機構政務處在各法院大樓及支援人員的辦事處舉辦了「清潔週」活動，以確保我們能為員工及法庭使用者提供一個安全及清潔的環境。我們亦透過電郵為員工提供最新資訊，使他們能夠為可能出現的危機如禽流感爆發等作出防範。

STAYING ALERT

In response to the reports on cases of the Severe Acute Respiratory Syndrome in the Mainland in early 2004, the Judiciary Administration organised "Cleansing Week" activities in the court premises as well as offices of the support staff to ensure a safe and clean environment to staff and court users. Staff members were kept informed of the latest developments of any potential health crises like Avian flu through e-mail.