

第十一章

與法庭使用者以及 社會大眾的互聯



Chapter 11

INTERFACE WITH
THE COURT USERS AND
THE COMMUNITY



學生參觀高等法院法庭
Student visitors in a courtroom of the High Court

與法庭使用者以及社會大眾的互聯

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和社會人士向我們提供意見。

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行外人士組成，在 1993 年成立，旨在討論法庭使用者關心的問題。

2001 年，兩個委員會總共召開了五次會議，討論民事和刑事訴訟中與法庭實務和程序、法庭管理以及法庭設施有關的重要事宜。民事法庭使用者委員會今年討論過的事項有《不公開審理的民事程序》檢討報告的實施和終審法院越級上訴程序。刑事法庭使用者委員會討論過的事項有刑事案件排期、刑事審訊中使用會面視像紀錄攝要 and 海外證人在線視像即時作證。

使用者意見調查

為了提高服務水平，2001 年 6 月至 8 月期間我們在七個裁判法院進行了使用者意見調查，主要收集使用者對職員態度、法庭設施和法庭服務的意見，671 名受訪者中，90% 以上表示大致滿意現時的服務。

INTERFACE WITH THE COURT USERS AND THE COMMUNITY

The Judiciary is committed to cultivating a user-focused and striving for excellence culture in serving the community. We welcome feedback from court users and the community.

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.

In 2001, the Court Users' Committees held a total of five meetings to discuss the court practices and procedures on civil and criminal proceedings, administration of the courts and facilities provided in the court. Implementation of the Report of the Working Party on Civil Proceedings Conducted in Private and the leapfrog appeals to the Court of Final Appeal were discussed by the Civil Court Users' Committee during the year. Issues on criminal listing, use of summaries for video recorded interviews in criminal proceedings, and use of live video link for overseas witnesses were likewise discussed by the Criminal Court Users' Committee.

司法機構熱綫和互動聲訊系統

司法機構的查詢熱綫（2530 4411）在辦公時間內開放，今年首 10 個月收到了共 4 387 個來電查詢。我們的工作人員都會盡快作出準確的回覆，如有需要，會轉交負責人員解答。

遺產承辦處、家事法庭、小額錢債審裁處、區域法院、勞資審裁處、土地審裁處和執達主任辦事處所屬七個登記處都設有互動聲訊系統。此外，法庭傳譯主任辦事處和高等法院登記處亦分別在 2001 年 3 月和 6 月安裝了這個系統。透過聲訊系統可以查詢每天案件審訊表或利用傳真索取資訊小冊子，又可聯絡工作人員進一步查詢。勞資審裁處的聲訊系統更設有特別功能，可供預約或更改會面時間。我們現正計劃進一步改良該系統以提供有關勞資糾紛的付款狀況。



裁判官麥健滿先生向參觀法庭的小學生細心解答問題
Magistrate Mr Mackintosh answers questions from primary students during a court visit

USER SATISFACTION SURVEY

In order to provide better services to the public, a User Satisfaction Survey was conducted in seven Magistrates' Courts between June and August 2001. The survey focused mainly on staff attitude, court facilities and services. A total of 671 users were interviewed. Over 90% of the interviewees were generally satisfied with the present services.

THE JUDICIARY HOTLINE AND INTERACTIVE VOICE RESPONSE SYSTEM

The Judiciary Hotline (2530 4411) is operated by staff during office hours. A total of 4 387 calls were received in the first ten months of the year. We are committed to answering the enquiries promptly and accurately. Referrals to appropriate officer are made when necessary.

Seven Interactive Voice Response Systems (IVRS) are operating in the Probate Registry, the registries of Family Court, Small Claims Tribunal, District Court, Labour Tribunal, Lands Tribunal and the Bailiff Office. Two were added in the Court Interpreters' Office and the High Court Registry in March and June 2001. Callers can check the daily cause lists, obtain information leaflets through fax and contact staff to make further enquiries through the system. Special functions such as booking and changing of appointments are made available in the IVRS for the Labour Tribunal, and an enquiry function on the payment status of a labour dispute is being planned.

司法機構網頁

我們體會到，通過互聯網與法庭使用者和公眾溝通是既方便又快捷的途徑。目前，公眾可以從我們的網頁取得各級法院每天的案件表、高等法院即將開審案件的日期表、終審法院的判決書和裁決書、各級法院的實務指引和各類表格、「法庭服務指南」小冊子和各類有關運作的統計數字等。

公眾的查詢或建議，可以直接用電子郵件傳送到我們的網頁總管。2001年9月30日起，區域法院、土地審裁處或以上各級法院的判決書亦可在網上查閱。



司法機構網頁 The Judiciary web site
<http://www.info.gov.hk/jud>

我們已開設一個關於民事司法制度改革的獨立網站 <http://www.civiljustice.gov.hk>。這個網站與司法機構網站互聯，目的是收集公眾對有關改革諮詢文件的意見和建議。

查詢和投訴機制

司法機構政務處有一套既定的機制，處理公眾對行政事宜的查詢和投訴。收到公眾的投訴後，投訴組會進行獨立調查。如果查明投訴是有根據的，就會立刻採取補救措施，並向投訴人交待調查結果。投訴組亦會對有關問題進行檢討並作出建議，防止類似的事件再發生。

THE JUDICIARY WEB SITE

The effectiveness of communicating with court users and the community through the Internet is recognised. The public can obtain from our Homepage the daily cause lists (daily cases) at various levels of court, the warned list (coming cases) of the High Court, judgments or decisions of the Court of Final Appeal, Practice Directions, court forms, Guide to Court Services and operational statistics. Enquiries and suggestions are directed to our web master through e-mail. Starting from 30 September 2001, judgments delivered by the District Court, Lands Tribunal and above have also been made available.

A separate website on Civil Justice Reform [<http://www.civiljustice.gov.hk>] which is linked to the Judiciary website, has been developed to gauge views and feedback on the consultation paper.

ENQUIRY AND COMPLAINT MECHANISMS

The Judiciary Administration has an established mechanism to handle public enquiries and complaints on administrative matters. Upon the receipt of a complaint from a member of the public, the Complaints Office will conduct an independent investigation. If the complaint is found to be substantiated, remedial action will be taken immediately and a reply given. Recommendations will also be made to prevent future recurrence of similar complaints by reviewing issues identified.

此外，關於要求司法機構公開資料的各項個人權利的保護方面，公眾提出的查詢不少，投訴組接到這類查詢後會即時根據《公開資料守則》予以處理。

查詢櫃位

我們在多個法院大樓設有查詢櫃位，接受法庭使用者親身或電話查詢。

2000年意見調查所得的一些建議，我們已開始跟進。為了改善查詢櫃位的設計、外觀和指示標誌及增加電話設施，高等法院大堂現正進行改建。我們亦會向櫃位職員提供培訓以提高服務水平。

為新聞界提供服務

新聞及公共關係組接受新聞界的查詢，並作出回覆或提供資訊，同時亦處理所有有關傳媒的工作。至於某些吸引公眾興趣的法庭判決，該組會在法官宣判後或頒下判決書後，立即發放給新聞界。



市民使用法律資料參考系統翻查記錄
Legal Reference System helps court users to search information

The Complaints Office also handles a large number of public enquiries in relation to protection of individual rights to access information on the Judiciary Administration. Such public requests for access to information are handled promptly according to the Code on Access to Information.

INFORMATION COUNTERS

Information Counters are located at various court buildings to provide public enquiry services to court users in person or through the telephone.

In taking forward the recommendations resulting from the user satisfaction survey in 2000, renovation of the Information Counter on the ground floor of the High Court is underway, with a view to improving its layout and appearance, and providing better signage and additional telephone facilities. Training will also be provided to counter staff to enhance the quality of service.

小冊子和錄影帶

為了介紹法庭運作和司法機構提供的服務，我們製作了一系列名為「法庭服務指南」的小冊子，簡單介紹各級法院、陪審團、離婚申請程序、家事調解服務、遺產承辦服務和執達服務、以及取回住宅單位和追收租金等，供大眾參考。這些小冊子淺白易懂，有中、英文版本，擺放在各法院的資料櫃台供大眾取閱。

我們也製作了多套介紹司法機構服務的錄像，包括「司法機構工作總覽」（另有學生版）、「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」。



一套有關勞資審裁處運作的短片定時在審裁處的大堂放映，讓法庭使用人士更了解審裁處的工作
A video on the operation of the Labour Tribunal is broadcast regularly in the waiting hall of the Tribunal to give court users a better idea of its work

SERVICES TO THE MEDIA

The Press and Public Relations Office provides informative and responsive enquiry services to the media and handles all media-related work. Judgments which are of interest to the public are provided to the media immediately after their delivery or handing-down.

INFORMATION PAMPHLETS AND VIDEOS

To disseminate information on court operation and services provided by the Judiciary, we have produced a series of publication known as "Guide to Court Services" for reference by the general public. These pamphlets are written in languages easy to understand and are available at information counters at the courts. The pamphlets include brief introduction to the courts, jury service, divorce procedures, family mediation, probate and bailiff services, repossession of domestic premises and recovery of rent.

A number of videos have been produced to introduce the services rendered. They include Overview of the Work of the Judiciary (with a separate version for students), Empanelling a Jury, Work of the Labour Tribunal, Work of the Lands Tribunal and Family Mediation Service.

圖書館

分別設置在終審法院、高等法院和區域法院的三個圖書館將會安裝電腦化圖書系統。我們根據MOYS法律書籍分類系統，將所有圖書物品全部進行分類，目錄編排則繼續沿用國際標準。新系統將會與現時司法機構的網絡和網上公眾查詢目錄互聯，讓所有法官、司法人員和圖書館使用者都能進入。使用者亦將可透過互聯網遙距查閱圖書目錄。

高等法院圖書館現正進行翻新工程，為配合新的需要，在空間的設計使用和燈光裝置等方面都已大為改善。



新任圖書館高級館長陳玉鳳女士
New Judiciary Librarian, Ms Chan Yok-fong



翻新後的圖書館設有更寬敞的閱讀區
The renovated High Court Library provides more spacious reading area



圖書館設有電動書架
Mobile shelves are provided in the Library

LIBRARY

A computerised library system will be introduced to the libraries located in the Court of Final Appeal, the High Court and the District Court. Classification of all library materials according to Moys Classification Scheme for Law Books has been completed, and international standard in cataloguing will be maintained. The new system will be integrated with the current Judiciary network and the on-line public access catalogue so that it will be accessible by all Judges, Judicial Officers and library users. Remote access to the library catalogue through the internet will also be available.

The High Court Library is being renovated. The layout, lighting and space utilization have been substantially improved to meet with changing needs.

宣誓服務

宣誓處為公眾人士辦理與法庭程序有關的宣誓。過去一年內，該辦事處每天辦理超過 180 次宣誓。宣誓處亦負責處理政府各政策局和部門委任監誓員的申請。

禁煙活動

司法機構決意在法院大樓創造無煙環境。自 2000 年舉辦「禁煙週」以來，無煙風氣已慢慢建立。為了提醒職員和法庭使用者加倍努力，我們在 2001 年 5 月 2 日舉辦了「禁煙日」繼續倡導此風。我們的「反吸煙大使」亦繼續勸勉吸煙者為其他法庭使用者設想，自我克制不在法院大樓內吸煙。



學生參觀高等法院
Students visit the High Court

OATHS AND DECLARATIONS SERVICE

The Oaths and Declarations Office is responsible for administering oaths and declarations made by members of the public in relation to court proceedings. The Office administered over 180 oaths and declarations daily in the past year. The Office is also responsible for processing requests for appointment of Commissioners for Oaths from Government Bureaux and Departments.

NO SMOKING CAMPAIGN

As a reminder to the staff and court users of the Judiciary's commitment to create a smoke-free environment in court premises, a "No Smoking Day" was organised on May 2, 2001 to keep up the momentum built up since the "No Smoking Week" held in 2000. No-smoking Ambassadors are continuing their efforts in encouraging smokers to be considerate of other users and quit smoking inside court premises.



學生參觀裁判法院
Students visit the Magistrates' Courts

參觀法庭

為使公眾更了解法庭的運作，我們在 2001 年為超過 6 000 位本地和外國人士安排了共 226 次參觀活動。參觀人士包括學生、法律界專業人士和政府官員。鑑於參觀人士日益增加，而且對參觀法庭表示有濃厚的興趣，法庭參觀活動已從原來的高等法院，擴展至區域法院、裁判法院、勞資審裁處和小額錢債審裁處。

VISITS TO THE COURTS

To promote the understanding of the public on the court operation, a total of 226 visits have been arranged for over 6 000 local and overseas visitors in 2001. They include students, legal professionals and government officials. In view of the increasing number of visitors and keen interest expressed, the visit programme has been extended from the High Court to the District Court, Magistrates' Courts, the Labour Tribunal and the Small Claims Tribunal.



司法機構義工隊在清水灣郊野公園參加「郊野公園清潔運動」
Judiciary Volunteer Team participates in "Clean Country Park" campaign at
Clear Water Bay Country Park

義工運動和慈善活動

作為社會的一分子，為表示我們對社會的關心，司法機構 2001 年 3 月組織了義工隊，目前隊員已有 95 人。

義工隊 5 月參加了「樂施米義賣」活動，為內地偏遠地區的居民籌款，10 月在清水灣郊野公園參加了「郊野公園清潔運動」，12 月更探訪了一所老人院。

法官和管理人員參加的慈善活動還有：

- 公益金行善「折」食日
- 售賣公益金慈善券
- 捐血
- 公益金綠識日
- 「公務員同心協力為公益」
- 公益金便服日

VOLUNTEER MOVEMENT AND CHARITABLE ACTIVITIES

Being a corporate member of the community and to demonstrate our care, the Judiciary set up a Volunteer Team in March 2001, with 95 staff members signing up.

In May, the Team participated in the Oxfam Rice Sale for raising funds to help villagers in remote areas in the Mainland. In October, the Team participated in 'Clean Country Park' at Clear Water Bay Country Park. The team also visited an elderly hostel in December.

Other charitable activities undertaken by Judges and administrative staff include :

- Skip Lunch Day
- Sale of Community Chest Lottery Tickets
- Blood Donation
- Green Day
- "We Serve, We Share, Civil Service for the Chest"
- Dress Casual Day



義工隊探訪老人院
Volunteer Team visits an elderly hostel