

與法庭使用者以及  
社會大眾的互聯  
INTERFACE WITH THE  
COURT USERS AND  
THE COMMUNITY





終審法院首席法官於2002年法律週開幕禮上致辭  
The Chief Justice addresses the Opening Ceremony of Law Week 2002

### 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。

2002年，兩個委員會召開多次會議，討論在民事和刑事訴訟中與法庭實務和程序、法庭管理及法庭設施有關的重要事宜。民事法庭使用者委員會討論過的事項有民事訴訟的訟費評定、逮捕手令的有效期限，以及在審訊時使用同步記錄服務等；而刑事法庭使用者委員會則曾另行討論刑事審訊中使用會面視像紀錄攝要、證物處理、刑事案件排期和在刑事審訊中警方相片的顯示等問題。

### 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.

In 2002, the Court Users' Committees held a number of meetings to discuss the court practices and procedures on civil and criminal proceedings, administration of the courts and facilities provided in the court. Taxation of costs of civil proceedings, period of validity of warrants of arrest and use of the LiveNote services for trials were discussed by the Civil Court Users' Committee. Issues on the use of summaries for video recorded interviews in criminal proceedings, handling of exhibits, criminal listing and presentation of Police photographs in criminal trials were separately discussed by the Criminal Court Users' Committee.

### 無律師代表訴訟人資源中心督導委員會

近年，高等法院和區域法院無律師代表的民事訴訟人大幅增加，相信這個趨勢可能與法律服務的收費水平、現時的經濟氣候和法庭程序更廣泛地使用中文有關。無律師代表訴訟人對司法時間和司法資源兩方面都帶來了極大的需求。

普通法的對抗式訴訟制度原是為法律專業人士而設，故此，業外人士在無律師代表的情況下進行訴訟，特別是在如何遵照規則和程序要求方面，自會感到困難重重。

司法機構有見及此，故籌劃成立一個資源中心，為高等法院和區域法院無律師代表的民事訴訟人提供服務，協助他們處理與法庭規則和程序，以及案件進行方面的有關事宜。2002年2月，終審法院首席法官成立了一個督導委員會，並委任朱芬齡法官為主席。督導委員會將就資源中心的設立和運作提供意見，並與法律界、相關的非政府組織及其他相關團體一同研究，探討如何讓他們在資源中心或透過資源中心向無律

### STEERING COMMITTEE ON RESOURCE CENTRE FOR UNREPRESENTED LITIGANTS

The instances of litigants appearing in civil proceedings in the High Court and District Court without legal representation have increased tremendously in recent years. It is believed that the level of legal fees, the current economic climate, and the greater use of Chinese in the court process may have contributed to the phenomenon. They represent a significant demand on judicial time and resources.

The adversarial common law system is not designed with lay litigants in mind. It is natural that the unrepresented litigants will face immense difficulties in the conduct of their cases, especially in the compliance with rules and procedure.



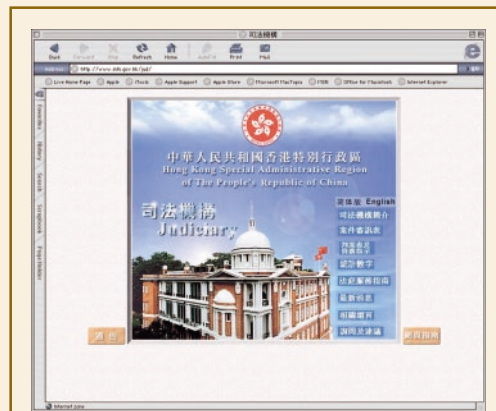
無律師代表訴訟人資源中心督導委員會  
Steering Committee on Resource Centre for Unrepresented Litigants

師代表訴訟人提供協助。督導委員會明白無律師代表的訴訟人、其他有律師代表的訴訟人和法庭三方之間的利益是需要平衡的。委員會計劃在2003年初向終審法院首席法官提交建議。

### 司法機構網頁

司法機構網頁自1997年12月啟用以來，篇幅不斷增加，內容日見豐富。公眾瀏覽該網頁和通過電子郵件進行查詢的數目大幅上升。

我們計劃進一步革新司法機構網頁，現時正收集意見和提議，探討如何使網頁更能迎合使用者的需要、提供更多有用的資料，以及更趨互動。



司法機構網頁  
The Judiciary web site

As a response to the issue, the Judiciary is planning to set up a resource centre for unrepresented litigants in civil proceedings in the High Court and District Court to provide facilities to help these litigants deal with the court rules and procedure and in the conduct of their cases. In February 2002, the Chief Justice appointed a Steering Committee chaired by the Hon Madam Justice Chu to advise on the establishment and operation of such a resource centre, and to explore with the legal profession, interested non-governmental organisations and other interested bodies opportunities for them to provide assistance at or through the resource centre to these unrepresented litigants. The Steering Committee is conscious of the need to balance the interests of the unrepresented litigants, the other parties who are legally represented and the court. The Steering Committee aims to submit its recommendations to the Chief Justice in early 2003.

### THE JUDICIARY WEB SITE

Since the launch of the Judiciary web site in December 1997, its contents have been continuously expanded and enriched. The number of hits and public enquiries made through e-mail have increased significantly.

It is our plan to further revamp the web site. We are collecting suggestions and comments to ensure that the upgraded web site will be more user-friendly and interactive, and that more useful information can be provided to members of the public.

### 司法機構熱線和互動聲訊系統

司法機構的查詢熱線(2530 4411)在辦公時間內開放，並由我們的工作人員負責接聽。對於來電查詢，我們會盡快作出準確的回覆。

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分別設有互動聲訊系統，提供24小時電話查詢服務。市民可以透過聲訊系統查詢高等法院、區域法院、土地審裁處和小額錢債審裁處的每天案件審訊表(即案件的聆訊的日期、時間和法庭編號)。除了可以收聽錄音片段外，亦可利用傳真索取資料小冊子(高等法院的聲訊系統除外)。此外，市民還可通過該系統聯絡有關辦事處的職員作進一步查詢或作出投訴。

### 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。



翻新後的查詢櫃位  
The information counter after renovation

高等法院查詢櫃位的翻新工程最近完成。新櫃位設計新穎、設有展示案件審訊表的等離子顯示器等先進設施，還有更便利的電話設施和更清晰的指示標誌，給司法機構帶來了具時代感的新形象。查詢櫃位的

職員也受過專門的培訓，為法庭使用者提供更周到的服務和更詳盡的資料。

### THE JUDICIARY HOTLINE AND INTERACTIVE VOICE RESPONSE SYSTEMS

The Judiciary hotline (Tel: 2530 4411) is manned by our staff during office hours. We are committed to answering the enquiries promptly and accurately. 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. Callers can check daily cause lists (i.e. date, time and court number for cases to be heard) of the High Court, the District Court, the Lands Tribunal and the Small Claims Tribunal. Apart from listening to the pre-recorded messages, they can obtain information leaflets through fax (except for the IVRS of the High Court). Also, callers can contact the staff of the respective registries for further enquiries or making complaints through the systems.

### INFORMATION COUNTERS

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

We recently completed the renovation of the High Court Information Counter. A modernised layout with facilities such as plasma monitors displaying court lists, improved telephone facilities and signage, gave a modern image of the Judiciary. Tailor-made training was provided to counter staff to enable them to render a more courteous and helpful service.



展示案件審訊表的等離子顯示器  
Plasma monitors displaying court lists

### 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。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，便會立即採取補救措施，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及作出建議，防止類似的事件再次發生。在2002年首9個月內，投訴組共接獲108宗投訴，投訴事項主要涉及司法機構的職員、向法庭提出申請的程序、我們的服務和法庭設施這幾方面。

此外，關於要求公開司法機構政務處資料的各項個人權利的保障方面，公眾提出的查詢亦為數不少，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。

### 小冊子和錄像

為了更清晰地介紹法庭運作和司法機構的服務，我們重新編寫了一系列名為「法庭服務指南」的小冊子。新的小冊子不但包括了最新的資料，而且內容更加淺白易懂，以方便大眾參考。

## 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, 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 similar incident under complaint. In the first nine months of 2002, the Complaints Office received a total of 108 complaints against staff, procedures in making applications to courts, provisions of services, and facilities in courts.

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 of Access to Information.

## INFORMATION PAMPHLETS AND VIDEOS

To enhance the dissemination of information on court operations and services provided by the Judiciary, the current series of the "Guide to Court Services" pamphlets were re-written to include updated information and made more reader-friendly for reference by the general public.



新系列的法庭服務指南小冊子  
A new series of "Guide to Court Services" pamphlets



香港日本人學校學生參觀高等法院  
Students from Hong Kong Japanese School visit High Court

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服務、以及取回住宅單位和追收租金程序等。我們在各法院的查詢櫃位擺放各類小冊子供大眾取閱，其內容亦可在司法機構的網頁查閱。

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會中播放。勞資審裁處和土地審裁處的等候處亦經常播放相關的錄像。

### 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。2002年首9個月，我們為超過7 400名本地和外國人士安排了共259次參觀活動。參觀人士包括法律界專業人士、政府官員和關注團體。我們亦為學校和青少年中心安排參觀法庭，參觀法庭已經成為他們其中一項暑期活動。

These pamphlets give 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 distributed at information counters of the courts. The contents have also been uploaded on the Judiciary web site.

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 family mediation briefing sessions, and at the waiting areas of the Labour Tribunal and the Lands Tribunal.

## 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 2002, a total of 259 visits were arranged for over 7 400 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.

## 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

**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／召開記者招待會和與新聞界會面的招待會，以及提供設施以便新聞界報導法庭消息。該組亦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**

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、領養程序和引渡程序有關的聲明書／宗教式誓章／非宗教式誓詞。公眾人士亦可就文件譯本準確性辦理宣誓。2002年首9個月，該處每天辦理超過170次宣誓。此外，該處亦負責處理政府各政策局和部門委任監誓員的申請。

**義工活動**

司法機構義工隊於2001年3月組成，擁有115名隊員，成立後參加了多項社會公益

活動，發揚應有的社會意識，使香港成為一個更熱心助人的社會。義工隊2002年4月參加了南大嶼郊野公園的「植樹運動」，5月又參加了「樂施米義賣」活動，為內地偏遠地區的居民籌募善款。

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**

Oaths and declarations for documents relating to court proceedings are administered by the Oaths and Declarations Office. The documents generally accepted for declarations service are declarations/affidavits/affirmations for use at all court levels or in connection with all court proceedings, adoption proceedings, extradition, and certification of accuracy of translations. The Office administered over 170 oaths and declarations daily in the first nine months of 2002. The Office is also responsible for processing requests for appointment of Commissioners for Oaths from government bureaux and departments.

**VOLUNTEER ACTIVITIES**

Formed in March 2001, the 115-strong Judiciary Volunteer Team has participated in various community services to help making Hong Kong a more caring community. In April 2002, the Team participated in the "Tree Planting Programme" at Lantau South Country Park. The Team also joined the "Oxfam Charity Rice Sale" in May 2002 to raise funds to help villagers in remote areas in Mainland China.



司法機構義工隊參加「南大嶼郊野公園植樹運動」，The Judiciary Volunteer Team participates in the "Tree Planting Programme" at Lantau South Country Park

# 附錄列表

## LIST OF APPENDICES

<b>附錄一</b> Appendix 1 2002年大事記要 Highlights of Events 2002	142
<b>附錄二</b> Appendix 2 法官和司法人員名單 List of Judges and Judicial Officers	147
<b>附錄三</b> Appendix 3 法院結構 Structure of Courts	152
<b>附錄四</b> Appendix 4 司法人員推薦委員會成員名單 Membership List of the Judicial Officers Recommendation Commission	153
<b>附錄五</b> Appendix 5 法庭使用者委員會成員名單 Membership List of the Court Users' Committees	154
<b>附錄六</b> Appendix 6 香港司法人員培訓委員會成員名單 Membership List of the Judicial Studies Board	156
<b>附錄七</b> Appendix 7 司法人員培訓委員會舉辦/統籌的培訓活動 Training Activities Organised/Coordinated by the Judicial Studies Board	157
<b>附錄八</b> Appendix 8 參觀司法機構的次數/人數 Number of Visits and Visitors to the Judiciary	163
<b>附錄九</b> Appendix 9 2001-2002年度司法機構的開支及收入 Expenditure and Revenue of the Judiciary for 2001-02	164
<b>附錄十</b> Appendix 10 司法機構政務處的架構 Organisation of the Judiciary Administration	165
<b>附錄十一</b> Appendix 11 投訴法官和司法人員次數 Number of Complaints Against Judges and Judicial Officers	166
<b>附錄十二</b> Appendix 12 投訴司法機構政務處次數 Number of Complaints Against the Judiciary Administration	167