



No.	Particulars	Cantonese	English	Putonghua	Total
0	OTHERS				
000	Calls received but without selection	9491	387	267	10145
1	FAMILY LAW				
101	Matrimonial rights during marriage	272	6	15	293
102	Separation	937	30	62	1029
103	Divorce	438	5	17	460
104	General information on matters after divorce	190	4	11	205
105	Maintenance on divorce	234	4	14	252
106	Matrimonial property on the breakdown of marriage	247	3	12	262
107	Types of marriage	41	2	6	49
108	Battered wife and children	22	3	0	25
109	Harmony House - battered women's refuge	18	1	0	19
110	Introduction to the Family Mediation Service	112	2	7	121
2	LAND LAW, LANDLORD AND TENANT				
201	Conveyance of land	270	4	4	278
202	Public housing	59	1	2	62
203	Business premises	108	3	1	112
204	Tenants of residential premises	326	13	21	360
205	Redevelopment cases	33	2	2	37
3	CRIMINAL LAW				
301	Police powers of arrests, search, questioning, detention,	99	4	4	107
501	and bail	,,,	7	т	107
302	Rights of citizen upon search and arrest	68	0	0	68
303	Rights of the citizen upon questioning	59	1	1	61
304	Criminal law procedure	170	4	1	175
305	Rights of a person charged but not convicted of a criminal	111	0	0	111
	offence and special treatment of minor criminal offenders				
306	Criminal appeals	30	0	0	30
307	Public legal assistance in criminal cases	197	1	0	198





No.	Particulars	Cantonese	English	Putonghua	Total
4	EMPLOYMENT LAW				
401	Employment 1: Statutory holidays, rest days and annual leave	17	1	1	19
402	Employment 2: sickness allowance	12	2	0	14
403	Employment 3: Maternity Protection - Maternity Leave, Payment for Maternity Leave, Employment Protection and Prohibition of Assignment of Heavy, Hazardous or Harmful Work	10	1	2	13
404	Employment 4: termination of contract of employment	79	4	1	84
405	Employment 5: severance payment	8	0	0	8
406	Employment 6: long service payment	9	0	1	10
407	Employment 7: a simple guide to employers on compensation	12	0	0	12
408	Employment 8: a simple guide to employees on compensation	32	0	0	32
409	Employment 9: calculation of compensation for fatal and non-fatal cases	40	0	0	40
5	COMMERCIAL, BANKING AND SALES OF GOODS				
501	Lending money in Hong Kong	35	0	1	36
502	Some legal characteristics of a cheque	10	1	2	13
503	Borrowing money (1) - principles of a credit contract	20	2	0	22
504	Borrowing money (2) - banks and money lenders	38	0	1	39
505	Borrowing money (3) - pawnbrokers and credit unions	11	0	0	11
506	Borrowing money (4) - chit funds and credit cards	17	1	0	18
507	Some advice on making a simple contract	42	0	0	42
508	Hire purchase	6	0	1	7
509	Trade Descriptions Ordinance	35	0	0	35
510	Sale of Goods Ordinance	61	0	0	61
6	ADMINISTRATION AND CONSTITUTIONAL LAW				
601	"Redress of grievances against government decisions: (1) - Channels other than court proceedings"	17	0	2	19
602	"Redress of grievances against administrative decisions: (2) - Appeals to a court and judicial review"	8	1	0	9
603		11	1	1	13
604	Office of the Ombudsman	9	1	0	10





No.	Particulars	Cantonese	English	Putonghua	Total
7	ENVIRONMENTAL LAW AND TORT				
701	What to do about air pollution	6	0	1	7
702	How to comply with Water Pollution Control Ordinance	3	0	1	4
703	Chemical waste control	0	0	0	0
704	Livestock waste from farms	0	0	0	0
705	Noise from construction sites and from public places	2	0	0	2
706	Noise from domestic premises	20	0	0	20
707	Asbestos Control Work	1	0	0	1
708	Clinical Waste Control Work	0	0	0	0
709	Reducing the use of plastic shopping bags	2	0	0	2
8	GENERAL LEGAL INFORMATION				
801	Public legal assistance in civil cases	443	3	14	460
802	Finding a solicitor	146	6	4	156
803	Changing your name	21	1	0	22
804	Hong Kong visa regulations	6	1	4	11
805	Who is entitled and when to apply for Hong Kong identity card	8	0	5	13
806	How to apply for a Hong Kong identity card	4	0	2	6
807	Jury service	7	0	0	7
808	Small Claims Tribunal	129	1	2	132
809	Motor insurance	33	0	0	33
810	Bankruptcy Part I: - General information about bankruptcy and the first step in the bankruptcy proceedings	67	0	2	69
811	Bankruptcy Part II: General information about bankruptcy and the second step in the bankruptcy proceedings	42	0	0	42
812	Making a will	136	1	0	137
813	Where a person dies without making a will	157	0	0	157
814	Coroners and the Coroners Ordinance	3	0	0	3
815	Death Inquest by Coroner	4	0	0	4
816	Emergency guardianship for abused mentally incapacitated adults	3	0	0	3
817	The Guardianship Board's service for mentally incapacitated adults	19	0	0	19
818	Hong Kong's Anti-discrimination Laws	12	0	0	12
819	A brief introduction on the functions of the Office of the Privacy Commissioner for Personal Data	6	0	0	6
820	Your privacy rights explained	21	0	0	21





No.	Particulars	Cantonese	English	Putonghua	Total
821	Personal Data (Privacy) Ordinance - The six data	25	3	0	28
	protection principles				
822	How to exercise your data access right	15	0	0	15
823	Identity card number and human resource management	7	0	0	7
824	Code of practice on human resource management -	4	0	1	5
	Provisions on recruitment advertisements				
825	The Consumer Council	4	0	0	4
826	Consumer Legal Action Fund	5	0	0	5
	Total	15432	511	496	16439