



附錄 D-2 APPENDIX D-2

電話法律諮詢計劃 - 2020年累積統計 - 廣東話, 英語及普通話版本 Tel-Law Cumulative Statistics - For Cantonese, English and Putonghua Versions <u>From January to December 2020</u>

| OTHERS | No. | Particulars | Cantonese | English | Putonghua | Total |
|--|-----|--|-----------|----------|-----------|-------|
| FAMILY LAW | 0 | OTHERS | | | | |
| Matrimonial rights during marriage | 000 | Calls received but without selection | 13602 | 374 | 229 | 14205 |
| Separation | 1 | | | | | |
| Divorce | 101 | Matrimonial rights during marriage | 181 | 3 | 7 | 191 |
| General information on matters after divorce 129 | 102 | Separation | 837 | 46 | 58 | 941 |
| Maintenance on divorce | 103 | Divorce | 326 | 2 | 17 | 345 |
| Martimonial property on the breakdown of marriage | 104 | General information on matters after divorce | 129 | 2 | 0 | 131 |
| Types of marriage | 105 | Maintenance on divorce | 188 | 1 | 3 | 192 |
| Battered wife and children 21 3 0 24 | 106 | Matrimonial property on the breakdown of marriage | 151 | 0 | 1 | 152 |
| Harmony House - battered women's refuge | 107 | Types of marriage | 21 | 2 | 0 | 23 |
| Introduction to the Family Mediation Service Service | 108 | | 21 | 3 | 0 | 24 |
| LAND LAW, LANDLORD AND TENANT 191 192 202 Public housing 56 0 2 58 58 203 Business premises 78 1 3 3 82 203 Business premises 345 15 30 399 205 Redevelopment cases 17 0 1 18 39 205 Redevelopment cases 17 0 1 18 30 399 205 Redevelopment cases 17 0 1 18 30 399 205 Redevelopment cases 17 0 1 18 30 399 205 Redevelopment cases 17 0 1 18 30 399 205 Redevelopment cases 17 0 1 18 30 399 205 Redevelopment cases 36 3 0 399 303 Rights of citizen upon acustoming 37 0 0 37 30 39 303 Rights of the citizen upon questioning 37 0 0 37 30 0 30 3 | 109 | Harmony House - battered women's refuge | 17 | 0 | 0 | 17 |
| 191 | 110 | Introduction to the Family Mediation Service | 89 | 0 | 1 | 90 |
| Public housing S6 | 2 | LAND LAW, LANDLORD AND TENANT | | | | |
| Business premises | 201 | Conveyance of land | 187 | 3 | 1 | 191 |
| Teams of residential premises 345 15 30 309 | 202 | Public housing | 56 | 0 | 2 | 58 |
| A CRIMINAL LAW | 203 | | 78 | 1 | 3 | 82 |
| CRIMINAL LAW Police powers of arrests, search, questioning, detention, and bail 77 1 0 78 | 204 | Tenants of residential premises | 345 | 15 | 30 | 390 |
| Solic Police powers of arrests, search, questioning, detention, and bail 77 | 205 | Redevelopment cases | 17 | 0 | 1 | 18 |
| Rights of citizen upon search and arrest 36 3 0 39 | 3 | CRIMINAL LAW | | | | |
| 303 Rights of the citizen upon questioning 37 0 0 37 | 301 | Police powers of arrests, search, questioning, detention, and bail | 77 | 1 | 0 | 78 |
| 175 0 | 302 | Rights of citizen upon search and arrest | 36 | 3 | 0 | 39 |
| Rights of a person charged but not convicted of a criminal offence and special treatment of minor criminal offenders | 303 | Rights of the citizen upon questioning | 37 | 0 | 0 | 37 |
| treatment of minor criminal offenders 24 | 304 | Criminal law procedure | 175 | 0 | 1 | 176 |
| 1 | 305 | Rights of a person charged but not convicted of a criminal offence and special | 101 | 1 | 0 | 102 |
| Public legal assistance in criminal cases 229 1 6 236 | | treatment of minor criminal offenders | | | | |
| A | 306 | Criminal appeals | 24 | 1 | 1 | 26 |
| Employment 1: Statutory holidays, rest days and annual leave 19 0 0 19 | 307 | Public legal assistance in criminal cases | 229 | 1 | 6 | 236 |
| Employment 2: sickness allowance | 4 | EMPLOYMENT LAW | | | | |
| Employment 3: Maternity Protection - Maternity Leave, Payment for Maternity Leave, Employment Protection and Prohibition of Assignment of Heavy, Hazardous or Harmful Work | 401 | Employment 1: Statutory holidays, rest days and annual leave | 19 | 0 | 0 | 19 |
| Maternity Leave, Employment Protection and Prohibition of Assignment of Heavy, Hazardous or Harmful Work 404 Employment 4: termination of contract of employment 58 3 0 61 405 Employment 5: severance payment 11 0 0 11 406 Employment 6: long service payment 6 0 0 6 407 Employment 7: a simple guide to employers on compensation 34 1 0 35 408 Employment 9: calculation of compensation for fatal and non-fatal cases 29 0 0 29 5 COMMERCIAL, BANKING AND SALES OF GOODS Semployment 9: calculation of compensation for fatal and non-fatal cases 29 0 0 29 501 Lending money in Hong Kong 31 1 0 32 502 Some legal characteristics of a cheque 27 1 1 29 503 Borrowing money (1) - principles of a credit contract 28 0 0 28 504 Borrowing money (2) - banks and money lenders 39 0 1 40 | 402 | | 14 | 1 | 0 | 15 |
| 404 Employment 4: termination of contract of employment 58 3 0 61 405 Employment 5: severance payment 11 0 0 11 406 Employment 6: long service payment 6 0 0 6 407 Employment 7: a simple guide to employers on compensation 10 0 0 10 408 Employment 8: a simple guide to employees on compensation 34 1 0 35 409 Employment 9: calculation of compensation for fatal and non-fatal cases 29 0 0 29 5 COMMERCIAL, BANKING AND SALES OF GOODS Some legal characteristics of a cheque 27 1 1 2 2 501 Lending money in Hong Kong 31 1 0 32 2 32 3 0 0 28 32 0 0 28 32 0 0 28 32 0 0 28 32 0 0 28 32 0 0 28 50 | 403 | Maternity Leave, Employment Protection and Prohibition of Assignment of | 24 | 3 | 4 | 31 |
| 405 Employment 5: severance payment 11 0 0 0 11 406 Employment 6: long service payment 6 0 0 0 6 407 Employment 7: a simple guide to employers on compensation 10 0 0 0 10 408 Employment 8: a simple guide to employees on compensation 34 1 0 35 409 Employment 9: calculation of compensation for fatal and non-fatal cases 29 0 0 29 5 COMMERCIAL, BANKING AND SALES OF GOODS 501 Lending money in Hong Kong 31 1 0 32 502 Some legal characteristics of a cheque 27 1 1 29 503 Borrowing money (1) - principles of a credit contract 28 0 0 28 504 Borrowing money (2) - banks and money lenders 39 0 1 40 505 Borrowing money (3) - pawnbrokers and credit unions 5 0 0 5 506 Borrowing money (4) - chit funds and credit cards 14 2 0 16 507 Some advice on making a simple contract 32 1 2 35 508 Hire purchase 9 0 0 9 509 Trade Descriptions Ordinance 24 0 0 40 6 ADMINISTRATION AND CONSTITUTIONAL LAW 601 Redress of grievances against government decisions: (1) 22 0 1 23 | 404 | • | 50 | 2 | 0 | (1 |
| 406 Employment 6: long service payment 6 0 0 6 407 Employment 7: a simple guide to employers on compensation 10 0 0 10 408 Employment 8: a simple guide to employees on compensation 34 1 0 35 409 Employment 9: calculation of compensation for fatal and non-fatal cases 29 0 0 29 5 COMMERCIAL, BANKING AND SALES OF GOODS Some legal characteristics of a cheque 27 1 1 0 32 501 Lending money in Hong Kong 31 1 0 32 502 Some legal characteristics of a cheque 27 1 1 29 503 Borrowing money (1) - principles of a credit contract 28 0 0 28 504 Borrowing money (2) - banks and money lenders 39 0 1 40 505 Borrowing money (3) - pawnbrokers and credit unions 5 0 0 5 506 Borrowing money (4) - chit funds and credit cards 14 2 < | | | | | | |
| 407 Employment 7: a simple guide to employers on compensation 10 0 0 10 408 Employment 8: a simple guide to employees on compensation 34 1 0 35 409 Employment 9: calculation of compensation for fatal and non-fatal cases 29 0 0 29 5 COMMERCIAL, BANKING AND SALES OF GOODS Some legal characteristics of a cheque 27 1 1 29 501 Lending money in Hong Kong 31 1 0 32 502 Some legal characteristics of a cheque 27 1 1 29 503 Borrowing money (1) - principles of a credit contract 28 0 0 28 504 Borrowing money (2) - banks and money lenders 39 0 1 40 505 Borrowing money (3) - pawnbrokers and credit unions 5 0 0 5 506 Borrowing money (4) - chit funds and credit cards 14 2 0 16 507 Some advice on making a simple contract 32 1 2 | | * * | | | | |
| 408 Employment 8: a simple guide to employees on compensation 34 1 0 35 409 Employment 9: calculation of compensation for fatal and non-fatal cases 29 0 0 29 5 COMMERCIAL, BANKING AND SALES OF GOODS SOOD MERCIAL, BANKING AND SALES OF GOODS 501 Lending money in Hong Kong 31 1 0 32 502 Some legal characteristics of a cheque 27 1 1 29 503 Borrowing money (1) - principles of a credit contract 28 0 0 28 504 Borrowing money (2) - banks and money lenders 39 0 1 40 505 Borrowing money (3) - pawnbrokers and credit unions 5 0 0 5 506 Borrowing money (4) - chit funds and credit cards 14 2 0 16 507 Some advice on making a simple contract 32 1 2 35 508 Hire purchase 9 0 0 9 509 Trade Descriptions Ordinance | | 1 | | | - | |
| Employment 9: calculation of compensation for fatal and non-fatal cases 29 0 0 29 | | | | | | |
| COMMERCIAL, BANKING AND SALES OF GOODS 501 Lending money in Hong Kong 31 1 0 32 502 Some legal characteristics of a cheque 27 1 1 29 503 Borrowing money (1) - principles of a credit contract 28 0 0 28 504 Borrowing money (2) - banks and money lenders 39 0 1 40 505 Borrowing money (3) - pawnbrokers and credit unions 5 0 0 5 506 Borrowing money (4) - chit funds and credit cards 14 2 0 16 507 Some advice on making a simple contract 32 1 2 35 508 Hire purchase 9 0 0 9 509 Trade Descriptions Ordinance 24 0 0 24 510 Sale of Goods Ordinance 39 1 0 40 6 ADMINISTRATION AND CONSTITUTIONAL LAW 22 0 1 23 602 Redress of grievances a | | | | | | |
| 501 Lending money in Hong Kong 31 1 0 32 502 Some legal characteristics of a cheque 27 1 1 29 503 Borrowing money (1) - principles of a credit contract 28 0 0 28 504 Borrowing money (2) - banks and money lenders 39 0 1 40 505 Borrowing money (3) - pawnbrokers and credit unions 5 0 0 5 506 Borrowing money (4) - chit funds and credit cards 14 2 0 16 507 Some advice on making a simple contract 32 1 2 35 508 Hire purchase 9 0 0 9 509 Trade Descriptions Ordinance 24 0 0 24 510 Sale of Goods Ordinance 24 0 0 24 510 Redress of grievances against government decisions: (1) 22 0 1 23 602 Redress of grievances against administrative decisions: (2) 5 | | | 29 | <u> </u> | U | 29 |
| 502 Some legal characteristics of a cheque 27 1 1 29 503 Borrowing money (1) - principles of a credit contract 28 0 0 28 504 Borrowing money (2) - banks and money lenders 39 0 1 40 505 Borrowing money (3) - pawnbrokers and credit unions 5 0 0 5 506 Borrowing money (4) - chit funds and credit cards 14 2 0 16 507 Some advice on making a simple contract 32 1 2 35 508 Hire purchase 9 0 0 9 509 Trade Descriptions Ordinance 24 0 0 24 510 Sale of Goods Ordinance 24 0 0 24 510 Redress of grievances against government decisions: (1) 22 0 1 23 - Channels other than court proceedings 5 0 1 6 602 Redress of grievances against administrative decisions: (2) 5 0 <td></td> <td></td> <td>21</td> <td>1</td> <td>0</td> <td>22</td> | | | 21 | 1 | 0 | 22 |
| 503 Borrowing money (1) - principles of a credit contract 28 0 0 28 504 Borrowing money (2) - banks and money lenders 39 0 1 40 505 Borrowing money (3) - pawnbrokers and credit unions 5 0 0 5 506 Borrowing money (4) - chit funds and credit cards 14 2 0 16 507 Some advice on making a simple contract 32 1 2 35 508 Hire purchase 9 0 0 9 509 Trade Descriptions Ordinance 24 0 0 24 510 Sale of Goods Ordinance 39 1 0 40 6 ADMINISTRATION AND CONSTITUTIONAL LAW 22 0 1 23 601 Redress of grievances against government decisions: (1) 22 0 1 6 602 Redress of grievances against administrative decisions: (2) 5 0 1 6 603 Civil and Political Rights: 9 <td< td=""><td></td><td></td><td></td><td>1</td><td>1</td><td></td></td<> | | | | 1 | 1 | |
| 504 Borrowing money (2) - banks and money lenders 39 0 1 40 505 Borrowing money (3) - pawnbrokers and credit unions 5 0 0 5 506 Borrowing money (4) - chit funds and credit cards 14 2 0 16 507 Some advice on making a simple contract 32 1 2 35 508 Hire purchase 9 0 0 9 509 Trade Descriptions Ordinance 24 0 0 24 510 Sale of Goods Ordinance 39 1 0 40 6 ADMINISTRATION AND CONSTITUTIONAL LAW 39 1 0 40 601 Redress of grievances against government decisions: (1) 22 0 1 23 - Channels other than court proceedings 5 0 1 6 602 Redress of grievances against administrative decisions: (2) 5 0 1 6 - Appeals to a court and judicial review 9 0 0 9 603 Civil and Political Rights: Can and The Bill of Rights Ordinance | | | | | | |
| 505 Borrowing money (3) - pawnbrokers and credit unions 5 0 0 5 506 Borrowing money (4) - chit funds and credit cards 14 2 0 16 507 Some advice on making a simple contract 32 1 2 35 508 Hire purchase 9 0 0 9 509 Trade Descriptions Ordinance 24 0 0 24 510 Sale of Goods Ordinance 39 1 0 40 6 ADMINISTRATION AND CONSTITUTIONAL LAW Value | | | | | | |
| 506 Borrowing money (4) - chit funds and credit cards 507 Some advice on making a simple contract 508 Hire purchase 509 Trade Descriptions Ordinance 509 Trade Descriptions Ordinance 510 Sale of Goods Ordinance 510 Sale of Goods Ordinance 510 Redress of grievances against government decisions: (1) - Channels other than court proceedings 602 Redress of grievances against administrative decisions: (2) - Appeals to a court and judicial review 603 Civil and Political Rights: 604 O | | | | | | |
| 507 Some advice on making a simple contract 32 1 2 35 508 Hire purchase 9 0 0 9 509 Trade Descriptions Ordinance 24 0 0 24 510 Sale of Goods Ordinance 39 1 0 40 6 ADMINISTRATION AND CONSTITUTIONAL LAW 8 60 1 23 601 Redress of grievances against government decisions: (1) 22 0 1 23 602 Redress of grievances against administrative decisions: (2) 5 0 1 6 603 Redress of grievances against administrative decisions: (2) 5 0 1 6 603 Civil and Political Rights: 9 0 0 9 Chapter III Basic Law and The Bill of Rights Ordinance 7 0 0 9 | | | | | | |
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| 6 ADMINISTRATION AND CONSTITUTIONAL LAW 601 Redress of grievances against government decisions: (1) 22 0 1 23 - Channels other than court proceedings 602 Redress of grievances against administrative decisions: (2) 5 0 1 6 - Appeals to a court and judicial review 603 Civil and Political Rights: 9 0 0 9 Chapter III Basic Law and The Bill of Rights Ordinance | | | | | | |
| 601 Redress of grievances against government decisions: (1) - Channels other than court proceedings 602 Redress of grievances against administrative decisions: (2) - Appeals to a court and judicial review 603 Civil and Political Rights: Chapter III Basic Law and The Bill of Rights Ordinance | | | 39 | 1 | U | 40 |
| 602 Redress of grievances against administrative decisions: (2) 5 0 1 6 - Appeals to a court and judicial review 603 Civil and Political Rights: 9 0 0 9 Chapter III Basic Law and The Bill of Rights Ordinance | | Redress of grievances against government decisions: (1) | 22 | 0 | 1 | 23 |
| Civil and Political Rights: 9 0 0 9 Chapter III Basic Law and The Bill of Rights Ordinance | 602 | Redress of grievances against administrative decisions: (2) | 5 | 0 | 1 | 6 |
| | 603 | Civil and Political Rights: | 9 | 0 | 0 | 9 |
| | 604 | | Q | n | n | Q |





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| No. | Particulars | Cantonese | English | Putonghua | Total |
|-----|--|-----------|---------|--------------|-------|
| 7 | ENVIRONMENTAL LAW AND TORT | | | | |
| 701 | What to do about air pollution | 3 | 0 | 0 | 3 |
| 702 | How to comply with Water Pollution Control Ordinance | 10 | 0 | 0 | 10 |
| 703 | Chemical waste control | 3 | 0 | 0 | 3 |
| 704 | Livestock waste from farms | 2 | 0 | 0 | 2 |
| 705 | Noise from construction sites and from public places | 7 | 0 | 0 | 7 |
| 706 | Noise from domestic premises | 33 | 0 | 0 | 33 |
| 707 | Asbestos Control Work | 0 | 0 | 0 | 0 |
| 708 | Clinical Waste Control Work | 3 | 0 | 0 | 3 |
| 709 | Reducing the use of plastic shopping bags | 1 | 0 | 1 | 2 |
| 8 | GENERAL LEGAL INFORMATION | | | - | |
| 801 | Public legal assistance in civil cases | 416 | 3 | 4 | 423 |
| 802 | Finding a solicitor | 167 | 0 | 7 | 174 |
| 803 | Changing your name | 23 | 0 | 0 | 23 |
| 804 | Hong Kong visa regulations | 7 | 1 | 3 | 11 |
| 805 | Who is entitled and when to apply for Hong Kong identity card | 6 | 0 | 1 | 7 |
| 806 | How to apply for a Hong Kong identity card | 1 | 0 | 1 | 2 |
| 807 | Jury service | 11 | 0 | 0 | 11 |
| 808 | Small Claims Tribunal | 155 | 3 | 5 | 163 |
| 809 | Motor insurance | 26 | 0 | 0 | 26 |
| 810 | Bankruptcy Part I: - General information about bankruptcy and the first step in | 87 | 1 | 0 | 88 |
| 811 | the bankruptcy proceedings Bankruptcy Part II: General information about bankruptcy and the second step | 49 | 1 | 0 | 50 |
| | in the bankruptcy proceedings | | | | |
| 812 | Making a will | 104 | 0 | 2 | 106 |
| 813 | Where a person dies without making a will | 105 | 1 | 4 | 110 |
| 814 | Coroners and the Coroners Ordinance | 14 | 0 | 0 | 14 |
| 815 | Death Inquest by Coroner | 5 | 0 | 0 | 5 |
| 816 | Emergency guardianship for abused mentally incapacitated adults | 5 | 1 | 1 | 7 |
| 817 | The Guardianship Board's service for mentally incapacitated adults | 22 | 0 | 0 | 22 |
| 818 | Hong Kong's Anti-discrimination Laws | 12 | 2 | 0 | 14 |
| 819 | A brief introduction on the functions of the Office of the Privacy | 7 | 0 | 0 | 7 |
| | Commissioner for Personal Data | | | | |
| 820 | Your privacy rights explained | 23 | 0 | 0 | 23 |
| 821 | Personal Data (Privacy) Ordinance - The six data protection principles | 20 | 0 | 1 | 21 |
| 822 | How to exercise your data access right | 12 | 2 | 0 | 14 |
| 823 | Identity card number and human resource management | 13 | 1 | 0 | 14 |
| 824 | Code of practice on human resource management - Provisions on recruitment | 5 | 0 | 0 | 5 |
| | advertisements | | | | |
| 825 | The Consumer Council | 9 | 0 | 0 | 9 |
| 826 | Consumer Legal Action Fund | 0 | 0 | 0 | 0 |
| | Total | 18788 | 489 | 401 | 19678 |