



DAILY INFORMATION BULLETIN

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TUESDAY, DECEMBER 29, 1992

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INLAND REVENUE DEPARTMENT MAKES PERFORMANCE PLEDGE TO PUBLIC

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THE INLAND REVENUE DEPARTMENT TODAY (TUESDAY) ANNOUNCED A PERFORMANCE PLEDGE IN RELATION TO THE SERVICES IT PROVIDES TO THE PUBLIC.

THE PLEDGE DETAILS PERFORMANCE TARGETS WHICH HAVE BEEN SET FOR VARIOUS SERVICES CONCERNING ENQUIRIES, ASSESSMENT OF TAX RETURNS, TAX RESERVE CERTIFICATES, OBJECTIONS AND TAX HOLDOVER CLAIMS, DOCUMENTS STAMPING AND BUSINESS REGISTRATION.

AN EXPLANATION IS ALSO INCLUDED OF ACTION THAT CAN BE TAKEN IF THE PERFORMANCE TARGETS ARE NOT MET.

THE COMMISSIONER OF INLAND REVENUE, MR ANTHONY AU-YEUNG, SAID IN THE PRESS CONFERENCE THAT BECAUSE HIS DEPARTMENT HAD CONSIDERABLE CONTACT WITH THE PUBLIC IT HAD BEEN SELECTED BY THE GOVERNOR, AS ONE OF SEVEN DEPARTMENTS IN THE FIRST BATCH, TO INTRODUCE THE PERFORMANCE PLEDGE SCHEME.

MR AU-YEUNG SAID HE WAS PARTICULARLY PLEASED TO PARTICIPATE IN THE SCHEME AS IT TIED IN WITH THE RECENT EXPANSION OF HIS DEPARTMENT'S ENQUIRY FACILITIES.

THE PERFORMANCE PLEDGE RELATES LARGELY TO SERVICES THAT ARE ENQUIRY ORIENTATED. OWING TO THE NATURE OF THE DEPARTMENT'S ACTIVITIES THERE ARE SEASONAL PEAKS AND TROUGHS WHICH DIRECTLY AFFECT THE LEVEL OF SOME SERVICES PROVIDED.

"FOR THIS REASON THE LEAFLET WHICH SETS OUT THE DEPARTMENT'S PERFORMANCE PLEDGE INDICATES THE SERVICES WHICH ARE AFFECTED BY SEASONAL FACTORS," MR AU-YEUNG EXPLAINED.

THE PLEDGE ALSO RECOGNISES THAT THE TARGETS FOR ANSWERING CALLS TO THE ENQUIRY SERVICE CENTRE DEPEND TO SOME EXTENT ON WHETHER OR NOT THE CALLS ARE MADE DURING PEAK TIMES.

ADDITIONAL STAFF HAVE, HOWEVER, BEEN REDEPLOYED TO THE CENTRE TO IMPROVE THE SERVICE.

MORE, THE DEPARTMENT INTENDS TO INSTALL AN INTERACTIVE VOICE PROCESSING SYSTEM CONNECTED TO THE DEPARTMENT'S PRIME ENQUIRY NUMBER - 594 0888.

WITH A SYSTEM OF THIS KIND THE CALLER IS GUIDED BY A RECORDING OF BASIC INSTRUCTIONS TO SELECT THE TYPE OF SERVICE DESIRED, SUCH AS TO LISTEN TO VARIOUS RECORDED INFORMATION MESSAGES, OR TO TALK WITH A MEMBER OF THE ENQUIRY CENTRE STAFF.

MR AU-YEUNG SAID PERSONAL CALLERS TO THE ENQUIRY SERVICE CENTRE WERE SERVED IN A PURPOSE-BUILT HALL LOCATED ON THE FIRST FLOOR OF THE DEPARTMENT'S NEW OFFICE AT 5 GLOUCESTER ROAD, WAN CHAI.

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MORE THAN 20 COUNTERS ARE INSTALLED AND EACH IS EQUIPPED WITH A VISUAL DISPLAY UNIT TO PROVIDE DIRECT ACCESS TO THE DEPARTMENT'S COMPUTER DATABASE.

COPIES OF RETURNS AND NOTICES OF ASSESSMENT CAN BE ISSUED UPON REQUEST. MAIL CAN ALSO BE DELIVERED TO THIS AREA AND RECEIPTS ARE SUPPLIED IF NECESSARY.

FORMS FOR VARIOUS PURPOSES ARE AVAILABLE AND WRITING DESKS ARE PROVIDED. WITH SUCH FACILITIES A "ONE-STOP" SERVICE CAN BE ACHIEVED IN MOST CASES.

"MEMBERS OF THE PUBLIC ARE ENCOURAGED TO MAKE SUGGESTIONS AS TO HOW ANY ASPECT OF THE DEPARTMENT'S SERVICES MIGHT BE IMPROVED," MR AU-YEUNG SAID.

TO FACILITATE THIS, A CUSTOMER SERVICE MANAGER HAS BEEN APPOINTED.

"IF A PERSON WISHES TO COMPLAIN ABOUT ANY OF THE SERVICES PROVIDED, A COMPLAINTS OFFICER IS AVAILABLE AND MAY BE CONTACTED IN PERSON, BY TELEPHONE OR IN WRITING.

"IN THE EVENT THAT THE PERSON IS NOT SATISFIED WITH THE WAY IN WHICH THE COMPLAINT IS DEALT WITH HE SHOULD WRITE DIRECTLY TO THE COMMISSIONER," HE SAID.

THE LEAFLET SETTING OUT THE INLAND REVENUE DEPARTMENT'S PERFORMANCE PLEDGE WILL BE DISTRIBUTED THROUGH THE POST AND WILL ALSO BE AVAILABLE AT THE DEPARTMENT'S ENQUIRY SERVICE CENTRE.

THE DEPARTMENT'S PERFORMANCE WILL BE MONITORED BY AN INDEPENDENT USERS' COMMITTEE WITH MEMBERS PRIMARILY DRAWN FROM THE JOINT LIAISON COMMITTEE ON TAXATION.

FURTHERMORE, A SERVICE STANDARDS COMMITTEE HAS BEEN ESTABLISHED WITHIN THE DEPARTMENT TO HELP THE MONITORING BODY.

UNDER THE PROGRAMME, THE COMMISSIONER WILL PUBLISH EVERY YEAR PERFORMANCE RESULTS AGAINST TARGETS, MR AU-YEUNG SAID.

"THIS IS AN IMPORTANT EXERCISE AND ACTIVE INVOLVEMENT AT ALL LEVELS OF THE DEPARTMENT WILL BE THE KEY TO ITS SUCCESS," HE SAID.

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FOUR MORE MEN INFECTED WITH HIV

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FOUR MEN WERE FOUND TO BE POSITIVE FOR THE HIV ANTIBODY TEST LAST MONTH (NOVEMBER), BRINGING THE NUMBER OF HIV-INFECTED PERSONS IN HONG KONG TO 332.

SPEAKING AT A MONTHLY MEDIA BRIEFING, THE DEPARTMENT OF HEALTH'S CONSULTANT PHYSICIAN (SPECIAL PREVENTIVE PROGRAMME), DR S S LEE, SAID TODAY (TUESDAY) THAT TWO HIV-INFECTED PERSONS HAD ALSO BEEN CONFIRMED AS AIDS PATIENTS DURING THE MONTH.

IN ADDITION, TWO AIDS PATIENTS DIED IN THE MONTH.

THIS BRINGS TO 72 CONFIRMED AIDS CASES WITH 47 DEATHS. THE OTHER 25 ARE EITHER UNDER COUNSELLING AND TREATMENT OR HAVE LEFT THE TERRITORY.

OF THE 332 HIV-INFECTED, 61 WERE HAEMOPHILIACS, 231 ACQUIRED THE INFECTION SEXUALLY, SIX WERE DRUG ABUSERS, AND THREE WERE INFECTED THROUGH BLOOD TRANSFUSION BEFORE 1985 WHEN HIV ANTIBODY TEST WAS NOT AVAILABLE.

FOR THE REMAINING 31, THE INFORMATION AVAILABLE WAS INADEQUATE FOR CLASSIFICATION.

UNDER THE HIV SURVEILLANCE PROGRAMME WHICH STARTED IN 1985, A TOTAL OF 254,661 BLOOD SPECIMENS HAVE BEEN TESTED FOR THE HIV ANTIBODY.

THE HONG KONG RED CROSS BLOOD TRANSFUSION SERVICE HAS ALSO SCREENED ALL BLOOD DONORS FOR AIDS.

UP TO LAST MONTH, 1,170,570 UNITS OF BLOOD HAD BEEN TESTED AND 26 DONORS WERE FOUND POSITIVE.

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EIGHT CLINICS STAY OPEN ON NEW YEAR'S DAY

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THE DEPARTMENT OF HEALTH TODAY (TUESDAY) ANNOUNCES THAT EIGHT GENERAL OUT-PATIENT CLINICS WILL STAY OPEN ON NEW YEAR'S DAY (FRIDAY).

THE EIGHT CLINICS ARE: THE VIOLET PEEL HEALTH CENTRE AND SHAU KEI WAN JOCKEY CLUB CLINIC ON HONG KONG ISLAND; KWUN TONG JOCKEY CLUB HEALTH CENTRE, THE ROBERT BLACK HEALTH CENTRE AND YAU MA TEI JOCKEY CLUB CLINIC IN KOWLOON; THE LADY TRENCH POLYCLINIC, SHEK WU HUI JOCKEY CLUB CLINIC AND YUEN LONG JOCKEY CLUB HEALTH CENTRE IN THE NEW TERRITORIES.

THE CLINICS WILL BE OPEN FROM 9 AM TO 1 PM. ALL OTHER GENERAL OUT-PATIENT AND EVENING CLINICS WILL BE CLOSED.

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260 RETURN TO VIETNAM
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A GROUP OF 260 VIETNAMESE MIGRANTS TODAY (TUESDAY) RETURNED TO VIETNAM UNDER THE UNHCR'S VOLUNTARY REPATRIATION PROGRAMME.

COMPRISING 108 MEN, 61 WOMEN, 43 BOYS AND 48 GIRLS, THEY WERE THE 140TH BATCH TO GO BACK UNDER THE PROGRAMME.

THE GROUP BRINGS TO 12,332 THE TOTAL NUMBER OF VIETNAMESE MIGRANTS WHO HAVE RETURNED VOLUNTARILY THIS YEAR, AND TO 26,312 THE TOTAL NUMBER OF RETURNEES SINCE THE PROGRAMME STARTED IN MARCH 1989.

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HONG KONG GOVERNMENT EXCHANGE FUND
TENDER RESULTS
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TENDER DATE	29 DECEMBER 1992	29 DECEMBER 1992
PAPER ON OFFER	EF BILLS	EF BILLS
ISSUE NUMBER	Q253	Y298
AMOUNT APPLIED	HKD 1,750MN	HKD 850MN
AMOUNT ALLOTTED	HKD 800MN	HKD 200MN
AVERAGE YIELD ACCEPTED	4.05 PCT	4.80 PCT
HIGHEST YIELD ACCEPTED	4.07 PCT	4.80 PCT
PRO RATA RATIO	ABOUT 4 PCT	ABOUT 68 PCT
AVERAGE TENDER YIELD	4.08 PCT	4.91 PCT

HONG KONG GOVERNMENT EXCHANGE FUND

TENDERS TO BE HELD IN THE WEEK BEGINNING 4 JANUARY 1993-

TENDER DATE	5 JANUARY 1993	5 JANUARY 1993
PAPER ON OFFER	EF BILLS	EF BILLS
ISSUE NUMBER	Q301	H355
ISSUE DATE	6 JANUARY 1993	6 JANUARY 1993
MATURITY DATE	7 APRIL 1993	7 JULY 1993
TENOR	91 DAYS	182 DAYS
AMOUNT ON OFFER	HKD 800+160MN	HKD 300+60MN

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HONG KONG GOVERNMENT EXCHANGE FUND
MONEY MARKET OPERATIONS

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OPENING BALANCE IN THE ACCOUNT	1,800
REVERSAL OF LAF	-300
BALANCE AFTER REVERSAL OF LAF	1,500
NET INJECTION/WITHDRAWAL TODAY	NIL
EFFECT OF LAF TODAY	NIL
CLOSING BALANCE IN THE ACCOUNT	1,500
LAF RATE 2.00 BID/4.00 OFFER	TWI 114.5 **0.3* 29.12.92

HONG KONG GOVERNMENT EXCHANGE FUND

EF BILLS

HONG KONG GOVERNMENT BONDS

TERMS	YIELD	TERM	ISSUE	COUPON	PRICE	YIELD
1 WEEK	4.22 PCT	14 MONTHS	2402	5.50	100.68	4.93
1 MONTH	4.03 PCT	17 MONTHS	2405	5.50	100.51	5.18
3 MONTHS	4.02 PCT	20 MONTHS	2408	4.375	98.56	5.37
6 MONTHS	4.15 PCT	23 MONTHS	2411	4.625	98.51	5.54
12 MONTHS	4.78 PCT					

TOTAL TURNOVER OF BILLS AND BONDS - 2,895MN

CLOSED 29 DECEMBER 1992

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