



Correctional Services Bureau
The Execution Performance of Performance Pledge

Year 2021

Service Types		Completion Time (Working Days)	Performance Target	
1	Application for Certificate of Imprisonment	Within 8 days	97%	
2	Application for Permit for Visiting Inmates	Within 8 days	95%	
	Application for Permit for Visiting Housed Juveniles	Within 8 days	90%^	
	Application for Service of Video Visit to Inmates	Within 8 days	92%^	
3	Support and Consultation Service from the Social Worker	Application for Service of Appointment with the Social Worker	Within 5 days	90%

^Notes: Starting from 12 July 2017, the Bureau has established the service of "Application for Permit for Visiting Housed Juveniles" and has raised the performance target of "Application for Service of Video Visit to Inmates" from 90% to 92%.

Service Types		Actual Achievement												
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
1	Application for Certificate of Imprisonment	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
2	Application for Permit for Visiting Inmates	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%	
	Application for Permit for Visiting A Housed Juvenile	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
	Application for Service of Video Visit to Inmates	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
3	Support and Consultation Service from the Social Worker	Application for Service of Appointment with the Social Worker	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	100%	N/A	N/A	N/A

N/A - no applications have been received in that month.

We appreciate for your valuable comments regarding the service of the bureau

