



**Correctional Services Bureau**  
**The Execution Performance of Performance Pledge**

**Year 2016**

Service Types		Completion Time (Working Days)	Performance Target	
1	Application for Certificate of Imprisonment	Within 8 days	97% ^	
2	Visiting Service	Within 8 days	95%	
	Application for Video Visit Service	Within 8 days	90%	
3	Assistance and Enquiry Service from Social Worker	Application for Service of Appointment with the Social Worker	Within 5 days	90%

^Notes: The target performance for the service item "Application for Certificate of Imprisonment" has been increased from 95% to 97%, with effect from 16 April 2015.

Service Types		Actual Achievement											
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	Application for Certificate of Imprisonment	100%	100%	-	-	-	-	-	-	-	-	-	-
2	Visiting Service	100%	100%	-	-	-	-	-	-	-	-	-	-
	Application for Video Visit Service	100%	N/A	-	-	-	-	-	-	-	-	-	-
3	Assistance and Enquiry Service from Social Worker	Application for Service of Appointment with the Social Worker	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

