



Correctional Services Bureau
The Execution Performance of Performance Pledge
Year 2023

Service Types		Completion Time (Working Days)	Performance Target	
1	Application for Certificate of Imprisonment	Within 7 days^	97%	
2	Application for Certificate of Residence at Youth Correctional Institution^	Within 7 days	90%	
3	Application for Permit for Visiting an Inmate	Within 7 days^	95%	
	Application for Permit for Visiting a Juvenile Delinquent	Within 8 days	90%	
	Application for Service of Video Visit to an Inmate	Within 8 days	92%	
	Application for Service of Video Visit to a Juvenile Delinquent^	Within 8 days	90%	
4	Support and Consultation Service from the Social Worker	Application for Service of Appointment with the Social Worker	Within 5 days	90%

Remarks: ^Starting from 16 May 2022, adjustment has been made on the completion time of "Application for Certificate of Imprisonment" and "Application for Permit for Visiting an Inmate" from "within 8 days" to "within 7 days". "Application for Certificate of Residence at Youth Correctional Institution" and "Application for Service of Video Visit to a Juvenile Delinquent" will be added as well.

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 Certificate of Residence at Youth Correctional Institution	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
3	Application for Permit for Visiting an Inmate	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Application for Permit for Visiting a Juvenile Delinquent	N/A	N/A	100%	100%	100%	100%	100%	100%	N/A	N/A	N/A	100%
	Application for Service of Video Visit to an Inmate	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Application for Service of Video Visit to a Juvenile Delinquent	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
4	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	100%	N/A	100%	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

