

Performance Pledge 2012/13

The full list of our performance targets for 2012/2013 are set out in the table below.

The level of service we provide is influenced to some extent by exceptional circumstances and workloads during peak periods. The following table takes these factors into account and sets out the standard service delivery times we aim to achieve for a wide range of services.

	Service Delivery Standard for 2012/13	Performance Target (% meeting service standard) for 2012/13
(I) Processing of Broadcasting Service Licence Applications		
Non-domestic Television Programme Service/Other Licensable Television Programme Service	4 months	100%
(II) Processing of Telecommunications Service Licence Applications		
(1) Mobile Radio System Licence		
- Establishment of a new system	38 working days	98%
- Relocation / Addition of base station	32 working days	98%
- Addition of mobile station		
For stations of taxis	5 working days	99%
For other stations	8 working days	99%
- Replacement of mobile station equipment		
For stations of taxis	5 working days	99%
For other stations	8 working days	99%
- Replacement of base station equipment	8 working days	99%
- Issue of licence	8 working days	99%
(2) Radio Dealers Licence	4 working days	99%
(3) Industrial Scientific and Medical Electronic Machines Licence	5 working days	99%
(4) Radiodetermination and Conveyance of Commands, Status and Data Licence	5 working days	99%
(5) Satellite Master Antenna Television Licence	11 working days	98%
(6) Ship Station Licence	9 working days	99%
(7) Amateur Station Licence	9 working days	99%
(8) Self-provided External Telecommunications System (SPETS) Licence	26 working days	99%
(9) Services-based Operator Licence – Class 1 and Class 2 Services	14 working days	98%
(10) Services-based Operator Licence – Class 3 Services	13 working days	99%
(III) Processing of Certificate and Endorsement Applications under the International Convention on Standards of Training, Certification and Watchkeeping for Seafarers (STCW Convention)		
(1) Global Maritime Distress and Safety System (GMDSS) Certificate and Endorsement	5 working days	95%

(2) GMDSS Certificate of Equivalent Competency and Endorsement	5 working days	95%
(IV) Investigation of Radio Interference		
(1) Interference on commercial services	Investigation within 6 working days	96%
(2) Interference on broadcasting services	Investigation within 9 working days	96%
(V) Processing of Applications for Numbers/Codes		
(1) Assignment of telecommunications numbers and codes	10 working days	100%
(2) Checking, processing and acceptance of return of telecommunications numbers	10 working days	100%
(VI) Handling of Complaints about Broadcasting Matters involving Suspected Breach of the Broadcasting (Miscellaneous Provisions) Ordinance, the Broadcasting Ordinance, Part IIIA of the Telecommunications Ordinance, the terms or conditions of a Broadcasting Licence, or the Broadcasting Codes of Practice (except for complaints relating to Competition Provisions of the Broadcasting Ordinance)		
(1) Issue of an interim reply	6 working days	100%
(2) Inform complainants of results of cases not involving an investigation ^(Note A) (or report of progress to the complainant if results of cases are not ready)	3 weeks	100%
(3) Inform complainants of the Communications Authority (CA)'s decision on complaints involving a straightforward investigation ^(Note A) (or report of progress to the complainant if CA's decision is not ready)	8 weeks	100%
(4) Inform complainants of the CA's decision on complaints involving a complex investigation ^(Note A) (or report of progress to the complainant if CA's decision is not ready)	4 months	100%
(VII) Handling of Consumer Complaints against Telecommunications Operators involving Suspected Breach of the Telecommunications Ordinance or Licence Conditions of the Telecommunications Service Licences		
Full reply to complainant (or interim reply if full reply is not ready)	27 working days	90%
(VIII) Handling of Complaints against Operators relating to Competition Provisions or Misleading or Deceptive Conduct Provisions of the Telecommunications Ordinance		
Completion of investigation (or report of progress to the complainant if investigation is not completed)	Within a further 4-month period from the commencement of the investigation	80%

(IX) Handling of Industry Complaints against Operators (except for complaints relating to Competition Provisions and Misleading or Deceptive Conduct Provisions of the Telecommunications Ordinance) involving Suspected Breach of the Telecommunications Ordinance or Licence Conditions of the Telecommunications Services Licences

Completion of full investigation (or report of progress to the complainant if full investigation is not completed)	Within 45 working days	90%
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(X) Handling of Reports on Suspected Contravention of the Unsolicited Electronic Messages Ordinance

Completion of full investigation (or report of progress to the complainant if full investigation is not completed)	Within 10 weeks	90%
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(XI) Reply to Public Enquiries and Complaints of OFCA's Services

(1) Full reply for enquiries (or interim reply if full reply cannot be provided)	Within 7 working days	90%
(2) Full reply for complaints (or report of progress to the complainant if full investigation is not completed)	Within 15 working days	90%

Note A Upon receipt of sufficient information from complainants

Remark: The Office of the Communications Authority was set up on 1 April 2012. Figures on the actual average performance against the Performance Pledge 2012/13 can be found in the Performance Pledge 2013/14. If you wish to search for the Performance Pledges of the former Office of the Telecommunications Authority, please refer to the Regulator Archives (http://tel_archives.ofca.gov.hk/en/aboutofta/pp-select.html).