

## Performance Pledge 2014/15

In 2013/14, we achieved/surpassed our performance targets in 32 out of our 34 job areas. The full list of our performance targets for 2014/15 are also 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 2013/14	Performance Target (% meeting service standard) for 2013/14	Actual Average Performance in 2013/14	Service Delivery Standard (Performance Target in bracket) for 2014/15
<b>(I) Processing of Broadcasting Service Licence Applications</b>				
Non-domestic Television Programme Service/Other Licensable Television Programme Service	4 months	100%	100%	4 months (100%)
<b>(II) Processing of Telecommunications Service Licence Applications</b>				
<b>(1) Mobile Radio System Licence</b>				
- Establishment of a new system	38 working days	98%	100%	38 working days (98%)
- Relocation / Addition of base station	32 working days	98%	100%	32 working days (98%)
- Addition of mobile station				
For stations of taxis	5 working days	99%	100%	5 working days (99%)
For other stations	8 working days	99%	100%	8 working days (99%)
- Replacement of mobile station equipment				
For stations of taxis	5 working days	99%	100%	5 working days (99%)
For other stations	8 working days	99%	100%	8 working days (99%)
- Replacement of base station equipment	8 working days	99%	100%	8 working days (99%)
- Issue of licence	8 working days	99%	100%	8 working days (99%)
<b>(2) Radio Dealers Licence</b>	4 working days	99%	100%	4 working days (99%)
<b>(3) Industrial Scientific and Medical Electronic Machines Licence</b>	5 working days	99%	100%	5 working days (99%)
<b>(4) Radiodetermination and Conveyance of Commands, Status and Data Licence</b>	5 working days	99%	100%	5 working days (99%)
<b>(5) Satellite Master Antenna Television Licence</b>	11 working days	98%	99.8%	11 working days (98%)
<b>(6) Ship Station Licence</b>	9 working days	99%	100%	9 working days (99%)
<b>(7) Amateur Station Licence</b>	9 working days	99%	100%	9 working days (99%)
<b>(8) Self-provided External Telecommunications System Licence</b>	26 working days	99%	No new case	26 working days (99%)
<b>(9) Services-based Operator Licence – Class 1 and Class 2 Services</b>	14 working days	98%	100%	14 working days (98%)
<b>(10) Services-based Operator Licence – Class 3 Services</b>	13 working days	99%	100%	13 working days (99%)
<b>(III) Processing of Certificate and Endorsement Applications under the International Convention on Standards of Training, Certification and Watchkeeping for Seafarers (STCW Convention)</b>				
<b>(1) Global Maritime Distress and Safety System (GMDSS) Certificate and Endorsement</b>	5 working days	95%	100%	5 working days (95%)

(2) GMDSS Certificate of Equivalent Competency and Endorsement	5 working days	95%	100%	5 working days (95%)
<b>(IV) Investigation of Radio Interference</b>				
(1) Interference on commercial services	Investigation within 6 working days	96%	100%	Investigation within 6 working days (96%)
(2) Interference on broadcasting services	Investigation within 9 working days	96%	100%	Investigation within 9 working days (96%)
<b>(V) Processing of Applications for Numbers/Codes</b>				
(1) Assignment of telecommunications numbers and codes	10 working days	100%	100%	10 working days (100%)
(2) Checking, processing and acceptance of return of telecommunications numbers	10 working days	100%	100%	10 working days (100%)
<b>(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)</b>				
(1) Issue of an interim reply	6 working days	100%	99.9%	6 working days (98%) <sup>+</sup>
(2) Inform complainants of results of cases not involving an investigation <i>(Note A)</i> (or report of progress to the complainant if results of cases are not ready)	3 weeks	100%	100%	3 weeks (98%) <sup>+</sup>
(3) Inform complainants of the Communications Authority (CA)'s decision on complaints involving a straightforward investigation <i>(Note A)</i> (or report of progress to the complainant if CA's decision is not ready)	8 weeks	100%	99.9%	8 weeks (98%) <sup>+</sup>
(4) Inform complainants of the CA's decision on complaints involving a complex investigation <i>(Note A)</i> (or report of progress to the complainant if CA's decision is not ready)	4 months	100%	100%	4 months (98%) <sup>+</sup>
<b>(VII) Handling of Consumer Complaints against Telecommunications Operators involving Suspected Breach of the Telecommunications Ordinance or Licence Conditions of the Telecommunications Service Licences</b>				
Full reply to complainant (or interim reply if full reply is not ready)	27 working days	90%	100%	27 working days (90%)
<b>(VIII) Handling of Complaints against Operators relating to Competition Provisions or Misleading or Deceptive Conduct Provisions of the Telecommunications Ordinance</b>				
Completion of investigation (or report of progress to the complainant if investigation is not completed)	Within a further 4-month period after preliminary investigation	80%	100%	Within a further 4-month period after preliminary 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%	No new case	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%	99.5%	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%	100% <sup>(Note B)</sup>	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%	90.5% <sup>(Note B)</sup>	Within 15 working days (90%)

<sup>Note A</sup> Upon receipt of sufficient information from complainants

<sup>Note B</sup> In March 2014, over 75% of the enquiries and complaints received concerned the same subject matter, and they were lodged by members of the public via 14 letter templates. For the purpose of measuring our performance against the targets set, enquiries / complaints conveyed in the same letter template were handled and counted as a single case.

<sup>+</sup> Starting from 2014-15, the performance targets for handling of broadcasting complaints will be slightly adjusted from 100% to 98% to take into account the significant increase in the number of complaint cases handled in recent years.