

## Performance Pledge 2023/24

In 2022/23, we achieved/surpassed all performance targets in our 54 job areas. The full list of our performance targets for 2023/24 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.

Services	Service Delivery Standard for 2022/23	Performance Target (% meeting service standard) for 2022/23	Actual Average Performance in 2022/23	Service Delivery Standard (Performance Target) for 2023/24
<b>(I) Processing of Broadcasting Service Licence Applications</b>				
Non-domestic Television Programme Service/Other Licensable Television Programme Service	4 months	100%	No application	4 months (100%)
<b>(II) Processing of Telecommunications Service Licence Applications/Registrations</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%)
(2) Radio Dealers Licence	4 working days	99%	100%	4 working days (99%)
(3) Industrial Scientific and Medical Electronic Machines Licence	5 working days	99%	100%	5 working days (99%)
(4) Radio Determination and Conveyance of Commands, Status and Data Licence	5 working days	99%	100%	5 working days (99%)
<b>(5) Satellite Master Antenna Television Licence</b>				
- New application	11 working days	98%	100%	11 working days (98%)
- Renewal	11 working days	98%	100%	11 working days (98%)
(6) Ship Station Licence	9 working days	99%	100%	9 working days (99%)
(7) Amateur Station Licence	9 working days	99%	100%	9 working days (99%)
(8) Self-provided External Telecommunications System Licence	26 working days	99%	100%	26 working days (99%)

Services	Service Delivery Standard for 2022/23	Performance Target (% meeting service standard) for 2022/23	Actual Average Performance in 2022/23	Service Delivery Standard (Performance Target) for 2023/24
(9) Services-based Operators Licence				
- Response to new application Class 1 & Class 2 Service(s)	14 working days	98%	100%	14 working days (98%)
Class 3 Service(s)	13 working days	99%	100%	13 working days (99%)
- Approval for issue of licence	3 months	98%	100%	3 months (98%)
(10) Unified Carrier Licence				
- Response to new application	5 working days	98%	100%	5 working days (98%)
(11) Public Radiocommunications Service Licence				
- Response to new application	5 working days	98%	No new case	5 working days (98%)
- Approval for issue of licence	4 months	98%	No new case	4 months (98%)
(12) Wireless Internet of Things Licence				
- Response to new application	5 working days	98%	100%	5 working days (98%)
- Approval for issue of licence	4 months	98%	100%	4 months (98%)
(13) Aircraft Station Licence	5 working days	98%	100%	5 working days <sup>(Note A)</sup> (98%)
(14) Broadcast Radio Relay Station Licence	15 working days	98%	No new case	15 working days (98%)
(15) Hotel Television (Transmission) Licence				
- New Application	15 working days	98%	100%	15 working days (98%)
- Renewal	11 working days	98%	100%	11 working days (98%)
(16) Class Licence for Offer of Telecommunications Services – Registration	14 working days	99%	100%	14 Working days (99%)
(17) Class Licence for Provision of Public Wireless Local Area Network Services – Registration	14 working days	99%	100%	14 working days (99%)
(18) Import and Export Permit	Immediately over counter upon payment by cash or EPS, or 3 working days by cheques or PPS	98%	100%	Immediately over counter upon payment by cash or EPS, or 3 working days by cheques or PPS (98%)
(19) Transshipment Notification	Within the same day	98%	100%	Within the same day (98%)
<b>(III) Processing of Certificate and Endorsement Applications under the International Convention on Standards of Training, Certification and Watchkeeping for Seafarers (STCW Convention)</b>				
(1) Global Maritime Distress and Safety System (GMDSS) Certificate and Endorsement	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%)

Services	Service Delivery Standard for 2022/23	Performance Target (% meeting service standard) for 2022/23	Actual Average Performance in 2022/23	Service Delivery Standard (Performance Target) for 2023/24
<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	8 working days	90%	100%	8 working days (90%)
(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</b>				
(1) Issue of an interim reply	6 working days	98%	100%	6 working days (98%)
(2) Inform complainants of results of cases not involving an investigation <i>(Note B)</i> (or report of progress to the complainant if results of cases are not ready)	3 weeks	98%	100%	3 weeks (98%)
(3) Inform complainants of the Communications Authority (CA)'s decision on complaints involving a straightforward investigation <i>(Note B)</i> (or report of progress to the complainant if the CA's decision is not ready)	8 weeks	98%	99.2%	8 weeks (98%)
(4) Inform complainants of the CA's decision on complaints involving a complex investigation <i>(Note B)</i> (or report of progress to the complainant if CA's decision is not ready)	4 months	98%	100%	4 months (98%)
<b>(VII) Handling of Consumer Complaints against Telecommunications Operators (except for complaints relating to Section 7Q of the Telecommunications Ordinance) 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%	No new case	27 working days (90%)

Services	Service Delivery Standard for 2022/23	Performance Target (% meeting service standard) for 2022/23	Actual Average Performance in 2022/23	Service Delivery Standard (Performance Target) for 2023/24
<b>(VIII) Handling of Enquiries and Complaints against Operators relating to Section 7Q of the Telecommunications Ordinance</b>				
(1) For enquiries, issue full reply (or interim reply if full reply is not ready)	Within 14 working days	90%	100%	Within 14 working days (90%)
(2) For complaints, issue full reply <sup>(Note B)</sup> (or interim reply if full reply is not ready)	Within 12 weeks	90%	No new case	Within 12 weeks (90%)
<b>(IX) Handling of Industry Complaints against Operators (except for complaints relating to Section 7Q of the Telecommunications Ordinance) involving Suspected Breach of the Telecommunications Ordinance or Licence Conditions of the Telecommunications Services Licences</b>				
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%)
<b>(X) Handling of Enquiries and Complaints against Broadcasting and Telecommunications Licensees on Suspected Contravention of the Fair Trading Sections of the Trade Descriptions Ordinance</b>				
(1) For enquiries, issue full reply (or interim reply if full reply is not ready)	Within 7 working days	90%	100%	Within 7 working days (90%)
(2) For complaints, issue case progress to the complainant if the case result is not ready	Within 3 months upon acknowledgement of receipt of the complaint	90%	100%	Within 3 months upon acknowledgement of receipt of the complaint (90%)
<b>(XI) Handling of Enquiries and Complaints against Undertakings in the Broadcasting and Telecommunications Sectors on Suspected Contravention of the Competition Ordinance</b>				
(1) For enquiries, issue full reply (or interim reply if full reply is not ready)	Within 14 working days	90%	100%	Within 14 working days (90%)
(2) For complaints, issue full reply <sup>(Note B)</sup> (or interim reply if full reply is not ready)	Within 28 working days	90%	No new case	Within 28 working days (90%)
<b>(XII) Handling of Reports on the Suspected Contravention of the Unsolicited Electronic Messages Ordinance</b>				
Completion of full investigation (or report of progress to the complainant if full investigation is not completed)	Within 10 weeks	90%	100%	Within 10 weeks (90%)
<b>(XIII) Reply to Public Enquiries and Complaints of OFCA's Services</b>				
(1) Full reply for enquiries (or interim reply if full reply cannot be provided)	Within 7 working days	90%	100%	Within 7 working days (90%)

Services	Service Delivery Standard for 2022/23	Performance Target (% meeting service standard) for 2022/23	Actual Average Performance in 2022/23	Service Delivery Standard (Performance Target) for 2023/24
(2) Full reply for complaints (or report of progress to the complainant if full investigation is not completed)	Within 15 working days	90%	100%	Within 15 working days (90%)

*Note A* OFCA will issue a letter to the applicant if its application can be referred to the Civil Aviation Department for further processing.

*Note B* Upon receipt of sufficient information from complainants.