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## Services and Pledges

This web page outlines the work of the Registration and Electoral Office and reports our performance achievements including our environmental improvement actions taken in 2010. It also spells out the key performance targets we aim to achieve in 2011.

## Our Responsibilities

We provide the Electoral Affairs Commission with administrative support in the effective discharge of its statutory functions under the Electoral Affairs Commission Ordinance. The aim is to ensure that elections are conducted openly, honestly and fairly. Under the direction of the Electoral Affairs Commission, we implement the decisions of the Commission in relation to :

- the review and delineation of geographical constituency and District Council constituency boundaries
- the registration of electors
- the conduct and supervision of elections

## Our Services

### Registration of Electors

The 2012 Final Registers of Electors will be issued on or before 25 July 2012. Applications for registration as an elector can be sent to this Office throughout the year. If your form reaches the Electoral Registration Officer on or before 16 May 2012 and the application satisfies the qualification for registration, your name and residential address will be included in the 2012 Final Registers of Electors. The application for registration will be processed for compilation of the 2013 Final Register if it is received after 16 May 2012.

### Updating of Electors' Records

If your personal particulars recorded in the register have changed, please notify the Electoral Registration Officer on or before 29 June 2012. The change will be reflected in the 2012 Final Registers of Electors. The request for change of particulars will be processed for compilation of the Final Register for the year 2013 if the application is received after 29 June 2012.

### How to register as an elector and update registration particulars

Application forms for registration as an elector or for reporting changes of personal particulars are available free of charge at the Registration and Electoral Office, District Offices and the management offices of public housing estates. You may also download a copy of the registration form from our website. If you are holding a valid personal digital certificate, you may also register on-line through the GovHK website ([www.gov.hk](http://www.gov.hk)).



Our Pledge	Achievement in 2010	Target in 2011
<p>We will normally respond within 14 days after receiving your application for registration or change of particulars. During the voter registration drive in an election year, due to the need to process a large number of applications, the response time will be slightly extended.</p>	100%	100%

### Notification of Electors of the Electoral Arrangements

When an election is to be held, we shall send a poll card to every registered elector. The poll card provides information on the date of election, the constituency to which the elector belongs, and the address of the polling station at which the elector may vote.

Our Pledge	Achievement in 2010	Target in 2011
<p>We will send you the poll card 10 days before the polling day.</p>	100%	100%

### Enquiry Services

If you have any enquiries in relation to our services and election-related matters, please call our 24-hour interactive-voice hotline.

Our staff will be available to answer your call during office hours. You can also write to us by fax, by e-mail or by mail.

<b>Our Pledge</b>	<b>Achievement in 2010</b>	<b>Target in 2011</b>
We will respond to all enquiries by telephone or in person during office hours. We will respond to letters or e-mail within 10 days after receipt.	100%	100%

## **Environmental Concerns**

### **Our Pledge**

We will explore the feasibility of environmental management measures and increase staff awareness on environmental protection.

### **Our Achievement**

We conducted 1 Legislative Council By-election and 1 District Council By-election in 2010. We have adopted various measures including using recycled paper for various activities, printing electoral publications with environmentally-friendly ink on paper made from woodpulp derived from sustainable forests, recovering waste paper for recycling, encouraging the use of electronic mail through different channels and motivating our staff to adopt green practices in their workplace.

### **Our Target**

We shall make continuous efforts in achieving a greener working environment by promoting staff awareness and green measures in our daily operations. To reduce paper consumption, we will continue to explore the feasibility of economising the printing of election-related publicity materials and encourage registered electors to provide or update their email addresses.

## **Effective Monitoring**

We are committed to doing our best to meet our performance standards and targets. The performance is closely monitored by the Chief Electoral Officer.

## Suggestions or Complaints

We welcome suggestions on ways to further improve our services. You may call our hotline, write to us by fax, by mail or by e-mail.

If you feel that your case has not been dealt with adequately, you may write to the Chief Electoral Officer.

### Registration and Electoral Office

Address : 10/F, Harbour Centre, 25 Harbour Road,  
Wan Chai, Hong Kong

Enquiry Hotline : 2891 1001

Fax : 2827 4644

E-mail : [reoeng@reo.gov.hk](mailto:reoeng@reo.gov.hk)

Web Site Address : [www.reo.gov.hk](http://www.reo.gov.hk)

Office Hours :

8:45 am to 6:00 pm from Monday to Friday

( lunch break 12:30 pm to 1:30 pm )

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