

**REVIEW AND REFINEMENT OF MPF SYSTEM**

- The MPF Schemes (Amendment) (No. 2) Ordinance 2002 was enacted to enhance the effectiveness and efficiency of the MPF System
- Developed another batch of 15 amendment proposals to improve the administrative and operational aspects of the MPF legislation for the Government's consideration
- Reviewed the ORSO legislation and submitted the proposed amendments to the Government
- Reviewed the strategy of supervision of approved trustees and adopted a risk-based strategy
- Reviewed MPF disclosure practices and identified areas for improvement
- Drew up and issued guidelines to set out the criteria for approval of index-tracking collective investment schemes, and approved 39 fund applications

**ENROLMENT AND ENFORCEMENT**

- Achieved enrolment rates of 93.8%, 95.7% and 75.8% for employers, employees and self-employed persons respectively
- Reviewed and refined enforcement policies and procedures
- Completed investigation on over 7 000 complaint cases and carried out over 3 000 proactive inspections of business establishments
- Filed around 680 claims with the Small Claims Tribunal, made applications to the Police for serving 756 summonses to non-complying employers and made around 200 applications to liquidators or receivers in respect of default contribution cases

**PUBLIC EDUCATION AND PUBLICITY**

- Carried out a campaign to publicize the amendments to the MPF legislation enacted in July 2002
- Educated the public on individuals' MPF rights and obligations and MPF-related investment knowledge through regular article contributions, seminars, publications, exhibitions, TV programmes and the MPFA's website
- Maintained close contact with the community through MPF Info-stations, MPF carnivals, as well as functions jointly organized with community groups, trade bodies and political parties
- Educated the younger generation by giving school talks, developing a teaching kit and launching a webpage design contest on ageing population for lower form students

### **MANAGEMENT INFORMATION SYSTEMS**

- Set up a special team and took over from the contractor the maintenance and enhancement of the Information Management System (IMS)
- Made changes to the IMS as necessitated by the enactment of legislative amendments according to the Amendment Ordinance's implementation schedule
- Strengthened enforcement support systems and developed corporate services support systems

### **ORGANIZATION DEVELOPMENT AND CULTURE BUILDING**

- Reviewed the Performance Management System for refinement of the Staff Appraisal Review System
- Organized training sessions to develop and enhance business knowledge, and management and technical skills
- Networked with other regulators and human resources professionals of other organizations for experience sharing, training and benchmarking
- Implemented job rotation
- Launched a staff communication programme to enhance communication across the organization
- Carried out culture building and team building activities
- Developed and reviewed both internal and external performance pledges for various levels of operation across the organizations