



Friday September 8, 2006

Complaint registries not well maintained

EVERY complaint received by the Film Control Department should be recorded in the complaint registry and acted on immediately. The audit unit, however, discovered that the enforcement units had not maintained their registries.

Worse, three of the complaint registries did not even have any information on the complaints received, and of the departments that did, they only filed the complaints and did not act on them.

The Auditor-General's Report 2005 recommended that each complaint be recorded and the Film Control Department should reset the Customer Standards to avoid delay in processing complaints.

The audit also said that the disposal of confiscated items such as VCDs and DVDs should be carried out fast to avoid store congestion.

It was found that seized items from 21 of 82 cases in 2002 took between one month and two years to be disposed of even after court orders were obtained.

Records of those who were previously arrested for related offences should also be updated so that the court could impose hefty penalties against repeat offenders.