

Cases referred to independent Mediators through Integrated Mediation Office from 01/01/2019 to 31/12/2019

In 2019, a total of 233 cases have been referred to mediators by the IMO. As at 31 December 2019, mediation has been conducted and completed in 131 cases, of which 89 have been settled after mediation. The success rate, based on cases completed through mediation, is 68%. The duration between the date of appointing mediator to the date of completion of the whole mediation process, on average, is 91 days.

Over average, it took 14 hours to reach a full agreement, 11 hours to reach a partial agreement and 10 hours to reach no agreement.

Regarding the cost of mediated cases, it was, on average HK\$11,600 per case / HK\$900 per hour for a case with full agreement; HK\$11,300 per case / HK\$1,200 per hour for a case with partial agreement and HK\$8,800 per case / HK\$800 per hour for a case without agreement.

According to the record kept by IMO, 49% of cases appointed mediators from NGOs for family mediation. These NGOs would provide mediation service with concession rate to the parties with financial difficulty.

Cases referred to independent Mediators through
Integrated Mediation Office

(From 01/01/2019 to 31/12/2019)

Level of agreement reached	Number of cases (%)	Average Time spent on Mediation per case(hour)	Average Cost of Mediation per case (HK\$)
Cases with Full agreement	78 (60%)	14	\$11,600 per case/ \$900 per hour
Cases with Partial agreement	11 (8%)	11	\$11,300 per case/ \$1,200 per hour
Total number of cases with full/partial agreement	89 (68%)	-	-
Cases with No agreement	42 (32%)	10	\$8,800 per case/ \$800 per hour
Sub-total (Cases with Mediation)		131	
Cases settled/ withdrawn/ discontinued without mediation		32	
Others (e.g. result pending, etc)		70	
Total:		233	
Duration of the Whole Mediation Process (days) ^v		91	

^v It refers to the average duration between the date of appointing mediator to the date of completion of the whole mediation process (in days); and it is arrived by having the total number of days reported for the mediation process, divided by the number of cases with duration reported over that year.