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Replies to initial written questions raised by Finance Committee Members in examining the Estimates of Expenditure 2009-10

Controlling Officer : Director of Administration
Session No. : 4

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CONTROLLING OFFICER'S REPLY TO INITIAL WRITTEN QUESTION

Reply Serial No.

CSO001

Question Serial No.

0001

Head: 142 – Government Secretariat: Offices of the Chief Secretary for Administration and the Financial Secretary

Subhead (No. & title):

Programme: (2) Government Records Service

Controlling Officer: Director of Administration

Director of Bureau: Director of Administration

Question :

Regarding the operation of the Government Records Service, please advise the Council on the following:

(1) In the past five years, what were the numbers of Administrative Officer Grade officers and records management professionals in the staffing establishment of the Government Records Service? How many of them were responsible for rendering research and reference services to the public?

(2) During 1999 and 2000, the amount of archival records acquired by the Government Records Service dropped substantially from 950 lm to 550 lm. For this year, the estimated figure for the archival records to be acquired is set at 370 lm only. What are the reasons for such a substantial drop? Is this related to the policy on government records management?

(3) In 2006, the Government Records Service conducted less departmental records management studies and training on records management in order to devote more resources towards the implementation of the electronic records keeping system pilot project. So far, what is the effectiveness of the pilot project? When will the system be implemented in full scale?

(4) What are the public education and publicity programmes on Hong Kong's documentary heritage to be implemented by the Administration? How much resources are involved respectively?

Asked by: Hon. HO Sau-lan, Cyd

Reply:

(1) There were no Administrative Officer Grade posts on the establishment of the Government Records Service (GRS) in the past five years. The establishment of GRS staff at officer level responsible for records management and archives management comprises 11 Archivist Grade posts and seven Executive Officer Grade posts. Two of the Archivist Grade posts are responsible for rendering research and reference services to the public as well as organising public education and publicity programmes. The above staffing establishment has remained the same in the past five years.

(2) The Administration implemented a service-wide Records Management Strategy (RMS) from 1994 to 1999. Among other things, the RMS aimed at helping bureaux and departments (B/Ds) improve the quality and efficiency of records service. As a result of this initiative, B/Ds had transferred their archival records accumulated over the years to GRS during this period. After clearing the bulk of these accumulated archival records, the amount of archival records transferred to GRS dropped from 950 lm in 1999 to 550 lm in 2000. The amount of archival records acquired by GRS varies from year to year and the figures fluctuated between 233 and 413 lm per annum during the past seven years. For 2009, the Administration estimated that the amount of archival records to be acquired will be close to the amount of 369 lm acquired in 2008, hence the estimate of 370 lm. Government's policy on records management has been to ensure that government records are properly managed and those of historical value are selected for preservation and public access. The fluctuations in the annual amount of archival records acquired by GRS from 1999 onwards are not related to any changes in such policy.

(3) GRS has initiated a pilot project on electronic records keeping system (ERKS) and engaged a contractor to provide implementation services. Following system development, the ERKS pilot run commenced in September 2007 in some selected offices of the Office of the Government Chief Information Officer and Transport Department and ended in September 2008. To dovetail with the implementation of the pilot project, records management practices and guidelines for an ERKS setting have been developed and will be refined from time to time. Under the pilot project a set of functional requirements has been formulated with regard to both international standards and the Hong Kong government context to provide a sound basis for developing an ERKS for the Government. The pilot project is also effective in putting to test an ERKS in our government setting and providing a basis for the Administration to assess the readiness of the ERKS solutions in meeting the functional and management requirements of B/Ds, the capital and recurrent costs, the staff resources and expertise required, the management and operational implications, and the transitional issues for adopting an electronic approach for records management. A review on the pilot project is under way and the Government is actively considering the timing for further implementing ERKS in the context of the review.

(4) GRS aims to organize at least one exhibition and 20 seminars or visits in 2009 to enhance public appreciation and use of archival heritage. It also plans to co-organize with the Education Bureau educational programme to reach out secondary school teachers and students, and to enrich the existing online resources to reach a wider audience. In 2009-10, provision for research and reference services and public education and publicity programmes is around $2 million.

Signature

Name in block letters	Miss Jennifer Mak
Post Title	Director of Administration
Date	17 March 2009

Reply Serial No.

CONTROLLING OFFICER'S REPLY TO INITIAL WRITTEN QUESTION

CSO002

Question Serial No.

Head: 142 – Government Secretariat: Offices of the Chief Secretary for Administration and the Financial Secretary

Subhead (No. & title):

0438

Programme: (1) Efficiency Unit

Controlling Officer: Director of Administration

Director of Bureau: Director of Administration

Question :

Over the last three years (i.e. 2006-07 to 2008-09), how many outsourcing projects has the Efficiency Unit launched? Which bureaux and departments are involved? What are the details? Please provide the number of posts of civil servants and non-civil service contract staff which have been cut after the outsourcing of service in respective bureaux and departments ?

Asked by: Hon. WONG Kwok-kin

Reply:

The Efficiency Unit (EU) helps bureaux/departments outsource their services by conducting feasibility/business case studies, reviewing existing outsourcing arrangements, advising on the best practices, providing training, etc. Unless EU is the outsourcing department, we are seldom involved in the implementation work. The outsourcing projects that the EU has helped launch are listed in the Appendix. No civil service or non-civil service contract staff posts have been deleted due to implementation of these outsourcing projects.

Signature _____

Name in block letters _____ Miss Jennifer Mak _____

Post Title _____ Director of Administration _____

Date _____ 17 March 2009 _____

List of Outsourcing Projects

Outsourcing Project	Client Department
2006-07	
1. Implementation of outsourcing the printing and enveloping demands for rates and Government rent	Rating and Valuation Department
2. Outsourcing of the provision of a new physical call centre and facilities management service for the 1823 Call Centre	Efficiency Unit
2007-08	
3. System Development of a Youth Portal for Public Services	Efficiency Unit
4. Information System Hosting Services for the Youth Portal for Public Services	Efficiency Unit
5. Outsourcing opportunities at Analytical and Advisory Services Division, Government Laboratory	Government Laboratory

Note : No outsourcing projects were launched in 2008-09.

**CONTROLLING OFFICER'S REPLY TO
INITIAL WRITTEN QUESTION**

Reply Serial No.

CSO003

Question Serial No.

0439

Head: 142 – Government   Subhead (No. & title):
Secretariat: Offices of the
Chief Secretary for
Administration and the
Financial Secretary

Programme: (1) Efficiency Unit

Controlling Officer: Director of Administration

Director of Bureau: Director of Administration

Question :

Over the last three years (i.e. 2006-07 to 2008-09), how many public private partnerships has the Efficiency Unit established? Which bureaux and departments are involved? What are the details? Please provide the number of posts of civil servants and non-civil service contract staff which have been cut following the commencement of public private partnerships in respective bureaux and departments.

Asked by: Hon. WONG Kwok-kin

Reply:

The Efficiency Unit (EU) helps bureaux/departments deliver their public private partnership (PPP) projects by conducting feasibility business case studies, developing procurement documents, etc. Unless we are the client department, we are seldom involved in the implementation work. During the period from 2006-07 to 2008-09, we were involved in the following PPP project-

Year	Study title	Client Department
2007-08	Review of Private Sector Involvement in running Sheung Shui Slaughtering Plant	Food and Environmental Hygiene Department

No civil service or non-civil service contract staff posts have been cut as a result of this project.

Signature _____

Name in block letters _____Miss Jennifer Mak_____

Post Title _____Director of Administration_____

Date _____17 March 2009_____

Reply Serial No.

CSO004

Question Serial No.

0440

Head: 142 – Government Secretariat: Offices of the Chief Secretary for Administration and the Financial Secretary

Subhead (No. & title):

Programme: (1) Efficiency Unit

Controlling Officer: Director of Administration

Director of Bureau: Director of Administration

Question :

Over the past three years (i.e. 2006-07 to 2008-09), how many bureaux and departments have been supported by the Efficiency Unit in reviewing organisational structures and implementing changes? Which bureaux and departments are involved ? What are the details?

Asked by: Hon. WONG Kwok-kin

Reply:

The Efficiency Unit (EU) helps bureaux/departments review their organisational structures. Unless EU is the client department, we are seldom involved in the implementation work. During the period from 2006-07 to 2008-09, EU was not involved in this type of review work.

Signature	
Name in block letters	Miss Jennifer Mak
Post Title	Director of Administration
Date	17 March 2009

**CONTROLLING OFFICER'S REPLY TO
INITIAL WRITTEN QUESTION**

Head: 142 – Government   Subhead (No. & title):
Secretariat: Offices of the
Chief   Secretary   for
Administration   and   the
Financial Secretary

Programme: (3) CSO - Administration Wing

Controlling Officer: Director of Administration

Director of Bureau: Director of Administration

Question : Please provide details of the Public Policy Research Funding Scheme, including funded project titles, the institutions concerned, funds awarded, start dates and scheduled completion dates.

Asked by: Hon. IP LAU Suk-yee, Regina

Reply:

The Public Policy Research Funding (PPRF) Scheme was launched by the Government in 2005 to promote public policy research in higher education institutions. The scheme is administered by the Research Grants Council (RGC) under the University Grants Committee. As at 9 March 2009, there are 21 completed projects and 45 projects in progress. The total funding involved is $36.4 million.

Details of completed projects and projects in progress funded by PPRF are -

		Completed Projects			
	Institution	**Project title**	**Fund awarded (HK$)**	**Start Date**	**Completion date**
1	HKU	Horizontal equity in health care utilization in Hong Kong	387,000	11-01-06	10-07-07
2	HKU	Innovative planning tools for urban renewal in Hong Kong	206,000	3-04-06	2-07-07

3	CUHK	For a Sustainable Development of the Hong Kong Movie Industry: An Evaluation of the Film Council and the China Market as Policy Options	351,439	30-09-06	29-12-07
4	LU	Fair Competition under Laissez-Faireism: Policy Options for Hong Kong	348,700	30-09-06	30-12-07
5	CUHK	The Effect of Medium-of-Instruction Policy on Educational Advancement in HKSAR Society	643,200	1-09-06	31-05-08
6	HKU	Forfeiture of crime tainted property in Hong Kong	417,000	1-03-06	29-02-08
7	HKBU	Development of Music Education in the 21st century: Cultural and Policy Issues	348,700	30-09-06	30-03-08
8	CityU	Assessment on Suitability of Existing Air Quality Objectives and Air Pollution Index Used in Hong Kong	386,000	1-04-06	31-03-08
9	CUHK	Impacts of the Community Work Experience and Training Programme on Welfare Recipients	525,000	1-04-06	30-06-08
10	HKU	Cost and clinical effectiveness of the Hong Kong scoliosis screening programme	710,000	1-04-06	30-06-08
11	CUHK	Siting Locally Unwanted Land Uses: In Your Backyard or in Mine?	472,000	11-04-06	10-07-08
12	HKBU	The Relationship Between Musical Aptitude, Musical Achievement, and Academic Aptitudes: Implications for Student Diversity and Educational Needs	632,400	31-10-06	30-04-08
13	HKU	Hong Kong as logistics hub in global value chains: analysis and policies	426,300	1-09-06	31-08-08
14	HKU	Urban planning and innovations for sustainable city development: an analytical and empirical analysis of master layout plans for comprehensive development areas	347,000	1-09-06	31-08-08

15	CUHK	An Economic Analysis of Gender Earnings Gaps in Hong Kong, 1981-2006	356,000	30-09-06	29-09-08
16	CUHK	Resources, Distribution, School Autonomy and Student Achievement: Modeling Direct Subsidy Scheme Effects	190,000	30-09-06	29-09-08
17	CUHK	Traditional Chinese Medicine in Hong Kong: Utilization Pattern and Its Role in the Future Health Care System	441,100	30-09-06	29-09-08
18	HKU	Is there a need to promote family medicine concept in Hong Kong? – Meeting the need for recognition and treatment of depression as a model	383,416	1-04-07	30-09-08
19	HKU	Long-term care cost drivers and expenditure projection to 2033	272,000	1-04-07	30-09-08
20	CityU	The Possibilities of Gender Mainstreaming Social Policy on Family Violence in Hong Kong	327,624	1-10-06	30-09-08
21	HKUST	Social inequality and mobility in Hong Kong: A benchmark study	981,000	10-04-06	9-10-08

		Projects in Progress			
	Institution	**Project title**	**Fund awarded (HK$)**	**Start Date**	**Scheduled Completion Date**
1	HKU	Assuring Hong Kong's water supply: learning the lessons of the 1963 drought	480,000	30-09-06	31-12-08[#]
2	CityU	Development and Validation of Design Tools for Estimating the Indoor Daylight Illuminance under the 15 CIE Standard Skies	360,160	1-10-06	31-12-08[#]
3	HKU	Consultation mechanism and processes in major public works and in urban planning and redevelopment	312,000	1-02-08	31-01-09[#]
4	HKUST	Making cultural clusters: New strategies for culture-led urban redevelopment	612,600	1-02-07	31-01-09[#]
5	CUHK	Who Gets Ahead (or Stays Behind): Life Chances and Social Mobility in Hong Kong	916,000	11-04-06	10-02-09[#]
6	HKU	A study on effectiveness of integrated home care service in community care for elderly people in Hong Kong	620,560	1-03-08	28-02-09[#]
7	HKUST	Do-Not-Call Registry and Marketing Solicitations in Hong Kong	444,520	1-03-07	28-02-09[#]
8	HKIEd	A Formative Review of Applied Learning Policy and Its Implementation in the Hong Kong Trials	336,000	1-10-07	31-05-09
9	HKIEd	Improving Life Chances and Social Mobility Through Language Proficiency Provision in Early Childhood Education in Hong Kong: Meeting the Challenges of the Language Education Policy	587,000	30-09-06	30-03-09
10	HKU	Integration of new immigrants in Hong Kong: a longitudinal investigation	696,825	1-04-06	31-03-09

11	PolyU	Rehabilitation Needs of People with Schizophrenia and their Caregivers in Hong Kong: Implications for Public Policy	417,000	1-04-07	31-03-09
12	HKU	A study of the domestic violence costs and service utilization in Hong Kong	444,289	1-04-07	31-03-09
13	HKU	Locating Hong Kong in global networks of professional migrants	771,844	1-10-07	31-03-09
14	CityU	In Search of Family-friendly Policies in Low-income Neighborhoods: A Life Course Perspective	327,860	1-10-07	31-03-09
15	CUHK	Cost-Effectiveness Analysis of an Acute Pain Service	804,000	11-04-06	10-04-09
16	CUHK	Inter-city Competition and Cooperation between Hong Kong and Shenzhen in the 11th Five-year Plan Period	584,000	1-09-07	31-08-09
17	HKUST	MPF Fund Styles, Flows and Related Allocation Decisions	446,000	1-09-07	31-08-09
18	HKUST	Hong Kong People on the Mainland: A Force for Integration?	799,017	1-09-07	31-08-09
19	HKUST	Mortality transition in Hong Kong and its major theoretical and policy implications	657,600	30-09-06	29-09-09
20	HKU	The Legal and Policy Implications of Establishing the Communications Authority in Hong Kong	370,000	1-04-08	30-09-09
21	HKU	Review of animal welfare legislation in Hong Kong	497,000	1-04-08	30-09-09
22	CUHK	Developing a Policy Framework for Integration of Traditional Chinese and Allopathic Medicine in Hong Kong Using Delphi Technique	460,000	1-10-07	30-09-09
23	HKU	A comprehensive policy framework for public private partnerships schemes in Hong Kong	202,000	1-10-07	30-09-09

24	HKIEd	Educational Provision for Ethnic Minority Students in Hong Kong: Meeting the Challenges of the Proposed Racial Discrimination Bill	559,000	30-09-06	30-09-09
25	HKBU	Specifying Hong Kong University Students' Core English Competency: Language Education and Planning	707,220	15-02-08	14-02-10
26	CUHK	Social, Psychological, and Safety Impact of Interactive Media on Children	698,000	1-04-08	31-03-10
27	HKBU	The Problems and the Solutions to E-waste Generation and Disposal in Hong Kong	540,552	1-04-08	31-03-10
28	LU	Hong Kong as an International Financial Centre for China and for the World	1,399,000	1-04-08	31-03-10
29	PolyU	Bilateral Liberalization of International Air Transport - An Economic and Public Policy Study for HKSAR	342,000	1-04-08	31-03-10
30	HKIEd	Enhancing the Quality of Learning and Teaching in Hong Kong Early Childhood Education: Meeting the Challenges of the New Policy	490,000	1-04-08	31-03-10
31	HKBU	Protection and Redevelopment of Agricultural Soil in Hong Kong	936,000	1-04-07	31-03-10
32	CUHK	Vascular events In noncardiac Surgery patients cohort evaluation Study (The VISION study)	707,084	1-04-07	31-03-10
33	CUHK	Cost-effectiveness of an Outpatient Preanaesthetic Clinic	605,920	1-04-07	31-03-10
34	HKIEd	Alternative Policy Instruments for Enhancing Citizenship Education	379,000	1-04-07	31-03-10

35	HKIEd	Chinese Language Education for Limited/Non-Chinese Speaking Ethnic Minority Children in the Public School Sector: Challenges and Opportunities	737,026	1-10-07	31-03-10
36	HKIEd	HOPE for the Challenge to Learn: Development and Evaluation of the "Hands On Parent Empowerment (HOPE)" Project to Empower Socially Disadvantaged Parents as Active Agents in their Children's Learning	865,801	1-10-07	30-06-10
37	HKU	Sustainable development in urban renewal - a social, physical and engineering assessment	1,400,000	1-10-07	30-09-10
38	HKIEd	Hong Kong Students' Attitudes to Citizenship: Monitoring Progress Ten Years after Hong Kong's Return to China	570,000	1-04-08	31-03-11
39	HKIEd	Improving Vocational Outcomes for Hong Kong's Social and Economic Development: A Role for Vocational Teacher Education	634,898	1-04-08	31-03-11
40	CUHK	Managing Environmental Conflicts Arising from Developments in Ecologically Sensitive Areas in Hong Kong	287,000	1-10-08	30-09-10
41	CUHK	Legal recognition of same sex partnerships in a Chinese context: a public health perspective	700,000	1-10-08	30-09-10
42	PolyU	Evaluating Hong Kong's Competitiveness as an International Tourism Destination from the Economic Policy Perspective	504,000	1-10-08	30-09-10
43	PolyU	Public Healthcare Welfare by Computerized TCM (Traditional Chinese Medicine) Diagnosis System	600,000	1-10-08	30-09-11

Completion report being compiled

44	HKU	Prediction of mortality and hospital use in older people in Hong Kong	700,000	1-10-08	31-05-10
45	HKU	A comparative study of transnational higher education policy and governance in Hong Kong, Shenzhen China and Singapore	726,000	1-10-08	30-09-10

Completion report being compiled.

City U – City University of Hong Kong
CUHK – The Chinese University of Hong Kong
HKBU – Hong Kong Baptist University
HKIEd – The Hong Kong Institute of Education
HKU – The University of Hong Kong
HKUST – Hong Kong University of Science and Technology
LU – Lingnan University
PolyU – The Hong Kong Polytechnic University

Signature _____

Name in block letters _____Miss Jennifer Mak_____

Post Title _____Director of Administration_____

Date _____17 March 2009_____

CONTROLLING OFFICER'S REPLY TO INITIAL WRITTEN QUESTION

Reply Serial No.

CSO006

Question Serial No.

0698

Head: 142 – Government Secretariat: Offices of the Chief Secretary for Administration and the Financial Secretary

Subhead (No. & title):

Programme: (3) CSO - Administration Wing

Controlling Officer: Director of Administration

Director of Bureau: Director of Administration

Question : Please explain the differences between the Strategic Public Policy Research Funding Scheme and the Public Policy Research Funding Scheme. And what are the details (including the name of the projects funded, the institutions involved, the amount of funding, the starting date and the expected completion date) of the schemes?

Asked by: Hon. IP LAU Suk-yee, Regina

Reply:

The Public Policy Research Funding (PPRF) Scheme was launched by the Government in 2005 to promote public policy research in higher education institutions. To support longer term public policy research projects, the Government has deployed half of the $20 million annual provision (i.e. $10 million) of PPRF to launch a Strategic Public Policy Research Funding (SPPRF) Scheme in April 2008. Like the PPRF, the SPPRF Scheme is administered by the Research Grants Council (RGC) under the University Grants Committee.

The objective of the SPPRF Scheme is to facilitate more longer term public policy research and to focus efforts on specific areas. Under the PPRF Scheme, the duration of funded projects is usually between six months and three years, whereas under the SPPRF Scheme, the maximum duration and funding is five years and $5 million respectively. The SPPRF Scheme also encourages inter-disciplinary or inter-institutional collaboration.

Details of the two SPPR projects approved are as follows -

Project title	Institution	Fund approved (HK$)	Expected starting date (position as at 9 March 09)	Expected completion date (position as at 9 March 09)
A Benefit-finding Intervention for Family Caregivers of Persons with Alzheimer Disease	City University of Hong Kong	4,992,639	30-6-09	29-6-2014
Hong Kong Panel Study of Social Dynamics	Hong Kong University of Science and Technology	3,960,000	30-6-09	29-6-2014

Signature _____

Name in block letters ___Miss Jennifer Mak___

Post Title ___Director of Administration___

Date ___17 March 2009___

CONTROLLING OFFICER'S REPLY TO INITIAL WRITTEN QUESTION

Head: 142 – Government Secretariat: Offices of the Chief Secretary for Administration and the Financial Secretary

Subhead (No. & title):

Programme: (1) Efficiency Unit

Controlling Officer: Director of Administration

Director of Bureau: Director of Administration

Question :

(a) Please provide a breakdown of the calls and emails received by the 1823 Call Centre (1823) in 2008 by type of enquiry, number and departments?

(b) What is the current manpower of the 1823? Apart from exploring the use of modern technology, will 1823 consider employing additional staff to manage its workload? If yes, what will be the expenditure involved?

Asked by: Hon. WONG Ting-kwong

Reply:

(a) The 1823 handled 2,404,983 cases of enquiries by phone and 13,958 cases of enquiries by email from the public in 2008. The categorisation by type of enquiry (subject matters) and the number of cases received by departments are set out in the Appendix.

(b) As at 11 March 2009, 1823 has a total of 234 full-time and 160 part-time frontline call handling staff. We have increased the number of full-time and part-time staff from 204 and 104 respectively in March 2006 to today's level in view of the upsurge in call volume and the implementation of various measures to improve 1823's complaint handling capabilities. We have no immediate plans to further increase our staff complement but will continue to closely monitor our performance and keep the staffing situation under review.

Signature _____

Name in block letters _____ Miss Jennifer Mak _____

Post Title _____ Director of Administration _____

Date _____ 17 March 2009 _____

Agriculture, Fisheries and Conservation Department			
Subject Matter	**Cases of enquiries by Phone**	**Cases of enquiries by Email**	**Sub-Total**
Licence - Dogs	12,368	0	12,368
Hong Kong Wetland Park	9,603	0	9,603
Animal Nuisance	6,740	1	6,741
Animal Management	6,712	1	6,713
AFCD - General Information	5,566	26	5,592
Import - Cats & Dogs	2,353	5	2,358
Avian Flu - AFCD Handling of Injuired/Sick/Dead Birds	2,312	4	2,316
Animal Welfare	1,955	0	1,955
Export - Live Animals & Animal Products	1,387	0	1,387
Information & Facilities - Country Parks	1,364	3	1,367
Others	4,472	21	4,493
Total	54,832	61	54,893

Note: Enquiries on AFCD matters are categorised into 43 subject matters. For ease of reference, detailed subject matters that have less than 1,000 cases of enquiries by phone and by email are grouped together as "Others".

Architectural Services Department			
Subject Matter	**Cases of enquiries by Phone**	**Cases of enquiries by Email**	**Sub-Total**
ASD - General Information	1,970	0	1,970
Slope Safety - ASD	83	0	83
Vegetation Management - ASD	39	0	39
ASD Services	30	0	30
ASD - Staff	15	0	15
Total	2,137	0	2,137

Buildings Department			
Subject Matter	**Cases of enquiries by Phone**	**Cases of enquiries by Email**	**Sub-Total**
Directions & Orders	14,598	2	14,600
Unauthorized Building Works	12,932	5	12,937
BD- General Information	9,374	24	9,398
Building Safety - Building Safety Loan Scheme	5,805	0	5,805
Alteration & Addition Works in Existing Buildings	3,063	1	3,064
Building Defects	2,686	2	2,688
Building Information	1,998	2	2,000
Others	2,763	1	2,764
Total	53,219	37	53,256

Note: Enquiries on BD matters are categorised into 24 subject matters. For ease of reference, detailed subject matters that have less than 1,000 cases of enquiries by phone and by email are grouped together as "Others".

Civil Engineering and Development Department			
Subject Matter	**Cases of enquiries by Phone**	**Cases of enquiries by Email**	**Sub Total**
CEDD - General Information	635	8	643
Slope Safety - CEDD	215	0	215
Total	850	8	858

Companies Registry			
Subject Matter	**Cases of enquiries by Phone**	**Cases of enquiries by Email**	**Sub-Total**
Registration of Documents of Local Company (Other Than Annual Return)	19,007	0	19,007
Annual Return	16,164	0	16,164
Electronic Search Services	12,379	3	12,382
Incorporation of New Local Companies	8,948	1	8,949
Deregistration	3,210	0	3,210
CR - General Information	2,702	80	2,782
Registration of Documents of Oversea Companies	1,838	0	1,838
Change of Company Name	1,568	0	1,568
Registration of Oversea Companies	1,005	0	1,005
Others	2,666	0	2,666
Total	69,487	84	69,571

Note: Enquiries on CR matters are categorised into 15 subject matters. For ease of reference, detailed subject matters that have less than 1,000 cases of enquiries by phone and by email are grouped together as "Others".

Department of Health - Tobacco Control Office			
Subject Matter	**Cases of enquiries by Phone**	**Cases of enquiries by Email**	**Sub-Total**
Department of Health - DQ	7,611	77	7,688
Smoking (Public Health) Ordinance (Cap. 371)	5,165	1	5,166
Health Education Materials	1,263	0	1,263
Tobacco Control Office - General Information	675	0	675
Qualified Establishments for Deferment of Smoking Ban	271	0	271
Tobacco Control Office - Staff	39	0	39
Tobacco Control Office - Services	27	0	27
No smoking arrangement in Equestrian venues	3	0	3
Total	15,054	78	15,132

Drainage Services Department			
Subject Matter	**Cases of enquiries by Phone**	**Cases of enquiries by Email**	**Sub-Total**
Blocked Drain / Flooding	1,818	0	1,818
DSD - General Information	875	2	877
DSD Construction Site	167	1	168
DSD - Services	35	0	35
DSD - Staff	9	0	9
Slope Safety - DSD	6	0	6
Drainage Services Department - DQ	4	0	4
Total	2,914	3	2,917

Electrical and Mechanical Services Department			
Subject Matter	**Cases of enquiries by Phone**	**Cases of enquiries by Email**	**Sub-Total**
Registration - Electrical Worker	11,085	3	11,088
Electrical Installations	3,481	7	3,488
EMSD - General Information	3,288	11	3,299
Registration - Electrical Contractor	1,982	0	1,982
Electrical Products	1,487	2	1,489
Electricity Supply	791	0	791
General Safety Matter - Gas	544	2	546
Others	2,275	10	2,285
Total	24,933	35	24,968

Note: Enquiries on EMSD matters are categorised into 38 subject matters. For ease of reference, detailed subject matters that have less than 500 cases of enquiries by phone and by email are grouped together as "Others".

Food and Environmental Hygiene Department			
Subject Matter	**Cases of enquiries by Phone**	**Cases of enquiries by Email**	**Sub-Total**
FEHD - General Information	7,574	182	7,756
Water Seepage - Buildings	6,162	16	6,178
Refuse & Unhygienic Condition - Public / Private Area	5,458	36	5,494
Obstruction - Public / Private Area	4,791	18	4,809
Food Safety and Health - General	3,765	976	4,741
Water Dripping - Buildings	4,026	25	4,051
Cemetery / Crematorium Services	3,780	140	3,920
Pest Disease & Control - Others	3,174	15	3,189
Licence - Restaurants	2,841	68	2,909
Food Import / Export / Re-export - General	2,111	189	2,300
Hawking Problem	2,108	13	2,121
Water Seepage / Dripping - Buildings	2,076	4	2,080
Dead Animal Body Removal	1,997	9	2,006
Lunar New Year Fair Stalls	1,544	58	1,602
FEHD - Health Education	1,267	29	1,296
Pest Disease & Control - Rodent	1,216	6	1,222
FEHD - Availability / Maintenance of Facilities	1,112	31	1,143
Others	14,677	646	15,323
Total	69,679	2,461	72,140

Note: Enquiries on FEHD matters are categorised into 110 subject matters. For ease of reference, detailed subject matters that have less than 1,000 cases of enquiries by phone and by email are grouped together as "Others".

Hongkong Post			
Subject Matter	**Cases of enquiries by Phone**	**Cases of enquiries by Email**	**Sub-Total**
Postal Service - Overseas Mailing Service	109,818	1	109,819
Postal Service - Local Mailing Service	58,303	0	58,303
PO - General Information	21,898	11	21,909
Postal Service - Mail Redirection	13,865	0	13,865
Postal Service - PO Box	5,625	0	5,625
PayThru Post	4,733	0	4,733
Stamps and Philatelic Service	3,681	0	3,681
Postal Service - Circular Service	3,003	0	3,003
Remittance	2,842	0	2,842
Postal Service - Postage Prepaid	2,122	0	2,122
Postal Service - Permit Mail	1,214	0	1,214
E-Certificate	1,123	2	1,125
Postal Service - Franking Machine	1,109	0	1,109
Others	1,644	0	1,644
Total	230,980	14	230,994

Note: Enquiries on HK Post matters are categorised into 20 subject matters. For ease of reference, detailed subject matters that have less than 1,000 cases of enquiries by phone and by email are grouped together as "Others".

Highways Department			
Subject Matter	**Cases of enquiries by Phone**	**Cases of enquiries by Email**	**Sub-Total**
HyD - General Information	3,036	383	3,419
Road and Pedestrian Lighting	2,949	31	2,980
Permit - Road Excavation	1,812	9	1,821
Road Defects	1,728	19	1,747
Road Works	1,072	75	1,147
Traffic Facility Maintenance	558	11	569
Vegetation Management - HyD	560	0	560
Construction Waste - HyD	436	2	438
Slope Safety - HyD	375	4	379
Road Blockage	165	1	166
Road Drainage	157	0	157
Road Dumping Clearance	146	0	146
Total	12,994	535	13,529

Leisure and Cultural Services Department			
Subject Matter	**Cases of enquiries by Phone**	**Cases of enquiries by Email**	**Sub-Total**
Leisure Activities & Programmes	15,318	387	15,705
Libraries (HKPL) - General Information	12,199	740	12,939
LCSD - General Information	8,566	430	8,996
Libraries (HKPL) - Lending Service	7,932	412	8,344
Libraries (HKCL) - General Information	8,194	109	8,303
Public Swimming Pools	8,186	66	8,252
Leisure Link - Recreation & Sports Facilities & Programmes Booking System	8,111	83	8,194
Sports Centres - Except Squash Courts, Fitness Rooms, Tennis Courts & Bowling Greens	4,412	139	4,551
Libraries (HKPL) - Library Stock Search	3,899	69	3,968
Parks & Sitting-out Areas	3,445	164	3,609
Heritage & Museums	2,968	390	3,358
Holiday Camps	2,808	28	2,836
Libraries (HKCL) - Facility Booking	2,669	14	2,683
Playgrounds / Recreation Grounds	2,352	65	2,417
Cultural Activities & Programmes	1,579	128	1,707
Vegetation Management - LCSD	1,554	36	1,590
Performing Venues	1,207	133	1,340
Others	7,290	492	7,782
Total	102,689	3,885	106,574

Note: Enquiries on LCSD matters are categorised into 39 subject matters. For ease of reference, detailed subject matters that have less than 1,000 cases of enquiries by phone and by email are grouped together as "Others".

Labour Department			
Subject Matter	**Cases of enquiries by Phone**	**Cases of enquiries by Email**	**Sub-Total**
Termination of Contract of Employment	234,392	0	234,392
Rest Days, Statutory Holidays and Paid Annual Leave	59,797	0	59,797
Sickness Allowance	43,533	0	43,533
Employment of Foreign Domestic Helpers	41,717	0	41,717
Employees' Compensation	39,889	0	39,889
LD - General Information	37,919	67	37,986
Wages and End of Year Payment	35,689	0	35,689
Contract of Employment and Application of the Employment Ordinance	19,973	0	19,973
Maternity Protection	18,956	0	18,956
Employment Services	15,238	0	15,238
Occupational Safety and Occupational Health Services	3,857	0	3,857
LD-Staff	1,552	0	1,552
LD-Services	537	0	537
Anti-age Discrimination in Employment	38	0	38
Total	553,087	67	553,154

Land Registry			
Subject Matter	**Cases of enquiries by Phone**	**Cases of enquiries by Email**	**Sub-Total**
Land Search - IRIS Online Service	4,480	0	4,480
LR - General Information	2,675	10	2,685
Land Registry - DQ	568	1	569
Land Register	388	0	388
Deeds Registration	303	0	303
IRIS Online Services - Subscription and Account Maintenance	241	0	241
Land Search - Counter Search Service	151	0	151
Incorporation of an Owners' Corporation	106	0	106
LR - Services	65	1	66
Land Search - Other Products	20	0	20
LR - Staff	11	0	11
Total	9,008	12	9,020

Marine Department			
Subject Matter	**Cases of enquiries by Phone**	**Cases of enquiries by Email**	**Sub-Total**
MD - General Information	834	5	839
Marine Refuse	84	2	86
Oil Spill at Sea	23	0	23
Marine Littering	7	0	7
Total	948	7	955

Office of the Government Chief Information Officer - GovHK			
Subject Matter	**Cases of enquiries by Phone**	**Cases of enquiries by Email**	**Sub-Total**
GovHK - General Information	3,371	265	3,636
GovHK - Taxes & Duties	2,753	210	2,963
GovHK - Change of Address Online	1,771	28	1,799
GovHK - Housing & Social Services	1,180	21	1,201
GovHK - Immigration Services	1,109	19	1,128
GovHK - Business & Trade	814	9	823
GovHK - Transport & Motoring	739	8	747
GovHK - Communications & Technology	632	12	644
GovHK - Government/Law/Order	583	22	605
Office of the Government Chief Information Officer - DQ	584	5	589
GovHK - Wi-Fi Programme	390	2	392
GovHK - Search Engine	300	0	300
GovHK - Culture/Leisure/Sports	259	5	264
GovHK - Health & Medical Services	235	0	235
GovHK - Employment	183	6	189
GovHK - Education & Training	98	3	101
GovHK - Environment	74	2	76
GovHK - Non Residents	40	2	42
GovHK - Youth Portal	14	0	14
Total	15,129	619	15,748

Rating and Valuation Department			
Subject Matter	**Cases of enquiries by Phone**	**Cases of enquiries by Email**	**Sub-Total**
Rates and Government Rent - Account Balance	106,277	0	106,277
Rates and Government Rent - Change of Payer's Particulars	69,737	1	69,738
Rates and Government Rent - Replacement Demand Note	36,662	1	36,663
Tenement Requisition Form (R1A) - Completion Guidelines	20,397	0	20,397
Rates and Government Rent - Confirmation of Payment	16,163	0	16,163
Rates and Government Rent - Autopay Arrangement	10,145	0	10,145
Tenancy Matters - Domestic Tenancy	9,271	0	9,271
Rates	7,638	0	7,638
RVD - General Information	5,924	19	5,943
Rates Concession	4,688	0	4,688
Rates & Government Rent - Payment Methods	2,823	0	2,823
Rates and Government Rent - Overpayment & Wrong Payment	2,747	0	2,747
Rates and Government Rent - Objection to Surcharges	2,284	0	2,284
Tenancy Matters - Rent Arrears and Tenancy Disputes	2,205	0	2,205
Tenement Requisition Form (R1A) - Change of Particulars	2,183	0	2,183
Revaluation and Proposal	1,989	0	1,989
Rates and Government Rent - Exemption, Rent Concession & Deletion	1,839	0	1,839
Rates & Government Rent - New Properties Interim Valuation	1,462	0	1,462
Government Rent	1,451	0	1,451
Property Market Statistics	1,374	0	1,374
Rates and Government Rent - Account Apportionment	1,058	0	1,058
Others	3,063	0	3,063
Total	311,380	21	311,401

Note: Enquiries on RVD matters are categorised into 29 subject matters. For ease of reference, detailed subject matters that have less than 1,000 cases of enquiries by phone and by email are grouped together as "Others".

Student Financial Assistance Agency - Continuing Education Fund			
Subject Matter	**Cases of enquiries by Phone**	**Cases of enquiries by Email**	**Sub-Total**
Student Financial Assistance Agency – Continuing Education Fund (Reimbursement)	77,995	0	77,995
Student Financial Assistance Agency – Continuing Education Fund (Application)	42,241	0	42,241
Student Financial Assistance Agency - DQ	5,191	5	5,196
Student Financial Assistance Agency – Continuing Education Fund (Progress of Reimbursement)	3,085	0	3,085
Student Financial Assistance Agency – Continuing Education Fund (Progress of Application)	1,131	0	1,131
Total	129,643	5	129,648

Social Welfare Department - Social Security			
Subject Matter	**Cases of enquiries by Phone**	**Cases of enquiries by Email**	**Sub-Total**
Social Security - CSSA	10,641	0	10,641
SWD - General Information	10,251	50	10,301
Social Security - Old Age Allowance	8,963	0	8,963
Social Security - Disability Allowance	2,985	0	2,985
Others	1,905	5	1,910
Total	34,745	55	34,800

Note: Enquiries on SWD matters are categorised into 11 subject matters. For ease of reference, detailed subject matters that have less than 1,000 cases of enquiries by phone and by email are grouped together as "Others".

Transport Department			
Subject Matter	**Cases of enquiries by Phone**	**Cases of enquiries by Email**	**Sub-Total**
Driving Licenses, Driving Tests & Drivers Name Plate	139,078	1,450	140,528
Vehicle Registration & Licence	64,856	302	65,158
Vehicle registration mark - Auction / Retain & Transfer / Assign	26,621	138	26,759
TD - General information	16,527	513	17,040
Cross Border Private Car & Lorry & Chinese Government Vehicle	13,884	49	13,933
Transfer of Ownership of All Vehicles	13,830	38	13,868
Driving Offences & Driving-Offence Points System	10,552	34	10,586
Public transport service complaint - Routeing	9,078	75	9,153
VALID information checking	8,892	31	8,923
Road Closure Arrangement	7,631	43	7,674
Traffic congestion complaint	6,527	80	6,607
Vehicle examination	5,457	62	5,519
Closed Road Permit & Prohibited Zone Permit	4,451	29	4,480
Public transport service complaint - Fare	3,152	53	3,205
Traffic facility	2,328	91	2,419
Public transport service complaint - Adherence of routeing	1,445	0	1,445
Public transport service complaint - Frequency / Carrying capacity	1,090	9	1,099
Disabled driver concessions	1,057	19	1,076
Tunnels	1,012	26	1,038
Others	8,945	140	9,085
Total	346,413	3,182	349,595

Note: Enquiries on TD matters are categorised into 54 subject matters. For ease of reference, detailed subject matters that have less than 1,000 cases of enquiries by phone and by email are grouped together as "Others".

Non-Client Departments & Special Service			
Subject Matter	**Cases of enquiries by Phone**	**Cases of enquiries by Email**	**Sub-Total**
Immigration Department	56,224	988	57,212
Inland Revenue Department	40,754	516	41,270
Hong Kong Police Force	25,656	134	25,790
Water Supplies Department	19,317	8	19,325
Hospital Authority	17,042	23	17,065
Home Affairs Department	14,591	51	14,642
Housing Department	12,188	58	12,246
Lands Department	10,676	73	10,749
Mandatory Provident Fund Schemes Authority	9,597	16	9,613
Office of the Telecommunications Authority	9,502	15	9,517
Judiciary	8,473	17	8,490
Environmental Protection Department	8,164	62	8,226
2008 Legislative Council Election - Check Voter's Status	6,431	0	6,431
Education Bureau	5,115	38	5,153
Standing Committee on Directorate Salaries and Conditions of Service	4,727	0	4,727
Fire Services Department	4,429	7	4,436
Consumer Council	4,299	10	4,309
Customs & Excise Department	4,241	47	4,288
2008 Olympic Equestrian Events - Transportation	3,316	0	3,316
Hong Kong Observatory	3,016	1	3,017
Civil Service Bureau	2,159	32	2,191
Vegetation Management - LANDSD	2,123	8	2,131
Legal Aid Department	1,977	2	1,979
Office of The Ombudsman	1,937	2	1,939
Trade & Industry Department	1,905	30	1,935
2008 Olympic Equestrian Events - Competition Schedule	1,707	0	1,707
Office of the Privacy Commissioner for Personal Data	1,626	5	1,631
Registration & Electoral Office	1,552	8	1,560
2008 Olympic Equestrian Events - Equestrian Etiquette and House Rules (Spectator)	1,487	0	1,487
Hong Kong Monetary Authority	1,466	17	1,483
Hong Kong Tourism Board	1,390	33	1,423
2008 Olympic Equestrian Events - Tickets	1,354	0	1,354
2008 Legislative Council Election - Polling Arrangements	1,351	0	1,351

Non-Client Departments & Special Service			
Subject Matter	**Cases of enquiries by Phone**	**Cases of enquiries by Email**	**Sub-Total**
Financial Services and the Treasury Bureau	1,333	6	1,339
2008 Olympic Equestrian Events - General Information	1,261	0	1,261
Official Receiver's Office	1,146	2	1,148
Treasury	1,096	2	1,098
2008 Olympic Equestrian Events - Competition Venues, Facilities and Services	1,096	0	1,096
Information Services Department	1,065	24	1,089
Intellectual Property Department	1,042	10	1,052
Employees Retraining Board	1,031	4	1,035
Home Affairs Bureau	988	14	1,002
Hong Kong Housing Society	990	7	997
Equal Opportunities Commission	962	2	964
Census & Statistics Department	870	24	894
Correctional Services Department	819	0	819
Financial Secretary's Office	807	5	812
Hong Kong Examinations and Assessment Authority	779	0	779
Airport Authority, Hong Kong	767	3	770
Legislative Council Secretariat	756	6	762
Recruitment of Volunteers for the Beijing Olympic and Paralympic Games	748	0	748
Television & Entertainment Licensing Authority	724	6	730
Chief Executive's Office	697	21	718
5 Day Week In The Government	688	1	689
Broadcasting Authority	666	2	668
Independent Commission Against Corruption	544	2	546
Slope Safety - LandsD	523	2	525
2008 Legislative Council Election - Other Enquiries	525	0	525
Equestrian Events Volunteer Programme - General Information	484	1	485
Planning Department	466	9	475
Government Logistics Department	433	12	445
Sichuan Earthquake	442	2	444
Food and Health Bureau	433	10	443
Electoral Affairs Commission	441	0	441
Trade Development Council	427	13	440
Vocational Training Council	433	3	436

Non-Client Departments & Special Service			
Subject Matter	**Cases of enquiries by Phone**	**Cases of enquiries by Email**	**Sub-Total**
Development Bureau	399	11	410
Construction Workers Registration Authority	404	0	404
Estate Agents Authority	395	1	396
Government Property Agency	376	5	381
Environment Bureau	369	5	374
Equestrian Events Volunteer Programme - Application	368	0	368
Department of Justice	361	6	367
Occupational Safety and Health Council	366	0	366
Equestrian Events of 2008 Paralympic Games - Transportation	334	0	334
Administration Wing	321	3	324
Commerce and Economic Development Bureau	303	0	303
Security Bureau	293	3	296
2008 Legislative Council Election - Complaints	283	0	283
Labour and Welfare Bureau	268	3	271
Equestrian Events of 2008 Paralympic Games - General Information	262	0	262
Chief Secretary for Administration's Office	252	5	257
Radio Television Hong Kong	245	0	245
Securities & Futures Commission	239	2	241
Sichuan Earthquake Donation	229	0	229
Independent Police Complaints Council	225	0	225
Civil Aviation Department	219	3	222
Equestrian Events of 2008 Paralympic Games - Tickets	209	0	209
Construction Waste - LANDSD	186	0	186
Construction Industry Council	177	0	177
Construction Industry Training Authority	171	0	171
Vegetation Management - HAD	168	0	168
Equestrian Events of 2008 Paralympic Games - Equestrian Etiquette and House Rules (Spectator)	165	0	165
Equestrian Events of 2008 Paralympic Games - Competition Schedule	160	0	160
Transport and Housing Bureau	135	2	137
Town Planning Board	122	0	122
2008 Olympic Equestrian Events - Course and Horse Inspections	121	0	121

Non-Client Departments & Special Service			
Subject Matter	**Cases of enquiries by Phone**	**Cases of enquiries by Email**	**Sub-Total**
Equestrian Events of 2008 Paralympic Games - Competition Venues, Facilities and Services	118	0	118
Hong Kong Council for Academic Accreditation	118	0	118
Construction Waste - EPD	108	0	108
Audit Commission	107	0	107
Constitutional and Mainland Affairs Bureau	101	2	103
Chinese Medicine Council of Hong Kong	102	0	102
2008 Olympic Equestrian Events - Equestrian Sports information	101	0	101
Innovation and Technology Commission	98	2	100
Others	40,610	342	40,952
Total	364,862	2,789	367,651

Note: Enquiries on non-client departments matters and special service are categorised into 151 subject matters. For ease of reference, detailed subject matters that have less than 100 cases of enquiries by phone and by email are grouped together as "Others".

Reply Serial No.

**CONTROLLING OFFICER'S REPLY TO
INITIAL WRITTEN QUESTION**

CSO008

Question Serial No.

<u>Head</u>: 142 – Government
Secretariat: Offices of the
Chief Secretary for
Administration and the
Financial Secretary

<u>Subhead </u>(No. & title):

1901

<u>Programme</u>:   (3) CSO - Administration Wing

<u>Controlling Officer</u>: Director of Administration

<u>Director of Bureau</u>: Director of Administration

<u>Question</u> :

(a) What are the outcome and progress of launching the "Be the Smart Regulator" Programme? In view of the current economic downturn, will the Administration allocate more resources and manpower to implement the programme and expedite its progress in 2009-2010?

(b) In 2009-2010, the Administration Wing will increase ten posts to meet operational needs. What are the ranks and duties of, and the expenditure involved for, these posts?

<u>Asked by</u>: Hon. WONG Ting-kwong

<u>Reply</u>:

(a) In early 2007, the Administration launched the "Be the Smart Regulator" Programme (Programme) to further improve Hong Kong's business licensing processes and business environment. The Economic Analysis and Business Facilitation Unit and the Efficiency Unit have been working with 29 Bureaux/Departments (B/Ds) concerned to take forward improvement measures under the Programme. Good progress has been made on various fronts to improve the overall licensing environment for doing business in Hong Kong and contribute to reducing compliance costs to business. In particular, targeted measures have been implemented to improve the turnaround time of issuing licences for the food and hospitality industries. The improvement measures implemented have been well received by the trades. Some key improvement efforts under the Programme include –

(i)   nine Business Liaison Groups for major business sectors have been established to facilitate communication between B/Ds and the business community regarding licensing and regulatory issues;

(ii)   three application tracking facilities (ATFs) for licences have been set up in the Food and Environmental Hygiene Department (FEHD), Home Affairs Department (HAD) and Social Welfare Department (SWD) to improve inter-departmental communication in their licensing work. The ATFs for FEHD and HAD have been opened up to applicants for their online checking of application status in February 2008 and October 2008 respectively. Action is being taken to open up the ATF in SWD for applicants' online checking;

(iii)   a business consultation e-platform under the GovHK Portal has been in operation since September 2008 to facilitate the business sectors to access consultation information relating to proposed regulations, administrative measures and procedures that would impact on business and to offer their views and comments;

(iv)   a draft Business Impact Assessment framework has been developed to help B/Ds assess the business impact of their regulatory proposals in a structured and systematic manner with a view to reducing compliance costs to business; and

(v)   a computer system to support e-application for liquor license will be implemented by July 2009.

In view of the economic downturn, the Administration will spare no efforts to further enhance our licensing services and business facilitation work under the Programme. B/Ds concerned will make necessary redeployment within their existing resources to improve their licensing and business facilitation work. We will continue to promote a business facilitation and customer-centric culture within the civil service.

(b)   There will be a net increase of ten posts in Administration Wing. The ranks and their purposes are as follows -

(i)   nine posts will be created to monitor and co-ordinate the implementation of Tamar Project -

Rank	Number
Chief Executive Officer	1
Senior Executive Officer	2
Executive Officer II	2
Systems Manager	1
Computer Operation Manager	1
Clerical Officer	1
Assistant Clerical Officer	1

(ii)   two posts will be created to provide support on Statutory Minimum Wage matters -

Rank	Number
Senior Economist	1
Statistical Officer I	1

The creation of the above 11 posts will be offset by the lapse of one supernumerary post of Administrative Officer Staff Grade C in Central Policy Unit. The provision involved is $6.48 million in total.

Signature	
Name in block letters	Miss Jennifer Mak
Post Title	Director of Administration
Date	17 March 2009

CONTROLLING OFFICER'S REPLY TO INITIAL WRITTEN QUESTION

Reply Serial No.

CSO009

Question Serial No.

2256

Head: 142 – Government Secretariat: Offices of the Chief Secretary for Administration and the Financial Secretary

Subhead (No. & title):

Programme: (3) CSO - Administration Wing

Controlling Officer: Director of Administration

Director of Bureau: Director of Administration

Question :

Please inform this Committee of:

1. the resources spent on/earmarked for exchanges, social engagements and meetings with Mainland officials and departments between 2007-08 and 2009-10;

2. the resources spent on/earmarked for exchanges, social engagements and meetings with foreign officials and departments between 2007-08 and 2009-10.

Asked by: Hon. HO Sau-lan, Cyd

Reply:

There is no specific expenditure item for the expenditures on exchange, entertainment and meetings. All such related expenses are being charged against the Departmental Expenses.

1. The actual expenditure in 2007-08 and the estimated expenditure in 2008-09 on exchanges, social engagements and meetings with Mainland officials and departments are $0.8 million and $0.7 million respectively.

2. The actual expenditure in 2007-08 and the estimated expenditure in 2008-09 on exchanges, social engagements and meetings with foreign officials and departments are $2 million and $1.8 million respectively.

It is expected the estimated expenditure in 2009-10 for the purpose would be similar to that in 2008-09.

Signature

Name in block letters	Miss Jennifer Mak
Post Title	Director of Administration
Date	17 March 2009

**CONTROLLING OFFICER'S REPLY TO
INITIAL WRITTEN QUESTION**

Question Serial No.

2461

Head: 142 – Government Secretariat: Offices of the Chief Secretary for Administration and the Financial Secretary   Subhead (No. & title):

Programme: (1) Efficiency Unit

Controlling Officer: Director of Administration

Director of Bureau: Director of Administration

Question :

In Analysis of Financial and Staffing Provision (p.506 of Volume of 1A), it is mentioned under the Programme that the Youth Portal has led to an increase in departmental expenses. Which departments are involved and what is the estimated expenditure?

Asked by: Hon. Ronny TONG Ka-wah

Reply:

The Youth Portal (Youth.gov.hk) was developed by the Efficiency Unit in 2007 in collaboration with Radio Television Hong Kong. It is a one-stop portal that provides online services for young people aged between 15 and 24. Its contents are contributed by about 40 Government bureaux/ departments and more than 150 related organisations. In 2009-10, there is a budgeted increase of $0.3 million in the expenditure for the Youth Portal. This is mainly due to the enhanced marketing and youth engagement activities as well as production of more multi-media contents.

Signature	
Name in block letters	Miss Jennifer Mak
Post Title	Director of Administration
Date	17 March 2009

CONTROLLING OFFICER'S REPLY TO INITIAL WRITTEN QUESTION

Reply Serial No.

CSO011

Question Serial No.

2462

Head: 142 – Government Secretariat: Offices of the Chief Secretary for Administration and the Financial Secretary

Subhead (No. & title):

Programme: (1) Efficiency Unit

Controlling Officer: Director of Administration

Director of Bureau: Director of Administration

Question :

Regarding the services of the 1823 Call Centre (1823), it seems that there are limitations to the volume of calls that can be answered, what were the difficulties? Has the study to explore the use of modern technology to manage its workload been started? Is there any performance review programme in place for the 1823?

Asked by: Hon. Ronny TONG Ka-wah

Reply:

The volume of calls that 1823 can handle at any period of time is affected by the number of call handling staff available, duration of each call and the extent of bunching of incoming calls during peak hours. In 2008, both the staff turnover and the call duration were higher than those in 2007 and hence our call abandoned rate was adversely affected.

The 1823 has been exploring the use of Automatic Speech Recognition (ASR) technology since August 2008. ASR is currently being put on trial and, subject to satisfactory performance, will be launched in full scale later this year. This will enhance the efficiency of channelling the calls to the call handling staff with the right skills.

Performance of the 1823 is reviewed regularly. Monthly performance reports are submitted to the 20 participating departments and the senior management of the Efficiency Unit. In addition, an on-going customer satisfaction survey and quarterly complaint handling surveys are conducted to collect feedback from the public on the service provided by 1823 to identify improvement areas.

Signature   _____

Name in block letters   Miss Jennifer Mak

Post Title   Director of Administration

Date   17 March 2009

CONTROLLING OFFICER'S REPLY TO INITIAL WRITTEN QUESTION

Reply Serial No.

CSO012

Question Serial No.

2589

Head: 142 – Government Secretariat: Offices of the Chief Secretary for Administration and the Financial Secretary

Subhead (No. & title):

Programme: (3) CSO – Administration Wing

Controlling Officer: Director of Administration

Director of Bureau: Director of Administration

Question :

In the Matters Requiring Special Attention, what is the estimate for the "Be the Smart Regulator" Programme taken forward by the Economic Analysis and Business Facilitation Unit under the Financial Secretary's Office? What are the details of the specific plan and what is the estimate for each item of expenditure? How to assess its effectiveness and economic benefits?

Asked by: Hon. CHAN Mo-po, Paul

Reply:

Since early 2007, the Economic Analysis and Business Facilitation Unit (EABFU) and the Efficiency Unit have been working with 29 Bureaux/Departments (B/Ds) concerned to take forward the "Be the Smart Regulator" Programme (Programme). The Programme aims to further improve Hong Kong's business licensing processes and business environment. Good progress has been made on various fronts to improve the overall licensing environment for doing business in Hong Kong and contribute to reducing compliance costs to business. In particular, targeted measures have been implemented to improve the turnaround time of issuing licences for the food and hospitality industries. The improvement measures implemented have been well received by the trades.

The EABFU has implemented the following key improvement measures under the Programme –

(i)   Nine Business Liaison Groups (BLGs) for major business sectors have been established to facilitate communication between B/Ds and the business community regarding licensing and regulatory issues;

(ii)   A business consultation e-platform under the GovHK portal has been developed and promoted to B/Ds and the business community. This e-platform has been in operation since late September 2008 to facilitate the business sectors to access consultation information relating to proposed regulations, administrative measures and procedures that would impact business and to offer their views and comments;

(iii) A draft Business Impact Assessment (BIA) framework has been developed to help B/Ds assess the business impact of their regulatory proposals in a structured and systematic manner with a view to reducing compliance cost to business; and

(iv)   Further promotion of a business facilitation and customer-centric culture within the civil service.

As the Programme is an ongoing task, the EABFU has been deploying existing resources to take forward the above improvement measures. There is no separate breakdown of the estimated expenditure for each improvement measure undertaken by the EABFU under the Programme.

The Administration has been monitoring the effectiveness of the Programme through various means such as feedback from the trades and licensing staff concerned. According to the results of an opinion survey commissioned by the EABFU in September 2008, most participants from the trades are highly satisfied with the role and functions of the BLGs. B/Ds concerned support the BLGs which provide an effective forum to clarify or resolve licensing and regulatory issues. So far 373 issues raised by the trades at BLG meetings have been clarified or resolved. The trades have also sent commendation letters to the departments concerned in recognition of their willingness to facilitate the trade to resolve licensing/regulatory issues. By making good use of the business consultation e-platform and the draft BIA framework, B/Ds concerned could better understand the trade's concerns and refine their regulatory proposals to minimise the administrative burden and compliance cost to the trades while safeguarding public interest, hence further enhancing the business environment and competitiveness of Hong Kong.

Signature	
Name in block letters	Miss Jennifer Mak
Post Title	Director of Administration
Date	17 March 2009

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Question Serial No.

2637

Head: 142 – Government   Subhead (No. & title):
Secretariat: Offices of the Chief
Secretary for Administration and
the Financial Secretary

Programme: (3) CSO – Administration Wing

Controlling Officer: Director of Administration

Director of Bureau: Director of Administration

Question :

With a new economic situation brought by the financial tsunami, would the Administration please tell this committee if the Central Policy Unit has conducted any relevant study to give an analysis on the current situation and explore the future direction for the financial system and economic development? If yes, what are the subjects of the studies and their respective expenditures?

Asked by: Hon. FUNG Kin-kee, Frederick

Reply:

The Central Policy Unit (CPU) undertakes research on a wide range of areas covering current political, economic and social issues. In response to the financial tsunami, the Secretariat of the Commission on Strategic Development produced research papers for discussion by the commission in recent meetings covering subjects such as "An overview of the opportunities and challenges of Hong Kong's development" and "Promoting employment in Hong Kong".

In addition, CPU provides research and secretariat support to the Task Force on Economic Challenges (TFEC) chaired by the Chief Executive to monitor and assess the impact of the financial tsunami on the local economy and our major industries. TFEC also proposes specific options for the Government and business community to address the challenges and turn the crisis into business opportunities.

The relevant expenditure on these activities is absorbed by the existing provision.

Signature	_____
Name in block letters	Miss Jennifer Mak
Post Title	Director of Administration
Date	17 March 2009

**CONTROLLING OFFICER'S REPLY TO
INITIAL WRITTEN QUESTION**

Head: 142 – Government   Subhead (No. & title):
Secretariat: Offices of the
Chief   Secretary   for
Administration   and   the
Financial Secretary

 Programme: (3) CSO - Administration Wing

Controlling Officer: Director of Administration

Director of Bureau: Director of Administration

Question :

In the revised estimate for 2008-09 and the estimate for 2009-10, what are the respective expenditures for the Political Assistant to Financial Secretary and the Political Assistant to Chief Secretary for Administration?

Asked by: Hon. LEUNG Yiu-chung

Reply:

The provisions earmarked for the salary provision for the two Political Assistants in the 2008-09 Revised Estimates and the 2009-10 Estimates under Head 142 are as follows :

2008-09 Revised Estimates ($ million)	2009-10 Estimates ($ million)
1.13	3.58

Signature	
Name in block letters	Miss Jennifer Mak
Post Title	Director of Administration
Date	17 March 2009

Reply Serial No.

CONTROLLING OFFICER'S REPLY TO INITIAL WRITTEN QUESTION

| CSO015 |

Question Serial No.

Head: 142 – Government Secretariat: Offices of the Chief Secretary for Administration and the Financial Secretary

Subhead (No. & title):

| 2884 |

Programme: (3) CSO - Administration Wing

Controlling Officer: Director of Administration

Director of Bureau: Director of Administration

Question :

What are the specific duties and work achievements of the Political Assistant to Financial Secretary in 2008-2009? How will the Administration assess whether the creation of the post accords with the value-for-money principle?

Asked by: Hon. LEUNG Yiu-chung

Reply:

The Political Assistant to Financial Secretary is responsible principally for providing political support and input to the Financial Secretary, and conducting the necessary political liaison at the instruction of the Financial Secretary, including the liaison with the media and various stakeholders. Upon assuming office, the Political Assistant to Financial Secretary has provided advice from the political perspective on, for instance, the need for lobbying political parties / groups and the handling of invitations and correspondence from political parties / groups. He has also monitored views from interest groups and the general public on policy issues concerned and assessed the political implications.

The appointment of the Political Assistant to Financial Secretary has strengthened the support to the Financial Secretary in undertaking political work, communicating with the Legislative Council and other stakeholders, such as District Councils, political parties / groups, non-government organizations, district personalities as well as business, professional and other bodies, and explaining Government policies to the media and the public at large.

Signature	_____
Name in block letters	Miss Jennifer Mak
Post Title	Director of Administration
Date	17 March 2009