

**Replies to written questions raised by Finance Committee Members in examining  
the Draft Estimates of Expenditure 2001-02**

**Bureau Secretary/Controlling Officer : Secretary for the Civil Service  
Session No. : 16**

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- (b) Bureau Secretary/Controlling Officer should allocate a Bureau Serial Number with a "S" as prefix for replies to supplementary oral and written questions, e.g. S-FB001.

Bureau Serial No.

CSB-001

Question Serial No.

0252

Examination of draft Estimates of Expenditure 2001-02

**CONTROLLING OFFICER'S REPLY TO  
WRITTEN/SUPPLEMENTARY QUESTION**

Head 29                      Subhead (No. & title) : 000 Operational expenses

Programme : Civil Service Training and Development

Controlling Officer : Director, Civil Service Training and Development Institute

Bureau Secretary : Secretary for the Civil Service

Question :

Apart from the publication of the "Hints and Tips on Quality Customer Service", will the Administration deploy resources for the organisation of training programmes on the provision of quality customer service?

Asked by : Hon Emily LAU Wai-hing

Reply :

To support the central initiative of providing quality customer service, the Civil Service Training and Development Institute (CSTDI) will continue to deploy resources for training on this front in 2001-02. A total of 215 classes offering 5 700 training places to civil servants of all levels will be organised in the year. Also as part of its e-learning initiative, the CSTDI will develop one web-based programme carrying the theme of quality

customer service and upload it onto its Cyber Learning Centre.

Signature \_\_\_\_\_

Name in block letters William NG

Post Title Director, CSTDI

Date 17.3.2001

Bureau Serial No.

CSB-002

Question Serial No.

0253

Examination of draft Estimates of Expenditure 2001-02

**CONTROLLING OFFICER'S REPLY TO  
WRITTEN/SUPPLEMENTARY QUESTION**

Head 29                      Subhead (No. & title) : 000 Operational expenses

Programme : Civil Service Training and Development

Controlling Officer : Director, Civil Service Training and Development Institute

Bureau Secretary : Secretary for the Civil Service

Question :

Has the Administration conducted any systematic survey, for the purpose of future reviews, on the effectiveness of the training courses organised?

Asked by : Hon Emily LAU Wai-hing

Reply :

Over the years, evaluation on the training effectiveness has been made by the Civil Service Training and Development Institute (CSTDI), as the Government's central training agent, at different levels and across different subject areas. Evaluation is made at different stages –

- (a) Course commencement – Specifically for courses designed to cater for specific departmental needs, the CSTDI will first agree with the departments concerned on the level of improvement/competence to be achieved through training. This will be measured against the results of

training in the course of constant course reviews;

- (b) Course completion – the CSTDI will gauge the views from course participants directly and immediately after the training programmes, adopting a 5-point scale measure to assess their satisfaction level (the benchmark is at least 75% satisfaction level). In 2000-01, the average rating so far is 87% on the top two points of the scale. Meanwhile, for courses where the skills and knowledge taught are relatively objectively measurable, for example, Putonghua training, trainees are required to take end-of-course qualifying tests/examinations; and
  
- (c) Certain time after course completion – the CSTDI will conduct surveys to find out how far the trainees have applied the learning at work. In 2000-01, 86 such studies were conducted and 84 % of the respondents commented favourably. CSTDI also follow up with trainees’ supervisors to assess the effectiveness of the training. In 2000-01, 94% of the responding supervisors indicated an improvement in their staff’s performance after training.

In addition, the CSTDI conducts a service-wide training survey bi-annually, which also form the basis of future reviews on training needs and direction.

Signature \_\_\_\_\_

Name in block letters William NG

Post Title Director, CSTDI

Date 17.3.2001

Bureau Serial No.

CSB-003

Question Serial No.

0874

Examination of draft Estimates of Expenditure 2001-02

**CONTROLLING OFFICER'S REPLY TO  
WRITTEN/SUPPLEMENTARY QUESTION**

Head 29                      Subhead (No. & title) : 000 Operational expenses

Programme : Civil Service Training and Development

Controlling Officer : Director, Civil Service Training and Development Institute

Bureau Secretary : Secretary for the Civil Service

Question :

In the personal emoluments portion, the salaries component increases to \$71.948 m while the allowances component remains unchanged? What is the reason for this?

Asked by : Hon CHAN Kwok-keung

Reply :

Estimated provision in salaries for 2001-02 is \$7.322 million (11%) higher than the revised estimate for 2000-01. This is mainly due to salary increments for staff and increased salary payments for the training officer grade staff to be redeployed to the Civil Service Training and Development Institute.

Major allowances incurred by CSTDI are Overtime Allowance and Acting Allowance. As the CSTDI will closely monitor its expenditure on Overtime Allowance within reasonable limits, and the estimated expenditure on Acting Allowance should remain at a similar level,

no corresponding increase in the allowances component is necessary.

Signature \_\_\_\_\_

Name in block letters William NG

Post Title Director, CSTDI

Date 17.3.2001

Bureau Serial No.

CSB-004

Question Serial No.

0922

Examination of draft Estimates of Expenditure 2001-02

**CONTROLLING OFFICER'S REPLY TO  
WRITTEN/SUPPLEMENTARY QUESTION**

Head 29                      Subhead (No. & title) : 000 Operational expenses

Programme : Civil Service Training and Development

Controlling Officer : Director, Civil Service Training and Development Institute

Bureau Secretary : Secretary for the Civil Service

Question :

- (1) The estimated number of new courses for 2000 was 32 but the actual number turned out to be 40. What are the names of these eight additional courses, the number of trainees of each of these courses and the relevant expenditure?
- (2) Regarding the internal language courses, the average number of training days per trainee has been on the decline for the past three years. In 1999, the average number of training days per trainee is 4.37 (32 810/7 503), and the figures for 2000 and this year have further come down to 3.45 and 3.06 respectively. What are the reasons for the reduction in trainee-days? Will the quality of courses be affected? Please also state the expenditure for each of the three years.

Asked by : Hon CHEUNG Man-kwong



Reply :

- (1) The eight additional new courses, providing a total of about 1 400 training places, included-
  - (a) Customised training courses cater for specific needs of departments (“Chinese Writing Skills” attended by 150 trainees, “Achieving Service Excellence for Staff of Personnel Services” attended by 26 trainees, and “Contributing to Successful Contractor’s Registration Committee Interviews” attended by 14 trainees);
  - (b) Training for general grades (“Writing Performance Report” attended by 230 trainees and “Customer Service Workshops” attended by 520 trainees); and
  - (c) General training programmes (“Basic Law Seminar on HK Political Structure” attended by 280 trainees, “Project Management” attended by 60 trainees, and “Facilitation Skills and Course Design — Train the Trainer Programme” attended by 125 trainees).

These courses were provided through the existing training resources within the Civil Service Training and Development Institute.

- (2) In response to the needs of both the departments and staff, we have restructured the language programmes to focus on their immediate operational needs. This has resulted in more compact courses with increased cost-effectiveness.

Evaluation of these restructured courses by both the course participants and their departments indicates that these courses are equally effective in delivering the language training, with quality duly maintained. In 2001-02, we will be combining classroom language training with web-based language training packages to make them more accessible to civil servants and to further increase their cost-effectiveness.

Direct expenditure on language training for the past three years remains at a similar

level at about \$3 million each year.

Signature \_\_\_\_\_

Name in block letters William NG

Post Title Director, CSTDI

Date 17.3.2001

Bureau Serial No.

CSB-005

Question Serial No.

1010

Examination of draft Estimates of Expenditure 2001-02

**CONTROLLING OFFICER'S REPLY TO  
WRITTEN/SUPPLEMENTARY QUESTION**

Head 29                      Subhead (No. & title) : 000 Operational expenses

Programme : Civil Service Training and Development

Controlling Officer : Director, Civil Service Training and Development Institute

Bureau Secretary : Secretary for the Civil Service

Question :

What are the aims and functions of the internet-delivered discussion forums? What is the expected number of users? Are the forums managed by designated officers? If yes, how many officers are involved?

Asked by : The Honourable CHAN Yuen-han

Reply :

To support the delivery of training courses through web-based programmes and classroom training, the internet-delivered discussion forum aims to provide a facilitating point for participants to share knowledge and experience so as to sustain their continuous interest in learning. As a pilot, we plan to launch two forums, one in support of an information technology (IT) course where all its course participants may participate and another on language where all users of the Cyber Learning Centre may participate. Each of these two discussion forums will be managed by a designated officer. As it is a new learning

initiative, it would be difficult to provide an accurate estimation at this stage on the number of users.

Signature \_\_\_\_\_

Name in block letters William NG

Post Title Director, CSTDI

Date 17.3.2001

Bureau Serial No.

CSB-006

Question Serial No.

1011

Examination of draft Estimates of Expenditure 2001-02

**CONTROLLING OFFICER'S REPLY TO  
WRITTEN/SUPPLEMENTARY QUESTION**

Head 29                      Subhead (No. & title) : 000 Operation expenses

Programme : Civil Service Training and Development

Controlling Officer : Director, Civil Service Training and Development Institute

Bureau Secretary : Secretary for the Civil Service

Question :

In respect of civil service training in 2001, are there any courses on the concepts of equal opportunities and human rights? If yes, what are the details about the course types, contents and expected number of participants?

Asked by : Hon LAU Chin-shek

Reply :

The Civil Service Training and Development Institute (CSTDI) includes relevant elements in its training programmes to promote the concept of equal opportunities and human rights. Specifically for 2001-02, training courses with such highlights include –

- (a) The Basic Law thematic courses on “Rights of Residents” touch on the issues of human rights. A copy of the Hong Kong Bill of Rights Ordinance is distributed to course participants;

- (b) The Basic Training package used for induction training includes core values of the Government, one of which is on impartiality which covers the concept of equality in performing duties by civil servants. The course covers anti-discrimination ordinances and trainees are encouraged to read publications prepared by the Equal Opportunities Commission (EOC); and
- (c) General training courses on “Recruiting Practices”, “Selection Interviews”, “Workshop on Staff Discipline”, “Managing Problem Performance”, a number of HRM programmes, and the leadership programme on “Leadership in the Public Sector Programme” have sessions on equality and equal opportunities.

The estimated number of trainees attending these courses are around 1 400.

Apart from courses, the CSTDI has produced a training video on “Employment of People with Disability” which is available for departments to borrow for training purposes. Besides, the reference folders on good practices in managing non-civil service contract staff produced by the CSTDI include publications from EOC and existing anti-discrimination ordinances.

Signature \_\_\_\_\_

Name in block letters William NG

Post Title Director, CSTDI

Date 17.3.2001

Bureau Serial No.

CSB-007

Question Serial No.

1012

Examination of draft Estimates of Expenditure 2001-02

**CONTROLLING OFFICER'S REPLY TO  
WRITTEN/SUPPLEMENTARY QUESTION**

Head 29                      Subhead (No. & title) : 000 Operational expenses

Programme : Civil Service Training and Development

Controlling Officer : Director, Civil Service Training and Development Institute

Bureau Secretary : Secretary for the Civil Service

Question :

For the past two years, the estimate under this subhead has turned out to be about 20% in excess of the actual expenditure. What are the reasons for this?

Asked by : Hon LEUNG Yiu-chung

Reply :

The decrease in expenditure in the past two years is mainly attributed to the reduction in expenditure as follows -

- (a) Restructuring of existing training programmes in response to the needs of both the departments and staff, thereby resulting in shorter course days. Savings in part-time trainers' and outside speakers' expenditure were thus achieved. The adoption of more diversified modes of learning, for example, the launch of the Cyber Learning Centre in early 2000 to promote e-learning within the civil service, had also helped bring about a more cost-effective delivery of training; and

- (b) The unanticipated change in staff redeployment from outside the institute has resulted in a reduction in the expenditure on salary payments.

The training output and performance of the CSTDI have not been affected by the reduced expenditure. As with other departments, CSTDI will continue to look for ways to improve its cost-effectiveness whilst maintaining quality service.

Signature \_\_\_\_\_

Name in block letters William NG

Post Title Director, CSTDI

Date 17.3.2001



Bureau Serial No.

CSB-008

Question Serial No.

1013

Examination of draft Estimates of Expenditure 2001-02

**CONTROLLING OFFICER'S REPLY TO  
WRITTEN/SUPPLEMENTARY QUESTION**

Head 29                      Subhead (No. & title) : 000 Operational expenses

Programme : Civil Service Training and Development

Controlling Officer : Director, Civil Service Training and Development Institute

Bureau Secretary : Secretary for the Civil Service

Question :

Regarding the New/Upgraded Schemes referred to in the indicators, there are significant decreases in the number of packages and the number of trainees in the Multimedia interactive training. What is the reason for this?

Asked by : Hon LEUNG Yiu-chung

Reply :

In 2001-02, the Civil Service Training and Development Institute (CSTDI) will place more efforts on enhancing the Cyber Learning Centre. More web-based programmes, management updates, e-learning tools and job-aids will be provided to reach out to a wider trainee clientele to supplement conventional classroom training programmes and learning packages. Nevertheless, the CSTDI will continue to deploy resources to the production of a new multi-media package, in addition to a wide variety of learning packages already

developed, in the form of CD-ROM on the theme of management for middle managers in the civil service.

Signature \_\_\_\_\_

Name in block letters William NG

Post Title Director, CSTDI

Date 17.3.2001

Bureau Serial No.

CSB-009

Question Serial No.

1014

Examination of draft Estimates of Expenditure 2001-02

**CONTROLLING OFFICER'S REPLY TO  
WRITTEN/SUPPLEMENTARY QUESTION**

Head 29                      Subhead (No. & title) : 000 Operational expenses

Programme : Civil Service Training and Development

Controlling Officer : Director, Civil Service Training and Development Institute

Bureau Secretary : Secretary for the Civil Service

Question :

What is the reason for the significant decrease in the number of trainees and the number of trainee-days of internal courses?

Asked by : Hon LEUNG Yiu-chung

Reply :

To ensure more training opportunities and allow more civil servants to pursue learning flexibly according to their time and preferred mode, the Civil Service Training and Development Institute (CSTDI) will offer more variety of modes of training in addition to conventional training in 2001-02. More e-learning programmes and more discussion forums and exchange sessions will be arranged.

The decrease in the number of trainees and the number of trainee-days through internal classroom training reflects the adoption of all these new, innovative medium of learning to

make learning more accessible and appealing for our civil servants, yet in a more cost-effective manner.

Signature \_\_\_\_\_

Name in block letters William NG

Post Title Director, CSTDI

Date 17.3.2001

Bureau Serial No.

CSB-010

Question Serial No.

1015

Examination of draft Estimates of Expenditure 2001-02

**CONTROLLING OFFICER'S REPLY TO  
WRITTEN/SUPPLEMENTARY QUESTION**

Head 29 – Civil Service Training and Development Institute      Subhead (No. & title) : 000 Operational expenses

Programme : Civil Service Training and Development

Controlling Officer : Director, Civil Service Training and Development Institute

Bureau Secretary : Secretary for the Civil Service

Question :

- (a) In terms of cost, how much is involved in enhancing the repertoire of the Cyber Learning Centre? What are the contents of the 12 new Internet-delivered training courses?
- (b) What are the contents of the 6 new schemes for civil service training and who are their target groups? What are the respective expenditures involved?
- (c) Why does the number of trainees for multimedia interactive training drop sharply from last year's 7 600 to 2001-02's 2 000?
- (d) Regarding the promotion of continuous learning in the civil service, what are the specific plans this year? What is the amount of funds involved?
- (e) In respect of the English language self-learning packages, the number of trainees in 2001-02 is estimated to be 10 000. What are the target groups of these packages? What is the expenditure involved?

Asked by : Hon TAM Yiu-chung

Reply :

- (a) In 2001-02, we will spend about \$3 million on the enhancement of the Cyber Learning Centre (CLC), which includes capacity upgrading, system maintenance and enhancement, and web-based package development.

The 12 new internet-delivered training courses will cover a wide variety of subject areas, including Chinese Language, Putonghua, English, communication, government practices, management and information technology etc.

- (b) They are introduced with the aim to promote learning in the civil service. Details are as follows -

<i>New Scheme</i>	<i>Target</i>	<i>Expenditure (\$ million)</i>
1. Learning Recognition Scheme to recognise civil servants' effort in pursuing learning (for 3 years)	All civil servants	0.3*
2. Training Incentive Scheme to provide financial incentives for civil servants to embark on external, short courses (for 3 years)	All civil servants	18*
3. Departmental training programmes for staff affected by the Voluntary Retirement (VR)Scheme (for 3 years)	Staff affected by the VR Scheme	5*
4. Enhancement of departmental learning resource centres	Departments	2(1*+1)
5. Establishment of an e-learning portal	All civil servants	2

6. Enhancement Scheme for the Cyber Learning Centre	All civil servants	1*
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\*These projects are funded under the \$50 million “Three-year Training and Development Programme to Enhance Training in the Civil Service” project which was approved by the Finance Committee on 9 February 2001.

- (c) In 2001-02, the Civil Service Training and Development Institute (CSTDI) will place more efforts on enhancing the Cyber Learning Centre. More web-based programmes, management updates, e-learning tools and job-aids will be provided to reach out to a wider trainee clientele. Nevertheless, the CSTDI will continue to deploy resources for the production of a new multi-media package, in addition to a wide variety of learning packages already developed, in the form of CD-ROM on the theme of management for middle managers in the civil service.
- (d) The CSTDI will spend \$3 million for the enhancement of the Cyber Learning Centre to include more web-based self learning packages, management updates, e-learning tools and job-aids, and establishment of an e-learning portal to facilitate civil servants to learn at their convenience. The CSTDI will also continue to use its existing resources to provide advisory services to departments to effect workplace learning and to promote a learning culture in the service.

In addition, the Finance Committee has approved a new commitment of \$50 million on 9 February 2001 for the CSTDI to implement a three-year Training and Development Programme from 2001-02 to 2003-04. Promotion of continuous learning in the civil service is also one of the three main areas under the Programme. The key features under this area are -

- (i) Launching a Training Incentive Scheme to provide financial incentives to civil servants to embark on short external courses according to their interest, time and preferred learning mode. The whole scheme, involving \$18 million, will benefit at least 18 000 civil servants over three years.
- (ii) Assisting and supporting departments to set up/upgrade their own Learning

Resource Centres at an expenditure of \$1 million.

- (iii) Promoting the Learning Recognition Scheme to encourage civil servants to participate in self-learning. It will also cover other learning activities including experience sharing, lunch-time video screening, and so on. \$300,000 will be used over the next three years.
- (e) A paper-based self-learning package will be produced in 2001-02 on the theme of communication skills and quality service, using English as a medium of instruction and teaching trainees on the use of English in public service delivery. The target trainees are frontline staff and their supervisors. The estimated budget is \$200,000 for the 10 000 copies to be produced.

Signature \_\_\_\_\_

Name in block letters William NG

Post Title Director, CSTDI

Date 17.3.2001



Bureau Serial No.

CSB-011

Question Serial No.

0112

Examination of draft Estimates of Expenditure 2001-02

**CONTROLLING OFFICER'S REPLY TO  
WRITTEN/SUPPLEMENTARY QUESTION**

Head : 37 Department of Health      Subhead (No. & title) : 000 Operational Expenses

Programme : 8 Medical and Dental Treatment for Civil Servants

Controlling Officer : Director of Health

Bureau Secretary : Secretary for the Civil Service

Question : The Department of Health's expenditure on contracting out of dental prostheses amounted to \$5,697,000 in 1999-2000, but it is noted that many elderly people still do not receive the service. Regarding the revised estimate of \$6,100,000 for the year 2000-01, how will such amount be employed to ensure that the demand of some elderly people for dental prostheses service can be met?

Asked by : Hon Michael MAK Kwok-fung

Reply :

The financial provision for contracting out dental prostheses is under programme 8: Medical and Dental Treatment for Civil Servants, which aims to serve civil servants, retired civil servants and their eligible dependants in fulfillment of Government's contractual obligation towards its employees. The provision is not for the general public.

Signature \_\_\_\_\_

Name in block letters Dr Margaret CHAN

Post Title Director of Health

Date 16 March 2001

Bureau Serial No.

CSB-012

Question Serial No.

0875

Examination of draft Estimates of Expenditure 2001-02

**CONTROLLING OFFICER'S REPLY TO  
WRITTEN/SUPPLEMENTARY QUESTION**

Head 46 General Expenses of the Civil Service    Subhead (No. & title) : 028 Legal Assistance

Programme : General Expenses of the Civil Service

Controlling Officer : Secretary for the Civil Service

Bureau Secretary : Secretary for the Civil Service

Question :

What is the reason for the sudden increase in the revised estimates 2000-01 for legal assistance? Will it serve any reference purposes in the preparation of the estimates for next year?

Asked by : Hon CHAN Kwok-keung

Reply :

The level of expenditure on legal assistance fluctuates from one year to another. Much depends on how many applications are actually submitted and the complexity of the cases concluded in a given year. The expenditure in 2000-01 significantly exceeds that of the previous year because of lengthy court hearings in several cases.

Whilst the expenditure figure in 2000-01 is taken into account when we prepare the estimates for the next year, its reference value should be seen in perspective.

Signature \_\_\_\_\_

Name in block letters Joseph W P WONG

Post title Secretary for the Civil Service

Date 16 March 2001

Bureau Serial No.

CSB-013

Question Serial No.

0923

Examination of draft Estimates of Expenditure 2001-02

**CONTROLLING OFFICER'S REPLY TO  
WRITTEN/SUPPLEMENTARY QUESTION**

Head : 46 General Expenses of the Civil Service

Subhead (No. & title) : 013 - Personal allowances

Programme : General Expenses of the Civil Service

Controlling Officer : Director of Accounting Services

Bureau Secretary : Secretary for the Civil Service

Question : With regard to the payment of Local and Overseas Education Allowances to civil servants:-

- (a) please provide a breakdown of expenditure of the provision \$712,400,000;
- (b) please explain the reasons for the anticipated increase in the number of students receiving Overseas Education Allowance despite the fact that civil servants offered appointment after 1 August 1996 are not eligible for Overseas Education Allowance; and
- (c) the estimate for 2001-02 represents an increase of 29% over the revised estimate for 2000-01 and this is mainly due to the upward revision of the Overseas Education Allowance rate. Please provide a breakdown of expenditure of this part and a comparison of changes in allowance rates.

Asked by : Hon CHEUNG Man-kwong

Reply :

- (a) Please refer to (c) for the breakdown of the provision of \$712.4 million.
- (b) Although the Overseas Education Allowance (OEA) scheme was ceased for recruits offered appointment on or after 1 August 1996, serving officers are still eligible. They may start to draw the allowance when their children have reached the eligible age of 9. Hence the number of claims for the allowances will not drop in the short term. The expenditure of the allowance will eventually fade out as the number of eligible officers declines in a longer term.
- (c) The breakdown of the expenditure items of education allowances for the revised and draft estimates is -

	2000-01 Revised Estimate \$M	2001-02 Draft Estimate \$M	% Increase
(i) Overseas Education Allowance (OEA)	322.0	464.0	44.1
(ii) Local Education Allowance (LEA)	228.2	248.4	8.9
	<hr/> 550.2	<hr/> 712.4	<hr/> 29.5

The OEA is to assist officers to send their children for schooling in UK or in their countries of origin if they are overseas officers. According to the formula approved by Finance Committee, the OEA rates for various countries are adjusted with reference to the change in school fees in those countries. Hence there are different OEA rates for different countries. Nevertheless, a great majority of children under the OEA scheme are studying in UK. The existing OEA rates have been frozen at 1997-98 level, but the average primary and secondary school fees in UK have increased by more than 50% since then. Adjustment of the OEA rate is needed to catch up with the increase in school fees. The exact adjustment to be made will depend on the actual school fees in the school year commencing in 2001. The provision made in the 2001-02 Estimates to allow for the anticipated OEA adjustment is HK\$142M.

Signature	<hr/>
Name in block letters	<hr/> SHUM MAN-TO <hr/>
Post Title	<hr/> Director of Accounting Services <hr/>
Date	<hr/> 19 March 2001 <hr/>

Bureau Serial No.

CSB-014

Question Serial No.

0931

Examination of draft Estimates of Expenditure 2001-02

**CONTROLLING OFFICER'S REPLY TO  
WRITTEN /SUPPLEMENTARY QUESTION**

Head : 46 General Expenses of the Civil Service      Subhead (No. & title) : 023 Quartering

Programme : General Expenses of the Civil Service

Controlling Officer : Secretary for the Civil Service

Bureau Secretary : Secretary for the Civil Service

Question :

Please provide a breakdown of the estimated expenditure under this Subhead.

Asked by : Hon CHEUNG Man-kwong

Reply :

The breakdown of the estimated expenditure under Subhead 023-Quartering in 2001-02 is as follows:

<b>Item</b>	<b>Estimates (\$)</b>
250 - Hotel Subsistence Allowance	43,000
251 - Housing Allowance for Disciplined Services	12,800,000
252 - Hotels	861,000
257 - Removal Allowance	43,957,000
258 - Management Fees and Rates for Local Government Officers' Housing Scheme	46,000
<b>Total</b>	<b>57,707,000</b>

Signature \_\_\_\_\_

Name in block letters \_\_\_\_\_

Joseph W P WONG

Post title \_\_\_\_\_

Secretary for the Civil Service

Date \_\_\_\_\_

16 March 2001

Examination of draft Estimates of Expenditure 2001-02  
**CONTROLLING OFFICER'S REPLY TO  
 WRITTEN/SUPPLEMENTARY QUESTION**

Head : 46 General Expenses of the Civil Service

Subhead (No. & title) : 013 - Personal allowances

Programme : General Expenses of the Civil Service

Controlling Officer : Director of Accounting Services

Bureau Secretary : Secretary for the Civil Service

- Question :
- (1) What are the numbers of civil servants receiving Local and Overseas Education Allowances, Rent Allowance to officers posted to overseas offices, Furniture and Domestic Appliances Allowance, Air-conditioning Allowance and Disturbance Allowance to officers posted to overseas offices for the years 2000-01 and 2001-02?
  - (2) The provision for Local and Overseas Education Allowances for 2001-02 is 29% higher than that of last year. In this regard, what is the rate of upward revision in the Overseas Education Allowance rate and what is the entailed additional expenditure?
  - (3) In respect of the expected increase in the number of officers posted to and back from overseas offices in 2001-02, what are the details of the estimation?

Asked by : Hon TAM Yiu-chung

Reply :

(1)

Officers receiving allowances under Subhead 013 Personal allowances in 2000-01 and 2001-02 are estimated to be -

	2000-01	2001-02
Local Education Allowance	16 880	16 710
Overseas Education Allowance	2 881	2 881
Overseas Rent Allowance*	2	2
Furniture & Domestic Appliances Allowance	10 426	10 130
Air-conditioning Allowance	124	110
Disturbance Allowance	40	73

(\* Overseas Rent Allowance under Head 46 Subhead 013 does not include officers posted to Economic and Trade Offices and Beijing Office which are paid under the respective departmental heads)

(2) The Overseas Education Allowance (OEA) is to assist officers to send their children for schooling in UK or if they are overseas officers, in their countries of origin. According to the formula approved by Finance Committee, the OEA rates for various countries are adjusted with reference to the change in school fees in those countries. Hence there are different OEA rates for different countries. Nevertheless, a great majority of children under the OEA scheme are studying in UK. The existing OEA rates have been frozen at 1997-98 level, but the average primary and secondary school fees in UK have inflated more than 50% since then. Adjustment of the OEA rate is needed to catch up with the increase in school fees. The exact adjustment to be made will depend on the actual school fees in the school year commencing in 2001. The provision made in the 2001-02 Estimates to allow for the anticipated OEA adjustment is HK\$142M.

(3) The increase in the number of officers posted to and back from offices outside Hong Kong is due mainly to the completion of officers' current postings in 2001-02. It is anticipated that the incidents of posting is 73 in 2001-02, as compared with 40 in 2000-01.

Signature	_____
Name in block letters	<u>SHUM MAN-TO</u>
Post Title	<u>Director of Accounting Services</u>
Date	<u>19 March 2001</u>

Examination of draft Estimates of Expenditure 2001-02**CONTROLLING OFFICER'S REPLY TO  
WRITTEN/SUPPLEMENTARY QUESTION**

Head : 46 General Expenses of the  
Civil Service

Subhead (No. & title) :

Programme : General Expenses of the Civil Service

Controlling Officer : Secretary for the Civil Service

Bureau Secretary : Secretary for the Civil Service

Question :

The Estimate explains that an increase of \$415,000 under Head 23 - Auxiliary Medical Service Subhead 149 General departmental expenses is due to the provision required for outsourcing of medical examination services in 2001-02. In this connection, would the government advise this Council :

- (a) Did the Auxiliary Medical Service perform medical examination services for its staff and members previously? If yes, under which subhead does the savings reflect on in connection with such services? Which government department was responsible for rendering the medical examination services before?
- (b) How about the savings in government resources in monetary terms due to the outsourcing of the medical examination services in 2001-02? What is the purpose of such services outsourcing? Is it for reduction in government expenditure or for other reason? Has the Government cut its staff due to the outsourcing of such services? If yes, what arrangements have been made by the government for the staff affected?



Asked by : Hon IP Kwok-him

Reply :

- (a) Medical examination for civil servants and government employees in general (including members of the auxiliary services) on appointment or during employment used to be provided by the Department of Health. The Auxiliary Medical Service does not perform medical examination services on its own for its staff and members.
- (b) Medical examination services for civil servants and government employees have been outsourced since September 2000 to improve efficiency and cost-effectiveness. The outsourcing is accompanied by a reduction in staffing and other related costs in the order of some \$9 million in Department of Health (under Head 37). All the staff affected have been re-deployed to other vacant posts within the Government.

The medical examination service is now provided by outsourced contractors with costs to be met by individual government departments per medical examination requested. The increase of \$415,000 under Head 23 Subhead 149 is the provision made by the Auxiliary Medical Service to meet the costs of some 2 000 medical examinations in 2001-02.

Signature	_____
Name in block letters	<u>Joseph W P WONG</u>
Post title	<u>Secretary for the Civil Service</u>
Date	<u>17 March 2001</u>

Bureau Serial No.

CSB-017

Question Serial No.

0474

Examination of draft Estimates of Expenditure 2001-02

**CONTROLLING OFFICER'S REPLY TO  
WRITTEN/SUPPLEMENTARY QUESTION**

Head : 120 Pensions      Subhead (No. & title) :

Programme : (1) Public and Judicial Service Pension Benefits

Controlling Officer : Director of Accounting Services

Bureau Secretary : Secretary for the Civil Service

Question : Please provide the 2001-02 estimates for the Voluntary Retirement Scheme and the Voluntary Departure Scheme respectively.

Asked by : Hon Eric LI Ka-cheung

Reply :

Estimated expenditure in 2001-02 for the Voluntary Retirement Scheme and Voluntary Departure Scheme is \$4,919 million and \$1,116 million respectively.

Signature

Name in block letters

Post Title

Date

SHUM MAN-TO

Director of Accounting Services

19 March 2001

Examination of draft Estimates of Expenditure 2001-02**CONTROLLING OFFICER'S REPLY TO  
WRITTEN/SUPPLEMENTARY QUESTION**

Head : 120 Pensions Subhead(No.& title) : 016 - Gratuities and Mandatory  
Provident Fund Contributions

Programme : (1) Public and Judicial Service Pension Benefits

Controlling Officer : Director of Accounting Services

Bureau Secretary : Secretary for the Civil Service

Question : Please provide a breakdown of expenditure under Subhead 016.

Asked by : Hon CHEUNG Man-kwong

Reply : The breakdown of expenditure under Subhead 016 is as follows:-

	<u>\$M</u>
(a) contract gratuities payable to agreement officers who will complete their agreements in 2001-02	525.9
(b) employer's Mandatory Provident Fund contributions for agreement officers	54.4
(c) employer's Mandatory Provident Fund contributions for civil servants appointed on the new entry terms	32.4
	<hr/>
	<u>612.7</u>

Signature

Name in block letters

Post Title

Date

SHUM MAN-TO

Director of Accounting Services

16 March 2001

Examination of draft Estimates of Expenditure 2001-02**CONTROLLING OFFICER'S REPLY TO  
WRITTEN/SUPPLEMENTARY QUESTION**

Head : 120 Pensions    Subhead (No.& title) : 016 - Gratuities and Mandatory  
Provident Fund Contributions

Programme : (1) Public and Judicial Service Pension Benefits

Controlling Officer : Director of Accounting Services

Bureau Secretary : Secretary for the Civil Service

Question : In 2001-02, the Government will be making Mandatory Provident Fund contribution for how many contract staff and what is the estimated amount of expenditure to be incurred?

Asked by : Hon TAM Yiu-chung

Reply : We have included a provision of about \$54.4 million under this Subhead in 2001-02 for making Mandatory Provident Fund contributions for about 4 600 agreement officers.

Signature

Name in block letters

Post Title

Date

SHUM MAN-TO

Director of Accounting Services

16 March 2001

Bureau Serial No.

CSB-020

Question Serial No.

1148

Examination of draft Estimates of Expenditure 2001-02  
**CONTROLLING OFFICER'S REPLY TO  
WRITTEN/SUPPLEMENTARY QUESTION**

Head 136                      Subhead (No. & title) :

Programme :                      Public Service Commission

Controlling Officer :              Chairman, Public Service Commission

Bureau Secretary :              Secretary for the Civil Service

Question : Before the Government imposed the temporary freeze on civil service recruitment, the Commission had advised on 557 submissions related to appointment matters in 1998. As the Government has decided to lift the freeze in 2001-02, why does the Commission estimate to advise on only 280 submissions on appointment matters?

Asked by : Hon TAM Yiu-chung

Reply : When the draft Estimates were prepared, the Administration had not yet announced the lifting of the recruitment freeze. Our figure of 280 submissions was based on exercises to fill vacancies arising from the exceptional approval given by the Secretary for the Civil Service and the Secretary for the Treasury in 2000-01 for recruitment to 56 grades, including the disciplined services grades and the Administrative Officer grade.

The Commission does not determine the timetable nor the number of recruitment exercises that may be conducted by the civil service during the year. However the Commission is confident that it can process and advise on all submissions received from the Administration.

Signature \_\_\_\_\_

Name in block letters HAIDER BARMA

Post Title Chairman, Public Service Commission

Date \_\_\_\_\_ 16 March 2001

Bureau Serial No.

CSB-021

Question Serial No.

0384

Examination of draft Estimates of Expenditure 2001-02

**CONTROLLING OFFICER'S REPLY TO  
WRITTEN/SUPPLEMENTARY QUESTION**

Head 143-GS : Civil Service Bureau

Subhead (No. & title) : 700 Item 009  
Pilot scheme to provide expert  
counselling services to help staff cope  
with work pressure

Programme : Human Resource Management

Controlling Officer : Secretary for the Civil Service

Bureau Secretary : Secretary for the Civil Service

Question : Some \$2,000,000 has been approved for a pilot scheme to provide expert counselling services to help staff cope with work pressure. The accumulated expenditure to 31.3.2000 stood at \$813,000, and the revised estimated expenditure for 2000-01 is \$800,000. How many civil servants have participated in the scheme and what were their problems? Which bureaux/departments were they from?

Asked by : Hon Bernard CHAN

Reply :

Phase one of the pilot scheme conducted between 1 June 1999 and 28 February 2000 provided counselling service to some 30 000 officers in 13 selected bureaux/departments. Altogether 634 counselling sessions were conducted for 157 officers during the nine months. 57% of their problems were work-related, 24% related to family and 9% related to health problems. The majority of the users of the service in 1999-2000 came from Housing Department and Water Supplies Department.

Phase two of the scheme conducted between 1 September 2000 and 28 February 2001 was extended to cover some 120 000 officers in 82 bureaux/departments, except those departments which already had their own in-house counselling service. Altogether 1 250 counselling sessions were conducted for 455 officers during the six months. Their problems were mainly health-related (43%), work-related (39%) and family-related (13%). Most of the users were from Food and Environmental Hygiene Department, Leisure and Cultural Services Department and Department of Health.

Signature \_\_\_\_\_

Name in block letters \_\_\_\_\_ Joseph W P WONG

Post Title \_\_\_\_\_ Secretary for the Civil Service

Date \_\_\_\_\_ 16 March 2001

Bureau Serial No.

CSB-022

Question Serial No.

0713

Examination of draft Estimates of Expenditure 2001-02

**CONTROLLING OFFICER'S REPLY TO  
WRITTEN/SUPPLEMENTARY QUESTION**

Head 143-GS : Civil Service Bureau

Subhead (No. & title) : 700 Item 009  
Pilot scheme to provide expert  
counselling services to help staff cope  
with work pressure

Programme : Human Resource Management

Controlling Officer : Secretary for the Civil Service

Bureau Secretary : Secretary for the Civil Service

Question : The pilot scheme to provide expert counselling services to help staff cope with work pressure under Item 009 has been implemented for two years. The provision for the scheme will be exhausted in the coming financial year. How effective has it been and what is the way forward in the long term?

Asked by : Hon LAW Chi-kwong

Reply :

The Civil Service Bureau (the Bureau) will conduct an overall review in 2001-02 to evaluate the effectiveness of the pilot scheme which was conducted between 1999-2000 and 2000-01. In the review, the Bureau will assess whether there is a long-term need for providing expert counselling service to help staff cope with work pressure, and if so, how it should be provided.

Signature \_\_\_\_\_

Name in block letters \_\_\_\_\_ Joseph W P WONG

Post Title \_\_\_\_\_ Secretary for the Civil Service

Date \_\_\_\_\_ 16 March 2001

Bureau Serial No.

CSB-023

Question Serial No.

0788

Examination of draft Estimates of Expenditure 2001-02

**CONTROLLING OFFICER'S REPLY TO  
WRITTEN/SUPPLEMENTARY QUESTION**

Head 143 – GS : Civil Service Bureau

Subhead (No. & title) :

Programme : Human Resource Management

Controlling Officer : Secretary for the Civil Service

Bureau Secretary : Secretary for the Civil Service

Question :

Regarding consultancy studies for policy making and assessment commissioned by the departments/services under your Bureau,

- (1) Was there any financial provision allocated for commissioning consultancy studies in 2000-01? If yes, please reply with the following details:

Names of consultants (if available)	Consultancy fees	Status of consultancy studies (in plan/ in progress /finished)

- (2) Will there be any financial provision allocated for commissioning consultancy studies in 2001-02? If yes, please reply with the following details:

Names of consultants (if available)	Consultancy fees	Status of consultancy studies (in plan/ in progress /finished)

Asked by : Hon Cyd HO Sau-lam



Reply :

- (1) Details of provision allocated for commissioning consultancy studies for policy making and assessment in 2000-01 are as follows –

Names of consultants (if available)	Consultancy fees	Status of consultancy studies (in plan/ in progress /finished)
Watson Wyatt HK Ltd.	\$3.484 million	In progress
Stirling Finance Ltd.	\$540,000	Finished
Towers Perrin Foster & Crosby Ltd.	\$1.2 million	In progress

- (2) Details of provision to be allocated for commissioning consultancy studies in 2001-02 for policy making and assessment are as follows –

Names of consultants (if available)	Consultancy fees	Status of consultancy studies (in plan/ in progress /finished)
Watson Wyatt HK Ltd.	\$1.094 million	In progress
-	\$1.514 million	To be awarded shortly

Signature \_\_\_\_\_

Name in block letters \_\_\_\_\_

Joseph W P WONG

Post title \_\_\_\_\_

Secretary for the Civil Service

Date \_\_\_\_\_

20 March 2001

Bureau Serial No.

CSB-024

Question Serial No.

0861

Examination of draft Estimates of Expenditure 2001-02

**CONTROLLING OFFICER'S REPLY TO  
WRITTEN/SUPPLEMENTARY QUESTION**

Head : 143 GS : Civil Service Bureau

Subhead (No. & title) :

Programme : Human Resource Management

Controlling Officer : Secretary for the Civil Service

Bureau Secretary : Secretary for the Civil Service

Question :

- (a) Will the Administration provide a detailed breakdown of the numbers of contract staff employed under non-civil service terms by government departments during the period when the freeze on civil service recruitment has been in force and also the expenditures on salaries and allowances involved?
- (b) What is the number of contract staff employed under non-civil service terms whose employment contract will expire in the 2001-02 financial year? Will the Administration recruit the same number of civil servants to fill these vacancies?
- (c) After lifting the recruitment freeze, will the Administration give priority to the contract staff who are currently employed under non-civil service terms when recruiting civil servants?

Asked by : Hon LEE Cheuk-yan

Reply :

- (a) Individual departments may engage staff outside the civil service establishment

on non-civil service contract terms from time to time to meet short-term or part-time service need, or where the service need is fluctuating. These non-civil service contract staff are employed for purposes and in circumstances different from recruiting civil servants. There is no direct correlation between their employment and the freeze on civil service recruitment.

Non-civil service contract staff are engaged on a short-term basis and the number of such staff changes from time to time. As at 31 December 2000, there are some 9 000 non-civil service contract staff employed in various government departments (breakdown at Annex). However, we have no ready information on the total expenditures involved in these staff as they are met from different departmental votes.

- (b) We have no ready information on the number of non-civil service contract staff whose employment contract will expire in 2001-02. The recruitment to the civil service and the employment of non-civil service contract staff are for different operational reasons. The former is made to meet permanent service needs that require a stable team of civil servants with relevant experience and expertise whereas the latter is to meet service needs that are part-time or short-term or fluctuating. It is for individual departments to consider whether to recruit to fill their civil service vacancies, having regard to their requirements for permanent staffing to meet service needs on a long-term basis.
- (c) Non-civil service contract staff are employed on terms distinct from civil servants. They will have to apply for civil service vacancies through recruitment exercises, and to be selected for appointment on the basis of objective selection criteria. If selected, the staff will be appointed on the same basis as new recruits. Heads of department/grade may decide to reduce the length of the probation period by no more than one and a half years where they are satisfied that the previous performance records of the recruits serve to meet partially the requirement for observation.

Signature \_\_\_\_\_

Name in block letters Joseph W P WONG

Post Title Secretary for the Civil Service

Date 17 March 2001

						<i>Annex</i>	
<b>Summary of Non-Civil Service Contract Staff Employed by Government Departments (Position as at 31 December 2000)</b>							
		No. of	No. of	Total			
Bureau/Department		Full-time Staff	Part-time Staff	of Staff			
Agriculture, Fisheries and Conservation Department		57	13	70			
Architectural Services Department		30	-	30			
Audit Commission		2	-	2			
Buildings Department		127	-	127			
Customs and Excise Department		56	-	56			
Census and Statistics Department		685	3	688			
Civil Aviation Department		15	2	17			
Civil Engineering Department		41	-	41			
Chief Executive's Office		2	-	2			
Commerce and Industry Bureau		2	1	3			
Companies Registry		22	-	22			
Civil Service Bureau		1	-	1			
Correctional Services Department		16	26	42			
Chief Secretary for Administration's Office		3	1	4			
Civil Service Training and Development Institute		6	49	55			
Department of Health		299	43	342			
Department of Justice		72	-	72			
Drainage Services Department		76	-	76			
Education Department		582	13	595			
Education and Manpower Bureau		64	1	65			
Electrical and Mechanical Services Department		194	-	194			
Environment Protection Department		133	1	134			
Economics Services Bureau		3	-	3			
Finance Bureau		1	-	1			
Food and Environmental Hygiene Department		325	-	325			
Financial Services Bureau		1	-	1			
Fire Services Department		42	-	42			
Government Flying Service		5	-	5			
Government Laboratory		43	-	43			

Government Land Transport Agency		5	-	5
Government Property Agency		6	-	6
Government Supplies Department		56	-	56
Home Affairs Bureau		6	-	6
Home Affairs Department		38	137	175
Housing Bureau		1	-	1
Hong Kong Observatory		2	-	2
Hong Kong Police Force		84	-	84
Highways Department		57	-	57
Health and Welfare Bureau		1	1	2
Immigration Department		93	-	93
Intellectual Property Department		48	-	48
Inland Revenue Department		90	-	90
Information Services Department		18	-	18
Innovation and Technology Commission		9	6	15
Information Technology Services Department		49	-	49
Judiciary		101	-	101
Labour Department		45	-	45
Legal Aid Department		9	-	9
Lands Department		23	-	23
Leisure and Cultural Services Department		917	1 169	2 086
Land Registry		34	-	34
Marine Department		33	-	33
Management Services Agency		12	-	12
Office of the Telecommunications Authority		38	-	38
Official Languages Agency		2	-	2
Official Receiver's Office		30	-	30
Planning Department		9	-	9
Post Office		933	590	1 523
Printing Department		2	-	2
Registration and Electoral Office		164	-	164
Radio Television Hong Kong		168	-	168
Rating and Valuation Department		24	4	28
Security Bureau		12	11	23
Student Financial Assistant Agency		132	-	132
Social Welfare Department		281	338	619
Transport Department		23	-	23
Television and Entertainment Licensing Authority		6	1	7
Trade and Industry Department		5	-	5
Treasury		39	-	39
University Grants Committee Secretariat		8	-	8

Water Supplies Department		117		-		117	
<b>TOTAL :</b>		<b>6 635</b>		<b>2 410</b>		<b>9 045</b>	

Examination of draft Estimates of Expenditure 2001-02**CONTROLLING OFFICER'S REPLY TO  
WRITTEN/SUPPLEMENTARY QUESTION**

Head : 143 – GS : Civil Service Bureau

Subhead (No. & title) :

Programme : Human Resource Management

Controlling Officer : Secretary for the Civil Service

Bureau Secretary : Secretary for the Civil Service

Question :

- (d) what are the rules governing claims of overtime allowance for Chauffeur grade and what were the actual provisions for the allowance in the past two years;
- (e) what is the provision for consolidated overtime allowance for Chauffeur grade within the total provision for allowances under Subhead 002;
- (f) what were the median and average hours of consolidated overtime work of the Chauffeur grade in the past two years?

Asked by : Hon CHAN Kwok-keung

Reply :

- (a) Chauffeur grade officers are deployed to provide driving service for senior officers at D7 or above and they often have to work long and irregular hours in excess of the normal working hours. As approved by the Finance Committee, for the months which a Chauffeur has performed overtime, he will be paid a consolidated overtime allowance at monthly flat rates from \$5,240 to \$7,145, depending on the substantive pay points of the Chauffeur. The consolidated overtime allowance is meant to cover the first 100 hours of overtime work in a month. Overtime performed in excess of 100 hours will be compensated at 1% of the monthly rate per hour.

The actual expenditure of consolidated overtime allowance in 1998-99 and 1999-2000 for the entire Chauffeur grade in the service is \$6.35 million and \$6.24 million respectively.

- (b) There are now 59 Chauffeur grade officers serving in 26 bureaux and departments. These bureaux and departments have made a total provision of \$5.95 million for the anticipated consolidated overtime allowance payment in 2001-02.
- (c) The median and average hours of overtime work of the Chauffeur grade in the past two years are appended below –

Year	Annual median hours of overtime work undertaken by a Chauffeur	Annual average hours of overtime work undertaken by a Chauffeur
1998-99	1 232	1 226
1999-2000	987	1 156

Signature

Name in block letters

Post Title

Date

\_\_\_\_\_

Joseph W P WONG

\_\_\_\_\_

Secretary for the Civil Service

\_\_\_\_\_

17 March 2001

\_\_\_\_\_



Bureau Serial No.

CSB-026

Question Serial No.

1150

Examination of draft Estimates of Expenditure 2001-02  
**CONTROLLING OFFICER'S REPLY TO  
WRITTEN QUESTION**

Head : 143 - GS : Civil Service Bureau

Subhead (No. & title) :

Programme : Human Resource Management

Controlling Officer : Secretary for the Civil Service

Bureau Secretary : Secretary for the Civil Service

Question : Please give details of the pilot scheme on team-based performance rewards, including the names of the bureaux and departments participating in the previous year and in the coming year, the number of participants, the nature of the rewards and the estimated expenditure.

Asked by : Hon CHEUNG Man-kwong

Reply :

We announced in October 2000 the proposal to introduce a pilot scheme on team-based performance rewards in selected departments in 2001. Participation in the scheme is entirely voluntary and we have given a three-month period for departments to consult their staff and consider joining the pilots. As at the deadline, 10 departments have indicated an interest in participating in the scheme. They are Buildings Department, Electrical & Mechanical Services Trading Fund, Government Flying Service, Government Property Agency, Home Affairs Department, Housing Department, Information Technology Services Department, Judiciary Administration of Judiciary, Leisure and Cultural Services Department, and Rating and Valuation Department.

Some of the departments have indicated their intention to try the scheme out in selected units and some propose to implement the reward scheme throughout the departments. Both approaches are acceptable. While we have no fixed view of the number of departments which may participate in the scheme, we do not expect to start all the pilot schemes at the same time but will introduce them in the departments by phases. Depending on the outcome of the pilots, we will consider introducing the scheme on a wider scale.

We will employ outside consultants to offer advice and assistance to departments in devising and implementing the pilots. Our initial idea is that staff in the top performing teams should receive a reward set at about half a month of the officer's substantive salary. Participating departments will fund the reward scheme using their own departmental funds under their "Save and Invest" account. No additional funds will be provided to departments for the purpose.

We expect to enter into contract with the outside consultants in March and the pilots will start in mid 2001. The consultancy will cost around \$3.8 million. As we have not yet decided on the number of departments to participate in the first-phase pilot and the scheme details for each department, we are unable to provide an estimate on the expenditure on the reward scheme at this stage.

Signature	_____
Name in block letters	Joseph W P WONG
Post Title	Secretary for the Civil Service
Date	16 March 2001

Bureau Serial No.

CSB-027

Question Serial No.

1151

Examination of draft Estimates of Expenditure 2001-02  
**CONTROLLING OFFICER'S REPLY TO  
WRITTEN QUESTION**

Head : 143 – GS : Civil Service Bureau

Subhead (No. & title) : 700 Item 014  
Consultancy service for Team-based  
Performance Reward Scheme

Programme : Human Resource Management

Controlling Officer : Secretary for the Civil Service

Bureau Secretary : Secretary for the Civil Service

Question : Please provide details of the provision of \$3,800,000 under Subhead 700  
Item 014: Consultancy Service for Team-based Performance Reward  
Scheme.

Asked by : Hon CHEUNG Man-kwong

Reply :

The provision of \$3.8 million under Subhead 700 Item 014 is for the consultancy service which we will employ to offer advice and assistance to departments participating in the pilot scheme on team-based performance rewards. We expect the consultancy to cost around \$3.8 million. Participating departments will fund the reward scheme using their own departmental funds under their "Save and Invest" account. No additional funds will be provided to departments for the purpose.

Signature

Name in block letters Joseph W P WONG

Post Title Secretary for the Civil Service

Date 16 March 2001

Bureau Serial No.

CSB-028

Question Serial No.

1152

Examination of draft Estimates of Expenditure 2001-02

**CONTROLLING OFFICER'S REPLY TO  
WRITTEN/SUPPLEMENTARY QUESTION**

Head : 143 - GS : Civil Service Bureau

Subhead (No. & title) :

Programme : Human Resource Management

Controlling Officer : Secretary for the Civil Service

Bureau Secretary : Secretary for the Civil Service

Question : Will the authority put the electronic version of the Civil Service Regulations on the Internet? If so, when will it be done and what will be the expenditure incurred? If not, what is the reason?

Asked by : Hon. CHEUNG Man-kwong

Reply :

We are updating the overall design of the Civil Service Bureau web-site with a view to enhancing its user-friendliness and the provision of public information on the civil service. We shall consider whether there is a need to put the Civil Service Regulations on the Internet in the updating exercise, having regard to the nature of the regulations and the ready accessibility to it by the users.

Signature \_\_\_\_\_

Name in block letters \_\_\_\_\_

Joseph W P WONG

Post title \_\_\_\_\_

Secretary for the Civil Service

Date \_\_\_\_\_

17 March 2001

Bureau Serial No.

CSB-029

Question Serial No.

1324

Examination of draft Estimates of Expenditure 2001-02

**CONTROLLING OFFICER'S REPLY TO  
WRITTEN/SUPPLEMENTARY QUESTION**

Head: 143-GS : Civil Service Bureau

Subhead (No. & title) : 700

General other non-recurrent

Programme : Human Resource Management

Controlling Officer : Secretary for the Civil Service

Bureau Secretary : Secretary for the Civil Service

Question :

- (a) In respect of Item 006 "Development of human resource management initiatives in the civil service", what progress has been made in the past two years; what is the work plan for 2001-02; and how many departments are expected to implement the scheme and what is the estimated expenditure for the year?
- (b) In respect of Item 009 "Pilot scheme to provide expert counselling services to help staff cope with work pressure", what is the estimated expenditure for 2001-02; what progress has the pilot scheme made in the past two years; what are the work plan and estimated expenditure for 2001-02?
- (c) In respect of Item 002 "Promotion of occupational safety and health in the civil service", what are the work plan and estimated expenditure for 2001-02?
- (d) In respect of Item 004 "Management information consultancy study on information requirements on human resource management in Civil Service Bureau", what are the purpose, scope and time schedule of the study and

what is the estimated expenditure for 2001-02?

Asked by : Hon TAM Yiu-chung

Reply :

(a)

### **Progress**

Progress of development of human resource management (HRM) initiatives in the years 1999-2000 and 2000-01 are as follows -

(i) *HRM projects –*

19 and 22 departments have been allocated funds to conduct 27 and 36 HRM projects respectively. These projects included enhancement of performance management system, development of HR information system, reviewing staffing structure, organising HRM workshops and seminars and conducting staff opinion surveys.

(ii) *HRM guides*

In order to provide practical guide and advice to middle and junior managers, guidebooks on HRM issues were published. These guide books included Guide on Staff Relations, Guide on Staff Motivation, Good Practices for Managers and HRM Good Practices Guide.

(iii) *Pilot scheme to enhance HRM expertise in departments*

To further enhance the HRM expertise in departments, a pilot scheme of engaging an outside HRM expert in a department was launched in 2000-01. It is expected that the HRM expert would bring in experience and insight from the private sector and help the department enhance its HRM expertise.

### **Work Plan**

In 2001-02, the estimated expenditure for development of HRM

initiatives is \$2 million. We plan to implement the following initiatives to keep up the HRM momentum in the civil service -

- (i) To continue to sponsor departments to implement HRM projects. We expect that more than 20 departments will receive financial assistance to launch HRM initiatives.
- (ii) To publish three more thematic guide books on HRM.
- (iii) To organise service-wide seminars to share experience of good practices to promote quality service culture in the civil service.

(b)

## **Progress**

The scheme to provide expert counselling service to help staff cope with work pressure is a two-year pilot scheme for 1999-2000 and 2000-01.

Phase one of the pilot scheme conducted between 1 June 1999 and 28 February 2000 covered some 30 000 officers in 13 selected bureaux/departments. Altogether 634 counselling sessions were conducted for 157 staff during the nine months.

Phase two of the scheme conducted between 1 September 2000 and 28 February 2001 was extended to cover some 120 000 staff in 82 bureaux/departments, 1 250 counselling sessions were conducted for 455 officers in the six months.

## **Work Plan**

The Civil Service Bureau (CSB) will conduct an overall review in 2001-02 to evaluate the effectiveness of the pilot scheme and to assess the long-term need for providing the expert counselling service. Pending the outcome of the review, departments will be encouraged to hire their own counselling agencies to provide the required service to their staff if they see the need.

(c)

### **Work Plan**

The government has been promoting the implementation of the safety management system in the civil service to ensure the safety and health of staff at work. The work plan in 2001-02 is as follows -

- (i) The continued engagement of the Occupational Safety and Health Council to promote auditing services on safety management systems implemented by bureaux/departments for the purpose of encouraging continuous improvement.
- (ii) The organisation of promotional activities such as experience sharing sessions, talks, seminars on a quarterly basis to further enhance staff's awareness of occupational safety and health. Actions are in hand to organize the following activities:
  - A series of seminars on Driving Safety to enhance civil servants' awareness of road safety to prevent occurrence of accidents.
  - A seminar on Emergency Preparedness to equip staff with knowledge and skills to deal with potential dangerous or violent situations at work.
  - Talks to educate staff to take precautionary measures against possible risks at work (such as wearing safety gears and using protective equipment) .
  - Experience sharing sessions for government departments to share among themselves the effective measures and practices in promoting safety and health of staff at work.

### **Estimated Expenditure for 2001-02**

The total estimated expenditure in 2001-02 for promoting occupational safety and health in the civil service is \$1.15 million.



(d)

### **Purposes**

The purposes of the consultancy study are -

- (i) to define the user requirements of a computerised HRM system for use by the CSB to facilitate efficient compilation and sharing of HRM and civil service management information among the various divisions of CSB;
- (ii) to recommend effective and efficient means to assist the collection of HRM and civil service management information from government departments;
- (iii) to define a core departmental HRM system for use by departments in assisting the implementation of HRM, compilation of civil service management information and efficient administration of personnel management; and
- (iv) to establish the viability of rolling out the Computerised HRM Information System (CHRMIS) to other bureaux/departments having the need for one.

### **Scope of Study**

The consultancy study will include the following tasks -

- (i) to identify and consolidate both the internal and external information needs of each CSB division with a view to establishing a central database for shared use and reference;
- (ii) to identify other sources of useful information within the civil service e.g. the Treasury's payroll system and the Civil Service Training and Development Institute's training database and the interfacing of the CHRMIS with these systems; and
- (iii) to review the departmental personnel management functions with a view to devising the core information requirements of a personnel information system.

### **Time Schedule of the Study**

We shall invite the shortlisted consulting firms to submit detailed proposals in March/April 2001. Allowing four months for the necessary vetting and selection procedures, we expect to be able to appoint a consultant to start the consultancy study in September 2001. The 9-month consultancy study is expected to be completed in June 2002.

### **Estimated Expenditure in the financial year 2001-02**

The estimated expenditure for the year 2001-02 is \$2.9 million.

Signature	_____
Name in block letters	<u>Joseph W P WONG</u>
Post title	<u>Secretary for the Civil Service</u>
Date	<u>19 March 2001</u>

Bureau Serial No.

CSB-030

Question Serial No.

1325

Examination of draft Estimates of Expenditure 2001-02

**CONTROLLING OFFICER'S REPLY TO  
WRITTEN/SUPPLEMENTARY QUESTION**

Head 143 – GS : Civil Service Bureau      Subhead (No. & title) : 001  
Salaries and 149 General  
departmental expenses

Programme : Human Resource Management

Controlling Officer : Secretary for the Civil Service

Bureau Secretary : Secretary for the Civil Service

Question :

- (a) The Civil Service Bureau will delete 19 posts in 2001-02, representing a decrease of 5.2%. What are the 19 posts to be deleted?
- (b) Regarding Subhead 149 General departmental expenses, there is a decrease of 38.6% in the revised estimate against the approved estimate for 2000-01. The Administration attributes this to the lower than expected requirements in hiring services, postage and furniture and equipment. Please specify the differences in money terms between the estimated and actual requirements for these items. What are the reasons for such differences? What are the respective estimated expenditures for these items in 2001-02?

Asked by : Hon TAM Yiu-chung

Reply :

- (a) The 19 posts to be deleted in 2001-02 are –
- (i) seven time-limited project posts:

<u>No.</u>	<u>Post</u>
1	Chief Executive Officer
2	Senior Executive Officer

1	Executive Officer I
1	Clerical Officer
1	Assistant Clerical Officer
1	Personal Secretary II
<hr/>	
7	

(ii) 12 posts for Enhanced Productivity Programme contributions:

<u>No.</u>	<u>Post</u>
1	Clerical Officer
1	Assistant Clerical Officer
2	Clerical Assistant
2	Office Assistant
3	Personal Secretary II
3	Typist
<hr/>	
12	

(b)

As the current financial year is not yet closed, information on the actual requirements is not available. We can provide the differences between the approved estimate and the revised estimate for 2000-01 for hiring of services, postage and furniture and equipment as follows –

Item	<u>Approved estimate</u> (\$ million)	<u>Revised estimate</u> (\$ million)	Difference (\$ million)
Hiring of services (including professional and other services)	17.00	8.00	9.00
Postage	1.80	0.90	0.90
Furniture and equipment	1.50	0.60	0.90

The services that are funded under Subhead 149 General departmental expenses include services from professional bodies and consultants to the Civil Service Bureau and other bureaux/departments to support human resource management initiatives including promotion of customer services and improvement to recruitment examinations. The decrease in the revised estimate for hiring of services is mainly due to delay in some projects and the lower than anticipated costs of some services hired. For postal expenses, the downward adjustment of \$900,000 is mainly attributable to our initiative to switch the mode of document delivery to electronic means. The number of other postal items is also lower than expected. As regards furniture and equipment, the decrease in requirement is mainly attributable to our effort in optimizing the use of existing furniture and equipment as well as to the reduced cost of

some equipment, for example, personal computers.

The estimated expenditure on hiring of services, postage and furniture and equipment in 2001-02 is \$17 million, \$900,000 and \$800,000 respectively.

Signature	_____
Name in block letters	<u>Joseph W P WONG</u>
Post title	<u>Secretary for the Civil Service</u>
Date	<u>19 March 2001</u>