

For discussion on
9 July 2007

**Legislative Council Panel
on Information Technology and Broadcasting**

**Update on implementation of Digital 21 Strategy
and the E-government Programme**

Purpose

This paper updates Members on the latest progress on the implementation of the Digital 21 Strategy and the e-government programme.

Background

2. The Office of the Government Chief Information Officer (OGCIO) provides regular updates to Members on the implementation of the Digital 21 Strategy and the e-government programme. In November 2006, we briefed the Panel on the key action areas under the draft 2007 Digital 21 Strategy. In January 2007, we updated Members on the progress made in information and communications technology (ICT) development in Hong Kong through the implementation of successive Digital 21 Strategies since the release of the first document in 1998. In June 2006, we briefed Members on the progress of major e-government initiatives.

Update on implementation of Digital 21 Strategy

3. The Digital 21 Strategy sets out our vision of strengthening Hong Kong's status as a leading digital city in a globally connected world. The ensuing paragraphs set out updates on the implementation of the

Strategy since our last report in January this year.

Promoting adoption of new technologies

4. With the support of the Panel, we obtained the approval of the Finance Committee on 25 May in creating a new commitment of \$217.6 million to provide Wi-Fi facilities at about 350 Government premises for free use by the public in the coming two years. Wi-Fi networks will first be installed, within one year, in public libraries, major cultural and recreational centres, community halls, large parks and Government offices frequently visited by the public.

5. The programme will bring benefits to citizens, the commercial sector, the ICT industry, the Government and Hong Kong as a whole. Visitors to the Government premises to be covered under the programme can access the Internet conveniently free-of-charge. The wider availability of Wi-Fi networks will facilitate the delivery of e-government services through the wireless and mobile channel. Outsourcing the implementation and operation of the programme will bring new business opportunities to the local ICT industry. The programme is also expected to stimulate the development of wireless and mobile applications which will be conducive to the development of the ICT industry and the wider economy. All these will help uphold Hong Kong's status as a leading digital city.

6. In implementing the new initiative, we will ensure that our contractors have taken necessary precautions in compliance with international guidelines and regulatory code of practices to provide the best security and health protections to citizens. At the same time, the Government will maintain a regulatory regime that is conducive to fostering market activities in providing wireless access points in commercial premises. Government properties and facilities in public streets (such as lamp poles) are being made available at nominal rent to enable commercial operators to set up hotspots and base stations.

Technological cooperation with the Mainland

7. On 21 May 2007, the Government of the Hong Kong Special

Administrative Region concluded the “Shenzhen-Hong Kong Innovation Circle” arrangement with the Shenzhen Municipal Government under the cooperation framework of the Mainland/Hong Kong Science and Technology Cooperation Committee. The objective of the agreement is to promote and enhance ICT collaboration between Shenzhen and Hong Kong, including the exchange of talent and sharing of resources, with a view to creating synergy between and upgrading innovative resources and activities in the two places.

8. The governments of the HKSAR and Shenzhen will set up a Steering Group comprising senior government officials and representatives of technology support organizations from both sides, so as to map out the implementation details of the “Shenzhen-Hong Kong Innovation Circle”. The Steering Group will also coordinate technology collaboration and exchanges between the two sides, in areas such as promoting interaction between research and development (R&D) organizations and tertiary institutes, fostering education in science/technology and an innovative culture, and facilitating the commercialization of R&D deliverables. The “Shenzhen-Hong Kong Innovation Circle” will strengthen Hong Kong’s position as a hub for technological cooperation and trade in the region.

Building an inclusive, knowledge-based society

9. In February 2007, a research team of the University of Hong Kong (HKU) was commissioned by the OGCIO to conduct a study to identify the barriers to ICT adoption amongst different disadvantaged groups in Hong Kong. Six disadvantaged groups are covered under the study, namely the elderly, children of low-income families, female homemakers, new arrivals, single parents, and persons with disabilities and/or chronic illness. Focus groups have been organized for each of the disadvantaged groups, comprising members of the group concerned as well as trainers/staff in non-government organizations (NGOs) who are familiar with the specific clientele.

10. The research team has been conducting interviews with focus groups since April 2007. Initial findings for the elderly group revealed that apart from affordability issues, some elders consider that there are

insufficient training classes at community centres in their neighbourhood and they do not have a ready enquiry channel when they encounter problems in using computers. As for children of low-income families, while the “Computer Recycling Scheme” implemented from the 2005/06 to 2006/07 school years has increased home computers and Internet penetration rate of students to around 95% and 92% respectively, the HKU study revealed that some students cannot afford the monthly Internet service charge and cost of software, while others find difficulties in respect of the maintenance and repair of computers. Moreover, some students observe that the computers in public libraries are often occupied, and the time allowed for each user is rather limited.

11. The research team is now consolidating the findings for the other four disadvantaged groups. Based on the findings, the HKU team will make recommendations for the Government’s consideration. To ensure that a holistic approach is taken in tackling the digital divide issue having regard to the needs of different disadvantaged groups, a task force comprising representatives from relevant government departments as well as industry and community stakeholders will be set up in the latter part of 2007 to formulate a strategy and initiatives for digital inclusion. The task force will take account of the findings and recommendations of the HKU study in its work.

12. In respect of promoting the wider use of ICT among small and medium-sized enterprises (SMEs), we have conducted sector-specific e-business promotion programme (SSP) since 2004 in collaboration with professional bodies to enhance awareness and ICT capabilities of SMEs through disseminating best practices, rendering technical support and assisting in the development of industry portals for knowledge-sharing and collaboration. Six business sectors have so far benefited under the programme¹. In February 2007, we launched a new round of SSP to sponsor e-business promotion in five business sectors: (i) watches and clocks, (ii) beauty services, (iii) medical and health, (iv) social services and (v) trade. Pilot e-business applications will be developed and training courses will be conducted for firms and practitioners in the targeted sectors. At the same time, the Government is exploring with

¹ They are travel agents, private medical practitioners, drugstores, logistics companies, accountants and beauty services.

the ICT industry the possibility of offering all-in-one packages to SMEs, including computer hardware and software, Internet connection and support services at affordable prices.

Update on the e-Government Programme

13. Updates on the key e-government initiatives since the last report submitted in June 2006 are provided in the ensuing paragraphs.

GovHK

14. The new one-stop portal, GovHK (www.gov.hk), was soft launched on 6 September 2006 for public trial use. Customer satisfaction survey conducted after the soft launch found that over 80% of the respondents liked GovHK and considered its content easy to find and understand.

15. As mentioned in the last update, the Government Information Centre (GIC) (www.info.gov.hk) would co-exist with GovHK for some time and would be decommissioned when we are satisfied that the general public have no major accessibility and usability problems with GovHK. Taking into account the findings of the customer satisfaction survey and the result of accessibility tests conducted with visually impaired individuals, we have made improvements to the portal and released an enhanced design on 10 May this year. The GIC was then retired in late May, and members of the public accessing www.info.gov.hk are now directed to GovHK.

16. The number of monthly visits to GovHK had been increasing steadily from around 137,000 in September 2006 to around 276,000 in April 2007. While no major publicity was done in late 2006 and early 2007 as part of the soft launch approach, we began to launch active publicity to prepare for the decommissioning of the GIC in May this year. When the first set of Announcement of Public Interest (API) was broadcast on television and radio in May 2007, we observed a significant rise in monthly visits to GovHK to 505,000 within the same month. To further publicise GovHK and to tie in with the Celebration of the 10th

Anniversary of the Hong Kong Special Administrative Region, we plan to hold an official launch ceremony in August this year. Other promotion and publicity activities under planning include road shows, print advertisements, online advertising and further television and radio API in the latter half of the year.

17. At the same time, we are continuing our efforts in enriching the content of GovHK. Feature articles consolidating relevant information on specific topics² from different Government bureaux and departments (B/Ds) have been introduced to facilitate citizens' access to government information and services they need in an integrated and user-friendly manner. New online services from various departments are also being added to GovHK, e.g. the new appointment booking service for driving licence renewal was rolled out on GovHK in March 2007. Other new features in the pipeline include a 'Youth Cluster' being developed by the Efficiency Unit, which will provide a range of useful information and services for the 15 to 24 year-olds in Hong Kong; an enhanced one-stop RSS (Really Simple Syndication) subscription service to facilitate access to frequently-updated government news and information; and a platform for hosting useful geospatial information provided by different B/Ds. Moreover, existing government services on the *ESDlife* portal will be migrated to GovHK before the expiry of our contract with the operator of the Electronic Service Delivery Scheme³ in January 2008.

18. As regards private sector participation on GovHK, based on the positive feedback in customer surveys, we will in consultation with the relevant organizations and B/Ds, start incorporating into GovHK information and services of public utility enterprises (e.g. electricity and gas companies, public transportation companies) and NGOs (e.g. Tung Wah Group of Hospitals and Po Leung Kuk).

² Feature articles aim at providing comprehensive information to users on a specific topic. An example is the hiring of domestic helper available at "<http://www.gov.hk/en/residents/employment/recruitment/domestichelper.htm>")

³ For the 12-month period from April 2006 to March 2007, the average monthly number of transactions on *ESDlife* portal has exceeded 280,000 and the average monthly page view was over 16.3 million. Over 15 million e-government transactions have been conducted through the *ESDlife* portal since its launch in 2001. The ESD Scheme has been enhanced in March 2007 to improve the usability of the application to foster usage of e-tax filing of the Inland Revenue Department (IRD). In 2006, about 110,000 people have used e-tax filing to submit tax returns, representing 68% increase from previous year. Upon the end of the replacement exercise for the Hong Kong Smart Identity Card on 1 April 2007, more than 2.8 million transactions have been recorded on the *ESDlife* portal for appointment booking service.

19. We conducted an Expression of Interest (EOI) exercise from mid December 2006 to mid February 2007 to gauge market interest in providing value-added content and services on GovHK, offering service delivery channels additional to the online channel, and/or operating individual service clusters on GovHK. A total of 12 submissions were received. We are now consulting relevant B/Ds on the proposals received and planning a customer research to determine whether the proposals are acceptable and appropriate from both the Government and citizens' perspectives.

E-Services

20. Currently, about 1,200 Government services have been provided with e-options, and over 95% of the Government forms (about 2,500 forms) are available on the Internet through the Government Forms website and/or the departmental websites. Details on e-services and Government forms available on the Internet are set out at **Annexes I and II** respectively.

21. The Government will continue its efforts in providing integrated, customer-centric e-services to better serve the public. There are 79 Government forms currently unavailable through the electronic channel, out of which 28 will be made available on the Internet from June to September 2007. We will encourage the relevant B/Ds to make available all their forms through the Internet where feasible. Some B/Ds are providing or planning to provide e-bill/statement to the public. The OGCIO will work with the remaining B/Ds to examine the feasibility of providing e-options for the bills/statements they issue.

Channel Management

22. Upon the official launch of GovHK in August and further familiarizing the public with this new platform, we plan to develop a channel management guide in 2007/08 to facilitate B/Ds in formulating their own strategy for better managing their service delivery channels.

Business Case for Government ICT Investments

23. In March 2007, we completed a consultancy study on Business Case for Government ICT Investments. The objective of the study is to establish a systematic and consistent framework to assist B/Ds in developing the business cases for Government ICT projects. Key recommendations of the study include –

- (a) All ICT investment should be clearly linked to the delivery of the Government's policy objectives;
- (b) Business measurements should be enhanced to capture baseline costs and performance;
- (c) In justifying an ICT project, the cost and benefits should be measured. These include not only financial benefits, but business benefits which should be quantified as far as possible (e.g. reduction in waiting time for users); and
- (d) The realization of the expected benefits should be tracked after project completion.

24. To assist B/Ds in adopting the new framework for developing the business case, a Management Guide is produced as part of the deliverables of the study to promulgate the recommended processes, methodologies and tools to be used. The Guide has been issued to all B/Ds. At the same time, the OGCIO will make necessary changes to existing funding application processes and procedures so as to implement the recommendations of the study.

Electronic Information Management Strategy

25. With wider adoption of ICT in the daily operation of the Government and our communication with the public, information is increasingly generated in the electronic form. However many B/Ds are still managing information (filing, circulation, retrieval) in a paper-base mode. We aim to formulate an electronic information management

(EIM) strategy in 2007/08 to encourage B/Ds to adopt e-solutions for information management, so as to improve operational efficiency, information security, data sharing and knowledge management capabilities, and to reduce paper consumption and file storage space.

Electronic Procurement (e-procurement)

26. In January 2007, the Finance Committee approved the creation of a commitment of \$49.2 million for the implementation of the e-Procurement Pilot programme. The pilot will be conducted at three departments, namely the OGCIO, the Immigration Department and the Environmental Protection Department.

27. E-procurement functions (namely Procurement Portal, e-Catalogue, e-Sourcing and internal workflow system) will be rolled out progressively in the pilot departments from 2008 to June 2009. Change management for both users and suppliers will form an integral part of the pilot programme to facilitate the transformation process. A review will be conducted six months after the full operation of the programme. The findings will form the basis for the Government to consider the way forward for extending e-procurement programme to other B/Ds.

Smart Identity (ID) Card

28. Since the rollout of the smart ID card in June 2003, the Immigration Department (ImmD) has issued about 7.3 million cards by the end of the replacement exercise in April 2007. Amongst the smart ID cards issued, about 1.26 million are embedded with free e-Certs for cardholders to carry out secure online transactions and about 0.45 million have been enabled to carry out library card function at the Hong Kong Public Libraries. As at April 2007, a total of 246 Automated Passenger Clearance (APC) e-channels and 40 Automated Vehicle Clearance (AVC) e-channels have been installed at various control points. There are 138.5 millions movement records of passengers and 9.2 millions records of drivers who have used the e-channels.

29. The Transport Department is studying the feasibility and the legal implications of allowing driving licence holders the option of not

carrying their licence while driving.

30. The Leisure and Cultural Services Department (LCSD) will launch self-service kiosk for booking sports facilities and leisure activities in 2007. Similar to the library card application, LCSD will use the necessary card face data (CFD) stored in the chip embodied in the smart ID card to facilitate members of the public to perform the booking procedures at self-service kiosks.

31. The OGCIO is implementing a pilot infrastructural authentication service using the secure personal identification number (Secure PIN) embodied in the smart ID card. The pilot service aims to create a test environment on which to verify the usability of the Secure PIN function and the CFD function of smart ID card to support authentication for e-government services. The OGCIO will invite interested B/Ds in the latter half of this year to take part in the pilot.

Property Information Hub (PIH)

32. The PIH aims to make property related data held by the Government more accessible and transparent to the public by aligning the relevant information held by the Rating and Valuation Department (RVD) and the Land Registry (LR), and making available the integrated data to private sector entities to provide value-added services.

33. In view of LR's preoccupation with competing priorities in relation to the Land Titles Ordinance, RVD will first roll-out its new departmental e-service in 2008 to enable online public access to its property data. LR data is already available online through the Integrated Registration Information System (IRIS) service. It is still our goal to achieve an integrated PIH and an incremental approach will be adopted to take forward the initiative. Once LR is ready to fully participate, it would work with RVD to provide an integrated service for users to directly access property related information held by both departments. RVD and LR will then consider suitable private sector participation to provide value-added services.

Government-to-Employee (G2E) and Government-to-Government (G2G) Services

34. After completing an IT Accessibility Programme (AP) in September 2006, some 93% of our staff have access to computer facilities. With the provision of an e-enabled environment in B/Ds, we shall further drive the adoption of G2E and G2G services within the Government.

35. The e-Payroll and Benefits initiative enable all Government officers to enquire and transact payroll related business with the Treasury on a self-service basis through the e-Payroll system. Phase 1 e-Payroll functions were implemented in April 2004 for users to enquire payroll and benefit information online. Phase 2 functions will be implemented in the first quarter of 2008. By then, staff will be able to update their personal information and apply for allowance online.

36. Sponsored by the Civil Service Bureau, the Medical and Dental Benefits Eligibility Checking System (ECS) is under development jointly by the Treasury, Hospital Authority (HA) and Department of Health (DH). Upon roll-out of the ECS, eligible persons (namely civil servants, pensioners, staff of HA and Legislative Council Secretariat, and their dependants) will no longer need to bring the relevant paper form (i.e. GF 181 / Try 447 / HA 181 / LS 181) to the hospitals and clinics of the HA and DH to receive medical/dental treatment benefits. First phase implementation (covering pensioners and their eligible dependants) will be rolled-out by end 2007 and second phase covering other eligible persons will be completed in the second quarter of 2008.

37. To facilitate the training administration process at B/D level, the Civil Service Training and Development Institute (CSTDI) of the Civil Service Bureau will commence a service-wide programme for B/Ds to set up their Training Administration System. The programme aims to automate and standardize the training nomination process and enhance the visibility and availability of training information to individual staff, supervisors and training administration staff. It also facilitates CSTDI in the formulation of training policies. CSTDI, in consultation with B/Ds, will work out the detail implementation schedule for the service-wide programme. It is anticipated that the programme will be completed

within 5 years' time, i.e. by end 2012.

38. Regarding G2G services, the government intranet is now supporting 21 G2G applications and more than 220 information items and services including internal circulars, guidelines and best practices can be accessed across the government. In 2007, four more applications will be rolled-out.

Conclusion

39. The government will continue its efforts in providing e-services to better serve citizens and businesses, through transforming and joining-up government processes. We will announce the next version of the Digital 21 Strategy later this year and will continue to update Members regularly on progress in implementing the Strategy and the e-government programme.

**Office of the Government Chief Information Officer
Commerce and Economic Development Bureau
July 2007**

Annex I E-services provided by Bureaux and Departments

Bureau / Department	Booking of service/ facility or appointment	Changing particulars	Submitting application or registration	Submitting return or notification	Making enquiry	Others	Total
All Policy Bureaux	2	1	34	2	14	14	67
Agriculture, Fisheries and Conservation Department		1	17		2		20
Auxiliary Medical Service			6		1		7
Architectural Services Department		1	3			3	7
Audit Commission			2		1		3
Buildings Department			7		1	1	9
The Office of the Government of the HKSAR in Beijing			2		1		3
Customs and Excise Department	2		17	14	1		34
Census and Statistics Department		1	9	5	3	5	23
Civil Aviation Department		1	16	3	1	1	22
Civil Aid Service			2		1		3
Civil Engineering and Development Department			28		2		30
Chief Executive's Office			1		1	1	3
Companies Registry			1	4	1	3	9

Bureau / Department	Booking of service/ facility or appointment	Changing particulars	Submitting application or registration	Submitting return or notification	Making enquiry	Others	Total
Correctional Services Department			3		1		4
Chief Secretary for Administration's Office (Administration Wing)			4		1	3	8
Department of Health	4	2	25	3	14	5	53
Department of Justice			2		1	1	4
Drainage Services Department			9		2	3	14
Electrical and Mechanical Services Department			28		3	1	32
Environmental Protection Department		1	43	6	1	22	73
Chief Secretary for Administration's Office (Efficiency Unit)			1				1
Food and Environmental Hygiene Department	1		16	2	2	3	24
Fire Services Department			12		1		13
Government Flying Service			2		1		3
Government Laboratory			2		1		3
Government Logistics Department			4		1	2	7
Government Property Agency			1		1	1	3

Bureau / Department	Booking of service/ facility or appointment	Changing particulars	Submitting application or registration	Submitting return or notification	Making enquiry	Others	Total
Home Affairs Department			12		1		13
Housing Department		7	14	1	5	10	37
Hong Kong Observatory			6		2	8	16
Hong Kong Police Force			10		1	11	22
Hongkong Post		4	17		3	7	31
Highways Department			7	1		4	12
Independent Commission Against Corruption			1		1	4	6
Immigration Department	5	2	10	6	2	1	26
Invest Hong Kong			4		1		5
Independent Police Complaints Council			3		1		4
Intellectual Property Department		2	8		1	3	14
Inland Revenue Department		4	17	8	1	15	45
Information Services Department			2		2	4	8
Innovation and Technology Commission			12		2	1	15
Joint Secretariat for the Advisory Bodies on Civil Service and Judicial Salaries and Conditions of Service			1	1	1	2	5

Bureau / Department	Booking of service/ facility or appointment	Changing particulars	Submitting application or registration	Submitting return or notification	Making enquiry	Others	Total
Judiciary	2				4	2	8
Legal Aid Department		2	5	2	1		10
Lands Department		1	1		2	6	10
Leisure and Cultural Services Department	3	1	18		2	6	30
Labour Department			31	8	2	9	50
Land Registry		1	5	2	3	5	16
Marine Department	1		13	7	2	1	24
Office of the Commissioner of Insurance		1	8	9	1	3	22
Office of the Telecommunications Authority		2	27	3	7	3	42
Office of the Government Chief Information Officer			5		1		6
Ombudsman					1	1	2
Official Receiver's Office		1	11		1	2	15
Planning Department			2		1	5	8
Public Service Commission			1		1	1	3
Registration and Electoral Office		1					1
Radio Television Hong Kong			3			3	6
Rating and Valuation Department		1	4		2	5	12

Bureau / Department	Booking of service/ facility or appointment	Changing particulars	Submitting application or registration	Submitting return or notification	Making enquiry	Others	Total
Student Financial Assistance Agency		11	16	1	9	1	38
Social Welfare Department			11		3		14
Transport Department	3	1	14	1	1	3	23
Television and Entertainment Licensing Authority		6	33	2	5	7	53
Trade and Industry Department		2	17	8	9	4	40
Treasury			1		2	3	6
University Grant Committee			3		1		4
Water Supplies Department		2	14		2	5	23
Total	23	60	664	99	147	214	1207

Annex II Progress of Bureaux and Departments in making available Government forms through the Internet

Bureaux / Department	No. of forms issued	No. of forms available through the internet	No. of forms not available through the internet	B/Ds with all forms available on the internet
All Policy Bureaux	102	102	0	✓
Agriculture, Fisheries and Conservation Department	16	16	0	✓
Auxiliary Medical Service	8	8	0	✓
Architectural Services Department	1	1	0	✓
Audit Commission	2	2	0	✓
Buildings Department	45	45	0	✓
The Office of the Government of the HKSAR in Beijing	0	0	0	N/A
Customs and Excise Department	50	50	0	✓
Census and Statistics Department	14	14	0	✓
Civil Aviation Department	44	44	0	✓
Civil Aid Service	4	4	0	✓
Civil Engineering and Development Department	38	38	0	✓
Chief Executive's Office	2	2	0	✓
Companies Registry	80	69	11	

Bureaux / Department	No. of forms issued	No. of forms available through the internet	No. of forms not available through the internet	B/Ds with all forms available on the internet
Correctional Services Department	3	3	0	✓
Chief Secretary for Administration's Office (Administration Wing)	9	9	0	✓
Department of Health	98	85	13	
Department of Justice	4	4	0	✓
Drainage Services Department	10	10	0	✓
Electrical and Mechanical Services Department	69	69	0	✓
Environmental Protection Department	60	60	0	✓
Chief Secretary for Administration's Office (Efficiency Unit)	1	1	0	✓
Food and Environmental Hygiene Department	50	47	3	
Fire Services Department	2	2	0	✓
Government Flying Service	2	2	0	✓
Government Laboratory	0	0	0	N/A
Government Logistics Department	4	4	0	✓
Government Property Agency	4	4	0	✓

Bureaux / Department	No. of forms issued	No. of forms available through the internet	No. of forms not available through the internet	B/Ds with all forms available on the internet
Home Affairs Department	35	35	0	✓
Housing Department	49	49	0	✓
Hong Kong Observatory	11	11	0	✓
Hong Kong Police Force	74	74	0	✓
Hongkong Post	17	17	0	✓
Highways Department	18	18	0	✓
Independent Commission Against Corruption	0	0	0	N/A
Immigration Department	169	148	21	
Invest Hong Kong	0	0	0	N/A
Independent Police Complaints Council	3	3	0	✓
Intellectual Property Department	79	79	0	✓
Inland Revenue Department	64	60	4	
Information Services Department	4	3	1	
Innovation and Technology Commission	13	13	0	✓
Joint Secretariat for the Advisory Bodies on Civil Service and Judicial Salaries and Conditions of Service	1	1	0	✓

Bureaux / Department	No. of forms issued	No. of forms available through the internet	No. of forms not available through the internet	B/Ds with all forms available on the internet
Judiciary	243 (Note)	243	0	✓
Legal Aid Department	11	11	0	✓
Lands Department	28	28	0	✓
Leisure and Cultural Services Department	74	74	0	✓
Labour Department	136	133	3	
Land Registry	29	29	0	✓
Marine Department	108	108	0	✓
Office of the Commissioner of Insurance	27	27	0	✓
Office of the Telecommunications Authority	54	54	0	✓
Office of the Government Chief Information Officer	3	3	0	✓
Ombudsman	4	4	0	✓
Official Receiver's Office	20	20	0	✓
Planning Department	17	17	0	✓
Public Service Commission	0	0	0	N/A
Registration and Electoral Office	58	58	0	✓
Radio Television Hong Kong	7	7	0	✓
Rating and Valuation Department	26	26	0	✓

Bureaux / Department	No. of forms issued	No. of forms available through the internet	No. of forms not available through the internet	B/Ds with all forms available on the internet
Student Financial Assistance Agency	63	53	10	
Social Welfare Department	19	19	0	✓
Transport Department	75	75	0	✓
Television and Entertainment Licensing Authority	155	154	1	
Trade and Industry Department	147	135	12	
Treasury	3	3	0	✓
University Grant Committee	2	2	0	✓
Water Supplies Department	20	20	0	✓
Total	2588	2509	79	

Note: 243 forms of Judiciary are for serving the general public and these forms are available through the Internet. There are some more forms targeted at the legal profession, which are not included in this table.