

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

**Controlling Officer : Director of Administration  
Session No. : 4**

<b>Reply Serial No.</b>	<b>Question Serial No.</b>	<b>Name of Member</b>	<b>Head</b>	<b>Programme</b>
<a href="#">S-CSO01</a>	S017	HO Sau-lan, Cyd	142	CSO - Administration Wing
<a href="#">S-CSO02</a>	S030	WONG Kwok-kin	142	Efficiency Unit

Examination of Estimates of Expenditure 2009-10  
**CONTROLLING OFFICER'S REPLY TO  
SUPPLEMENTARY QUESTION**

Reply Serial No.

**S-CSO01**

Question Serial No.

S017

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

Programme: (3) CSO – Administration Wing

Controlling Officer: Director of Administration

Director of Bureau: Director of Administration

Question :

Since the Public Policy Research Funding Scheme was launched in 2005, 21 research projects have so far been completed.

- (1) Were the research reports released to the public through the relevant policy bureaux?
- (2) Did the Administration promote public discussion on the research reports? And what was the expenditure involved?
- (3) How many research results/recommendations were implemented? Please tabulate them by research projects.
- (4) How many research reports were not followed up on by the relevant policy bureaux? Please list the research project titles.

Asked by: Hon. HO Sau-lan, Cyd

Reply:

- (1) The Central Policy Unit (CPU) has passed the findings of the 21 completed projects under the Public Policy Research Funding (PPRF) to the relevant policy bureau and department for reference.

The Research Grants Council (RGC), which administers the PPRF Scheme, will upload the executive summaries of the completed project reports to its website after obtaining the consent of the relevant academics. In addition, RGC will publish a Public Policy Digest twice a year starting from 2009 on the findings of completed PPRF projects.

- (2) CPU intends to hold a Public Policy Forum in 2009 where researchers of PPRF projects will be invited to share their findings. The budget of the Forum is being worked out.
- (3) & (4) CPU has passed the findings of the 21 completed PPRF projects to the relevant policy bureau and department for reference. It is up to the relevant policy bureau and department to take the findings into account in formulating their policy.

Signature \_\_\_\_\_

Name in block letters Miss Jennifer Mak

Post Title Director of Administration

Date 26 March 2009

Examination of Estimates of Expenditure 2009-10  
**CONTROLLING OFFICER'S REPLY TO  
SUPPLEMENTARY QUESTION**

Reply Serial No.

S-CSO02

Question Serial No.

S030

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

Programme: (1) Efficiency Unit

Controlling Officer: Director of Administration

Director of Bureau: Director of Administration

Question :

With no outsourcing projects launched in 2008-09, please provide details as to the daily work of the Efficiency Unit in this year.

Asked by: Hon. WONG Kwok-kin

In 2009-10, the Efficiency Unit (EU) will continue to conduct consultancy studies for client bureaux/departments; support the “Be the Smart Regulator Programme” in collaboration with the Economic Analysis and Business Facilitation Unit (EABFU) with a view to improving the licensing systems in Hong Kong; roll out the “Customer Management Assessment Framework” (CMAF) to customer-facing departments to enable them to gauge their capability in delivering customer-centric public services; provide advisory services to bureaux/departments on the procurement of management consultants; and deliver service-wide support services which include the bar-coding file management system. Furthermore, the EU will research new concepts of public sector management which suit the Hong Kong context and will promote such by producing user guides, public sector reform reports and newsletters, and organising seminars, training, etc.

The consultancy studies will cover a wide range of different subjects such as process re-engineering, application of technologies, service reviews, complaint handling, human resources management systems, corporate governance and business intelligence.

In addition, the EU operates the 1823 Call Centre to provide enquiry services to the public and handles complaints on behalf of participating departments. The EU also runs the Youth Portal in collaboration with RTHK to provide a convenient gateway for young people to access government information and public services online.

Signature \_\_\_\_\_

Name in block letters Miss Jennifer Mak

Post Title Director of Administration

Date 26 March 2009