

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

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

| Reply Serial No. | Question Serial No. | Name of Member | Head | Programme |
|-----------------------------|--------------------------------|-------------------------|-------------|-------------------------------|
| CSO001 | 0001 | HO Sau-lan, Cyd | 142 | Government Records Service |
| CSO002 | 0438 | WONG Kwok-kin | 142 | Efficiency Unit |
| CSO003 | 0439 | WONG Kwok-kin | 142 | Efficiency Unit |
| CSO004 | 0440 | WONG Kwok-kin | 142 | Efficiency Unit |
| CSO005 | 0697 | IP LAU Suk-ye, Regina | 142 | CSO – Administration Wing |
| CSO006 | 0698 | IP LAU Suk-ye, Regina | 142 | CSO – Administration Wing |
| CSO007 | 1900 | WONG Ting-kwong | 142 | Efficiency Unit |
| CSO008 | 1901 | WONG Ting-kwong | 142 | CSO – Administration Wing |
| CSO009 | 2256 | HO Sau-lan, Cyd | 142 | CSO – Administration Wing |
| CSO010 | 2461 | TONG Ka-wah, Ronny | 142 | Efficiency Unit |
| CSO011 | 2462 | TONG Ka-wah, Ronny | 142 | Efficiency Unit |
| CSO012 | 2589 | CHAN Mo-po, Paul | 142 | CSO – Administration Wing |
| CSO013 | 2637 | FUNG Kin-kee, Frederick | 142 | CSO – Administration Wing |
| CSO014 | 2883 | LEUNG Yiu-chung | 142 | CSO – Administration Wing |
| CSO015 | 2884 | LEUNG Yiu-chung | 142 | CSO – Administration Wing |

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

Reply Serial No.

CSO001

Question Serial No.

0001

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

Programme: (2) Government Records Service

Controlling Officer: Director of Administration

Director of Bureau: Director of Administration

Question :

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

- (1) In the past five years, what were the numbers of Administrative Officer Grade officers and records management professionals in the staffing establishment of the Government Records Service? How many of them were responsible for rendering research and reference services to the public?
- (2) During 1999 and 2000, the amount of archival records acquired by the Government Records Service dropped substantially from 950 lm to 550 lm. For this year, the estimated figure for the archival records to be acquired is set at 370 lm only. What are the reasons for such a substantial drop? Is this related to the policy on government records management?
- (3) In 2006, the Government Records Service conducted less departmental records management studies and training on records management in order to devote more resources towards the implementation of the electronic records keeping system pilot project. So far, what is the effectiveness of the pilot project? When will the system be implemented in full scale?
- (4) What are the public education and publicity programmes on Hong Kong's documentary heritage to be implemented by the Administration? How much resources are involved respectively?

Asked by: Hon. HO Sau-lan, Cyd

Reply:

- (1) There were no Administrative Officer Grade posts on the establishment of the Government Records Service (GRS) in the past five years. The establishment of GRS staff at officer level responsible for records management and archives management comprises 11 Archivist Grade posts and seven Executive Officer Grade posts. Two of the Archivist Grade posts are responsible for rendering research and reference services to the public as well as organising public education and publicity programmes. The above staffing establishment has remained the same in the past five years.
- (2) The Administration implemented a service-wide Records Management Strategy (RMS) from 1994 to 1999. Among other things, the RMS aimed at helping bureaux and departments (B/Ds) improve the quality and efficiency of records service. As a result of this initiative, B/Ds had transferred their archival records accumulated over the years to GRS during this period. After clearing the bulk of these accumulated archival records, the amount of archival records transferred to GRS dropped from 950 lm in 1999 to 550 lm in 2000. The amount of archival records acquired by GRS varies from year to year and the figures fluctuated between 233 and 413 lm per annum during the past seven years. For 2009, the Administration estimated that the amount of archival records to be acquired will be close to the amount of 369 lm acquired in 2008, hence the estimate of 370 lm. Government's policy on records management has been to ensure that government records are properly managed and those of historical value are selected for preservation and public access. The fluctuations in the annual amount of archival records acquired by GRS from 1999 onwards are not related to any changes in such policy.
- (3) GRS has initiated a pilot project on electronic records keeping system (ERKS) and engaged a contractor to provide implementation services. Following system development, the ERKS pilot run commenced in September 2007 in some selected offices of the Office of the Government Chief Information Officer and Transport Department and ended in September 2008. To dovetail with the implementation of the pilot project, records management practices and guidelines for an ERKS setting have been developed and will be refined from time to time. Under the pilot project a set of functional requirements has been formulated with regard to both international standards and the Hong Kong government context to provide a sound basis for developing an ERKS for the Government. The pilot project is also effective in putting to test an ERKS in our government setting and providing a basis for the Administration to assess the readiness of the ERKS solutions in meeting the functional and management requirements of B/Ds, the capital and recurrent costs, the staff resources and expertise required, the management and operational implications, and the transitional issues for adopting an electronic approach for records management. A review on the pilot project is under way and the Government is actively considering the timing for further implementing ERKS in the context of the review.
- (4) GRS aims to organize at least one exhibition and 20 seminars or visits in 2009 to enhance public appreciation and use of archival heritage. It also plans to co-organize with the Education Bureau educational programme to reach out secondary school teachers and students, and to enrich the existing online resources to reach a wider audience. In 2009-10, provision for research and reference services and public education and publicity programmes is around \$2 million.

Signature

| | |
|-----------------------|--|
| Name in block letters | <hr/> Miss Jennifer Mak <hr/> |
| Post Title | <hr/> Director of Administration <hr/> |
| Date | <hr/> 17 March 2009 <hr/> |

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

Reply Serial No.

CSO002

Question Serial No.

0438

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

Programme: (1) Efficiency Unit

Controlling Officer: Director of Administration

Director of Bureau: Director of Administration

Question :

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

Asked by: Hon. WONG Kwok-kin

Reply:

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

Signature _____

Name in block letters _____ Miss Jennifer Mak

Post Title _____ Director of Administration

Date _____ 17 March 2009

List of Outsourcing Projects

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

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

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

Reply Serial No.

CSO003

Question Serial No.

0439

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

Programme: (1) Efficiency Unit

Controlling Officer: Director of Administration

Director of Bureau: Director of Administration

Question :

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

Asked by: Hon. WONG Kwok-kin

Reply:

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

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

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

Signature _____

Name in block letters _____ Miss Jennifer Mak

Post Title _____ Director of Administration

Date _____ 17 March 2009

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

Reply Serial No.

CSO004

Question Serial No.

0440

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

Programme: (1) Efficiency Unit

Controlling Officer: Director of Administration

Director of Bureau: Director of Administration

Question :

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

Asked by: Hon. WONG Kwok-kin

Reply:

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

Signature _____

Name in block letters _____ Miss Jennifer Mak

Post Title _____ Director of Administration

Date _____ 17 March 2009

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

Reply Serial No.

CSO005

Question Serial No.

0697

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

Programme: (3) CSO - Administration Wing

Controlling Officer: Director of Administration

Director of Bureau: Director of Administration

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

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

Reply:

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

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

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

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

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

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

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

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

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

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

Completion report being compiled.

City U – City University of Hong Kong

CUHK – The Chinese University of Hong Kong

HKBU – Hong Kong Baptist University

HKIEd – The Hong Kong Institute of Education

HKU – The University of Hong Kong

HKUST – Hong Kong University of Science and Technology

LU – Lingnan University

PolyU – The Hong Kong Polytechnic University

Signature _____

Name in block letters Miss Jennifer Mak

Post Title Director of Administration

Date 17 March 2009

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

Reply Serial No.

CSO006

Question Serial No.

0698

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

Programme: (3) CSO - Administration Wing

Controlling Officer: Director of Administration

Director of Bureau: Director of Administration

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

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

Reply:

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

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

Details of the two SPPR projects approved are as follows -

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

Signature _____

Name in block letters _____ Miss Jennifer Mak

Post Title _____ Director of Administration

Date _____ 17 March 2009

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

Reply Serial No.

CSO007

Question Serial No.

1900

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 :

- (a) Please provide a breakdown of the calls and emails received by the 1823 Call Centre (1823) in 2008 by type of enquiry, number and departments?
- (b) What is the current manpower of the 1823? Apart from exploring the use of modern technology, will 1823 consider employing additional staff to manage its workload? If yes, what will be the expenditure involved?

Asked by: Hon. WONG Ting-kwong

Reply:

- (a) The 1823 handled 2,404,983 cases of enquiries by phone and 13,958 cases of enquiries by email from the public in 2008. The categorisation by type of enquiry (subject matters) and the number of cases received by departments are set out in the Appendix.
- (b) As at 11 March 2009, 1823 has a total of 234 full-time and 160 part-time frontline call handling staff. We have increased the number of full-time and part-time staff from 204 and 104 respectively in March 2006 to today's level in view of the upsurge in call volume and the implementation of various measures to improve 1823's complaint handling capabilities. We have no immediate plans to further increase our staff complement but will continue to closely monitor our performance and keep the staffing situation under review.

Signature _____

Name in block letters _____ Miss Jennifer Mak

Post Title _____ Director of Administration

Date _____ 17 March 2009

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Reply Serial No.

CSO008

Question Serial No.

1901

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 :

- (a) What are the outcome and progress of launching the “Be the Smart Regulator” Programme? In view of the current economic downturn, will the Administration allocate more resources and manpower to implement the programme and expedite its progress in 2009-2010?
- (b) In 2009-2010, the Administration Wing will increase ten posts to meet operational needs. What are the ranks and duties of, and the expenditure involved for, these posts?

Asked by: Hon. WONG Ting-kwong

Reply:

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

- (i) nine Business Liaison Groups for major business sectors have been established to facilitate communication between B/Ds and the business community regarding licensing and regulatory issues;
- (ii) three application tracking facilities (ATFs) for licences have been set up in the Food and Environmental Hygiene Department (FEHD), Home Affairs Department (HAD) and Social Welfare Department (SWD) to improve inter-departmental communication in their licensing work. The ATFs for FEHD and HAD have been opened up to applicants for their online checking of application status in February 2008 and October 2008 respectively. Action is being taken to open up the ATF in SWD for applicants' online checking;
- (iii) a business consultation e-platform under the GovHK Portal has been in operation since September 2008 to facilitate the business sectors to access consultation information relating to proposed regulations, administrative measures and procedures that would impact on business and to offer their views and comments;
- (iv) a draft Business Impact Assessment framework has been developed to help B/Ds assess the business impact of their regulatory proposals in a structured and systematic manner with a view to reducing compliance costs to business; and
- (v) a computer system to support e-application for liquor license will be implemented by July 2009.

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

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

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

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

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

| Rank | Number |
|-----------------------|---------------|
| Senior Economist | 1 |
| Statistical Officer I | 1 |

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

Signature _____

Name in block letters Miss Jennifer Mak

Post Title Director of Administration

Date 17 March 2009

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

Reply Serial No.

CSO009

Question Serial No.

2256

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

Programme: (3) CSO - Administration Wing

Controlling Officer: Director of Administration

Director of Bureau: Director of Administration

Question :

Please inform this Committee of:

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

Asked by: Hon. HO Sau-lan, Cyd

Reply:

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

1. The actual expenditure in 2007-08 and the estimated expenditure in 2008-09 on exchanges, social engagements and meetings with Mainland officials and departments are \$0.8 million and \$0.7 million respectively.
2. The actual expenditure in 2007-08 and the estimated expenditure in 2008-09 on exchanges, social engagements and meetings with foreign officials and departments are \$2 million and \$1.8 million respectively.

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

Signature

Name in block letters Miss Jennifer Mak

Post Title Director of Administration

Date 17 March 2009

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

Reply Serial No.

CSO010

Question Serial No.

2461

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 :

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

Asked by: Hon. Ronny TONG Ka-wah

Reply:

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

Signature _____

Name in block letters _____ Miss Jennifer Mak

Post Title _____ Director of Administration

Date _____ 17 March 2009

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

Reply Serial No.

CSO011

Question Serial No.

2462

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 :

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

Asked by: Hon. Ronny TONG Ka-wah

Reply:

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

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

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

Signature _____

Name in block letters Miss Jennifer Mak

Post Title Director of Administration

Date 17 March 2009

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

Reply Serial No.

CSO012

Question Serial No.

2589

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

Programme: (3) CSO – Administration Wing

Controlling Officer: Director of Administration

Director of Bureau: Director of Administration

Question :

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

Asked by: Hon. CHAN Mo-po, Paul

Reply:

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

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

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

- (ii) A business consultation e-platform under the GovHK portal has been developed and promoted to B/Ds and the business community. This e-platform has been in operation since late September 2008 to facilitate the business sectors to access consultation information relating to proposed regulations, administrative measures and procedures that would impact business and to offer their views and comments;
- (iii) A draft Business Impact Assessment (BIA) framework has been developed to help B/Ds assess the business impact of their regulatory proposals in a structured and systematic manner with a view to reducing compliance cost to business; and
- (iv) Further promotion of a business facilitation and customer-centric culture within the civil service.

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

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

Signature _____

Name in block letters Miss Jennifer Mak

Post Title Director of Administration

Date 17 March 2009

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

Reply Serial No.

CSO013

Question Serial No.

2637

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

Programme: (3) CSO – Administration Wing

Controlling Officer: Director of Administration

Director of Bureau: Director of Administration

Question :

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

Asked by: Hon. FUNG Kin-kee, Frederick

Reply:

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

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

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

Signature _____

Name in block letters Miss Jennifer Mak

Post Title Director of Administration

Date 17 March 2009

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

Reply Serial No.

CSO014

Question Serial No.

2883

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

Programme: (3) CSO - Administration Wing

Controlling Officer: Director of Administration

Director of Bureau: Director of Administration

Question :

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

Asked by: Hon. LEUNG Yiu-chung

Reply:

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

| 2008-09 <u>Revised Estimates</u> (\$ million) | 2009-10 <u>Estimates</u> (\$ million) |
|--|--|
| 1.13 | 3.58 |

Signature _____

Name in block letters _____ Miss Jennifer Mak

Post Title _____ Director of Administration

Date _____ 17 March 2009

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

Reply Serial No.

CSO015

Question Serial No.

2884

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 :

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

Asked by: Hon. LEUNG Yiu-chung

Reply:

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

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

Signature _____

Name in block letters Miss Jennifer Mak

Post Title Director of Administration

Date 17 March 2009