

**Replies to supplementary questions raised by Finance Committee Members  
in examining the Estimates of Expenditure 2010-11**

**Director of Bureau : Secretary for Commerce and Economic Development  
Session No. : 6**

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

S-CEDB(CT)01

Question Serial No.

S016

Head: 55 – Government Secretariat : Subhead  
Commerce and Economic (No. & title):  
Development Bureau  
(Communications and  
Technology Branch)

Programme: (1) Broadcasting, Film Services and Creative Industries

Controlling Officer: Permanent Secretary for Commerce and Economic Development  
(Communications and Technology)

Director of Bureau: Secretary for Commerce and Economic Development

Question: What is the breakdown of staff by terms of appointment in the Radio Television Hong Kong (RTHK) after its capacity as a public organisation has been confirmed? Can the Administration guarantee that the existing RTHK staff on different terms of appointment will not lose their jobs and their posts will not be deleted? How many non-civil service contract (NCSC) staff are there in RTHK and what are their posts and length of service? Will the existing NCSC staff have an advantage when they apply for civil service posts? Will the contribution, experience and qualification of the NCSC staff be taken into account so that they will have an advantage for the civil service posts they apply? According to the oral reply of the Secretary, there are still a lot of job opportunities for NCSC staff due to the new development of RTHK. Can the Administration tell the Committee how many new job opportunities are there and will the Administration promise that all the existing NCSC staff in RTHK will not lose their jobs?

Asked by: Hon. WONG Kwok-hing

Reply: As at 1.3.2010, RTHK has 444 civil servants, 15 departmental contract staff and 336 full-time NCSC staff. Most of the NCSC staff are employed to perform programme and production services duties, while others are mainly engaged in technical, media management and general office administrative work. On average, their length of service as NCSC staff in RTHK is less than 4 years.

With the Government's announcement that RTHK would remain as a Government department and be tasked with the new mission to serve as the public service broadcaster, RTHK is now formulating its manpower plan for achieving the new mission. The plan will include the manpower required to support its enhanced services by phases, as well as the optimal mix of civil servants and NCSC staff. The determination of manpower requirements, including the number of civil service posts that may be created, will have to be processed in accordance with established procedures. RTHK's manpower review has yet to be completed. At this stage, we envisage that there will be new job opportunities but the number of posts involved is not yet known. When the additional posts are confirmed after the completion of the manpower review, open recruitment exercises will be conducted. NCSC staff may then apply for any civil service posts through open recruitment under prevailing civil service appointment policy. While all applicants will be considered under the same selection criteria, NCSC staff who have relevant job experience in RTHK and proven track records have a natural advantage over the other applicants. Their previous work record, experience and qualification will be taken into account in the selection process.

Name in block letters

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D.W. Pescod

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Post Title

Permanent Secretary for Commerce  
and Economic Development  
(Communications and Technology)

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Date

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12.4.2010

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

**S-CEDB(CT)02**

Question Serial No.

S013

Head: 155 – Government Secretariat : Subhead  
Innovation and Technology (No. & title):  
Commission

Programme: (5) Infrastructural Support

Controlling Officer: Commissioner for Innovation and Technology

Director of Bureau: Secretary for Commerce and Economic Development

Question: In the Administration's reply only the number of places for training Chinese medicine practitioners (CMPs) is provided. However, it is believed that research and development (R&D) personnel have to be trained to facilitate the development of the Chinese medicine industry. In this connection, has the Administration tailored any manpower training scheme to support the industry?

Asked by: Hon. PAN Pey-chyou

Reply: In the last reply, we reported that graduate programmes for the training of CMPs are run by three universities, including the University of Hong Kong, the Chinese University of Hong Kong and the Hong Kong Baptist University. Apart from the programmes for training CMPs, the Hong Kong Baptist University at present operates a University Grants Committee-funded programme, Bachelor of Pharmacy in Chinese medicine, with 15 intake places per year. These graduates will be a valuable source of R&D personnel. Self-financing post-graduate courses are also available.

The Government will further promote the development of Chinese medicine, in particular in the context of enhancing the testing and certification industry. In pursuing this, manpower is a very important factor which the Government will look into closely to ensure that supply will meet demand in going forward.

Name in block letters Miss Janet Wong

Post Title Commissioner for Innovation and Technology

Date 12.4.2010

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

**S-CEDB(CT)03**

Head: 160 – Radio Television Hong  
Kong

Subhead  
(No. & title):

Question Serial No.

SV004

Programme:

Controlling Officer: Director of Broadcasting

Director of Bureau: Secretary for Commerce and Economic Development

Question: Would the Administration provide information on the number, nature/type of complaints and views from members of the public in respect of radio and television programmes received by the Radio Television Hong Kong (RTHK) and Broadcasting Authority (BA) in each of the past 3 years (i.e. 2007-08 to 2009-10)?

Asked by: Hon. HO Sau-lan, Cyd

Reply: (a) In the past three years, the number of written complaints and views received by the RTHK from members of the public in respect of radio and television programmes are as follows:

|         |            | Radio<br>Programmes | Television<br>Programmes | Total |
|---------|------------|---------------------|--------------------------|-------|
| 2007-08 | Views      | 10                  | 8                        | 18    |
|         | Complaints | 13                  | 6                        | 19    |
| 2008-09 | Views      | 20                  | 9                        | 29    |
|         | Complaints | 15                  | 7                        | 22    |
| 2009-10 | Views      | 17                  | 20                       | 37    |
|         | Complaints | 26                  | 32                       | 58    |

The complaints and views received were related to programme contents, performance of programme hosts, content accuracy and the production arrangement.

(b) The number of complaints on RTHK radio and television programmes handled and ruled by the BA over the past three years are shown as follows:

Table 1: Complaints on RTHK programmes as dealt with by the Commissioner for TV and Entertainment Licensing under the BA's delegated authority:

|               | Minor Breach <sup>Note</sup> | Unsubstantiated | Complaints falling outside the BA's jurisdiction | Total |
|---------------|------------------------------|-----------------|--|-------|
| 2007-08 Radio | 3                            | 128             | 19   | 150   |
| TV            | 1                            | 66              | 4  | 71    |
| 2008-09 Radio | 3                            | 96              | 21   | 120   |
| TV            | 1                            | 45              | 12   | 58    |
| 2009-10 Radio | 1                            | 104             | 48   | 153   |
| TV            | 2                            | 68              | 12   | 82    |

Note: Minor breach refers to a technical fault such as inaccurate subtitles.

Table 2: Complaints on RTHK programmes referred to the BA Complaint Committee and considered by the BA:

|               | Advice Given | Unjustified | Complaints falling outside the BA's jurisdiction | Total |
|---------------|--------------|-------------|--|-------|
| 2007-08 Radio | 1            | 2           | 0  | 3     |
| TV            | 0            | 1           | 0  | 1     |
| 2008-09 Radio | 0            | 1           | 1  | 2     |
| TV            | 0            | 0           | 0  | 0     |
| 2009-10 Radio | 1            | 0           | 0  | 1     |
| TV            | 0            | 2           | 0  | 2     |

These complaints were related to dissatisfaction over the programmes' accuracy, indecency, fairness, impartiality, language, inappropriate remarks, misleading, disturbing and disgusting materials, bad influence on children and youth, denigration, insult, discrimination, unsuitable for broadcast, indirect advertising, homosexuality and host and hostess' performance and etc. Details of the complaints and the decisions are archived and released on the BA website.

Name in block letters Franklin WONG

Post Title Director of Broadcasting

Date 9.4.2010

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

**S-CEDB(CT)04**

Head: 160 – Radio Television Hong  
Kong

Subhead  
(No. & title):

Question Serial No.

S017

Programme:

Controlling Officer: Director of Broadcasting

Director of Bureau: Secretary for Commerce and Economic Development

Question: Would the Administration please inform the Committee:

- (a) In each of the past 3 years, how many complaints have been directly received by, or referred by other institutions to the Radio Television Hong Kong (RTHK)? What were the natures of such complaints, and what/who were the programme(s) and presenter(s) involved? Please provide such information by item in a table.
- (b) How did RTHK handle such complaints? How many pages of documents were generated in order to handle such complaints? Please provide such information by item in a table, according to the format of (a).
- (c) Were the targets of complaints given opportunities to express agreement or disagreement to such complaints? Under the classification adopted above, how many complaints were agreed and justified, and how many were disagreed? Please provide such information by item in a table.

Asked by: Hon. HO Sau-lan, Cyd

Reply: (a) The number of complaints received by the RTHK in the past three years is as follows:

|         | Programme<br>Content | Presenter | Others | Total |
|---------|----------------------|-----------|--------|-------|
| 2007-08 | 13                   | 6         | 1      | 20    |
| 2008-09 | 8                    | 11        | 5      | 24    |
| 2009-10 | 40                   | 16        | 14     | 70    |

Category "Others" includes issues related to radio signal reception, TV transmission format and web service reception, inaccuracies of content, dissatisfaction about production arrangement, publicity and response approach, etc.

The programmes which were complained against were:

(1) 2007-08

An hour More, Celebration Party for the Reunification by the 10 Thousand Youths from Shenzhen and Hong Kong, Sports World, Open Line Open View, Quiet Night, Success Stories, Media Watch, Hong Kong Connection, Science Park Special 2007.

(2) 2008-09:

News Bulletin, Top Ten Chinese Gold Songs Award Presentation Concert, Free to Talk, Happy Daily, Crazy and Happy, Open Line Open View, Free As the Wind, Friends Unlimited, Gimme 5, Headliner, History of Hong Kong Lands, Primary School Quiz 2008.

(3) 2009-10:

Open Line Open View, Talkabout, Crazy and Happy, News Bulletin, Traffic News, Happy Daily, Hello Sunrise, Morning Suite, Free As the Wind, Numbers in Life, Made in Hong Kong, LTV Café, Rightable Wrong, Top Ten Chinese Gold Songs Award Presentation Concert, City Forum, Pentaprism, LegCo Review, Hong Kong Connection, Glamour of Sport - Prelude to the East Asian Games, The Rich's Poor Adventure, ABU Children Drama, Love Thy Family.

In the complaints above, some were dissatisfactions about the programme hosts' expressions and style.

For the complaints lodged direct by the Broadcasting Authority, RTHK will provide all support in their investigation. Please refer to the figures in the reply to Question SV004.

- (b) RTHK handles complaints according to the "RTHK Producers' Guidelines", having regard to the gravity of each complaint. In general, complaints of a relatively minor nature are directly replied to in writing by producers, executive producers, channel heads or duty editors, and referred to the relevant programme staff and presenters for reference. In the past three years, complaints regarding programme content and presenter style were mostly expressions of different views and were of a minor nature. More serious complaints were referred to division heads or unit heads for reply, with reference to the input provided by the production staff of the concerned programme through his/her supervisor. The length of the replies differs from case to case, generally from one page to a few pages.
- (c) In any staff members or programmes hosts are mentioned in a particular complaint, the subject officer will consider ways to handle the complaint according to the merit of the case. The officer concerned or the person who may be affected will be informed of the complaint content and, where required, invited to provide views and relevant information to assist in the handling of the case and the drafting of the reply. As many of the complaints are expressions of different views and opinions, they do not necessarily result in concluding the complaints as substantiated or not. The main approach of the replies is to explain to the complainant the intent of the production and to clear up misunderstandings, if any.

Name in block letters Franklin WONG  
Post Title Director of Broadcasting  
Date 9.4.2010



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

**S-CEDB(CT)05**

Head: 160 – Radio Television Hong  
Kong

Subhead  
(No. & title):

Question Serial No.

S018

Programme:

Controlling Officer: Director of Broadcasting

Director of Bureau: Secretary for Commerce and Economic Development

Question: Radio Television Hong Kong's (RTHK's) productions over the years contain lots of precious historical and cultural materials of Hong Kong; any loss of such materials due to poor storage condition caused by an absence of timely preservation would be unacceptable. Would the Administration please inform the Committee how much resource and manpower will be appropriated for the preservation of materials, and when will all materials be repaired and properly preserved?

Asked by: Hon. HO Sau-lan, Cyd

Reply: The majority of RTHK's archive is stored properly and in good condition, though certain audio and visual programme materials require restoration and maintenance due to wear and tear over the years. RTHK has deployed internal resources to conduct restoration work for a batch of film materials. In the long term, RTHK is planning the digitisation of its entire programme archive. Preliminary studies on system design are now underway and RTHK will seek funding in due course.

Name in block letters Franklin WONG

Post Title Director of Broadcasting

Date 9.4.2010

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

**S-CEDB(CT)06**

Head: 160 – Radio Television Hong Kong      Subhead      603 – Plant, vehicles and  
(No. & title):      equipment

Question Serial No.

S019

Programme:

Controlling Officer: Director of Broadcasting

Director of Bureau: Secretary for Commerce and Economic Development

Question: The 2009-10 estimate under the said sub-head (603) increased substantially to \$38,790,000 from the 2008-09 estimate of \$17,454,000, but was subsequently revised to \$17,700,000 while the 2010-11 estimate increased again to \$35,804,000. Would the Administration please inform the Committee why there were such dramatic changes in the estimates under the said sub-head? Did such changes involve failures in completing necessary purchases on time as a result of inadequacies in administrative efficiency?

Asked by: Hon. HO Sau-lan, Cyd

Reply: The substantial increase in the 2009-10 approved estimate under Sub-head 603 as compared with 2008-09 was largely due to increased Government funding for digitisation of the broadcast facilities and purchases of HDTV equipment. The decrease in the revised estimate 2009-10 was partly due to longer than expected time taken for equipment purchasing, and partly due to unpredictable external factors. Accordingly, the expenditure of some projects had to be carried forward to the 2010-11 estimate. Radio Television Hong Kong will continue to keep a close watch on the development projects under sub-head 603 to ensure progression in step with the development.

Name in block letters Franklin WONG

Post Title Director of Broadcasting

Date 9.4.2010

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

**S-CEDB(CT)07**

Question Serial No.

S023

Head: 160 – Radio Television Hong Kong  
Subhead  
(No. & title):

Programme: (1) Radio

Controlling Officer: Director of Broadcasting

Director of Bureau: Secretary for Commerce and Economic Development

Question: Please list out details of the work and the related expenses in 2008-09 and 2009-10, respectively, for the introduction of “digital audio broadcasting” and re-provisioning of the “Broadcasting House”, as well as their working plans and estimates in 2010-11.

Asked by: Hon. LEE Wing-tat

Reply: Radio Television Hong Kong (RTHK) had incurred no expenses on the introduction of digital audio broadcasting (DAB) and reprovisioning of the Broadcasting House in either 2008-09 or 2009-10. Following the Government’s publication of the consultation document on the future operation of RTHK in September 2009 and the Government’s announcement in February 2010 on the future implementation of DAB in Hong Kong, RTHK has been actively devising plans to develop its new DAB service, including the programming strategy, the mode of service delivery, the technical issue and the resources required.

In 2010-11, RTHK will create 12 additional posts to support preparations for its new tasks. Tasks to be undertaken by such posts include the re-provisioning of the Broadcasting House, the launch of digital radio and television channels, supporting community participation in broadcasting, and other tasks related to RTHK’s new missions, etc. Among such posts, six posts will be created under programme (1): Radio.

Name in block letters Franklin WONG

Post Title Director of Broadcasting

Date 9.4.2010

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

**S-CEDB(CT)08**

Question Serial No.

S024

Head: 160 – Radio Television Hong Kong      Subhead  
(No. & title):

Programme: (2) Public Affairs Television

Controlling Officer: Director of Broadcasting

Director of Bureau: Secretary for Commerce and Economic Development

Question: Please list out details of the work and the related expenses in 2008-09 and 2009-10, respectively, for the introduction of “Digital Television Broadcasting” and re-provisioning of the “Broadcasting House”, as well as their working plans and estimates in 2010-11.

Asked by: Hon. LEE Wing-tat

Reply: Radio Television Hong Kong (RTHK) had incurred no expenses on the introduction of digital television broadcasting (DTT) and the re-provisioning of the Broadcasting House in either 2008-09 or 2009-10. Following the Government’s publication of the consultation document on the future operation of RTHK in September 2009, RTHK has been actively devising plans to develop the new DTT service, including the programming strategy, the mode of service delivery, the technical issues and the resources required. RTHK has also been making preparations for the re-provisioning of the Broadcasting House.

In 2010-11, RTHK will create 12 additional posts to support preparations for its new tasks. Tasks to be undertaken by such posts include the re-provisioning of the Broadcasting House, the launch of digital radio and television channels, supporting community participation in broadcasting, and other tasks related to RTHK’s new missions, etc. Among such posts, five posts will be created under programme (2): Public Affairs Television.

Name in block letters Franklin WONG  
Post Title Director of Broadcasting  
Date 9.4.2010