

**Replies to initial written questions raised by Finance Committee Members in  
examining the Estimates of Expenditure 2011-12**

**Controlling Officer : Director of Administration  
Session No. : 7**

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**CONTROLLING OFFICER'S REPLY TO  
INITIAL WRITTEN QUESTION**

**CSO001**

Question Serial No.

0388

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

Programme: (4) Protocol Division

Controlling Officer: Director of Administration

Director of Bureau: Director of Administration

Question:

Please provide the following information :

- (a) the number of persons who used the government VIP service at the Hong Kong International Airport over the last three years (i.e. 2008-09, 2009-10 and 2010-11)?
- (b) the actual expenditure and revised expenditure on the reception of government VIPs in 2009-10 and 2010-11.

Asked by: Hon. HO Chun-yan, Albert

Reply:

- (a) The number of persons who used the government VIP service at the Hong Kong International Airport over the last three years are as follows :

<u>2008-09</u>	<u>2009-10</u>	<u>2010-11</u> <i>(figure as at 28 Feb 2011)</i>
17,680	17,374	18,347

- (b) The revised estimates and actual expenditure on the reception of government VIPs in 2009-10 and 2010-11 are as follows :

<u>Revised Estimates</u>	<u>2009-10</u> <u>Actual Expenditure</u>	<u>Revised Estimates</u>	<u>2010-11</u> <u>Actual Expenditure</u> <i>(figure as at 28 Feb 2011)</i>
\$21.60 million	\$20.86 million	\$21.60 million	\$18.98 million

Signature \_\_\_\_\_

Name in block letters Miss Jennifer MAK

Post Title Director of Administration

Date 16 March 2011

**CONTROLLING OFFICER'S REPLY TO  
INITIAL WRITTEN QUESTION**

**CSO002**

Question Serial No.

0666

Head: 142 – Government Subhead (No. & title): 000 Operational  
Secretariat : Offices of the Chief Secretary for  
Administration and the Financial Secretary  
expenses

Programme: (3) CSO-Administration Wing

Controlling Officer: Director of Administration

Director of Bureau: Director of Administration

Question:

What are the provisions for the salaries of the Chief Secretary for Administration, the Financial Secretary, the Political Assistant to the Chief Secretary for Administration and the Political Assistant to the Financial Secretary respectively in 2011-12?

Asked by: Hon. LI Wah-ming, Fred

Reply:

The provision earmarked for the salaries of the Chief Secretary for Administration, the Financial Secretary, the Political Assistant to the Chief Secretary for Administration and the Political Assistant to the Financial Secretary in 2011-12 are \$3.75 million, \$3.63 million, \$1.86 million and \$1.52 million respectively.

Signature \_\_\_\_\_

Name in block letters \_\_\_\_\_ Miss Jennifer MAK

Post Title \_\_\_\_\_ Director of Administration

Date \_\_\_\_\_ 16 March 2011

**CONTROLLING OFFICER'S REPLY TO  
INITIAL WRITTEN QUESTION**

CSO003

Question Serial No.

0692

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

Programme:

Controlling Officer: Director of Administration

Director of Bureau: Director of Administration

Question:

Regarding consultancy studies (if any) commissioned by the Offices of the Chief Secretary for Administration and the Financial Secretary, the Central Policy Unit and other departments directly under the two Secretaries for the purpose of formulating and assessing policies, please provide information in the following format.

Q(1) Using the table below, please provide information on studies on public policy and strategic public policy for which funds had been allocated between 2008-09 and 2010-11:

Name of consultant	Mode of award (open auction/ tender/others (please specify))	Title, content and objective of project	Consultancy fee(\$)	Start date	Progress of studies (under planning/ in progress/ completed)	Follow-up taken by the Administration on the study report and their progress (if any)	If completed, have they been made public? If yes, through what channels? If no, why?

Q(2) Are there any projects for which funds have been reserved for conducting consultancy studies in 2011-12? If yes, please provide the following information:

Name of Consultant	Mode of award (open auction / tender / other (please specify))	Title, content and objectives of project	Consultancy Fee (\$)	Start date	Progress of study (under planning/ in progress/ completed)	For the projects that are expected to be completed in 2010-11, is there any plan to make them public? If yes, through what channels? If no, why?

Q(3) What are the criteria for considering the award of consultancy projects to the research institutions concerned?

Asked by: Hon. HO Sau-lan, Cyd

Reply:

- (1) The Public Policy Research (PPR) Funding 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. To support longer term public policy research projects, the Government has deployed half of the \$20 million annual provision (i.e. \$10 million) of PPR to launch a Strategic Public Policy Research (SPPR) Funding Scheme since 2008-09. For projects funded from 2008-09 to 2010-11, one has been completed and 53 projects (45 under PPR and 8 under SPPR) are in progress or under planning. The total funding involved is \$42.66 million.

All applications are assessed by the relevant panel under RGC. None of the projects are taken forward through auction or tender.

The intellectual property rights of research results of PPR and SPPR projects belong to the projects' principal investigators. RGC encourages researchers to make available research results to the academic community and the general public as far as possible. The Central Policy Unit (CPU) may also pass research results to relevant policy bureaux and departments for reference.

RGC has uploaded the executive summaries of the research reports on its website. In addition, it has published a half-yearly Public Policy Digest since 2009, featuring completed PPR projects and their findings. RGC has uploaded the Digests on its website for viewing by members of the public.

CPU and RGC also co-organized a Public Policy Research Forum entitled "Informing Policy: Realizing the Potential and Benefits of Public Policy Research in Hong Kong" in November 2009, where public policy researchers shared their experience and research findings with think tanks, government officials, non-government organisations and the business sector. They plan to co-organise another forum in 2011-12.

Details of projects completed and in-progress as funded by the above-mentioned schemes are as follows -

<b>Completed Projects</b>					
	<b>Institution</b>	<b>Title, content and objective of project</b>	<b>Fund awarded (HK\$)</b>	<b>Project Commencement Date</b>	<b>Date of Submission of Completion Report</b>
Public Policy Research Funding Scheme					
1	HKU	Prediction of mortality and hospital use in older people in Hong Kong	700,000	1-Oct-08	30-Sept-10

<b>Projects in-progress</b>					
	<b>Institution</b>	<b>Title, content and objective of project</b>	<b>Fund awarded (HK\$)</b>	<b>Project Commencement Date</b>	<b>Expected Date of Completion</b>
Public Policy Research Funding Scheme					
1	CUHK	Managing Environmental Conflicts Arising from Developments in Ecologically Sensitive Areas in Hong Kong	287,000	1-Oct-08	30-Sept-10#

**Projects in-progress**

	<b>Institution</b>	<b>Title, content and objective of project</b>	<b>Fund awarded (HK\$)</b>	<b>Project Commencement Date</b>	<b>Expected Date of Completion</b>
2	CUHK	Legal recognition of same sex partnerships in a Chinese context: a public health perspective	700,000	1-Oct-08	31-Dec-10#
3	PolyU	Evaluating Hong Kong's Competitiveness as an International Tourism Destination from the Economic Policy Perspective	504,000	1-Oct-08	31-Dec-10#
4	PolyU	Public Healthcare Welfare by Computerized TCM (Traditional Chinese Medicine) Diagnosis System	600,000	1-Oct-08	30-Sept-11
5	HKIED	A comparative study of transnational higher education policy and governance in Hong Kong, Shenzhen China and Singapore	726,000	1-Oct-08	31-Dec-10#
6	CityU	Exploring Peripheralisation and Residualisation in Hong Kong's Public Rental Housing: New Policy Challenges	421,590	1-Oct-09	30-Sept-11
7	LU	Audience Development as Cultural Policy in Hong Kong since 1997	448,500	1-Oct-09	30-Sept-11
8	CUHK	The Impact of Socioeconomic Backgrounds on the Academic Achievement of Senior Secondary School Students: The Case of NSS Liberal Studies	556,140	1-Oct-09	30-Sept-12
9	CUHK	Economic returns to post-secondary sub-degree education	464,646	1-Oct-09	31-Mar-11
10	CUHK	Anatomy of a Financial Centre: A Systemic Analysis of Hong Kong's legal and regulatory framework for its securities market	448,500	1-Sept-09	31-Aug-12
11	CUHK	Evaluation of the Impact of Elderly Health Care Voucher Scheme in Hong Kong and its Potential Extension	557,410	1-Oct-09	30-Sept-11
12	CUHK	Policy for Culture-led Urban Regeneration and Development	291,525	1-Oct-09	30-Sept-11
13	CUHK	Medico-social Impact of a Comprehensive Multi-disciplinary Program for the Care of Fragility Fracture of the Elderly - Implications for Healthcare Policy in Hong Kong	363,608	1-Oct-09	30-Sept-12
14	CUHK	Political Recruitment in an Administrative State: Grooming Political Talents for Hong Kong	333,146	1-Sept-09	30-Apr-11
15	CUHK	Noncognitive Human Capital as a Generator for Social Inequality: New Evidence and Policy Implications for Education in Hong Kong	313,950	1-Jul-09	30-Jun-11

### Projects in-progress

	<b>Institution</b>	<b>Title, content and objective of project</b>	<b>Fund awarded (HK\$)</b>	<b>Project Commencement Date</b>	<b>Expected Date of Completion</b>
16	CUHK	The Impact of the Introduction of a Statutory Minimum Wage on Labour Market Conditions and the Quality of Life of Vulnerable Groups in Hong Kong	448,500	1-Jul-09	31-Oct-11
17	CUHK	Restructuring of Hong Kong Manufacturing in the Pearl River Delta: Challenges and Policy Responses	373,152	1-Oct-09	30-Sept-11
18	PolyU	Green Practices in Hong Kong's Shipping Industry: Empirical Evidence and Policy Implications	538,200	1-Oct-09	30-Sept-12
19	PolyU	Impacts of Climatic Warming on High Density Living in Hong Kong using Remote Sensing and GIS Modelling	412,620	1-Sept-09	31-Aug-11
20	PolyU	Policy of Accessible Public Toilets for Visually Impaired People	269,100	1-Oct-09	30-Sept-11
21	HKUST	Occupational Segregation, Anti-Discrimination Policies and Gender Inequality in Hong Kong	313,950	30-Sept-09	29-Sept-11
22	HKU	Competition and Environmental Sustainability in Hong Kong's Energy Market	322,920	30-Sept-09	29-Sept-12
23	HKU	A Long Term Evaluation of the Clinical and Cost Effectiveness of the Hong Kong Scoliosis Screening Programme	403,650	30-Sept-09	29-Sept-11
24	HKU	Legal Assistance for Asylum Seekers and Torture Claimants in Hong Kong	358,800	1-Aug-09	31-Jul-12
25	HKU	Partnerships for Sustainable Development: Implications for Public Policy in Hong Kong	627,900	30-Sept-09	29-Mar-12
26	CityU	An investigation of daylight linked lighting controls and the implications to building energy and environment policies	351,540	1-Sept-10	31-Aug-12
27	CityU	Enhancing Hong Kong SMEs' Competitiveness via Open Information Services	848,160	1-Oct-10	30-Sept-12
28	HKBU	Community Interpreting in Hong Kong	395,250	15-Nov-10	14-Nov-12
29	LU	Cross-Sectoral Synergy in Cultural-creative SMEs: Creativity, talents and entrepreneurship	384,090	1-Oct-10	31-Mar-12
30	CUHK	The Public Health Impacts of the Policy Decision to Reduce Alcohol Tax in Hong Kong	751,440	1-Oct-10	30-Sept-13
31	CUHK	Hong Kong or Singapore? Strategic Location Choice of Chinese Multinational Firms' Asia Regional Headquarters	279,000	30-Sept-10	29-Mar-12

<b>Projects in-progress</b>					
	<b>Institution</b>	<b>Title, content and objective of project</b>	<b>Fund awarded (HK\$)</b>	<b>Project Commencement Date</b>	<b>Expected Date of Completion</b>
32	PolyU	Evaluating the social, economical, cultural and heritage impacts of the "Revitalising Historic Buildings through Partnership Scheme" in Hong Kong	340,380	1-Oct-10	30-Sept-11
33	PolyU	Green apparel merchandising and its policy implications for Hong Kong's trade development	474,300	1-Oct-10	30-Sept-13
34	HKUST	Tracking Knowledge - Transfer from Universities to Society in Hong Kong's Innovation System	372,000	30-Sept-10	29-Sept-12
35	HKUST	Private-Public Joint Ventures in Infrastructure Projects	373,860	1-Sept-10	31-Aug-12
36	HKUST	Developing comprehensive performance-based road pavement management strategies in Hong Kong	465,000	30-Sept-10	29-Sept-12
37	HKU	Promoting Economic Integrity through Institutional Alternative Dispute Resolution: A Law and Policy Perspective	427,800	17-Sept-10	16-Sept-12
38	HKU	A longitudinal study on intimate partner violence against Chinese pregnant women and child abuse in Hong Kong	322,710	30-Sept-10	29-Mar-12
39	HKU	Managing the Transition towards a Low-carbon Economy: Stakeholder Engagement for Technological Environmental Innovation Decision-making in Hong Kong	571,950	30-Sept-10	29-Sept-12
40	HKU	Longevity increase, retirement saving and retirement age: Economic analyses and policy implications	345,960	1-Jul-10	31-Dec-12
41	HKU	Segregation or Sorting? The Causes and Consequences of Hong Kong's Socio-Spatial Structure	620,310	1-Oct-10	30-Sept-12
42	HKU	A Study on Population Health and Health Economics for Hong Kong SAR	465,000	1-Oct-10	30-Sept-12
43	HKU	Educational Inequality and ICT Use in Schools: Bridging the Digital Divide	373,860	1-Oct-10	30-Sept-12
44	HKIED	An innovative methodology for data with a hierarchical structure and its applications and implications for policy-formulation	443,610	1-Oct-10	30-Sept-12
45	HKIED	A Territory-wide Study on the Impact of the Voucher Scheme on Parents' Choice of Early Childhood Education Services	365,490	1-Oct-10	31-Mar-12

# Completion report being prepared by the institutions.

<b>Projects in-progress</b>					
	<b>Institution</b>	<b>Title, content and objective of project</b>	<b>Fund awarded (HK\$)</b>	<b>Project Commencement Date</b>	<b>Expected Date of Completion</b>
<b>Strategic Public Policy Research Funding Scheme</b>					
1	HKIEd	A Benefit-finding Intervention for Family Caregivers of Persons with Alzheimer Disease	4,992,639	30-Jun-09	29-Jun-14
2	HKUST	Hong Kong Panel Study of Social Dynamics	3,960,000	30-Jun-09	29-Jun-14
3	CityU	The making of a creative Hong Kong: Creativity for all ages, and age integration in creative industries	1,000,000	30-Jun-10	29-Jun-12
4	CUHK	Mapping the Hong Kong Game Industries: Cultural Policy, Creative Cluster, and Asian Markets	3,500,000	30-Jun-10	29-Jun-14
5	PolyU	Forging New Trans-border Links: Social/Community Economies (SCEs) in Hong Kong and the Pearl River Delta (PRD)	3,800,000	1-May-10	30-Apr-13
6	HKU	The Linkages of Producer Services between Hong Kong and the Pearl River Delta	1,000,000	1-May-10	30-Apr-12
7	HKBU	The Role of Hong Kong's Financial Centre in China's Development	1,152,415	1-Jun-11	30-Nov-13
8	CUHK	Using a systematic approach to evaluate primary care development in Hong Kong, Shenzhen, Kunming and Shanghai	2,500,000	15-Jun-11	14-Jun-14

Notes:

- CityU – City University of Hong Kong
- HKBU – Hong Kong Baptist University
- LU – Lingnan University
- CUHK – The Chinese University of Hong Kong
- HKIEd – The Hong Kong Institute of Education
- PolyU – The Hong Kong Polytechnic University
- HKUST – The Hong Kong University of Science and Technology
- HKU – The University of Hong Kong

- (2) CPU has reserved \$20 million for PPR and SPPR in 2011-12. RGC invited applications for PPR from the relevant tertiary institutions in October 2010. Assessment of applications is underway. The final funding decision will be announced in mid-2011. As regards SPPR, RGC plans to invite applications from the relevant tertiary institutions in mid-2011. The final funding result will be announced in end 2011.
- (3) RGC, which consists of panels comprising prominent local and overseas experts in various fields, reviews all PPR and SPPR applications. Academic quality and relevance of the proposal to the needs of Hong Kong are the primary considerations in evaluating research proposals by the panels. RGC will consolidate the panels' recommendations and make a final funding decision.

Signature \_\_\_\_\_

Name in block letters \_\_\_\_\_ Miss Jennifer MAK

Post Title \_\_\_\_\_ Director of Administration

Date \_\_\_\_\_ 16 March 2011

**CONTROLLING OFFICER'S REPLY TO  
INITIAL WRITTEN QUESTION**

CSO004

Question Serial No.

0813

Head: 142 – Government Secretariat : Offices of the Chief Secretary for Administration and the Financial Secretary  
Subhead (No. & title): 000 Operational Expenses

Programme: (2) Government Records Service

Controlling Officer: Director of Administration

Director of Bureau: Director of Administration

Question:

As regards Government Records Service (GRS), please provide the following information:

- (a) Given that there are calls in the community for the government to consider enacting an archival law, has the government set aside resources in 2011-12 to review and study the relevant proposal as well as the roles and functions of the GRS? If so, what are the specific plans for the review and study? What are the details of the timetable and the estimated expenditure? If not, what are the reasons?
- (b) Given the importance of the information kept by the GRS on the research and study of Hong Kong's history, has the government allocated any resources in 2011-12 to assist the public in accessing GRS' records for research purposes and to better promote the work and services of the GRS to the public? If so, what are the specific plans and the estimated expenditure involved?

Asked by: Hon. CHAN Tanya

Reply:

- (a) The Government attaches great importance to records management and strives to appraise and preserve government records with archival value. However, enacting an archival law is not the only way to improve the management of government and archival records. The Government has put in place administrative arrangements to facilitate the identification, transfer, and preservation of and public access to archival records. The Government Records Service (GRS) has also promulgated records management procedures and guidelines to ensure proper management of government records. We believe that implementing a set of effective administrative arrangements for records management at present is crucial to the continuous improvement of government records management. Though we have not specifically set aside resources in 2011-12 to review and study the proposal of enacting an archival law, GRS will continue to improve its services and we will keep the present administrative system of records management under review and improve on the administrative arrangements as necessary.

- (b) GRS has been providing research and reference services and implementing public education and publicity programmes to enhance public appreciation and use of Hong Kong's archival heritage. In 2011-12, GRS will organize for the public one exhibition and at least 20 seminars or visits. Some of the seminars will be co-organized with the Education Bureau to reach out to secondary school teachers with a view to encouraging teachers and students to use archival records for teaching and studying. In addition, we will enrich the existing online resources to reach a wider audience, and digitize frequently used and popular holdings to facilitate a more convenient access to these archival holdings. In 2011-12, the provision for public programme and reference service is around \$3 million.

Signature \_\_\_\_\_

Name in block letters Miss Jennifer MAK

Post Title Director of Administration

Date 16 March 2011

**CONTROLLING OFFICER'S REPLY TO  
INITIAL WRITTEN QUESTION**

CSO005

Question Serial No.

1208

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:

Regarding the use of the Office of Former Chief Executives (the Office) by the Former Chief Executive to perform promotional, protocol-related, or any other activities in relation to his former official role, would the Administration inform this Committee of the respective numbers of such activities held at the Office, as well as the manpower employed and the establishment of the Office over the past two years (i.e. 2009-10 and 2010-11)? Please inform this Committee of the relevant activities to be held at, and the estimated operating expenditure of, the Office next year?

Asked by: Hon. FUNG Kin-kee, Frederick

Reply:

The Office supports the Former Chief Executive to perform promotional, protocol-related or any other activities in relation to his former official role. The Office has been used by the Former Chief Executive to receive local people, overseas dignitaries and leaders of the Mainland for meetings and exchanging views. In the past two years, such activities took place generally once or twice a week. Subject to the actual prevailing circumstances, the nature of the activities in the coming year is expected to be similar.

The Office is supported by four staff. The estimated operating expenditure of the Office for 2011-12 is \$2 million.

Signature \_\_\_\_\_

Name in block letters Miss Jennifer MAK

Post Title Director of Administration

Date 16 March 2011

**CONTROLLING OFFICER'S REPLY TO  
INITIAL WRITTEN QUESTION**

**CSO006**

Question Serial No.

2012

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:

Please provide the following figures:

- (1) What are the numbers of records, in terms of volumes and pages, received from policy bureaux and departments in the past 5 years? How many of them are classified, and how many are unclassified? (Please itemise and tabulate the figures by bureau and department.)
- (2) What is the length of closure period for records received in the past 5 years? (If there are different lengths of closure period, please list them all.)
- (3) How many records were opened for public access in each of the past 5 years? (Please list, by bureau and department, the respective numbers of volumes and pages of the records.)
- (4) What was the number of visitors to the Hong Kong Public Records Building in Kwun Tong for inspecting archival records in each of the past 5 years?
- (5) What were the expenditure and the manpower deployed for maintaining archival records in the past 5 years, and what are the expenditure and manpower estimated for 2011-12?

Asked by: Hon. HO Sau-lan, Cyd

Reply:

- (1) From 2006 to 2010, a total of 188,779 records, comprising 185,994 unclassified records and 2,785 classified records, were transferred from government bureaux/departments (B/Ds) to the Government Records Service for keeping as archival records. We do not have information on the number of pages of records received. A breakdown by B/Ds is as follows:

Transferring B/D*	No. of records transferred to GRS from 2006 to 2010	
	Unclassified	Classified
Commerce, Industry and Technology Bureau	4	3
Civil Service Bureau	91	-
Chief Secretary for Administration's Office	11	115
Education Bureau	493	-
Education and Manpower Bureau	240	-
Economic Services Bureau	180	-

Transferring B/D*	No. of records transferred to GRS from 2006 to 2010	
	Unclassified	Classified
Environment, Transport and Works Bureau	15	-
Chief Executive's Office	27	113
Food and Health Bureau	116	-
Financial Services and the Treasury Bureau	2	409
Home Affairs Bureau	76	339
Security Bureau	42	-
Agriculture, Fisheries and Conservation Department	22	-
Architectural Services Department	86,202	-
Audit Commission	1,334	-
Civil Aviation Department	78	-
Civil Aid Service	3	-
Civil Engineering and Development Department	62	-
Companies Registry	19	-
Census and Statistics Department	19	-
Department of Justice	83	-
Electrical and Mechanical Services Department	11	-
Food and Environmental Hygiene Department	62	-
Fire Services Department	11	-
Government Logistics Department	26	-
Government Property Agency	1	-
Home Affairs Department	697	-
Health Department	137	-
Highways Department	159	12
Hong Kong Police Force	49	74
Housing Department	35	-
Immigration Department	6,363	-
Intellectual Property Department	1,317	-
Invest Hong Kong	123	-
Innovation and Technology Commission	408	149
Information Services Department	3,004	-
Joint Secretariat for the Advisory Bodies on Civil Service and Judicial Salaries and Conditions of Service	42	470
Judiciary	60,294	-
Labour Department	229	-
Lands Department	1,790	-
Land Registry	91	-
Leisure and Cultural Services Department	391	-
Marine Department	4	-
Office of the Telecommunications Authority	115	-
Official Receiver's Office	1	-
Planning Department	28	-
Post Office	16	-
Radio Television Hong Kong	536	-
Social Welfare Department	20,481	638
Trade and Industry Department	50	463
Transport Department	136	-
Treasury	15	-
Rating and Valuation Department	253	-
Total	185,994	2,785

\*These are the names of B/Ds when the records were transferred to GRS.

- (2) We do not have readily available information on the length of closure period for each of the records received in the past 5 years.
- (3) Over the past 5 years, a total of 25,321 records were opened for public inspection. We do not have information on the number of pages of these records. A breakdown by year and by B/Ds is as follows :

Transferring B/D*	No. of records opened				
	2006	2007	2008	2009	2010
Agriculture and Fisheries Department	-	1	3	5	9
Architectural Services Department	633	525	647	458	899
Buildings Department	-	1	-	1	2
Buildings and Lands Department	53	53	85	116	165
Census and Statistics Department	9	8	5	5	10
City and New Territories Administration	45	28	31	41	42
Civil Aviation Department	6	3	3	3	5
Civil Engineering Services Department	-	1	1	4	4
Civil Engineering and Development Department	5	3	3	14	4
Civil Service Training and Development Institute	-	-	-	-	1
Correctional Services Department	3	1	2	-	2
Customs and Excise Department	1	1	1	-	-
Department of Justice	4	-	-	-	-
Education Department	14	15	21	20	34
Fire Services Department	-	1	1	1	1
Food and Environmental Hygiene Department	11	4	3	3	5
Government Laboratory	-	1	-	-	1
Government Property Agency	7	3	4	2	1
Administration Unit, Colonial Secretariat	1	-	-	-	-
Administrative Services and Information Branch	4	5	2	1	3
Chief Secretary for Administration's Office	-	5	1	2	-
Chief Secretary's Office	6	16	9	31	14
Civil Service Branch	11	-	-	-	-
Constitutional Affairs Branch	3	6	1	3	2
Councils and Administration Branch	11	11	267	12	60
Economic Division	2	-	-	-	-
Education and Manpower Branch	24	24	47	50	50
Environment Branch	1	1	-	1	-
Finance Branch	28	15	12	12	19
Financial Services Branch	24	20	19	28	26
General Branch	6	4	1	1	-
Health and Welfare Branch	4	9	7	8	8
Home Affairs Branch	1	-	-	-	-
Hong Kong Government Office - London	8	12	19	51	37
Lands and Works Branch	-	1	1	-	-
Municipal Services Branch	-	-	1	-	-
Planning, Environment and Lands Branch	3	3	2	-	7
Recreation and Culture Branch	1	2	3	4	3
Security Branch	19	8	4	1	3
Social Services Branch	6	5	3	2	2
Trade and Industry Branch	1	1	1	1	2
Transport Branch	7	5	6	3	4
Works Branch	-	-	-	1	1

Transferring B/D*	No. of records				
	2006	2007	2008	2009	2010
Civil Service Bureau	3	-	-	-	-
Commerce and Economic Development Bureau	-	-	1	-	-
Commerce, Industry and Technology Bureau	4	-	-	-	-
Constitutional Affairs Bureau	1	-	-	-	-
Development Bureau	-	-	1	2	2
Economic Development and Labour Bureau	4	-	-	-	-
Education Bureau	-	-	-	-	1
Education and Manpower Bureau	1	1	-	2	-
Environment Bureau	-	2	1	2	1
Financial Services and the Treasury Bureau	4	13	11	9	7
Food and Health Bureau	-	-	1	5	1
Health, Welfare and Food Bureau	5	3	-	-	-
Home Affairs Bureau	3	1	-	-	1
Housing, Planning and Lands Bureau	7	-	-	-	-
Labour and Welfare Bureau	-	7	4	1	-
Security Bureau	4	1	1	4	10
Transport and Housing Bureau	-	16	9	8	6
Department of Health	3	4	8	5	6
His Excellency The Governor's Establishment	-	3	2	-	3
Home Affairs Department	45	52	33	61	50
Hong Kong Police Force	30	41	42	46	51
Hospital Services Department	2	-	-	1	-
Housing Authority and Housing Department	1	3	4	11	2
Highways Department	1	-	-	1	3
Immigration Department	-	1	2	-	1
Industry Department	14	7	14	3	1
Information Services Department	10	10	10	78	13
Intellectual Property Department	-	-	-	1	-
Joint Secretariat for the Advisory Bodies on Civil Service and Judicial Salaries and Conditions of Service	-	-	-	-	1
Judiciary	3,097	1,081	794	851	918
Labour Department	18	22	17	19	15
Land Registry	-	-	-	15	4
Lands Department	24	25	40	64	109
Leisure and Cultural Services Department	6	8	14	15	21
Management Services Agency	-	1	-	-	-
Marine Department	6	11	8	6	4
Office of the Telecommunications Authority	-	1	-	-	-
Official Languages Agency	1	-	-	-	-
Official Receiver's Office	1	-	-	-	-
Office of the Members of the Executive and Legislative Councils	27	99	89	64	74
Planning Department	-	1	-	1	-
Post Office	-	2	1	-	-
Public Works Department	17	2	-	-	-
Rating and Valuation Department	7	8	6	6	8
Recreation and Culture Department	2	-	1	-	-
Regional Council and Regional Services Department	3	5	7	4	11
Registrar General's Department	1,309	1,282	1,450	1,505	1,566
Royal Hong Kong Regiment (the Volunteers)	-	-	-	-	1

Transferring B/D*	No. of records				
	2006	2007	2008	2009	2010
Social Welfare Department	800	762	693	600	727
Social Welfare Office	-	-	-	1	2
Territory Development Department	-	1	-	-	-
Trade and Industry Department	10	13	7	13	12
Transport Department	46	31	28	39	38
Treasury	18	10	297	29	13
University Grants Committee Secretariat	14	15	10	11	9
Urban Council and Urban Services Department	42	34	44	31	2
Urban Services Department	-	2	-	-	1
Total	6,552	4,383	4,866	4,399	5,121
Grand Total	25,321				

\*These are the names of B/Ds when the records were transferred to GRS.

- (4) Information on the number of visitors to the Hong Kong Public Records Building for inspecting archival records in the past 5 years is as follows:

Year	Nos. of visitors
2006	2,401
2007	2,617
2008	2,713
2009	3,267
2010	3,188

- (5) The expenditure and manpower deployed for maintaining archival records in the past 5 years, and the estimated provision for 2011-12, are tabulated below :

	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12
Expenditure (\$ million)	8.6	8.2	8.8	8.7	8.8#	9.4#
Manpower (no. of staff)	25	25	24	24	25	25

# estimate

Signature \_\_\_\_\_

Name in block letters Miss Jennifer MAK

Post Title Director of Administration

Date 16 March 2011

**CONTROLLING OFFICER'S REPLY TO  
INITIAL WRITTEN QUESTION**

CSO007

Question Serial No.

2333

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:

During 2011-12, the Efficiency Unit will prepare for the replacement of the 1823 systems. What are the details, work schedule and expenditure involved in respective arrangements?

Asked by: Hon. WONG Ting-kwong

Reply:

The existing 1823 Call Centre systems have been in use for almost ten years and are approaching the end of their serviceable lives. To ensure the continued provision of a convenient and effective service to the public, we will soon be seeking the Finance Committee's approval for creating a new commitment of \$40 million to replace the obsolete systems. Taking into account the lead-time required for tendering and system development, we expect the replacement project to be completed in October 2012.

Signature \_\_\_\_\_

Name in block letters Miss Jennifer MAK

Post Title Director of Administration

Date 16 March 2011

**CONTROLLING OFFICER'S REPLY TO  
INITIAL WRITTEN QUESTION**

**CSO008**

Question Serial No.

2334

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:

During 2011-12, the Efficiency Unit will pilot implementation of an integrated system supporting the Enterprise Information Management Strategy. What have we gained from the pilot implementation so far? What are the programme of implementation and expenditure involved?

Asked by: Hon. WONG Ting-kwong

Reply:

The pilot system was launched in June 2010. It has so far proven automation of record keeping functions and support for business workflow. During 2011-12, the Efficiency Unit (EU) will be developing the use of the system for knowledge management in support of its consultancy services and applying lessons learned from the initial phase to improve the platform for collaboration within teams, across the EU and with Management Services Officers in other departments. The EU will also be drawing on the experience gained from its pilot programme to work with the Office of the Government Chief Information Officer in extending the Enterprise Information Management Strategy programme to other parts of the government. The cumulative project expenditure up to 4 March 2011 was \$8.18 million.

Signature \_\_\_\_\_

Name in block letters Miss Jennifer MAK

Post Title Director of Administration

Date 16 March 2011

**CONTROLLING OFFICER'S REPLY TO  
INITIAL WRITTEN QUESTION**

**CSO009**

Question Serial No.

2335

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:

Provision for 2011-12 is \$116.7 million (41.1%) higher than the revised estimate for 2010-11. One of the reasons for this is an increase of 10 posts. What are the duties, number and expenditure of the posts?

Asked by: Hon. WONG Ting-kwong

Reply:

The net increase of 10 posts in 2011-12 is mainly to provide support for managing the information technology infrastructure and building premises at the new Central Government Offices, as well as to enhance professional and office administrative support in the Economic Analysis and Business Facilitation Unit.

(a) The following posts will be created -

<u>Rank</u>	<u>No. of posts</u>
Chief Executive Officer	1
Senior Clerical Officer	2
Senior Systems Manager	1
Analyst / Programmer I	2
Assistant Computer Operation Manager	1
Senior Computer Operator	1
Assistant Clerical Officer	2
Senior Economist	2
Executive Officer II	1

(b) The creation of the above posts will be partly offset by the deletion of the following posts -

<u>Rank</u>	<u>No. of posts</u>
Executive Officer I	1
Clerical Assistant	1
Economist	1

The estimated expenditure earmarked for the net creation of 10 posts is \$6.2 million.

Signature \_\_\_\_\_  
Name in block letters Miss Jennifer MAK  
Post Title Director of Administration  
Date 16 March 2011

**CONTROLLING OFFICER'S REPLY TO  
INITIAL WRITTEN QUESTION**

**CSO010**

Question Serial No.

2462

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

Programme:

Controlling Officer: Director of Administration

Director of Bureau: Director of Administration

Question:

With regard to the statement in paragraph 102 of the Budget Speech that 'the Government is rolling out support measures for the six industries where we enjoy clear advantages', please provide the following information :

- (a) the names of the schemes and initiatives implemented last year (2010-11) for the six industries (medical services, education services, testing and certification services, environmental industries, innovation and technology, and cultural and creative industries) and the expenditure involved;
- (b) the numbers of people employed in each of the six industries for the past three years (2008-09 to 2010-11);
- (c) the share of the six industries in GDP for the past three years (2008-09 to 2010-11); and
- (d) the initiatives to be implemented by the Government for the six industries in the coming year and the estimated expenditure involved.

Asked by: Hon. IP Wai-ming

Reply:

- (a) The names of the schemes and initiatives for the six industries and the expenditure involved in 2010-11 are listed below :
  - (i) Medical Services Industry

The Government has reserved four sites at Wong Chuk Hang, Tseung Kwan O, Tai Po and Lantau for private hospital development. We invited the market in December 2009 to March 2010 to express their interest in developing the sites.

(ii) Education Services Industry

The Government implemented in 2008 a basket of measures, including doubling the non-local student quotas of the publicly-funded programmes to 20%, establishing the \$1 billion HKSAR Government Scholarship Fund (“Government Scholarship Fund”) to provide government scholarships to outstanding local and non-local students, allowing non-local students to take on summer jobs and on-campus part-time jobs and enabling non-local students to stay in Hong Kong without limitations for 12 months after graduation.

We have also introduced in recent years a number of measures to facilitate the development of self-financing post-secondary sector –

- Land Grant Scheme – This Scheme provides land at nominal premium to self-financing non-profit-making post-secondary institutions for the construction of purpose-built premises. Since the launch of the Scheme in 2002, eight sites have been granted. We are inviting expression of interest for the Queen’s Hill site in the New Territories;
- Start-up Loan Scheme – This Scheme provides loans to support self-financing post-secondary institutions to develop new college premises and re-provision existing premises operating in sub-optimal environment, such as refurbishing vacant school premises. Launched in 2001, the Scheme has a total commitment of \$7 billion; and
- Quality Enhancement Grant Scheme – This Scheme supports projects/initiatives that can improve students’ learning, teaching methods, course quality and career guidance. The Scheme was launched in 2008 with a one-off injection of \$100 million.

The increase in non-local student quota for publicly-funded programmes to 20% will not result in additional recurrent costs for the Government, as the recurrent expenditure incurred in providing the additional student places will be met by institutions from tuition fees received and other income sources. The Immigration Department is responsible for dealing with the increase in applications for student entry, extension of stay and dependant entry resulted from the above measures. The staff cost involved in 2010-11 is about \$2.93 million. As regards the Government Scholarship Fund, its investment and accounting matters is overseen by the Director of Accounting Services. The staff cost involved in 2010-11 is about \$1.52 million.

(iii) Testing and Certification Services Industry

The Government’s expenditure on supporting the testing and certification industry is about \$72.9 million, mainly to provide the industry with accreditation service, calibration service and information on international standards, as well as to provide secretariat support for the Hong Kong Council for Testing and Certification (HKCTC) in the implementation of its three-year industry development plan submitted in March last year. The plan adopted a dual approach in promoting the development of the industry – making general improvements to the accreditation service and factors of production to enhance the industry’s competitiveness, whilst at the same time setting up Panels to focus particular attention on the development and promotion of new testing and certification services in four selected trades, i.e. Chinese medicine, construction materials, food and jewellery. HKCTC will also step up promotion of Hong Kong’s testing and certification services through various channels, such as participation in major trade fairs.

(iv) Environmental Industry

We have been promoting the development of environmental industries and a green economy through multi-pronged policies and initiatives. They include enhancing building energy efficiency and promoting the use of energy-saving household appliances by legislation, setting up the Pilot Green Transport Fund, promoting electric vehicles, expanding the list of products with green specifications for government procurement, piloting the use of new green materials in public works, encouraging scientific research on environmental protection and building environmental infrastructure etc..

Total capital expenditure for environmental protection, conservation, etc. in 2010-11 is estimated at about \$4.7 billion.

(v) Innovation and Technology Industry

The Government's expenditure on promoting innovation and technology is about \$1.1 billion, which is mainly for supporting the operation of Research and Development (R&D) centres, providing funding support to applied R&D projects under the Innovation and Technology Fund (ITF) and organising activities to promote and publicise Hong Kong's innovation and technology development. The Government launched the R&D Cash Rebate Scheme in April 2010 to strengthen our efforts in promoting applied R&D in Hong Kong and to encourage further collaboration between enterprises and public R&D institutions. Under this Scheme, enterprises conducting applied R&D projects may enjoy a cash rebate equivalent to 10% of their R&D investments. The Government has also decided to take forward the construction of the Science Park Phase 3, which will cost \$4.9 billion. It is expected that the project will be completed in phases between 2013 and 2016 and will create 4 000 R&D related jobs.

(vi) Cultural and Creative Industry

On Cultural Industry, government spending in the arts and culture is estimated to be about \$2.8 billion (excluding expenditure on capital works). To promote the local cultural industry, and to complement the development of the West Kowloon Cultural District, an additional recurrent expenditure of \$486 million from 2010-11 to 2014-15 have been earmarked for strengthening our cultural software. The measures include strengthening the support for local arts groups (including small / medium sized arts groups), enriching the content of the Hong Kong Arts Festival, subsidising various projects in relation to the development and preservation of Cantonese opera, and facilitating the promotion of public arts, etc.

In addition, \$1.5 billion has been injected into the arts portion of the Arts and Sport Development Fund in July 2010. We plan to invite applications and will use the annual investment returns to support the long-term development of the arts in Hong Kong.

For the part on creative industry, Create Hong Kong (CreateHK) has been promoting creative industries development according to the seven-pronged strategy formulated in consultation with the Legislative Council and the trades. These strategies are –

- (a) nurturing a pool of creative human capital;
- (b) facilitating start-ups and development of creative establishments;
- (c) generating demand for creativity and expanding local market size for creative industries;
- (d) promoting creative industries in the Mainland and overseas to help explore outside markets;
- (e) fostering a creative atmosphere within the community;
- (f) developing creative clusters in the territory to generate synergy and facilitate exchanges;  
and
- (g) organising major events to promote Hong Kong as Asia's creative capital.

CreateHK also administers various funding schemes which drive creative industries development. The CreateSmart Initiative aims at providing financial support to projects conducive to the development of creative industries in Hong Kong, with a view to promoting and speeding up the development of local creative industries so as to build Hong Kong into Asia's creative capital. The DesignSmart Initiative aims to strengthen support for design and innovation, and to promote the wider use of design and innovation in industries to help them move up the value chain. The Film Development Fund aims to provide financial support for projects conducive to the long-term development of the local film industry.

The estimated expenditure of CreateHK for the financial year of 2010-11 is \$187 million, including \$48.8 million for personal emoluments and departmental expenses and \$138 million for general non-recurrent items (which include allocations for the various funding schemes administered by CreateHK as well as for the operation of Hong Kong Design Centre).

- (b) Employment figures of the six industries on employment in 2008 and 2009 are tabled below. The Government does not have the corresponding figures on the six industries in 2010. It is because detailed information provided by the business establishments is required to produce the relevant figures. Currently many business establishments have not yet prepared the detailed data for 2010, thus relevant information cannot be provided.

#### **Employment in the six industries**

<b>Employment</b>	<b>Number</b>		<b>Annual growth rate</b>
	<b>2008</b>	<b>2009</b>	
(i) Medical services	70 440	71 990	+2.2%
(ii) Education services	56 840	62 240	+9.5%
(iii) Testing and certification services	12 420	12 610	+1.5%
(iv) Environmental industries	31 270	32 410	+3.6%
(v) Innovation and technology	26 090	27 470	+5.3%
(vi) Cultural and creative industries	191 260	188 250	-1.6%
<b>Six Industries</b>	<b>388 320</b>	<b>394 970</b>	<b>+1.7%</b>

- (c) The share of GDP of the six industries in 2008 and 2009 is tabled below. The Government does not have the corresponding figures on the six industries in 2010. It is because detailed information provided by the business establishments is required to produce the relevant figures. Currently many business establishments have not yet prepared the detailed data for 2010, thus relevant information cannot be provided.

**Share of GDP of the six industries <sup>(1)</sup>**

<b>Industries</b>	<b>2008</b>	<b>2009</b>
(i) Medical services	1.4%	1.6%
(ii) Education services	1.0%	1.1%
(iii) Testing and certification services	0.3%	0.3%
(iv) Environmental industries	0.3%	0.3%
(v) Innovation and technology	0.6%	0.7%
(vi) Cultural and creative industries	4.0%	4.1%
<b>Six Industries <sup>(2)</sup></b>	<b>7.6%</b>	<b>8.0%</b>

Notes:

To facilitate comparison of contribution of the six industries in the private sector as percentage of nominal GDP, GDP in terms of total gross value added is used. This is slightly different from the GDP figure commonly used, which is compiled at market price basis.

- (1) This set of estimates reflects the direct economic contribution of the six industries in the private sector.
- (2) The above total for the six industries in the private sector is only a simple summation of the figures for individual industries. Users should note that there is some overlapping among the six industries.

- (d) For 2011-12, the initiatives to be implemented by the Government for the six industries and the estimated expenditure are :

(i) Medical Services Industry

The Government has reserved four sites at Wong Chuk Hang, Tseung Kwan O, Tai Po and Lantau for private hospital development. We invited the market in December 2009 to March 2010 to express their interest in developing the sites. In consideration of the suggestions and views received, we are formulating the land disposal arrangements and plan to dispose of the sites in phases starting from end-2011 or 2012.

(ii) Education Services Industry

In 2011-12, the Government will:

- inject \$250 million into the Government Scholarship Fund to extend the benefit to students of publicly-funded sub-degree programmes;
- allocate \$100 million to launch a five-year pilot scheme to subsidise on a matching basis local post-secondary students to participate in short-term internship or learning programmes in the Mainland, including visits, exchanges or voluntary services; and
- set up a Self-financing Post-secondary Education Fund with a total commitment of \$2.5 billion for the development of self-financing post-secondary education.

The Government Scholarship Fund's investment and accounting matters will continue to be overseen by the Director of Accounting Services. The estimated staff cost involved in 2011-12 is about \$1.37 million. The allocation of \$100 million to subsidise post-secondary students' participation in short-term internship or learning programmes in the Mainland will not result in additional recurrent cost. For the Self-financing Post-secondary Education Fund, the Director of Accounting Services will oversee the investment and accounting matters. The estimated staff cost involved in 2011-12 is about \$0.96 million.

(iii) Testing and Certification Services Industry

The Government will continue to provide the industry with accreditation service, calibration service and information on international standards, as well as provide support for HKCTC in the implementation of its three-year industry development plan. The estimated expenditure is \$82 million.

(iv) Environmental Industry

To encourage the transport sector to test out green and low-carbon transport technology, the Government is setting up a \$300 million Pilot Green Transport Fund in March 2011.

To encourage the public to take concrete actions for enhancing building energy efficiency, \$450 million was allocated from the Environment and Conservation Fund to subsidise private building owners to carry out energy-cum-carbon audits and energy efficiency projects on a matching basis.

We have also allocated over \$93 million for a five-year Cleaner Production Partnership Programme to facilitate Hong Kong-owned factories in the PRD region to adopt cleaner production technologies and practices, as well as facilitate the exchange of information on environmental technology and the promotion of environmental technology and services.

(v) Innovation and Technology Industry

The Government has budgeted around \$1.18 billion on promoting innovation and technology, which is mainly for supporting the operation of R&D centres providing funding support to applied R&D projects under the ITF and organising activities to promote and publicise Hong Kong's innovation and technology development.

(vi) Cultural and Creative Industry

On Cultural industries, the Government will allocate over \$2.8 billion for the development of art and cultural software.

On creative industries, CreateHK will continue to drive creative industries development according to the seven-pronged strategy. The estimated expenditure of CreateHK for the financial year of 2011-12 is \$239 million, including \$51.2 million for personal emoluments and departmental expenses and \$188 million for general non-recurrent items (which include allocations for the various funding schemes administered by CreateHK as well as for the operation of Hong Kong Design Centre).

Signature \_\_\_\_\_

Name in block letters Miss Jennifer MAK

Post Title Director of Administration

Date 16 March 2011

**CONTROLLING OFFICER'S REPLY TO  
INITIAL WRITTEN QUESTION**

CSO011

Question Serial No.

2702

Head: 142 – Government Subhead (No. & title): 000 Operational  
Secretariat : Offices of the expenses  
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:

Regarding allowances, the 2011-12 estimate indicates a growth exceeding \$1.38 million, that is more than 15%, over the 2010-11 revised estimate. What are the reasons? What are the items covered by these allowances?

Asked by: Hon. LAU Wai-hing, Emily

Reply:

The increase is mainly due to the increased number of acting officers and anticipated increase in overtime work arising from the preparation and implementation of the relocation of our existing Central Government Offices to Tamar.

The item "Allowances" under Head 142 covers overtime allowances, acting allowances, stand-by allowances and on-call duty allowances.

Signature \_\_\_\_\_

Name in block letters Miss Jennifer MAK

Post Title Director of Administration

Date 16 March 2011

**CONTROLLING OFFICER'S REPLY TO  
INITIAL WRITTEN QUESTION**

CSO012

Question Serial No.

2703

Head: 142 – Government Subhead (No. & title): 000 Operational  
Secretariat : Offices of the expenses  
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:

Regarding the hire of services and professional fees, the 2011-12 estimate indicates a growth exceeding \$56 million, that is more than 55%, over the 2010-11 revised estimate. What are the reasons? On what subjects will professional services be hired? What will be the respective expenditure incurred?

Asked by: Hon. LAU Wai-hing, Emily

Reply:

The increase is mainly due to the lower-than-expected expenditure in the hire of services and professional fees in 2010-11 on the one hand, and the anticipated increase in the hire of services in 2011-12 due to the provision of information technology services and building management related services in the new Central Government Offices on the other.

The subjects on which professional services will be hired are mainly the engagement of speakers for forums or seminars and related expenses, and information technology services. The estimated expenditure of these professional services in 2011-12 is \$8 million.

Signature \_\_\_\_\_

Name in block letters Miss Jennifer MAK

Post Title Director of Administration

Date 16 March 2011

**CONTROLLING OFFICER'S REPLY TO  
INITIAL WRITTEN QUESTION**

**CSO013**

Question Serial No.

2707

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:

What business processes will the Efficiency Unit re-engineer in 2011-12 and what are the details? After the re-engineering, will there be saving in Government resources? If yes, how much money is expected to be saved? If no, what are the reasons?

Asked by: Hon. LAU Wai-hing, Emily

Reply:

The Efficiency Unit is currently engaged in the following business process re-engineering studies –

- Department of Health – Special Preventive Programme Clinical Information System;
- Department of Health – Child Health Service System Phase IV; and
- Fire Services Department – Asset Management and Maintenance System.

These studies are still in progress. Resource saving, if any, will be assessed during the course of the studies.

Signature \_\_\_\_\_

Name in block letters Miss Jennifer MAK

Post Title Director of Administration

Date 16 March 2011

**CONTROLLING OFFICER'S REPLY TO  
INITIAL WRITTEN QUESTION**

CSO014

Question Serial No.

2708

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:

It is noted that the Efficiency Unit will support bureaux and departments in reviewing organisational structures and implementing changes in 2011-12. Please provide the names of bureaux and departments getting support and the details of the organisational structure reviews and changes concerned.

Asked by: Hon. LAU Wai-hing, Emily

Reply:

In 2011-12, the Efficiency Unit will carry on with the following studies for the Education Bureau :

- (1) Manpower Review on the Provision of Enhanced Special Education (SE) Support Services for Ordinary Primary Schools – The study is to assess the desired service level and the corresponding manpower requirement for SE support services for ordinary primary schools, taking into account the need for quality services to meet the current service needs as well as the long-term development in SE; and
- (2) Review of the Regional Education Offices (REOs) - The study will revisit the vision, objectives and major service areas of REOs and develop proposals to enhance their capability in the provision of school administration and school development support services to meet service demands and the challenges of new education policies and initiatives.

Signature \_\_\_\_\_

Name in block letters Miss Jennifer MAK

Post Title Director of Administration

Date 16 March 2011

**CONTROLLING OFFICER'S REPLY TO  
INITIAL WRITTEN QUESTION**

**CSO015**

Question Serial No.

2709

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 identification of business applications for new technology, what are the new technologies applied in 2010-11 known as? Which departments were given assistance in applying these new technologies?

Asked by: Hon. LAU Wai-hing, Emily

Reply:

The new technologies applied in 2010-11 and the bureaux/departments which were given assistance in applying these technologies are listed in the appendix.

Signature \_\_\_\_\_

Name in block letters Miss Jennifer MAK

Post Title Director of Administration

Date 16 March 2011

<b>New Technology</b>	<b>Name of Bureau/Department</b>	<b>Application</b>
Enterprise Information Management Technology	Efficiency Unit	Electronic records and knowledge management, and collaboration among all staff.
Mobile Technology	Development Bureau, Agriculture, Fisheries and Conservation Department and Leisure and Cultural Services Department (to be extended to other tree maintenance departments)	On-site capturing of tree inspection data by deploying mobile devices with camera and GPS tracker.
Business Process Management Tool	Food and Environmental Hygiene Department (FEHD), Social Welfare Department (SWD) and Department of Health (DH)	Workflow systems for processing the following licences –  SWD – Elderly Home Licence  DH – Radiation Licences  FEHD – Liquor Licence/Club Liquor Licence
Business Intelligence Solution	SWD	Simple and self-serviced tools for business analysis in relation to processing of Elderly Home Licences.

**CONTROLLING OFFICER'S REPLY TO  
INITIAL WRITTEN QUESTION**

CS0016

Question Serial No.

2710

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:

The Efficiency Unit supported the implementation of the Citizen-centric Services Programme through the Youth Portal. Please list the names of the portal websites, and advise us whether the Efficiency Unit has assessed the effectiveness of the implementation of the Programme through these websites? If it has, what are the assessment criteria, and how effective was the implementation in 2010-11?

Asked by: Hon LAU Wai-hing, Emily

Reply:

The portal is the Youth Portal (<http://www.youth.gov.hk>). It was launched as an experimental service in 2007 to explore how to make public information more accessible and relevant for young people between the ages of 15 and 24 and to learn from engagement with this age group about their expectations and preferences for interaction with public services. This activity aims to support the Citizen-Centric Services Programme both by developing information services for this demographic group and learning lessons that can be shared with front-line departments as they work to improve their services.

The Efficiency Unit regularly assesses findings from the experiment and shares these with other departments. Assessment criteria include analysis of the number of users of the portal and the pattern of their interaction with the site; the extent of feedback from users on their experience with the site and expectations about service delivery; and the lessons learned that can be applied to improvement in public information and service platforms.

In 2010-11, useful responses were obtained from surveys and peer-to-peer engagement exercises that have increased understanding of the different categories and expectations of users. This in turn has helped guide new approaches to content and design, and the information has been used in preparing for further innovation in technology and in moving towards making youth centred information available through a wider variety of media and platforms. Experience from the Youth Portal work has been useful to the Efficiency Unit when planning for improvement in the 1823 service and in advising other departments on using new media to help deliver information and services to the community. Departments that have been contributing content and participating in the discussions on development of the portal continued to regard the experiment as being of benefit to them.

Signature \_\_\_\_\_

Name in block letters Miss Jennifer MAK

Post Title Director of Administration

Date 16 March 2011

**CONTROLLING OFFICER'S REPLY TO  
INITIAL WRITTEN QUESTION**

CSO017

Question Serial No.

2711

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

Programme: (2) Efficiency Unit

Controlling Officer: Director of Administration

Director of Bureau: Director of Administration

Question:

Regarding making long-term financial and other institutional arrangements for the 1823 service,

- (a) what are the details?
- (b) what is the financial commitment involved in the replacement of the 1823 system?

Asked by: Hon. LAU Wai-hing, Emily

Reply:

- (a) This matter covers whether the 1823 service should simply continue to provide its current range of services or develop into new areas, and what longer term operational arrangements are appropriate. Arrangements are still under consideration.
- (b) Replacing the 1823 systems is expected to cost around \$40 million.

Signature \_\_\_\_\_

Name in block letters Miss Jennifer MAK

Post Title Director of Administration

Date 16 March 2011

**CONTROLLING OFFICER'S REPLY TO  
INITIAL WRITTEN QUESTION**

CSO018

Question Serial No.

2762

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

Programme:

Controlling Officer: Director of Administration

Director of Bureau: Director of Administration

Question:

In regard to the implementation of the Framework Agreement on Hong Kong/Guangdong Co-operation (the Framework Agreement) and growing co-operation between Hong Kong and the Mainland in recent years, please provide relevant information on Hong Kong/Mainland cross-boundary projects or programmes in which the Offices of the Chief Secretary for Administration and the Financial Secretary, Central Policy Unit and other departments/units directly under the two Secretaries of Departments are or have been involved.

- a) For Hong Kong/Mainland cross-boundary projects or programmes from 2008-09 to 2010-11, please provide information in the following format:

Project/ programme title	Details, objective and whether it is related to the Framework Agreement	Expenditure involved (HK\$)	Name of Mainland department/ organisation involved	Progress (% completed, start date, anticipated completion date)	Have the details, objective, amount involved or impact on the public, society, culture and ecology been released to the public? If yes, through which channels and what were the manpower and expenditure involved? If no, what are the reasons?
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- b) For Hong Kong/Mainland cross-boundary projects or programmes in 2011-12, please provide information in the following format:

Project/ programme title	Details, objective and whether it is related to the Framework Agreement	Expenditure involved (HK\$)	Name of Mainland department/ organisation involved	Progress (% completed, start date, anticipated completion date)	Will the details, objective, amount involved or impact on the public, society, culture and ecology be released to the public? If yes, through which channels and what will be the manpower and expenditure involved? If no, what are the reasons?
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- c) Apart from the projects or programmes listed above, are there any other modes of cross-boundary co-operation? If yes, what are they? What were the manpower and expenditure involved in the past 3 years, and how much financial and manpower resources are earmarked in the 2011-12 Estimates?

Asked by: Hon. HO Sau-lan, Cyd

Reply:

a) Hong Kong/Mainland cross-boundary projects or programmes that were completed during 2008-09 to 2010-11 are as follows -

<b>Project/ programme title</b>	<b>Details, objective and whether it is related to the Framework Agreement</b>	<b>Expenditure involved (HK\$)</b>	<b>Name of Mainland department/ organisation involved</b>	<b>Progress (% completed, start date, anticipated completion date)</b>	<b>Have the details, objective, amount involved or impact on the public, society, culture and ecology been released to the public? If yes, through which channels and what were the manpower and expenditure involved? If no, what are the reasons?</b>
Consultancy Study on "Social, Economic and Political Developments in the Pan-Pearl River Delta Region (Except the Guangdong Province), and their Implications for Hong Kong"	To monitor important social, economic and political developments in the Pan-Pearl River Delta Region (except the Guangdong Province) and analyse the implications for Hong Kong and recommend strategies and responses for the Government's consideration	920,400	N.A.	100% completed (from Oct 2007 to Oct 2008)	Yes (Executive Summary), via CPU Web Page with minimal manpower involved

<b>Project/ programme title</b>	<b>Details, objective and whether it is related to the Framework Agreement</b>	<b>Expenditure involved (HK\$)</b>	<b>Name of Mainland department/ organisation involved</b>	<b>Progress (% completed, start date, anticipated completion date)</b>	<b>Have the details, objective, amount involved or impact on the public, society, culture and ecology been released to the public? If yes, through which channels and what were the manpower and expenditure involved? If no, what are the reasons?</b>
Consultancy Study on “Social, Economic and Political Developments in the Mainland, with particular emphasis on regional developments and the Guangdong Regional Developments and the Guangdong Province, that have Implications for Hong Kong”	To monitor important social, economic and political developments in the Mainland, with particular emphasis on regional developments and the Guangdong Province, and analyse the implications for Hong Kong and recommend strategies and responses for the Government's consideration	874,600	N.A.	100% completed (from Oct 2007 to Nov 2008)	Yes (Executive Summary), via CPU Web Page with minimal manpower involved
Consultancy Study on “Cooperation of Producer Services Industries between Hunan and Hong Kong”	To analyse the potential for the cooperation of industrial services between Hong Kong and Hunan and recommend strategies and responses for the Government's consideration	66,500 (Note)	Research Department, Hunan Provincial Government	100% completed (from Dec 2007 to Mar 2009)	Yes, via CPU Web Page with minimal manpower involved

Note: The full project cost is HK\$95,000. HK\$66,500 was settled by CPU and HK\$28,500 was paid by the Hunan Provincial Government.

<b>Project/ programme title</b>	<b>Details, objective and whether it is related to the Framework Agreement</b>	<b>Expenditure involved (HK\$)</b>	<b>Name of Mainland department/ organisation involved</b>	<b>Progress (% completed, start date, anticipated completion date)</b>	<b>Have the details, objective, amount involved or impact on the public, society, culture and ecology been released to the public? If yes, through which channels and what were the manpower and expenditure involved? If no, what are the reasons?</b>
Consultancy Study on “Yunnan's Cooperation with the Association of Southeast Asian Nations (ASEAN) and the Greater Mekong Subregion (GMS): Recent Developments and Implications for Yunnan-Hong Kong Cooperation”	To examine the recent developments and future trends in Yunnan's cooperation with ASEAN and GMS; to review the progress in Yunnan-Hong Kong cooperation in the past years; and to recommend strategies and responses that should be adopted by the Government to expand Yunnan-Hong Kong cooperation with a vision to explore the ASEAN market	330,000	N.A.	100% completed (from Apr 2009 to Sep 2009)	Yes, via CPU Web Page with minimal manpower involved
Consultancy Study on “China's foreign policy and Hong Kong's position in regional developments ”	To explore Hong Kong's role and position in regional developments under China's foreign policy	1,200,000	Shanghai Institute for International Studies	100% completed (from Jul 2008 to Jan 2010)	Yes (Executive Summary), via CPU Web Page with minimal manpower involved

<b>Project/ programme title</b>	<b>Details, objective and whether it is related to the Framework Agreement</b>	<b>Expenditure involved (HK\$)</b>	<b>Name of Mainland department/ organisation involved</b>	<b>Progress (% completed, start date, anticipated completion date)</b>	<b>Have the details, objective, amount involved or impact on the public, society, culture and ecology been released to the public? If yes, through which channels and what were the manpower and expenditure involved? If no, what are the reasons?</b>
Consultancy Study on “Hong Kong's Role in Supporting Chinese Enterprises Going Global”	To review the experience of and strategy for the globalization of some selected prominent Chinese firms; to identify factors which would shape the globalization performance of the selected firms' going global; and to suggest policy recommendations on Hong Kong's role in supporting this development	800,000	China Institutes of Contemporary International Relations	100% completed  (from May 2010 to Feb 2011)	Under Review

Project/ programme title	Details, objective and whether it is related to the Framework Agreement	Expenditure involved (HK\$)	Name of Mainland department/ organisation involved	Progress (% completed, start date, anticipated completion date)	Have the details, objective, amount involved or impact on the public, society, culture and ecology been released to the public? If yes, through which channels and what were the manpower and expenditure involved? If no, what are the reasons?
Seminar on Implementation of “The Outline of the Plan for the Reform and Development of the Pearl River Delta (2008- 2020)”	<p>The Seminar was held at the Grand Ballroom, Grand Hyatt Hong Kong. Speakers included Mr. WAN Qingliang, Vice Provincial Governor, The People's Government of Guangdong Province; Mr. TAM Pak Yuen, Secretary for Economy and Finance, Government of the Macao Special Administrative Region; and other specialists and scholars</p> <p>To enhance the cooperation among Guangdong, Hong Kong and Macao and to understand The Outline of the Plan for the Reform and Development of the Pearl River Delta (2008-2020)” better</p>	221,707	Hong Kong and Macao Affairs Office, The People's Government of Guangdong Province	100% completed (on 19 Feb 2009)	Yes, via CPU Web Page with minimal manpower involved

<b>Project/ programme title</b>	<b>Details, objective and whether it is related to the Framework Agreement</b>	<b>Expenditure involved (HK\$)</b>	<b>Name of Mainland department/ organisation involved</b>	<b>Progress (% completed, start date, anticipated completion date)</b>	<b>Have the details, objective, amount involved or impact on the public, society, culture and ecology been released to the public? If yes, through which channels and what were the manpower and expenditure involved? If no, what are the reasons?</b>
Shenzhen-Hong Kong Cooperation Forum : "Shenzhen-Hong Kong Co-operation under the Economic Crisis"	<p>The Forum was held at the International Conference Hall, CDI Mansion, Silver Lake, Shenzhen. Speakers included Mr. YU Hui-hong, Vice Chairman, Shenzhen Committee of Chinese People's Political Consultative Conference and Executive Vice Chairman &amp; Secretary-General, Shenzhen Special Economic Zone Research Association; Mr LU Rui-feng, Deputy Mayor, The People's Government of Shenzhen Municipality; and other specialists and scholars</p> <p>To examine the development of the financial tsunami and its impact on Shenzhen and Hong Kong</p>	3,800	China Development Institute of Shenzhen and the Shenzhen Special Economic Zone Research Association	100% completed (on 15 May 2009)	Yes, via CPU Web Page with minimal manpower involved

<b>Project/ programme title</b>	<b>Details, objective and whether it is related to the Framework Agreement</b>	<b>Expenditure involved (HK\$)</b>	<b>Name of Mainland department/ organisation involved</b>	<b>Progress (% completed, start date, anticipated completion date)</b>	<b>Have the details, objective, amount involved or impact on the public, society, culture and ecology been released to the public? If yes, through which channels and what were the manpower and expenditure involved? If no, what are the reasons?</b>
Conference on "Global and China's Economy and Hong Kong's Future Development"	<p>The Conference was held at the Grand Ballroom, Grand Hyatt Hong Kong. Speakers included Mr. LIU Tienan, Vice Chairman National Development and Reform Commission, People's Republic of China; and other specialists and scholars</p> <p>To tie in with the planning of "12.5" with National Development and Reform Commission, People's Republic of China and explore the Global and China's Economy and Hong Kong's Future Development</p>	655,662	National Development and Reform Commission, People's Republic of China; China International Capital Corporation Limited; and Institute of Asia-Pacific Studies Chinese Academy of Social Sciences	100% completed (on 28 Sept 2009)	Yes, via CPU Web Page with minimal manpower involved

<b>Project/ programme title</b>	<b>Details, objective and whether it is related to the Framework Agreement</b>	<b>Expenditure involved (HK\$)</b>	<b>Name of Mainland department/ organisation involved</b>	<b>Progress (% completed, start date, anticipated completion date)</b>	<b>Have the details, objective, amount involved or impact on the public, society, culture and ecology been released to the public? If yes, through which channels and what were the manpower and expenditure involved? If no, what are the reasons?</b>
Seminar on "Express Rail Link in Mainland and Hong Kong"	<p>The Seminar was held at the Cliftons of Galleria, Central. Speakers included Mr Zheng Jian, Chief Planner Ministry of Railways; Mr Chew Tai-chong, Projects Director, MTRC; and other specialists and scholars</p> <p>To investigate the economic and social impacts on Hong Kong by the Express Rail Link and understand the development of Express Rail Link in Mainland</p>	82,110	Ministry of Railways of the Central People's Government, People's Republic of China	100% completed  (on 1 Mar 2010)	Yes, via CPU Web Page with minimal manpower involved

Project/ programme title	Details, objective and whether it is related to the Framework Agreement	Expenditure involved (HK\$)	Name of Mainland department/ organisation involved	Progress (% completed, start date, anticipated completion date)	Have the details, objective, amount involved or impact on the public, society, culture and ecology been released to the public? If yes, through which channels and what were the manpower and expenditure involved? If no, what are the reasons?
Conference on "National 12th Five-year Plan and Future Development of Hong Kong"	<p>The Seminar was held at the Grand Ballroom, Grand Hyatt Hong Kong. Speakers included Mr Zheng Xin Li, Deputy Head of the Policy Research Office of the CPC Central Committee and Executive Vice-Chairman of China Center for International Economic Exchanges, Mr Li Shou Xin, Director, Department of Development Planning, National Development and Reform Commission; and other specialists and scholars</p> <p>To explore the "National 12th Five-year Plan"'s long term impacts on Hong Kong</p>	168,704	China Center for International Economic Exchanges, National Development and Reform Commission	100% completed (on 13 Dec 2010)	Yes, via CPU Web Page with minimal manpower involved

All of the above projects or programmes are not related to the Framework Agreement on Hong Kong/Guangdong Co-operation. For the release of information to the public, no expenditure was involved.

b) Hong Kong/Mainland cross-boundary projects or programmes scheduled for completion during 2011-12 are as follows -

<b>Project/ programme title</b>	<b>Details, objective and whether it is related to the Framework Agreement</b>	<b>Expen- diture involved (HK\$)</b>	<b>Name of Mainland department/ organisation involved</b>	<b>Progress (% completed, start date, anticipated completion date)</b>	<b>Will the details, objective, amount involved or impact on the public, society, culture and ecology be released to the public? If yes, through which channels and what will be the manpower and expenditure involved? If no, what are the reasons?</b>
Consultancy Study on “Socio- Economic- Political Trends in Guangdong Province”	To strengthen the Government’s understanding of Guangdong Province’s political, economic and social developments and help establish an unofficial channel of communication between the officials and experts in Guangdong and Hong Kong	370,000	Center for Studies of Hong Kong, Macao and Pearl River Delta, Zhongshan University	75% completed (from May 2010 to May 2011)	Yes, via CPU Web Page with minimal manpower involved
Consultancy Study on “Supporting Hong Kong Manufacturing Enterprises in Guangdong to Develop the Domestic Consumption Market”	To examine the importance for Hong Kong manufacturing enterprises in Guangdong to shift from relying solely on exporting to Western markets to tapping into both domestic and international markets; to analyze the possible barriers in the business and regulatory environments for Hong Kong enterprises when developing home market, and to provide policy recommendations for the Hong Kong and Guangdong governments in supporting Hong Kong manufacturers to develop domestic market	200,000	College of Economics, Jinan University	25% completed (from Jan to June 2011)	To be reviewed upon completion of the study

All of the above projects or programmes are not related to the Framework Agreement on Hong Kong/Guangdong Co-operation. For the release of information to the public, no expenditure was involved.

- c) There is no other mode of cross-boundary co-operation in the Offices of the Chief Secretary for Administration and the Financial Secretary.

Signature \_\_\_\_\_

Name in block letters Miss Jennifer MAK

Post Title Director of Administration

Date 16 March 2011

**CONTROLLING OFFICER'S REPLY TO  
INITIAL WRITTEN QUESTION**

CS0019

Question Serial No.

2837

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 work of the Government Records Service, please advise this Committee:

- (a) What were the staff establishment, the relevant training programmes and the related expenditure involved of the Government Records Service in the past three years (i.e. 2008-09, 2009-10 and 2010-11)? How about 2011-12? How effective was the work of the department? How did the bureaux and departments co-operate with the department? Did the bureaux and departments procrastinate in processing records that made it difficult for the Government Records Service to do its job? Please provide the related figures for the past three years (i.e. 2008-09, 2009-10 and 2010-11) to assist the public to understand and evaluate the current situation.
- (b) Has the Government earmarked provisions to study the existing procedures and efficiency of the Government Records Service in processing records as well as the need for enacting an archival law?

Asked by: Hon. LAU Wai-hing, Emily

Reply:

- (a) The Government Records Service (GRS) has a staff establishment of 84, 84 and 85 for 2008-09, 2009-10 and 2010-11 respectively. The staff establishment for 2011-12 is expected to be similar to that in 2010-11.

GRS makes arrangements for its staff to receive training on records management, and preservation and management of archival holdings organised by professional institutions with a view to enriching their professional knowledge and expertise. The training programmes include attending relevant courses, attachment to overseas institutions and attending international conferences/seminars. The related expenditure for relevant training programmes in the past three years from 2008-09 to 2010-2011 and the estimated expenditure for 2011-12 are tabulated as follows :

2008-09 (\$ '000)	2009-10 (\$ '000)	2010-11 (\$ '000)	2011-12 (Estimate) (\$ '000)
73	71	193	222

In general, bureaux and departments (B/Ds) are cooperative with GRS in records management. B/Ds have sought GRS' advice on records management, approval for destruction of their time-expired records and transferred archival records to GRS for permanent retention. The quantities of archival records transferred to GRS for permanent retention and records approved for destruction for the past three years from 2008-09 to 2010-11 are tabulated below:

	2008-09	2009-10	2010-11 (Projected figures)
Archival records transferred to GRS for permanent retention (linear meters)	320	188	740
Records approved for destruction by GRS (linear meters)	32,187	54,376	38,342

Regarding the effectiveness of its work, GRS has met the annual targets of conducting four departmental records management studies and providing records management training for 2,000 departmental records manager and their assistants in the past three years. The number of government officers trained was 2,042, 2,021 and 2,025 in 2008, 2009 and 2010 respectively. The following indicators also showed the effectiveness of GRS' services:

Indicator	2008	2009	2010
No. of visitors for reference and research services	2,713	3,267	3,188
No. of enquiries in relation to reference and research services	6,432	6,686	6,676
Inactive government records stored in GRS' intermediate storage facilities (linear meters)	116,526	117,631	115,704
Records microfilmed for other government B/Ds (no. of images)	2,691,025	2,714,273	2,652,922

- (b) Though we have not specifically set aside resources in 2011-12, the Government keeps the operation of GRS and the present administrative system of records management under constant review, and will improve on GRS' operation and the administrative arrangements as necessary.

Signature \_\_\_\_\_

Name in block letters Miss Jennifer MAK

Post Title Director of Administration

Date 16 March 2011

**CONTROLLING OFFICER'S REPLY TO  
INITIAL WRITTEN QUESTION**

**CSO020**

Question Serial No.

3335

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

Despite the low popularity of the Youth Portal at present, it will be developed in 2011-12. How will the relevant departments promote such service among the public?

Asked by: Hon. TONG Ka-wah, Ronny

Reply:

In 2011-12, the Efficiency Unit will promote the youth portal by -

- a) extending out-reaching programmes and goodwill visits to secondary and tertiary students;
- b) organising brand awareness and rapport building campaigns targeted at youths;
- c) strengthening the use of new social media platforms and mobile connectivity;
- d) collaborating with the media, content partners and organisations offering youth-related services to enrich the content and value of the service; and
- e) launching online marketing campaigns to further increase the awareness of the portal services among youths.

Signature \_\_\_\_\_

Name in block letters Miss Jennifer MAK

Post Title Director of Administration

Date 16 March 2011

**CONTROLLING OFFICER'S REPLY TO  
INITIAL WRITTEN QUESTION**

**CSO021**

Question Serial No.

3336

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 ranks and salaries of the additional 10 posts, and
- b. What are the respective scope of responsibilities of these posts?

Asked by: Hon. TONG Ka-wah, Ronny

Reply:

The net increase of 10 posts in 2011-12 is mainly to provide support for managing the information technology infrastructure and building premises at the new Central Government Offices, as well as to enhance professional and office administrative support in the Economic Analysis and Business Facilitation Unit.

(a) The following posts will be created -

<u>Rank</u>	<u>No. of posts</u>	<u>Mid-point Salary (per month)</u>
Chief Executive Officer	1	\$83,060
Senior Clerical Officer	2	\$33,710
Senior Systems Manager	1	\$83,060
Analyst / Programmer I	2	\$44,400
Assistant Computer Operation Manager	1	\$44,400
Senior Computer Operator	1	\$33,710
Assistant Clerical Officer	2	\$15,875
Senior Economist	2	\$83,060
Executive Officer II	1	\$29,400

(b) The creation of the above posts will be partly offset by the deletion of the following posts -

<u>Rank</u>	<u>No. of posts.</u>
Executive Officer I	1
Clerical Assistant	1
Economist	1

Signature \_\_\_\_\_

Name in block letters Miss Jennifer MAK

Post Title Director of Administration

Date 16 March 2011

**CONTROLLING OFFICER'S REPLY TO  
INITIAL WRITTEN QUESTION**

CSO022

Question Serial No.

3337

Head: 142 – Government Subhead (No. & title): 000 Operational  
Secretariat : Offices of the expenses  
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 regard to the personnel related expenses under the operational expenses for 2011-12, the Mandatory Provident Fund contribution decreases from \$562,000 to \$518,000 while the Civil Service Provident Fund contribution increases from \$916,000 to \$2,117,000 as compared with 2010-11. What are the reasons?

Asked by: Hon. TONG Ka-wah, Ronny

Reply:

The reduced requirement for Mandatory Provident Fund (MPF) contribution and increased requirement for Civil Service Provident Fund (CSPF) contribution in 2011-12 is due to the fact that some officers who are on probationary terms and eligible for MPF contribution in 2010-11 will be transferred to permanent terms and thus eligible for CSPF contribution in 2011-12.

Signature \_\_\_\_\_

Name in block letters Miss Jennifer MAK

Post Title Director of Administration

Date 16 March 2011

**CONTROLLING OFFICER'S REPLY TO  
INITIAL WRITTEN QUESTION**

CSO023

Question Serial No.

3825

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

Programme: CSO – Administrative Wing

Controlling Officer: Director of Administration

Director of Bureau: Director of Administration

Question:

Regarding the Economic Analysis and Business Facilitation Unit under the Financial Secretary's Office under Head 142, please advise on the following:

- (a) Has the Government put in place any macro measures to monitor whether the existing business licensing mechanism and procedures are streamlined continuously in accordance with its pledge to "remove barriers" in the business environment?
- (b) Taking the licensing of a restaurant or a retail food shop selling light refreshment (such as fish balls, sandwiches and ice-cream) as an example, how long does it take on average for all the required business licences to be issued upon application?
- (c) What are the measures put forward by the Administration to speed up the licensing procedures? How effective are these measures?

Asked by: Hon. LEUNG Mei-fun, Priscilla

Reply:

- (a) Since early 2007, the Government has launched the "Be the Smart Regulator" Programme (the Programme) to further improve the efficiency, transparency and business-friendliness of Hong Kong's business licensing services. Through the concerted efforts of all participating Bureaux/Departments (B/Ds), the Government has made good progress on various fronts to reduce the business compliance costs and to improve the overall licensing environment for doing business in Hong Kong. For example, the B/Ds conducted around 40 licensing process reviews to enhance their business licensing services over the past four years. When compared with the ranking five years ago (i.e. Doing Business 2006 Report), Hong Kong has moved up 5 places from 7th to 2nd in the latest Doing Business 2011 Report. The Government has been monitoring the effectiveness of the Programme and regularly reporting progress to the Business Facilitation Advisory Committee.
- (b) Improvement measures introduced under the Programme such as the Application Tracking Facility for food licences and the fast-tracking licensing process for small food factories have helped shorten the lead time required for the issue of provisional General Restaurant Licences (GRLs), Light Refreshment Restaurant Licences (LRRLs) and Food Factory Licences (FFLs). In 2010, it took on average 43, 41 and 44 working days to issue a provisional GRL, a provisional LRRL and a provisional FFL respectively. Provisional licences will only be issued to allow earlier commencement of business when the premises are installed with the necessary sanitary, food preparation and fire safety equipment, etc. The processing period includes the time taken by the applicants to complete such installation.

- (c) In order to expedite the processing of applications for business licences, the Government has successfully implemented appropriate measures such as wider use of IT and e-Government to support licensing work, streamlining of licence application processes and introduction of provisional licences. These measures are effective and welcomed by the trade.

Signature \_\_\_\_\_

Name in block letters Miss Jennifer MAK

Post Title Director of Administration

Date 16 March 2011

**CONTROLLING OFFICER'S REPLY TO  
INITIAL WRITTEN QUESTION**

CSO024

Question Serial No.

3853

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

Programme: (3) Efficiency Unit

Controlling Officer: Director of Administration

Director of Bureau: Director of Administration

Question:

Regarding the 1823 Call Centre services, please provide the following information:

- (c) a breakdown of the number of staff at the 1823 Call Centre by rank, duties, mode of employment (e.g. civil servant, non-civil service contract, agency workers) and duty time (e.g. full time or part time);
- (d) the number of frontline staff on duty to answer calls from the public during the operation hours of the Call Centre;
- (e) the reasons why the staff complement at the Call Centre is inadequate to achieve the performance target of answering calls within 12 seconds;
- (f) the future manpower arrangements of the Administration for achieving the performance target.

Asked by: Hon. WONG Kwok-hing

Reply:

- (c) As at 7 March 2011, the 1823 Call Centre had a total of 307 full-time and 101 part-time staff, as follows –

Terms and type of employment	Position	Main duties	Number of staff
Civil servant (full-time)	Executive Officer	Centre and knowledge management	2
	Management Services Officer		3
	Telephone Operator	Call and email handling	2
Non-civil service contract staff (full-time)	Manager	Operations management	11
	Supervisor	Team supervision and quality assurance	24
	Manager, Supervisor, Technical Support Officer, Office Assistant	Training, technical and administrative support	27
	Customer Service Officer	Call and email handling	238
Non-civil service contract staff (part-time)	Customer Service Officer	Call and email handling	101

- (d) There are around 220 call handling staff on duty during peak hours in the daytime and around 10 call handling staff on duty at night.

- (e) In 2010, the target of answering 80% of calls within 12 seconds was not met because the average staff complement maintained over the year could not achieve the target given an increase in the average duration of each call from 357 seconds in 2009 to 365 seconds in 2010 and a 44% increase in e-mails from the public that needed to be handled compared with the previous year.
- (f) The 1823 Call Centre will recruit around 40 additional call handling staff in 2011-12 to enhance its capability in handling public calls and emails.

Signature \_\_\_\_\_

Name in block letters Miss Jennifer MAK

Post Title Director of Administration

Date 16 March 2011

**CONTROLLING OFFICER'S REPLY TO  
INITIAL WRITTEN QUESTION**

CS0025

Question Serial No.

3854

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

Programme: (4) Efficiency Unit

Controlling Officer: Director of Administration

Director of Bureau: Director of Administration

Question:

It was mentioned in Matters Requiring Special Attention in 2011-12 that the Administration will pursue long-term financial and other institutional arrangements for the 1823 service while prepare for the replacement of the 1823 systems. Please advise:

- (g) What are the details of the above two measures? What are the reasons for making such arrangements or the replacement? What is the expenditure involved?
- (h) At present, how many cases handled by the 1823 Call Centre need to be referred to other departments for follow-up? As for the referral and follow-up service, what is the approximate time gap before staff of other departments contact and follow up with the customers concerned?
- (i) Of the additional \$15.7 million for the Programme in 2011-12, how much will be spent on improving the 1823 service?

Asked by: Hon. PAN Pey-chyou

Reply:

- (1) The first measure covers whether the 1823 Call Centre should simply continue to provide its current range of services or develop into new areas, and what longer term operational arrangements are appropriate. Arrangements are still under consideration. The second covers replacement of obsolete systems to enable services to be continued beyond 2012. The existing 1823 systems have been in use for almost ten years and are approaching the end of their serviceable lives. Replacing the systems is expected to cost around \$40 million.
- (2) In 2010, the 1823 Call Centre referred around 40 000 enquiries and 290 000 complaints to departments for action. The average time for departments to contact the callers for follow-up action was two days for enquiries and seven days for complaints.
- (3) \$11.3 million will be allocated to the 1823 Call Centre in 2011-12 for improving its service.

Signature \_\_\_\_\_

Name in block letters Miss Jennifer MAK

Post Title Director of Administration

Date 16 March 2011

**CONTROLLING OFFICER'S REPLY TO  
INITIAL WRITTEN QUESTION**

**CSO026**

Question Serial No.

3856

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:

Under this Programme, there is a substantial increase of \$116.7 million in the estimates of expenditure for 2011-12. This is mainly due to the increase of 10 posts to meet the needs. Please list out the ranks, duties, terms of employment, salaries and modes of appointment of the 10 new posts.

Asked by: Hon. PAN Pey-chyou

Reply:

The net increase of 10 posts in 2011-12 is mainly to provide support for managing the information technology infrastructure and building premises at the new Central Government Offices, as well as to enhance professional and office administrative support in the Economic Analysis and Business Facilitation Unit.

(a) The following posts will be created -

<u>Rank</u>	<u>No. of posts</u>	<u>Mid-point Salary (per month)</u>
Chief Executive Officer	1	\$83,060
Senior Clerical Officer	2	\$33,710
Senior Systems Manager	1	\$83,060
Analyst / Programmer I	2	\$44,400
Assistant Computer Operation Manager	1	\$44,400
Senior Computer Operator	1	\$33,710
Assistant Clerical Officer	2	\$15,875
Senior Economist	2	\$83,060
Executive Officer II	1	\$29,400

(b) The creation of the above posts will be partly offset by the deletion of the following posts -

<u>Rank</u>	<u>No. of posts</u>
Executive Officer I	1
Clerical Assistant	1
Economist	1

All these posts are civil service posts.

Signature \_\_\_\_\_  
Name in block letters Miss Jennifer MAK  
Post Title Director of Administration  
Date 16 March 2011

Examination of Estimates of Expenditure 2011-12  
**CONTROLLING OFFICER'S REPLY TO  
INITIAL WRITTEN QUESTION**

Reply Serial No.

**CSO027**

Question Serial No.

1395

Head : 703 - Buildings                      Subhead : 3063KA Tamar Development Project

Programme :

Controlling Officer : Director of Architectural Services

Director of Bureau : Director of Administration

Question : The revised estimate of 3063KA in 2010-11 is \$2,200,000,000, which is lower than the original estimate of \$2,900,000,000. What are the reasons for the sharp decrease? Will the completion of Tamar Development Project be deferred?

Asked by : Hon. SHEK Lai-him, Abraham

Reply : The estimate for 3063KA in 2010-11 has been revised from \$2,900 million to \$2,200 million because of the need for the Contractor to re-shuffle the work plan having regard to the development of the project, including the incorporation of the additional works as approved by the Finance Committee in December 2009, as well as those to make provision for ten additional members in the Legislative Council Complex following the passage of the 2012 electoral package in June 2010.

Despite the re-shuffling of work plan, the overall works has been progressing generally in accordance with the schedule and we expect the project to be completed in 2011.

Signature \_\_\_\_\_

Name in block letters \_\_\_\_\_ Mrs MARIGOLD LAU

Post Title \_\_\_\_\_ Director of Architectural Services

Date \_\_\_\_\_ 14 March 2011

Examination of Estimates of Expenditure 2011-12  
**CONTROLLING OFFICER'S REPLY TO  
INITIAL WRITTEN QUESTION**

Reply Serial No.

**CSO028**

Question Serial No.

1529

Head : 703 - Buildings                      Subhead : 3063KA Tamar Development Project

Programme :

Controlling Officer : Director of Architectural Services

Director of Bureau : Director of Administration

Question : The Central Government Complex will be completed shortly and a number of government offices currently located at leased commercial premises will be relocated. What are the estimated expenditures on fitting-out works and new equipments required to relocate these departments to the new Central Government Complex?

Asked by : Hon. CHAN Tanya

Reply : The approved project estimate (APE) of the Tamar Development Project is \$5,528.7 million. It includes the design and construction of the Central Government Offices, the Legislative Council Complex, an open space and other ancillary facilities.

The fitting-out works and part of the furniture and equipment for all bureaux/offices to be relocated to Tamar, including those from leased commercial premises, are covered in the APE of the project.

Signature \_\_\_\_\_

Name in block letters \_\_\_\_\_ Mrs MARIGOLD LAU

Post Title \_\_\_\_\_ Director of Architectural Services

Date \_\_\_\_\_ 14 March 2011