

**Replies to initial written questions raised by Finance Committee Members in
examining the Estimates of Expenditure 2012-13**

**Controlling Officer : Director of Administration
Session No. : 8**

Reply Serial No.	Question Serial No.	Name of Member	Head	Programme
CSO001	1316	CHAN Mo-po, Paul	142	Efficiency Unit
CSO002	3362	CHAN Tanya	142	Government Records Service
CSO003	3494	CHAN Tanya	142	CSO – Administration Wing
CSO004	3495	CHAN Tanya	142	CSO – Administration Wing
CSO005	1426	HO Sau-lan, Cyd	142	CSO – Administration Wing
CSO006	1436	HO Sau-lan, Cyd	142	CSO – Administration Wing
CSO007	0053	IP LAU Suk-ye, Regina	142	Government Records Service
CSO008	2022	LAM Kin-fung, Jeffrey	142	CSO – Administration Wing
CSO009	0942	LAU Wai-hing, Emily	142	Efficiency Unit
CSO010	0943	LAU Wai-hing, Emily	142	Efficiency Unit
CSO011	2648	LAU Wai-hing, Emily	142	Government Records Service
CSO012	2185	LEONG Kah-kit, Alan	142	Protocol Division
CSO013	2186	LEONG Kah-kit, Alan	142	Government Records Service
CSO014	2996	LEONG Kah-kit, Alan	142	CSO – Administration Wing
CSO015	2997	LEONG Kah-kit, Alan	142	CSO – Administration Wing
CSO016	2087	LEUNG Mei-fun, Priscilla	142	CSO – Administration Wing
CSO017	0590	LEUNG Yiu-chung	142	Government Records Service
CSO018	1835	NG Margaret	142	Government Records Service
CSO019	1836	NG Margaret	142	Government Records Service
CSO020	1837	NG Margaret	142	Government Records Service
CSO021	1838	NG Margaret	142	Government Records Service
CSO022	2205	PAN Pey-chyou	142	Efficiency Unit
CSO023	3083	TAM Yiu-chung	142	CSO – Administration Wing
CSO024	1487	TONG Ka-wah, Ronny	142	Efficiency Unit
CSO025	1488	TONG Ka-wah, Ronny	142	Government Records Service
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CSO029	1492	TONG Ka-wah, Ronny	142	CSO – Administration Wing

Reply Serial No.	Question Serial No.	Name of Member	Head	Programme
CSO030	1493	TONG Ka-wah, Ronny	142	CSO – Administration Wing
CSO031	1494	TONG Ka-wah, Ronny	142	Protocol Division
CSO032	1495	TONG Ka-wah, Ronny	142	Protocol Division
CSO033	1785	TONG Ka-wah, Ronny	142	CSO – Administration Wing
CSO034	3047	WONG Kwok-hing	142	Efficiency Unit
CSO035	2518	WONG Kwok-kin	142	Efficiency Unit
CSO036	2525	WONG Kwok-kin	142	Government Records Service
CSO037	2526	WONG Kwok-kin	142	CSO – Administration Wing
CSO038	1616	WONG Ting-kwong	142	Efficiency Unit
CSO039	1617	WONG Ting-kwong	142	Government Records Service
CSO040	1618	WONG Ting-kwong	142	CSO – Administration Wing
CSO041	2487	WONG Yuk-man	142	CSO – Administration Wing
CSO042	0178	CHAN Tanya	703	-
CSO043	0179	CHAN Tanya	703	-

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

CSO001

Question Serial No.

1316

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

Programme: (1) Efficiency Unit

Controlling Officer: Director of Administration

Director of Bureau: Director of Administration

Question:

To help enhancing the corporate governance of subvented organisations, the Efficiency Unit has introduced the best practices outlined in the “Guide to Corporate Governance for Subvented Organisations” in May 2010 together with a checklist therein for the subvented organisations to self-assess whether suitable administrative arrangements are in place.

- (a) Please advise whether the Administration has taken follow-up actions to find out the progress of the self-assessment as mentioned above and whether the Administration has any plan to require each subvented organisation to submit and make declaration in their self-assessment checklists so that the attention of the Director of Audit can be drawn timely towards any suspicious poor-managed organisations as revealed in the submitted checklists. If not, why not?
- (b) What additional costs will be incurred for obtaining and review of the self-assessment checklists as mentioned above?

Asked by: Hon. CHAN Mo-po, Paul

Reply:

The Administration plans further seminars this year for the board members and executives of subvented organisations and for civil servants who have oversight responsibilities for these organisations.

The self-assessment checklists are intended for the consideration of the boards. The boards have the responsibility to ensure that good corporate governance policies are in place and implemented. Civil servants from the bureaux or departments responsible for the subvention are expected to monitor the boards in this respect and should take action if a board is not taking reasonable steps to address a problem that has been identified. The costs of self-assessment, if any, are absorbed by the concerned organisations.

Signature: _____

Name in block letters: MISS JENNIFER MAK

Post Title: Director of Administration

Date: 1 March 2012

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

CSO002

Question Serial No.

3362

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:

To further improve the management of government records, will the Administration invest resources in examining the enactment of archival law this year? If yes, what are the details? If not, what are the reasons? What are the estimated expenditures?

Asked by: Hon. CHAN Tanya

Reply:

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 on records management at present is crucial to the continuous improvement of government records management. Although we have not specifically set aside resources in 2012-13 to study the need to enact an archival law, GRS will continue to improve its services and we will keep the present administrative arrangements on records management under constant review and improve on them as necessary.

Signature: _____

Name in block letters: MISS JENNIFER MAK

Post Title: Director of Administration

Date: 1 March 2012

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

CSO003

Question Serial No.

3494

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

Programme: (3) CSO – Administration Wing

Controlling Officer: Director of Administration

Director of Bureau: Director of Administration

Question:

What is the expenditure incurred by the Administration Wing in handling matters regarding the Legionnaires' disease and the total volatile organic compounds measurement exceeding the prescribed threshold at the new Central Government Offices and the Legislative Council Complex? Is it still necessary to earmark provision for such matters in 2012-13? If so, what is the estimated expenditure?

Asked by: Hon. CHAN Tanya

Reply:

The Administration Wing had incurred \$157,200 for installing water filters for users at the Central Government Offices (CGO) as an interim preventive measure for the Legionnaire's Disease pending cleansing and disinfection of potable water systems in CGO. It had not incurred any expenses for handling the total volatile organic compounds measurement to attain the level of the "Good Class" of the Indoor Air Quality Certification Scheme in Tamar. The Administration Wing has not earmarked provision in 2012-13 for expenses on such related matters.

Signature: _____

Name in block letters: MISS JENNIFER MAK

Post Title: Director of Administration

Date: 1 March 2012

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

CSO004

Question Serial No.

3495

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

Programme: (3) CSO – Administration Wing

Controlling Officer: Director of Administration

Director of Bureau: Director of Administration

Question:

What is the security expenditure of the new Government Headquarters? Is there any increase in such expenditure comparing with that of the old Central Government Offices? If yes, what is the amount of increase and what are the reasons for that?

Asked by: Hon. CHAN Tanya

Reply:

The estimated expenditure for the hire of security service for the new Government Headquarters in 2011-12 is \$14,100,000 while the actual expenditure for that of the old Central Government Offices in 2010-11 was \$6,395,530. The difference in expenditure is largely due to the difference in size of the two sites and the number of bureaux/main offices located thereat.

Signature: _____

Name in block letters: MISS JENNIFER MAK

Post Title: Director of Administration

Date: 1 March 2012

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

CSO005

Question Serial No.

1426

Head: 142 – Government Secretariat : Offices of the Chief Secretary for Administration and the Financial Secretary

Subhead (No. & title): 000 Operational expenses

Programme:

Controlling Officer: Director of Administration

Director of Bureau: Director of Administration

Question:

Regarding the 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 2009-10 and 2011-12:

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?
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Q(2) Are there any projects for which funds have been reserved for conducting consultancy studies in 2012-13? 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 2011-12, is there any plan to make them public? If yes, through what channels? If no, why?
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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 2009-10 to 2011-12, nine have been completed and 57 projects (48 under PPR and 9 under SPPR) are in progress or under planning. The total funding involved is \$ 48.44 million. Summaries of the completion reports of all projects funded are available for viewing by the public and they have been uploaded on the web site of the University Grants Council.

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

Completed Projects					
	Institution	Title, content and objective of project	Fund awarded (HK\$)	Project Commencement Date	Date of Submission of Completion Report
Public Policy Research Funding Scheme					
1	CityU	Exploring Peripheralisation and Residualisation in Hong Kong's Public Rental Housing: New Policy Challenges	421,590	1-Oct-09	30-Dec-11
2	LU	Audience Development as Cultural Policy in Hong Kong since 1997	448,500	1-Oct-09	30-Dec-11
3	CUHK	Economic returns to post-secondary sub-degree education	464,646	1-Oct-09	30-Sept-11
4	CUHK	Policy for Culture-led Urban Regeneration and Development	291,525	1-Oct-09	31-Dec-11
5	CUHK	Political Recruitment in an Administrative State: Grooming Political Talents for Hong Kong	333,146	1-Sept-09	29-Jul-11
6	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-Dec-11
7	PolyU	Impacts of Climatic Warming on High Density Living in Hong Kong using Remote Sensing and GIS Modelling	412,620	1-Sept-09	31-Jan-12
8	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
9	HKUST	Occupational Segregation, Anti-Discrimination Policies and Gender Inequality in Hong Kong	313,950	30-Sept-09	19-Dec-11

Projects in-progress					
	Institution	Title, content and objective of project	Fund awarded (HK\$)	Project Commencement Date	Expected Date of Completion
Public Policy Research Funding Scheme					
1	HKBU	Restructuring of Hong Kong Manufacturing in the Pearl River Delta: Challenges and Policy Responses	373,152	1-Oct-09	30-Sept-11#
2	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
3	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
4	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#
5	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
6	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-Jan-12#
7	PolyU	Green Practices in Hong Kong's Shipping Industry: Empirical Evidence and Policy Implications	538,200	1-Oct-09	30-Sept-12
8	PolyU	Policy of Accessible Public Toilets for Visually Impaired People	269,100	1-Oct-09	31-Dec-11#
9	HKU	Competition and Environmental Sustainability in Hong Kong's Energy Market	322,920	30-Sept-09	29-Sept-12
10	HKU	A Long Term Evaluation of the Clinical and Cost Effectiveness of the Hong Kong Scoliosis Screening Programme	403,650	30-Sept-09	29-Dec-11#
11	HKU	Legal Assistance for Asylum Seekers and Torture Claimants in Hong Kong	358,800	1-Aug-09	31-Jul-12
12	HKU	Partnerships for Sustainable Development: Implications for Public Policy in Hong Kong	627,900	30-Sept-09	29-Mar-12

Projects in-progress

	Institution	Title, content and objective of project	Fund awarded (HK\$)	Project Commencement Date	Expected Date of Completion
13	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
14	CityU	Enhancing Hong Kong SMEs' Competitiveness via Open Information Services	848,160	1-Oct-10	30-Sept-12
15	HKBU	Community Interpreting in Hong Kong	395,250	15-Nov-10	14-Nov-12
16	LU	Cross-Sectoral Synergy in Cultural-creative SMEs: Creativity, talents and entrepreneurship	384,090	1-Oct-10	31-Mar-12
17	CUHK	The Public Health Impacts of the Policy Decision to Reduce Alcohol Tax in Hong Kong	751,440	1-Oct-10	30-Sept-13
18	CUHK	Hong Kong or Singapore? Strategic Location Choice of Chinese Multinational Firms' Asia Regional Headquarters	279,000	30-Sept-10	29-Mar-12
19	PolyU	Green apparel merchandising and its policy implications for Hong Kong's trade development	474,300	1-Oct-10	30-Sept-13
20	HKUST	Tracking Knowledge-Transfer from Universities to Society in Hong Kong's Innovation System	372,000	30-Sept-10	29-Sept-12
21	HKUST	Private-Public Joint Ventures in Infrastructure Projects	373,860	1-Sept-10	31-Aug-12
22	HKUST	Developing comprehensive performance-based road pavement management strategies in Hong Kong	465,000	30-Sept-10	29-Sept-12
23	HKU	Promoting Economic Integrity through Institutional Alternative Dispute Resolution: A Law and Policy Perspective	427,800	17-Sept-10	16-Sept-12
24	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
25	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
26	HKU	Longevity increase, retirement saving and retirement age: Economic analyses and policy implications	345,960	1-Jul-10	31-Dec-12
27	HKU	Segregation or Sorting? The Causes and Consequences of Hong Kong's Socio-Spatial Structure	620,310	1-Oct-10	30-Sept-12

Projects in-progress					
	Institution	Title, content and objective of project	Fund awarded (HK\$)	Project Commencement Date	Expected Date of Completion
28	HKU	A Study on Population Health and Health Economics for Hong Kong SAR	465,000	1-Oct-10	30-Sept-12
29	HKU	Educational Inequality and ICT Use in Schools: Bridging the Digital Divide	373,860	1-Oct-10	30-Sept-12
30	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
31	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
32	CUHK	Hong Kong's Current Healthcare Reform: What Role Can Employers Play?	722,951	29-Sept-11	28-Sept-13
33	CUHK	Differential impacts of anti-smoking legislation on death rates of cardiovascular and respiratory diseases in the subpopulations of Hong Kong	528,989	29-Sept-11	28-Sept-13
34	CUHK	Healthy sleep, healthy school life: a cluster randomised school-based interventional study for school start time and sleep health education for children and adolescents - implications for education and health policy	526,638	29-Sept-11	28-Sept-13
35	PolyU	Enabling Context and Policy for Social Entrepreneurship in Hong Kong	491,372	1-Dec-11	30-Nov-13
36	PolyU	Promoting Policy Favoring Multiculturalism and the Social Integration of Ethnic Minorities in Hong Kong	515,352	1-Oct-11	30-Sept-14
37	PolyU	Parenting And Child Enhancement (PACE) – Early Intervention Program for Pre-school Children from Disadvantaged Families	891,052	1-Jan-12	31-Dec-14
38	PolyU	Public Security and Personal Privacy: The Use of Biometrics Technology in Hong Kong	297,410	1-Oct-11	30-Sept-14
39	HKUST	Financially Sustainable Railway Development Strategies	793,483	1-Sept-11	31-Aug-13
40	HKUST	Resolving the Personalization-Privacy Dilemma	491,372	1-Aug-11	31-Jul-13
41	HKU	Effective governance for energy security in Hong Kong: improving public engagement and public trust in nuclear power decision-making	615,978	1-Jul-11	30-Jun-13

Projects in-progress					
	Institution	Title, content and objective of project	Fund awarded (HK\$)	Project Commencement Date	Expected Date of Completion
42	HKU	Mental Health Promotion: Using the Arts to Increase “understanding and support” for People Living with Mental Illness	406,733	1-Oct-11	31-Mar-13
43	HKU	“Land Administration Practices and the Redevelopment of Franchised Bus Depots: an Implicit Consideration Analysis of the Terms of Bus Franchises and Land Leases”	308,407	1-Oct-11	30-Sept-13
44	HKU	Home and Away: Female Transnational Professionals in Hong Kong	287,417	1-Oct-11	30-Sept-13
45	HKU	Polluters or stakeholders, who should pay? Development of a more effective construction waste charging scheme in Hong Kong using system dynamics	372,025	1-Oct-11	30-Sept-13
46	HKU	Hong Kong as mainland China’s export intermediary: determinants and policy recommendations	451,404	1-Sept-11	31-Aug-13
47	HKIED	Educational Experiences, Family Relationships and Sense of belonging: Cross-border primary school children commuters	540,744	1-Jan-12	31-Dec-13
48	HKIED	Making the Distinction between Nation, State and Country: Examining the Differences between Official Goals, Stakeholder Opinions and Popular Perception in Hong Kong’s National Education Policy	258,617	1-Nov-11	31-Oct-13

Completion report being prepared by the institutions.

Projects in-progress					
	Institution	Title, content and objective of project	Fund awarded (HK\$)	Project Commencement Date	Expected Date of Completion
Strategic Public Policy Research Funding Scheme					
1	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
2	CUHK	Mapping the Hong Kong Game Industries: Cultural Policy, Creative Cluster, and Asian Markets	3,500,000	30-Jun-10	29-Jun-14

Projects in-progress					
	Institution	Title, content and objective of project	Fund awarded (HK\$)	Project Commencement Date	Expected Date of Completion
3	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
4	HKU	The Linkages of Producer Services between Hong Kong and the Pearl River Delta	1,000,000	1-May-10	30-Apr-12
5	HKBU	The Role of Hong Kong's Financial Centre in China's Development	1,152,415	1-Jun-11	30-Nov-13
6	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
7	CUHK	Trends and Implications of Poverty and Social Disadvantages in Hong Kong: A Multi-disciplinary and Longitudinal Study	3,250,000	1-Apr-12	31-Mar-17
8	HKU	Creating an Adequate and Equalizing but Affordable Retirement Protection System in Hong Kong	3,250,000	30-Jun-12	29-Jun-17
9	HKU	Effective Nuclear Safety Governance for Hong Kong and Guangdong China: A Stakeholder Trust-based Model	3,250,000	1-Jan-12	31-Dec-15

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 the PPR and SPPR in 2012-13. RGC invited applications for PPR from the relevant tertiary institutions in November 2011. Assessment of applications is underway. The final funding decision will be announced in mid-2012. As regards SPPR, RGC plans to invite applications from the relevant tertiary institutions in mid-2012. The final funding results will be announced in end 2012.

(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: 1 March 2012

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

CSO006

Question Serial No.

1436

Head: 142 – Government Secretariat : Offices of the Chief Secretary for Administration and the Financial Secretary

Subhead (No. & title): 000 Operational expenses

Programme:

Controlling Officer: Director of Administration

Director of Bureau: Director of Administration

Question:

In regard to the 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 (CS) and the Financial Secretary (FS), Central Policy Unit and offices or units directly under the CS and FS are or have been involved.

- 1) For Hong Kong/Mainland cross-boundary projects or programmes from 2009-10 to 2011-12, please provide information in the following format:

Project/ programme title	Details, objective and whether it is related to the Framework Agreement on Hong Kong/Guangdong Co-operation (the Framework Agreement)	Expendi- ture 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?

- 2) For Hong Kong/Mainland cross-boundary projects or programmes from 2012-13, please provide information in the following format:

Project/ programme title	Details, objective and whether it is related to the Framework Agreement	Expendi- ture 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?

- 3) 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 2012-13 Estimates?

Asked by: Hon. HO Sau-lan, Cyd

Reply:

1) Hong Kong/Mainland cross-boundary projects or programmes from 2009-10 to 2011-12 are as follows:

Project/ programme title	Details, objective and whether it is related to the Framework Agreement on Hong Kong/Guangdong Co-operation (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?
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 recent developments and future trends in Yunnan's cooperation with ASEAN and GMS; to review progress in Yunnan-Hong Kong cooperation in past years; and to recommend strategies and responses that should be adopted by the Government to expand Yunnan-Hong Kong cooperation 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.
Consultancy Study on “Hong Kong's Role in Supporting Chinese Enterprises Going Global”	To review the experience of and strategy for the globalisation of some selected prominent Chinese firms; to identify factors which would shape the globalisation 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)	Yes (Executive Summary), via CPU Web Page with minimal manpower involved.

Project/ programme title	Details, objective and whether it is related to the Framework Agreement on Hong Kong/Guangdong Co-operation (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?
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	100% completed (from May 2010 to Aug 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 analyse 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	100% completed (from Jan to June 2011)	Yes (Executive Summary), via CPU Web Page with minimal manpower involved

Project/ programme title	Details, objective and whether it is related to the Framework Agreement on Hong Kong/Guangdong Co-operation (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?
Consultancy Study on "Advancing the Scale and Depth of Trade Liberalisation under CEPA during the 12th Five-Year Period"	To examine and explore new ways for service trade liberalisation under CEPA. It is related to the Framework Agreement.	50,000	College of Economics, Jinan University	100% completed (from Dec 2011 to Feb 2012)	Yes, via CPU Web Page with minimal manpower involved.
Shenzhen-Hong Kong Co-operation Forum : "Shenzhen-Hong Kong Co-operation under the Economic Crisis"	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 & 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. To examine the development of the financial tsunami and its impact on Shenzhen and Hong Kong	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

Project/ programme title	Details, objective and whether it is related to the Framework Agreement on Hong Kong/Guangdong Co-operation (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 "Global and China's Economy and Hong Kong's Future Development"	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. 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.	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.
Seminar on "Express Rail Link in Mainland and Hong Kong"	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. 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.	82,110	The Ministry of Railways of the Central People's Government of the 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 on Hong Kong/Guangdong Co-operation (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"	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 Centre for International Economic Exchanges; Mr Li Shou Xin, Director, Department of Development Planning, National Development and Reform Commission; and other specialists and scholars. To explore the "National 12th Five-year Plan's long term impacts on Hong Kong".	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.
Hong Kong-Fujian Cooperation and Development Forum	The Seminar was held at the Cliftons of Galleria, Central. Speakers included scholars from the Mainland and Hong Kong and other specialists. To explore the cooperation opportunities between Fujian and Hong Kong.	22,000	Development Research Centre of Fujian Provincial People's Government, Fujian Academy of Social Sciences	100% completed (on 29 Mar 2011)	Yes, via CPU Web Page with minimal manpower involved.

Project/ programme title	Details, objective and whether it is related to the Framework Agreement on Hong Kong/Guangdong Co-operation (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 "Hong Kong's Role in China's Rise"	The Seminar was held at the Cliftons of Galleria, Central. Speakers included scholars from the Mainland, Hong Kong and Singapore and other specialists. The Seminars included two panel discussions, namely, "Hong Kong's Role in China's 'Going Out' Strategy" and 'Hong Kong's Role in China's Soft Power Building'.	163,000	Hong Kong Institute of Asia-Pacific Studies, The Chinese University of Hong Kong, Advanced Institute for Contemporary China Studies, Hong Kong Baptist University, Public Policy Research Institute, The Hong Kong Polytechnic University, One Country Two Systems Research Institute Ltd	100% completed (on 5 May 2011)	Yes, via CPU Web Page with minimal manpower involved.

Project/ programme title	Details, objective and whether it is related to the Framework Agreement on Hong Kong/Guangdong Co-operation (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 “Hong Kong’s Role in China’s ‘Go Abroad’ Policy”	The Conference was held at the Central Government Offices Hong Kong. Speakers included scholars from Hong Kong and the Mainland and other specialists. The seminar included two panel discussions, namely "China's 'Going Abroad': Investment and Currency" and "China's 'Going Abroad': Enterprise and Soft Power".	182,000	Supported by the China Centre for International Economic Exchanges.	100% completed (on 8 Dec 2011)	Yes, via CPU Web Page with minimal manpower involved.

2) Hong Kong/Mainland cross-boundary projects or programmes from 2012-13 are as follows:

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?
Consultancy Study on "Promoting HK's Modern Service Industry in the Economic Cooperation between Fujian and HK"	To explore ways to promote Hong Kong's service industries for enhancing the economic cooperation between Fujian and Hong Kong.	280,000	N.A.	67% completed (from Nov 2011 to Apr 2012)	To be reviewed upon completion of the study.
Consultancy Study on "Encouraging Guangdong Enterprises to 'Go Global' through HK"	To explore strategies to encourage Guangdong enterprises to "Go Global" through Hong Kong. It is related to the Framework Agreement.	360,000	N.A.	17% completed (from Feb to Jul 2012)	To be reviewed upon completion of the study.

3) There is no other mode of cross-boundary co-operation.

Signature: _____

Name in block letters: MISS JENNIFER MAK

Post Title: Director of Administration

Date: 1 March 2012

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

CSO007

Question Serial No.

0053

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:

The Administration mentioned that the provision for the above programme will increase by \$11.1 million due to, amongst other things, the net increase of 21 posts to meet operational need. What are the specific duties, ranks and remuneration for these newly created posts?

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

Reply:

The duties and responsibilities of the 21 additional posts as well as their ranks and salary pay scales, are as follows :

Duties and responsibilities	Additional posts	
	Number and rank	Pay scale ^{Note}
(a) clearing the backlog of records pending appraisal of their archival value and strengthening Public Record Office's services	4 Assistant Archivist	MPS 16 – 27 (\$23,360 - \$39,220)
	1 Assistant Clerical Officer	MPS 3 – 15 (\$10,885 - \$22,240)
	1 Workman II	MOD 0 – 8 (\$9,595 - \$11,315)
(b) clearing the backlog of archival records pending accessioning and description	5 Clerical Assistant	MPS 1 – 10 (\$9,600 - \$16,855)
	1 Workman II	MOD 0 – 8 (\$9,595 - \$11,315)
(c) enhancing the identification, transfer and preservation of and public access to archival records	1 Curator	MPS 34 – 44 (\$53,060 - \$80,080)
	2 Assistant Curator II	MPS 14 – 27 (\$21,175 - \$39,220)

Duties and responsibilities	Additional posts	
	Number and rank	Pay scale ^{Note}
(d) supporting service-wide implementation of electronic information management and electronic records management	1 Senior Executive Officer 1 Assistant Archivist	MPS 34 – 44 (\$53,060 - \$80,080) MPS 16 – 27 (\$23,360 - \$39,220)
(e) monitoring the compliance of bureaux and departments (B/Ds) with the mandatory records management requirements	1 Senior Executive Officer 1 Executive Officer I	MPS 34 – 44 (\$53,060 - \$80,080) MPS 28 – 33 (\$41,070 - \$51,670)
(f) enhancing records disposal and related services for B/Ds	1 Executive Officer I 1 Clerical Officer	MPS 28 – 33 (\$41,070 - \$51,670) MPS 16 – 21 (\$23,360 - \$29,795)

Note : MPS and MOD stand for Master Pay Scale and Model Scale 1 Pay Scale respectively.

Signature: _____

Name in block letters: MISS JENNIFER MAK

Post Title: Director of Administration

Date: 1 March 2012

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

CSO008

Question Serial No.

2022

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

Programme: (3) CSO – Administration Wing

Controlling Officer: Director of Administration

Director of Bureau: Director of Administration

Question:

The financial year straddles two terms of office of the HKSAR Government. The Administration has stated that provision will be earmarked for setting up an office for the Chief Executive-elect. Please list the estimates in this regard, and elaborate the terms of reference of the office of the Chief-Executive-elect and the transitional arrangements.

Asked by: Hon. LAM Kin-fung, Jeffrey

Reply:

The Office of the Chief Executive-elect (CE-elect) will support the CE-elect in undertaking the following major duties –

- (a) to form a governing team for the new term of Government, including nominating Principal Officials for appointment by the Central People's Government, as well as recruiting Executive Council Members and other politically appointed officials;
- (b) to prepare for drawing up a policy plan for the new Government based on the CE-elect's election platform;
- (c) to make arrangements with the incumbent Government for a smooth transition; and
- (d) to liaise extensively with different sectors of the community and to participate in various official activities.

The Administration will provide suitable office accommodation, manpower, and financial resources to the CE-elect's Office to support its work. The CE-elect's Office will be ready to commence operation on the day the fourth-term CE is elected and will cease to operate by 30 June 2012.

Provision of \$8.289 million has been earmarked in 2012-13 for the establishment of the CE-elect's Office.

Signature: _____

Name in block letters: MISS JENNIFER MAK

Post Title: Director of Administration

Date: 1 March 2012

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

CSO009

Question Serial No.

0942

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

Programme: (1) Efficiency Unit

Controlling Officer: Director of Administration

Director of Bureau: Director of Administration

Question:

In 2011, how many bureaux and departments did the Efficiency Unit support in reviewing organizational structures and implementing changes? What are the details of the changes in each bureau and department?

Asked by: Hon. LAU Wai-hing, Emily

Reply:

In 2011, the Efficiency Unit conducted two studies to review organizational structures, both for the Education Bureau (EDB). They were :

- (1) Manpower Review on the Provision of Enhanced Special Education (SE) Support Services for Ordinary Primary Schools – The study assessed the desired service level and the corresponding manpower requirements 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. The study recommendations have been sent to EDB for consideration; and
- (2) Review of the Regional Education Offices (REOs) – The study revisited the vision, objectives and major service areas of REOs and developed proposals to enhance their capacity in the provision of school administration and school development support services so as to meet the increased service demands and the challenges of new education policies and initiatives. The study report is being finalized and will be submitted to EDB for consideration.

Signature: _____

Name in block letters: MISS JENNIFER MAK

Post Title: Director of Administration

Date: 1 March 2012

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

CSO010

Question Serial No.

0943

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

Programme: (1) Efficiency Unit

Controlling Officer: Director of Administration

Director of Bureau: Director of Administration

Question:

- (a) What are the details of long-term financial arrangements for the 1823 service to be pursued by the Efficiency Unit?
- (b) What is the estimated expenditure for new systems for the 1823 to be put in place by the Efficiency Unit?

Asked by: Hon. LAU Wai-hing, Emily

Reply:

- (a) The Efficiency Unit is working to establish funding arrangements for 1823 that will ensure it meets public expectations for quality of service, enables the coverage of the service to be extended and keeps the service efficient and cost effective.
- (b) Replacing the 1823 systems is expected to cost \$40 million, of which \$20.5 million is for hardware and software and the balance for implementation services, training, site preparation and contingencies. Funding approval was given by the Finance Committee in April 2011.

Signature: _____

Name in block letters: MISS JENNIFER MAK

Post Title: Director of Administration

Date: 1 March 2012

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

CSO011

Question Serial No.

2648

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

Programme: (2) Government Records Service

Controlling Officer: Director of Administration

Director of Bureau: Director of Administration

Question:

Regarding the work of Government Records Service (GRS), please provide the following information:

(a) The establishment, ranks, emolument and training expenses of GRS staff in the past three years and in the coming year. Is there any professional staff?

(b) In the past three years, what was the number of archival records transferred to GRS for permanent preservation? What was the number of records approved by GRS for destruction?

(c) Please give, by departments, the number of confidential records transferred to GRS in the past three years. What was the number of documents overdue for being transferred to GRS? How many records were borrowed from GRS?

(d) Are there any figures for the evaluation of effectiveness of GRS' work? Is there any reserved expenditure for studying the process and effectiveness of GRS' records management, and the need to enact legislations on records?

Asked by: Hon. LAU Wai-hing, Emily

Reply:

(a) The staff establishment of the Government Records Service (GRS) for the past three years as at 1 April and the estimated establishment in the coming year as at 1 April 2012 are tabulated below:

	2009-10 (as at 1.4.2009)	2010 – 11 (as at 1.4.2010)	2011 – 12 (as at 1.4.2011)	2012 -13 (as at 1.4.2012 (Estimate)
Grade (Rank)				
I. Officers				
<u>Archivist</u> (including Principal Archivist, Archivist, Senior Assistant Archivist and Assistant Archivist)	11	11	11	16
<u>Curator</u> (including Curator and Assistant Curator II)	0	0	0	3
<u>Executive Officer</u> (including Chief Executive Officer, Senior Executive Officer, Executive Officer I and Executive Officer II)	9	11	11	15
Sub total :	20	22	22	34
II. Clerical and others (including Senior Clerical Officer, Clerical Officer, Assistant Clerical Officer, Clerical Assistant, Personal Secretary II, Senior Photographer, Photographer I, Photograph II, Printing Technician I and Workman II)	64	63	63	72
Total :	84	85	85	106

As indicated from the table above, the officer grade staff of GRS comes from three grades, the Archivist, the Executive Officer and the Curator grades. According to the existing distribution of work, Archivists are mainly responsible for the management of archival records, Executive Officers are responsible for records management while Curator Grade staff undertake the duties of conservation and preservation of archival records.

The total personal emoluments (PE) and the training expenses of GRS in the past three years and the estimated amount for 2012-13 are tabulated below :

	2009-10 (Actual)	2010-11 (Actual)	2011-12 (Revised Estimate)	2012-13 (Estimate)
PE (\$ million)	26.1	26.3	27.1	33.9
Training Expenses (\$'000)	71	193	112	323

(b) The quantities of archival records transferred to GRS for permanent retention and records approved for destruction in the past three years from 2009-10 to 2011-12 are tabulated below:

	2009-10	2010-11	2011-12 (Projected figures)
Archival records transferred to GRS for permanent retention (linear meters)	188	687	235
Records approved by GRS for destruction (linear meters)	54 375	37 796	53 541

(c) From 2009 to 2011, a total of 1 295 classified records were transferred from bureaux/departments (B/Ds) to GRS for keeping as archival records. A breakdown by B/Ds is as follows:

Transferring B/D	No. of classified records transferred to GRS
Chief Secretary for Administration's Office	115
Chief Executive's Office	73
Home Affairs Department	339
Civil Aviation Department	40
Hong Kong Police Force	42
Information Services Department	52
Social Welfare Department	634
Total:	1 295

From 2009 to 2011, GRS has not recorded any case involving undue delay on the part of B/Ds in transferring classified records appraised as having archival value to GRS for permanent retention. During the same period, a total of 22 classified records were requisitioned by B/Ds with 18 of them already returned to GRS.

- (d) Regarding the effectiveness of its work, GRS has met the annual targets of conducting 4 departmental records management studies and providing records management training for 2 000 departmental records managers and their assistants in the past three years. The number of government officers trained was 2 021, 2 025 and 2 093 in 2009, 2010 and 2011 respectively. The following indicators also showed the work of GRS:

Indicator	2009	2010	2011
No. of visitors for reference and research services	3 267	3 188	3 155
No. of enquiries in relation to reference and research services	6 686	6 676	7 584
Inactive government records stored in GRS' intermediate storage facilities (linear metres)	117 631	115 704	115 114
Records microfilmed for other government B/Ds (no. of images)	2 714 273	2 652 922	2 693 588

Though no resources have specifically been set aside in 2012-13 to review and study the process and effectiveness of GRS' records management, and the need to enact an archival law, we keep the operation of GRS and the present administrative system of records management under constant review and will improve on them as necessary. To improve the efficiency and effectiveness of GRS' work, actions are being taken to implement as far as possible the recommendations made by the Director of Audit in his recent review.

Signature: _____

Name in block letters: MISS JENNIFER MAK

Post Title: Director of Administration

Date: 1 March 2012

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

CSO012

Question Serial No.

2185

Head: 142 – Government Secretariat : Offices of the Chief Secretary for Administration and the Financial Secretary

Subhead (No. & title): 000 Operational expenses

Programme: (4) Protocol Division

Controlling Officer: Director of Administration

Director of Bureau: Director of Administration

Question:

Please provide information on all the activities arranged by the Protocol Division to extend courtesies to national and international dignitaries in 2011 and the preceding 4 years, including the dates of the activities, the organisations and officials receiving these dignitaries, the expenditures involved and the objectives of the activities.

Asked by: Hon. LEONG Kah-kit, Alan

Reply:

In the past five years, i.e. from 2007-08 to 2011-12, the Protocol Division received a total of 861 national and international dignitaries visiting HKSAR. Breakdown and expenditure incurred by the Protocol Division are appended below:-

<u>Year</u>	<u>Number of Dignitaries</u>	<u>Expenditure (\$million)</u>
2007-08	143	5.92
2008-09	168	2.18
2009-10	205	1.39
2010-11	184	0.70
2011-12	161	6.12

(as at 13 February 2012)

The dignitaries were received by the Protocol Division in conjunction with the subject Bureaux concerned. Activities include meetings with government officials, and visits to institutions/organisations. The purposes of the visits were related to promotion of bilateral trade and relations, signing of agreements, and attendance of major events.

Signature: _____

Name in block letters: MISS JENNIFER MAK

Post Title: Director of Administration

Date: 1 March 2012

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

CSO013

Question Serial No.

2186

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

Programme: (2) Government Records Service

Controlling Officer: Director of Administration

Director of Bureau: Director of Administration

Question:

- (a) The Government Records Service (GRS) monitors the compliance of bureaux and departments with the mandatory records management requirements. What are the details of such monitoring work in 2011? Did GRS identify any non-compliance? How many of GRS' staff are deployed for the monitoring work?
- (b) Regarding the net increase of 21 posts in 2012-13, what are the ranks and duties of these posts?

Asked by: Hon. LEONG Kah-kit, Alan

Reply:

- (a) The Government conducted a service-wide records management survey in 2010-11 mainly to assess the compliance of bureaux and departments (B/Ds) with the mandatory records management requirements. Although the results of this survey show that B/Ds were generally making progress to implement the mandatory records management requirements, we have identified and drew B/Ds' attention to the specific areas requiring improvements and expedition of actions. In addition, to better monitor the implementation of the three mandatory requirements with a deadline of April 2012, viz. adoption of the standard classification scheme for administrative records, establishment of draft disposal schedules for programme records and drawing up of an action plan to identify and protect vital records, B/Ds are required to submit quarterly reports to the Government Records Service (GRS) commencing from the second half of 2011. GRS will continue to monitor the compliance based on B/Ds' reports and take follow-up actions as appropriate. A team of three staff in GRS is responsible for monitoring B/Ds' compliance with the mandatory records management requirements as part of their duties.
- (b) The main duties and ranks of the 21 additional posts are as follows:

Main duties	Additional posts
(i) clearing the backlog of records pending appraisal of their archival value and strengthening Public Record Office's services	4 Assistant Archivist 1 Assistant Clerical Officer 1 Workman II

(ii) clearing the backlog of archival records pending accessioning and description	5 Clerical Assistant 1 Workman II
(iii) enhancing the identification, transfer and preservation of and public access to archival records	1 Curator 2 Assistant Curator II
(iv) supporting service-wide implementation of electronic information management and electronic records management	1 Senior Executive Officer 1 Assistant Archivist
(v) monitoring the compliance of bureaux and departments (B/Ds) with the mandatory records management requirements	1 Senior Executive Officer 1 Executive Officer I
(vi) enhancing records disposal and related services for B/Ds	1 Executive Officer I 1 Clerical Officer

Signature: _____

Name in block letters: MISS JENNIFER MAK

Post Title: Director of Administration

Date: 1 March 2012

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

CSO014

Question Serial No.

2996

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

Programme: (3) CSO- Administration Wing

Controlling Officer: Director of Administration

Director of Bureau: Director of Administration

Question:

Please provide the details of the studies conducted by the Central Policy Unit (CPU) or educational institutions as commissioned by CPU in the past five years, including the subjects, objectives, bodies undertaking the studies and the expenses involved.

Asked by: Hon. LEONG Kah-kit, Alan

Reply:

Details of the studies conducted by the Central Policy Unit (CPU) in the past five years are as follows-

(a) Studies by educational institutions commissioned by CPU

Year of Commissioning the Studies	Institution	Study Title	Contract Value (HK\$)
2007-08	CUHK	A Cross-National Comparison of Family Policy	258,185
	PolyU	Needs and integration into Local Communities of Hong Kong People Living in Shenzhen, Dongguan and Guangzhou	491,400
	CUHK	Hong Kong's Economy: Transformation, Competitiveness and Sustainability	990,000
	PolyU	Social, Economic and Political Developments in the Pan-Pearl River Delta Region (Except the Guangdong Province), and their Implications for Hong Kong	920,400
	HKBU	Professional Immigrants from Mainland China and Their Strategies of Adaptation	160,000
	CUHK	Public Health Policy Model and Development Indicator for Child Health in Hong Kong	273,700
	CUHK	Social Enterprises in Hong Kong	270,000
	HKU	A Family Impact Analysis	231,000
	HKU	Trends in Family Attitudes and Values in Hong Kong	255,346
	CUHK	Low-wage workers in Hong Kong	327,500
	CUHK	A Qualitative Study on "Hidden Elderly" in Hong Kong	220,200
	HKBU	A Study on the Social Networks of Residents in Tin Shui Wai	190,000
2008-09	HKU	Study on International Experience of Selected Countries in Supporting the Low-income Family in Helping its Members and their Applicability to Hong Kong	400,000
	HKBU	Policies and Strategies of Israel and Singapore Governments to Attract, Develop and Retain Returnee Talents	253,000

Year of Commissioning the Studies	Institution	Study Title	Contract Value (HK\$)
2008-09	PolyU	Mapping the Associational Life of Tin Shui Wai	243,360
	CUHK	A Comparative Community Study of Tin Shui Wai and Sham Shui Po	296,500
	National University of Singapore	A study on Singapore's Experience in Regional Cooperation	522,151
	HKU	Hong Kong in the Region: Role, Issues and Strategies	200,000
	CUHK	A Study on the Manpower Situations and Needs of the Arts and Cultural Sector in Hong Kong	1,100,000 (funded by Home Affairs Bureau (HAB))
	CUHK	Literature Review Study of Family Policies in Mainland China, Taiwan, South Korea, and Japan	197,123
	HKBU	Mainland Chinese Immigrant Artists in Hong Kong	227,788
2009-10	CUHK	Study on the Meaning and Practice of Filial Piety in the Adult Child-Parent Relationships in Hong Kong	178,250
	CUHK	A Study on the Process of Public Policy Decision Making at the Central People's Government: A Case Study on Health Care Reform Policies	300,000
	CUHK	A Further Study on the Future Development of HK Economy, Consolidation and Enhancement of Existing Core Industries and Development of Economic Pillars with High Potential in HK	90,000
	CUHK	Arts Administrators in Hong Kong	293,400
	CUHK	Social Attitudes of the Youth Population in Hong Kong	305,600
	HKU	Understanding our Young Generation	570,588
	HKUST	Hong Kong's Post-80s Generation: Profiles and Predicaments	80,500

Year of Commissioning the Studies	Institution	Study Title	Contract Value (HK\$)
2010-11	CUHK	The Pattern of Urban Life in Hong Kong : A District Level Community Study of Sham Shui Po	1,170,062
	CityU	Family-Centered Prevention of Adolescent Girls' and Boys' Prostitution	499,982 (funded by HAB)
	LU	An Exploratory Study of Neglect Among Elderly in Hong Kong : A Family Perspective	480,000 (funded by HAB)
	HKU	The Postmodern Challenges of the Information Society to the Governance of HKSAR	100,000
	HKU	Drug Abuse Among Youths and Family Relationship	590,588 (funded by HAB)
	PolyU	Parental Perspectives of Child Neglect in Hong Kong	455,000 (funded by HAB)
	HKU	Hong Kong Container Terminal Trade	836,506
	Zhongshan University	Consultancy Study on Socio-Economic-Political Trends in Guangdong Province	370,000
	HKU	China's Urban Future and Hong Kong's Business Opportunities	55,294
	CUHK	A Study on Cross-Boundary Marriages in Hong Kong : Causes and Consequences	994,500
	PolyU	A Study to Explore the Potential and Feasibility of Developing 'Fishing Tourism' in Hong Kong	150,000
	HKBU	The Youth Problem	66,000
	PolyU	A Focus Group Study on "Subsidising Home Ownership"	850,000 (funded by Transport and Housing Bureau)
	CUHK	Brand Building for Higher Education in Hong Kong : Prospects & Strategies	132,250
HKU	Multi-stakeholder Engagement : The Case of the Guangzhou-Shenzhen-Hong Kong Express Rail Link Project	184,000	

Year of Commissioning the Studies	Institution	Study Title	Contract Value (HK\$)
	CityU	National Consciousness in Post-1997 Hong Kong : Adolescents' Construction of Patriotism and Identity	397,310
2010-11	CUHK	A Study on “The Process of Major Public Policy Decision Making at the Central People’s Government : A Case Study on Developing the Guidelines of Five-Year Plans of China”	622,541
	HKU	Understanding and Analysing Online Public Opinion in "Hong Kong Cyberspace"	904,130
	CUHK	An Investigation of the Perception of Social Justice Across Social Groups	449,600
	Jinan University	Supporting HK Manufacturing Enterprises in Guangdong to Develop the Domestic Consumption Market	200,000
	HKUST	Understanding Non-engaged Youths in Hong Kong : A Mixed Method Approach	570,580
2011-12	Zhongshan University	Mobility and Welfare: The Family Strategy of Mainland Women Coming to and Giving Birth to Children in Hong Kong	260,000
	HKU	Epidemiology of Child Abuse and Its Geographic Distribution in Hong Kong – An Important Social Indicator of Different Districts and Communities	346,500 (funded by Social Welfare Department)
	Zhongshan University	Hong Kong Elderly People Retiring in the Mainland	260,000
	PolyU	Promoting HK's Modern Service Industry in the Economic Cooperation between Fujian and HK	280,000
	Jinan University	Advancing the Scale and Depth of Trade Liberalization under CEPA during the 12th Five-Year Period	50,000
	HKU	A Pilot Study on Cross-Boundary Families in Hong Kong	100,000
	HKU	Collecting and Analyzing Online Public Opinion for Public Policy Deliberation	409,412

(b) Studies by educational institutions funded under the Public Policy Research Funding Scheme

Year	Institution	Project title	Fund awarded (HK\$)
2007-08	CityU	In Search of Family-friendly Policies in Low-income Neighborhoods: A Life Course Perspective	327,860
	HKBU	The Problems and the Solutions to E-waste Generation and Disposal in Hong Kong	540,552
	HKBU	Specifying Hong Kong University Students' Core English Competency: Language Education and Planning	707,220
	LU	Hong Kong as an International Financial Centre for China and for the World	1,399,000
	CUHK	Developing a Policy Framework for Integration of Traditional Chinese and Allopathic Medicine in Hong Kong Using Delphi Technique	460,000
	CUHK	Inter-city Competition and Cooperation between Hong Kong and Shenzhen in the 11th Five-year Plan Period	584,000
	CUHK	Social, Psychological, and Safety Impact of Interactive Media on Children	698,000
	PolyU	HOPE for the Challenge to Learn: Development and Evaluation of the "Hands On Parent Empowerment (HOPE)" Project to Empower Socially Disadvantaged Parents as Active Agents in their Children's Learning	865,801
	PolyU	Bilateral Liberalization of International Air Transport - An Economic and Public Policy Study for HKSAR	342,000
	HKUST	MPF Fund Styles, Flows and Related Allocation Decisions	446,000
	HKUST	Hong Kong People on the Mainland: A Force for Integration?	799,017
	HKU	Sustainable development in urban renewal - a social, physical and engineering assessment	1,400,000
	HKU	A comprehensive policy framework for public private partnerships schemes in Hong Kong	202,000
	HKU	Locating Hong Kong in global networks of professional migrants	771,844
HKU	A study on effectiveness of integrated home care service in community care for elderly people in Hong	620,560	

Year	Institution	Project title	Fund awarded (HK\$)
		Kong	
2007-08	HKU	Consultation mechanism and processes in major public works and in urban planning and redevelopment	312,000
	HKU	The Legal and Policy Implications of Establishing the Communications Authority in Hong Kong	370,000
	HKU	Review of animal welfare legislation in Hong Kong	497,000
	HKIED	A Formative Review of Applied Learning Policy and Its Implementation in the Hong Kong Trials	336,000
	HKIED	Chinese Language Education for Limited/Non-Chinese Speaking Ethnic Minority Children in the Public School Sector: Challenges and Opportunities	737,026
	HKIED	Hong Kong Students' Attitudes to Citizenship: Monitoring Progress Ten Years after Hong Kong's Return to China	570,000
	HKIED	Improving Vocational Outcomes for Hong Kong's Social and Economic Development: A Role for Vocational Teacher Education	634,898
	HKIED	Enhancing the Quality of Learning and Teaching in Hong Kong Early Childhood Education: Meeting the Challenges of the New Policy	490,000
2008-09	CUHK	Ability Grouping and Reading Achievement: Mechanisms and effects on students in Hong Kong and 34 countries	355,992
	CUHK	Managing Environmental Conflicts Arising from Developments in Ecologically Sensitive Areas in Hong Kong	287,000
	CUHK	Legal recognition of same sex partnerships in a Chinese context: a public health perspective	700,000
	PolyU	Evaluating Hong Kong's Competitiveness as an International Tourism Destination from the Economic Policy Perspective	504,000
	PolyU	Public Healthcare Welfare by Computerized TCM (Traditional Chinese Medicine) Diagnosis System	600,000
	HKU	Prediction of mortality and hospital use in older people in Hong Kong	700,000
	HKIED	A comparative study of transnational higher education policy and governance in Hong Kong, Shenzhen China and Singapore	726,000

Year	Institution	Project title	Fund awarded (HK\$)
2009-10	CityU	Exploring Peripheralisation and Residualisation in Hong Kong's Public Rental Housing: New Policy Challenges	421,590
	LU	Audience Development as Cultural Policy in Hong Kong since 1997	448,500
	CUHK	The Impact of Socioeconomic Backgrounds on the Academic Achievement of Senior Secondary School Students: The Case of NSS Liberal Studies	556,140
	CUHK	Economic returns to postsecondary sub-degree education	464,646
	CUHK	Anatomy of a Financial Centre: A Systemic Analysis of Hong Kong's legal and regulatory framework for its securities market	448,500
	CUHK	Evaluation of the Impact of Elderly Health Care Voucher Scheme in Hong Kong and its Potential Extension	557,410
	CUHK	Policy for Culture-led Urban Regeneration and Development	291,525
	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
	CUHK	Political Recruitment in an Administrative State: Grooming Political Talents for Hong Kong	333,146
	CUHK	Noncognitive Human Capital as a Generator for Social Inequality: New Evidence and Policy Implications for Education in Hong Kong	313,950
	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
	CUHK	Restructuring of Hong Kong Manufacturing in the Pearl River Delta: Challenges and Policy Responses	373,152
	PolyU	Green Practices in Hong Kong's Shipping Industry: Empirical Evidence and Policy Implications	538,200
	PolyU	Impacts of Climatic Warming on High Density Living in Hong Kong using Remote Sensing and GIS Modelling	412,620
	PolyU	Policy of Accessible Public Toilets for Visually Impaired People	269,100

Year	Institution	Project title	Fund awarded (HK\$)
2009-10	HKUST	Occupational Segregation, Anti-Discrimination Policies and Gender Inequality in Hong Kong	313,950
	HKU	Competition and Environmental Sustainability in Hong Kong's Energy Market	322,920
	HKU	A Long Term Evaluation of the Clinical and Cost Effectiveness of the Hong Kong Scoliosis Screening Programme	403,650
	HKU	Legal Assistance for Asylum Seekers and Torture Claimants in Hong Kong	358,800
	HKU	Partnerships for Sustainable Development: Implications for Public Policy in Hong Kong	627,900
2010-11	CityU	An investigation of daylight linked lighting controls and the implications to building energy and environment policies	351,540
	CityU	Enhancing Hong Kong SMEs' Competitiveness via Open Information Services	848,160
	HKBU	Community Interpreting in Hong Kong	395,250
	LU	Cross-Sectoral Synergy in Cultural-creative SMEs: Creativity, talents and entrepreneurship	384,090
	CUHK	The Public Health Impacts of the Policy Decision to Reduce Alcohol Tax in Hong Kong	751,440
	CUHK	Hong Kong or Singapore? Strategic Location Choice of Chinese Multinational Firms' Asia Regional Headquarters	279,000
	PolyU	Evaluating the social, economical, cultural and heritage impacts of the "Revitalising Historic Buildings through Partnership Scheme" in Hong Kong	340,380
	PolyU	Green apparel merchandising and its policy implications for Hong Kong's trade development	474,300
	HKUST	Tracking Knowledge-Transfer from Universities to Society in Hong Kong's Innovation System	372,000
	HKUST	Private-Public Joint Ventures in Infrastructure Projects	373,860
	HKUST	Developing comprehensive performance-based road pavement management strategies in Hong Kong	465,000

Year	Institution	Project title	Fund awarded (HK\$)
2010-11	HKU	Promoting Economic Integrity through Institutional Alternative Dispute Resolution: A Law and Policy Perspective	427,800
	HKU	A longitudinal study on intimate partner violence against Chinese pregnant women and child abuse in Hong Kong	322,710
	HKU	Managing the Transition towards a Low-carbon Economy: Stakeholder Engagement for Technological Environmental Innovation Decision-making in Hong Kong	571,950
	HKU	Longevity increase, retirement saving and retirement age: Economic analyses and policy implications	345,960
	HKU	Segregation or Sorting? The Causes and Consequences of Hong Kong's Socio-Spatial Structure	620,310
	HKU	A Study on Population Health and Health Economics for Hong Kong SAR	465,000
	HKU	Educational Inequality and ICT Use in Schools: Bridging the Digital Divide	373,860
	HKIED	An innovative methodology for data with a hierarchical structure and its applications and implications for policy-formulation	443,610
	HKIED	A Territory-wide Study on the Impact of the Voucher Scheme on Parents' Choice of Early Childhood Education Services	365,490
2011-12	CUHK	Hong Kong's Current Healthcare Reform: What Role Can Employers Play?	722,951
	CUHK	Differential impacts of anti-smoking legislation on death rates of cardiovascular and respiratory diseases in the subpopulations of Hong Kong	528,989
	CUHK	Healthy sleep, healthy school life: a cluster randomised school-based interventional study for school start time and sleep health education for children and adolescents - implications for education and health policy	526,638
	PolyU	Enabling Context and Policy for Social Entrepreneurship in Hong Kong	491,372
	PolyU	Promoting Policy Favoring Multiculturalism and the Social Integration of Ethnic Minorities in Hong Kong	515,352

Year	Institution	Project title	Fund awarded (HK\$)
2011-12	PolyU	Parenting And Child Enhancement (PACE) – Early Intervention Program for Preschool Children from Disadvantaged Families	891,052
	PolyU	Public Security and Personal Privacy: The Use of Biometrics Technology in Hong Kong	297,410
	HKUST	Financially Sustainable Railway Development Strategies	793,483
	HKUST	Resolving the Personalization-Privacy Dilemma	491,372
	HKU	Effective governance for energy security in Hong Kong: improving public engagement and public trust in nuclear power decision-making	615,978
	HKU	Mental Health Promotion: Using the Arts to Increase “understanding and support” for People Living with Mental Illness	406,733
	HKU	“Land Administration Practices and the Redevelopment of Franchised Bus Depots: an Implicit Consideration Analysis of the Terms of Bus Franchises and Land Leases”	308,407
	HKU	Home and Away: Female Transnational Professionals in Hong Kong	287,417
	HKU	Polluters or stakeholders, who should pay? Development of a more effective construction waste charging scheme in Hong Kong using system dynamics	372,025
	HKU	Hong Kong as mainland China’s export intermediary: determinants and policy recommendations	451,404
	HKIED	Educational Experiences, Family Relationships and Sense of belonging: Cross-border primary school children commuters	540,744
	HKIED	Making the Distinction between Nation, State and Country: Examining the Differences between Official Goals, Stakeholder Opinions and Popular Perception in Hong Kong's National Education Policy	258,617

(c) Studies by educational institutions funded under the Strategic Public Policy Research Scheme

Year	Institution	Project title	Fund awarded (HK\$)
2008-09	HKIEd	A Benefit-finding Intervention for Family Caregivers of Persons with Alzheimer Disease	4,992,639
	HKUST	Hong Kong Panel Study of Social Dynamics	3,960,000
2009-10	CityU	The making of a creative Hong Kong: Creativity for all ages, and age integration in creative industries	1,000,000
	CUHK	Mapping the Hong Kong Game Industries: Cultural Policy, Creative Cluster, and Asian Markets	3,500,000
	PolyU	Forging New Trans-border Links: Social/ Community Economies (SCEs) in Hong Kong and the Pearl River Delta (PRD)	3,800,000
	HKU	The Linkages of Producer Services between Hong Kong and the Pearl River Delta	1,000,000
2010-11	HKBU	The Role of Hong Kong's Financial Centre in China's Development	1,152,415
	CUHK	Using a systematic approach to evaluate primary care development in Hong Kong, Shenzhen, Kunming and Shanghai	2,500,000
2011-12	CUHK	Trends and Implications of Poverty and Social Disadvantages in Hong Kong: A Multi-disciplinary and Longitudinal Study	3,250,000
	HKU	Creating an Adequate and Equalizing but Affordable Retirement Protection System in Hong Kong	3,250,000
	HKU	Effective Nuclear Safety Governance for Hong Kong and Guangdong China: A Stakeholder Trust-based Model	3,250,000

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

Signature: _____

Name in block letters: MISS JENNIFER MAK

Post Title: Director of Administration

Date: 1 March 2012

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

CSO015

Question Serial No.

2997

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

Programme: (3) CSO – Administration Wing

Controlling Officer: Director of Administration

Director of Bureau: Director of Administration

Question:

For CSO-Administration Wing, provision for 2012-13 is \$116.7 million (34.8%) higher than the revised estimate for 2011-12. Please give reasons, including details on which vacancies will be filled, what staff changes are involved and which staff members will have salary increments.

Asked by: Hon. LEONG Kah-kit, Alan

Reply:

Part of the increase under Programme (3) is to make available the provisions required for filling 13 vacancies in 2011-12 and 2012-13, payment of salaries for 10 officers on pre-retirement leave in 2012-13 and 26 officers on temporary deployment to the Office of the Chief Executive-elect, as well as payment of annual increments to 131 eligible staff. An amount of about \$14.1 million is required for these purposes.

Signature: _____

Name in block letters: MISS JENNIFER MAK

Post Title: Director of Administration

Date: 1 March 2012

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

CSO016

Question Serial No.

2087

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

Programme: (3) CSO –Administration 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 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 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 improve the overall licensing environment for doing business in Hong Kong. Specifically, over the past five years, the B/Ds had conducted over 40 licensing process reviews to enhance their business licensing services. In terms of the global ranking on Ease of Doing Business, Hong Kong now ranks No. 2 (2011), up 3 places from five years ago (2006). The Government has been monitoring the effectiveness of the Programme and regularly reported the progress to the Business Facilitation Advisory Committee.

- (b) In 2011, it took on average 57 working days each to issue a provisional General Restaurant Licence and a provisional Light Refreshment Restaurant Licence, and 51 working days to issue a provisional Food Factory Licence. Provisional licences will 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 also includes the time taken by applicants to complete such installation.
- (c) The Government has implemented appropriate measures to expedite the processing of applications for business licences, including the introduction of provisional licences, wider use of IT and e-Government to support licensing work, streamlining of licensing procedure, fast-tracking application process and application tracking facility. These measures are effective and welcomed by the trade.

Signature: _____

Name in block letters: MISS JENNIFER MAK

Post Title: Director of Administration

Date: 1 March 2012

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

CSO017

Question Serial No.

0590

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

Programme: (2) Government Records Service

Controlling Officer: Director of Administration

Director of Bureau: Director of Administration

Question:

What are the ranks and salaries of the additional 21 posts? What are the respective scopes of responsibilities of these posts?

Asked by: Hon. LEUNG Yiu-chung

Reply:

The duties and responsibilities of the 21 additional posts as well as their ranks and salary pay scales, are as follows :

Duties and responsibilities	Additional posts	
	Number and rank	Pay scale ^{Note}
(a) clearing the backlog of records pending appraisal of their archival value and strengthening Public Record Office's services	4 Assistant Archivist 1 Assistant Clerical Officer 1 Workman II	MPS 16 – 27 (\$23,360 - \$39,220) MPS 3 – 15 (\$10,885 - \$22,240) MOD 0 – 8 (\$9,595 - \$11,315)
(b) clearing the backlog of archival records pending accessioning and description	5 Clerical Assistant 1 Workman II	MPS 1 – 10 (\$9,600 - \$16,855) MOD 0 – 8 (\$9,595 - \$11,315)
(c) enhancing the identification, transfer and preservation of and public access to archival records	1 Curator 2 Assistant Curator II	MPS 34 – 44 (\$53,060 - \$80,080) MPS 14 – 27 (\$21,175 - \$39,220)

Duties and responsibilities	Additional posts	
	Number and rank	Pay scale ^{Note}
(d) supporting service-wide implementation of electronic information management and electronic records management	1 Senior Executive Officer 1 Assistant Archivist	MPS 34 – 44 (\$53,060 - \$80,080) MPS 16 – 27 (\$23,360 - \$39,220)
(e) monitoring the compliance of bureaux and departments (B/Ds) with the mandatory records management requirements	1 Senior Executive Officer 1 Executive Officer I	MPS 34 – 44 (\$53,060 - \$80,080) MPS 28 – 33 (\$41,070 - \$51,670)
(f) enhancing records disposal and related services for B/Ds	1 Executive Officer I 1 Clerical Officer	MPS 28 – 33 (\$41,070 - \$51,670) MPS 16 – 21 (\$23,360 - \$29,795)

Note : MPS and MOD stand for Master Pay Scale and Model Scale 1 Pay Scale respectively.

Signature: _____

Name in block letters: MISS JENNIFER MAK

Post Title: Director of Administration

Date: 1 March 2012

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

CSO018

Question Serial No.

1835

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

Programme: (2) Government Records Service

Controlling Officer: Director of Administration

Director of Bureau: Director of Administration

Question:

Please provide information on the staff establishment and the number of staff of the Government Records Service. How many of them have professional qualifications in the management of public records and what are their ranks?

Asked by: Hon. NG Margaret

Reply:

As at 1 January 2012, the Government Records Service (GRS) has an establishment of 85 and a strength of 81. Out of the 85 established posts, 22 are officer grade posts and 63 are clerical and other grade posts. To discharge its various duties effectively, GRS is now staffed by the Archivist, Curator and Executive Grades at officer level. According to the existing distribution of work, Archivists are mainly responsible for the management of archival records; Executive Officers are responsible for records management while Curator Grade staff undertake the duties of conservation and preservation of archival records. The entry qualifications for Assistant Archivist (i.e. the entry rank for the Archivist Grade) include a bachelor degree in history, political science or public administration plus two years' post-graduate research, study or training in these subjects. All Archivist Grade staff at present possess a post-graduate Diploma in Archives Administration or equivalent. The entry qualification for Assistant Curator II (i.e. the entry rank for the Curator Grade deployed on conservation work) is a bachelor degree with at least 33% of the credit units in conservation, applied chemistry / chemistry or materials science/ materials engineering. The entry qualification for Executive Officer II (i.e. the entry rank for the Executive Grade) requires a bachelor degree. To enrich their professional knowledge and expertise, GRS makes arrangements on an ongoing basis for its staff to receive training on records management and preservation and management of archival records organised by professional institutions.

Signature: _____

Name in block letters: MISS JENNIFER MAK

Post Title: Director of Administration

Date: 1 March 2012

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

CSO019

Question Serial No.

1836

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

Programme: (2) Government Records Service

Controlling Officer: Director of Administration

Director of Bureau: Director of Administration

Question:

There has been no review or updating of the Records Management Manual since its issuance in August 2001. Does the Government Records Service has any plan to deploy resources in 2012 to start reviewing and updating the manual? If yes, what are the details of the plan? If not, what are the reasons?

Asked by: Hon. NG Margaret

Reply:

The Government Records Service (GRS) keeps its records management procedures and guidelines under regular review to cope with changing circumstances. The Records Management Manual (RMM), which sets out good practices on a wide range of records management activities, continues to provide useful guidance to bureaux and departments to manage their records. Though we have not specifically set aside resources in 2012, as an on-going effort, GRS will continue to keep RMM and its other records management procedures and guidelines under review and improve on them where appropriate within its existing resources.

Signature: _____

Name in block letters: MISS JENNIFER MAK

Post Title: Director of Administration

Date: 1 March 2012

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

CSO020

Question Serial No.

1837

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

Programme: (2) Government Records Service

Controlling Officer: Director of Administration

Director of Bureau: Director of Administration

Question:

Does the Government Records Service have in place any work plan for introducing an archival law? If yes, what are the details? If not, what are the reasons?

Asked by: Hon. NG Margaret

Reply:

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 on records management at present is crucial to the continuous improvement of government records management. As an on-going effort, the Government will continue to keep the present administrative arrangements on records management under review, including the compliance by bureaux and departments with the mandatory records management requirements, and improve on them as necessary.

Signature: _____

Name in block letters: MISS JENNIFER MAK

Post Title: Director of Administration

Date: 1 March 2012

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

CSO021

Question Serial No.

1838

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

Programme: (2) Government Records Service

Controlling Officer: Director of Administration

Director of Bureau: Director of Administration

Question:

What was the amount of records, in terms of linear meters, kept by the Government Record Service for processing as at 31 January 2012? How long will the Service take to finish processing these records with its existing manpower?

Asked by: Hon. NG Margaret

Reply:

As at 31 January 2012, there were 5 235 linear meters of records pending appraisal by the Government Records Service (GRS) of their archival value and 4 032 linear meters of archival records pending accessioning. Assuming that there are no new appraisal requests and no new intake of archival records, it will take about 2.9 years and 8.6 years respectively to clear these two types of backlog based on existing manpower. Nevertheless, GRS is actively exploring measures with the aim of clearing the bulk of the backlog, in addition to handling new requests, in about three years' time.

Signature: _____

Name in block letters: MISS JENNIFER MAK

Post Title: Director of Administration

Date: 1 March 2012

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

CSO022

Question Serial No.

2205

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

Programme: (1) Efficiency Unit

Controlling Officer: Director of Administration

Director of Bureau: Director of Administration

Question:

Regarding the 1823 Call Centre service, please advise:

- (a) At present, how many cases handled by the 1823 Call Centre need to be referred to other departments for follow-up?
- (b) As for the referral and follow-up service of the hotline, what is the approximate time gap before staff of other government departments contact and follow up with the customers concerned?
- (c) Due to the great increase in the number of enquiries and complaints, the call volume of the 1823 Call Centre was higher than that the staffing complement could handle. However, there is only a 2.9% increase in the 2012-13 Estimate. Is it sufficient to improve the present situation?
- (d) What were the staff wastage rates of the 1823 Call Centre in the past 3 years? What will be the increase in frontline staff for the Centre in 2012-13 to cope with the increased workload?

Asked by: Hon. PAN Pey-chyou

Reply:

- (a) In 2011, the 1823 Call Centre handled over 2.45 million enquiries. 98% were resolved at the first point of contacts. Around 40 000 enquiries that could not be resolved immediately were referred to departments. All complaints (i.e. some 300 000 cases in 2011) were referred to departments for action.
- (b) The average time for departments to respond to the cases referred to them was 6.5 days.
- (c) There was an increase of 19% in workload during 2011. This was well above the underlying trend rate of increase over the last five years. A large proportion of this increase can be attributed to the service provided by 1823 for the Scheme \$6,000, which generated 268 000 enquiries, accounting for 72% of the increase in enquiries handled by 1823 during the year and 43% of the increase in workload. The introduction of minimum wage legislation gave rise to 58 000 enquiries as well, representing a 15% of the increase in enquiries and 10% of the increase in workload. By the end of 2011, enquiries on these subjects had greatly diminished and it is expected that there will be sufficient resources to meet our performance targets during 2012, taking into account the underlying trend rate of increase in workload.
- (d) The staff turnover rate of the 1823 Call Centre was 19% in 2009, 26% in 2010 and 24% in 2011. Recruitment programmes were able to more than offset the turnover, with the average strength of the Call Centre being raised by 17% over the year. The Call Centre has in place an intensive staff development and quality assurance programme to ensure the provision of quality service to the public. In 2012-13, we will continue to recruit and train call handling staff to meet service needs.

Signature: _____

Name in block letters: MISS JENNIFER MAK

Post Title: Director of Administration

Date: 1 March 2012

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

CSO023

Question Serial No.

3083

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

Programme: (3) CSO – Administration Wing

Controlling Officer: Director of Administration

Director of Bureau: Director of Administration

Question:

There is a substantial increase of \$116.7 million (34.8%) in the total estimated expenditure of CSO-Administration Wing for 2012-13 as compared to the total estimated expenditure for 2011-12. What are the specific reasons for the substantial increase in expenditure? Regarding the net increase of 19 posts, what are the major ranks of the posts and what are the reasons for the increase of posts? What are the specific duties of the posts? How many vacancies have to be filled? What are the reasons and details of the staff changes and salary increments for staff?

Asked by: Hon. TAM Yiu-chung

Reply:

For Programme (3) CSO – Administration Wing, apart from the lower-than-expected expenditure in hire of service and professional fees in 2011-12 and anticipated increase in expenditure for general departmental expenses, the increase is also to make available the provisions required for filling 13 vacancies in 2011-12 and 2012-13, payment of salaries for 10 officers on pre-retirement leave in 2012-13 and 26 officers on temporary deployment to the Office of the Chief Executive-elect, as well as payment of annual increments to 131 eligible staff.

Breakdown down of the net increase of 19 posts under Head 142 in 2012-13 is as follows –

(a) Programme (2) Government Records Service (additional 21 posts)

Main duties	Additional posts
(a) clearing the backlog of records pending appraisal of their archival value and strengthening Public Record Office's services	4 Assistant Archivist 1 Assistant Clerical Officer 1 Workman II
(b) clearing the backlog of archival records pending accessioning and description	5 Clerical Assistant 1 Workman II

Main duties	Additional posts
(c) enhancing the identification, transfer and preservation of and public access to archival records	1 Curator 2 Assistant Curator II
(d) supporting service-wide implementation of electronic information management and electronic records management	1 Senior Executive Officer 1 Assistant Archivist
(e) monitoring the compliance of bureaux and departments (B/Ds) with the mandatory records management requirements	1 Senior Executive Officer 1 Executive Officer I
(f) enhancing records disposal and related services for B/Ds	1 Executive Officer I 1 Clerical Officer

(b) Programme (3) CSO –Administration Wing (net decrease of 2 posts)

(i) Economic Analysis and Business Facilitation Unit

Main duties	Additional posts
(a) conducting in-depth analysis and research studies on the property market	1 Senior Economist 2 Economist 1 Statistical Officer I 1 Clerical Assistant
(b) strengthening clerical and general support	1 Assistant Clerical Officer

(ii) Central Policy Unit

Main duties	Deletion of post
lapse of a supernumerary post for providing support to the Commission on Strategic Development	1 Administrative Officer Staff Grade C

(iii) Administration Wing

Main duties	Deletion of posts
lapse of time-limited posts for monitoring and coordinating the implementation of Tamar Development Project	1 Chief Executive Officer 1 Senior Administrative Officer 1 Senior Executive Officer 1 Executive Officer II 1 System Manager 1 Computer Operation Manager 1 Clerical Officer

Signature: _____

Name in block letters: MISS JENNIFER MAK

Post Title: Director of Administration

Date: 1 March 2012

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

CSO024

Question Serial No.

1487

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

Programme: (1) Efficiency Unit

Controlling Officer: Director of Administration

Director of Bureau: Director of Administration

Question:

The Efficiency Unit stated that it will put in place new systems for the 1823 Call Centre in 2012-13. What is the expected effectiveness of the new systems? What is the estimated expenditure for installing the new systems?

Asked by: Hon. TONG Ka-wah, Ronny

Reply:

The system replacement project is expected to be effective in the following-

- a) ensuring the continuity of 1823's services through robust and up-to-date technology;
- b) increasing the efficiency and user friendliness of communication between 1823 and Government departments as well as between 1823 and the public; and
- c) increasing the technical capacity of 1823's systems so that services can be extended to more departments.

Funding of \$40 million was approved by the Finance Committee in April 2011.

Signature: _____

Name in block letters: MISS JENNIFER MAK

Post Title: Director of Administration

Date: 1 March 2012

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

CSO025

Question Serial No.

1488

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

Programme: (2) Government Records Service

Controlling Officer: Director of Administration

Director of Bureau: Director of Administration

Question:

The Government Records Service will increase 21 posts to cope with operational needs. What are the main duties and employment terms (i.e. on civil service or non-civil service contract terms) of the posts to be created?

Asked by: Hon. TONG Ka-wah, Ronny

Reply:

The 21 additional posts are civil service posts. Their main duties are as follows :

Main duties	Additional posts
(a) clearing the backlog of records pending appraisal of their archival value and strengthening Public Record Office's services	4 Assistant Archivist 1 Assistant Clerical Officer 1 Workman II
(b) clearing the backlog of archival records pending accessioning and description	5 Clerical Assistant 1 Workman II
(c) enhancing the identification, transfer and preservation of and public access to archival records	1 Curator 2 Assistant Curator II
(d) supporting service-wide implementation of electronic information management and electronic records management	1 Senior Executive Officer 1 Assistant Archivist
(e) monitoring the compliance of bureaux and departments (B/Ds) with the mandatory records management requirements	1 Senior Executive Officer 1 Executive Officer I
(f) enhancing records disposal and related services for B/Ds	1 Executive Officer I 1 Clerical Officer

Signature: _____

Name in block letters: MISS JENNIFER MAK

Post Title: Director of Administration

Date: 1 March 2012

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

CSO026

Question Serial No.

1489

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

Programme: (2) Government Records Service

Controlling Officer: Director of Administration

Director of Bureau: Director of Administration

Question:

Were the numbers of public enquiry and using of reference service indicators set down by the department all along? Does the number of 3 200 visitors meet the Department's expectation? Is there any programme to increase the number of visitors using the reference service?

Asked by: Hon. TONG Ka-wah, Ronny

Reply:

“Number of visitors” and “number of enquiries” have been included in the Estimates since 1996-97 as indicators for the reference and research services rendered by the Government Records Service (GRS) to the public. As a result of publicity programmes digitized by GRS in recent years, the number of visitors has increased from 2 713 in 2008 to 3 155 in 2011, and the number of enquiries from 6 432 to 7 584 in the same period. Apart from visiting the Public Records Office of GRS to inspect archival records, members of the public may also access the digitized images of selected archival records through the internet. To promote the use of archival records, GRS aims to digitize in 2012 one exhibition and at least 20 seminars and visits. Some of the seminars will be co-organised 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. With the planned public education and publicity programme, the number of visitors in 2012 is estimated to be 3 200. In addition, GRS 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.

Signature: _____

Name in block letters: MISS JENNIFER MAK

Post Title: Director of Administration

Date: 1 March 2012

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

CSO027

Question Serial No.

1490

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:

It is mentioned under the key performance measures that more training courses on records management will be provided. What is the estimated number of training courses to be provided and what is the expenditure involved?

Asked by: Hon. TONG Ka-wah, Ronny

Reply:

A total of 72 training courses on records management will be provided by the Government Records Service in 2012, and the estimated expenditure is about \$1.02 million.

Signature: _____

Name in block letters: MISS JENNIFER MAK

Post Title: Director of Administration

Date: 1 March 2012

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

CSO028

Question Serial No.

1491

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:

Would the Administration please inform this Committee what specific public education and publicity programmes on Hong Kong's documentary heritage were implemented last year? How much provision will be deployed for the work in the coming year?

Asked by: Hon. TONG Ka-wah, Ronny

Reply:

The Government Records Service (GRS) encourages understanding, use and protection of Hong Kong's documentary heritage through its public education and publicity programmes and reference services. In 2011, GRS digitized one thematic exhibition and 18 visits and seminars to enhance public appreciation and use of archival heritage. A new Educational Resources Portal featuring research resources, online exhibitions and highlights of GRS' archival holdings was also launched in GRS' website to promote the use of archival records and provide convenient access to digitized records. In 2012-13, provision for public education and publicity programmes and reference service is around \$3 million.

Signature: _____

Name in block letters: MISS JENNIFER MAK

Post Title: Director of Administration

Date: 1 March 2012

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

CSO029

Question Serial No.

1492

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

Programme: (3) CSO – Administration Wing

Controlling Officer: Director of Administration

Director of Bureau: Director of Administration

Question:

One of the Administration Wing's main responsibilities is to provide support to the Business Facilitation Advisory Committee and its task forces. What are the initiatives and contents specifically? Are there any indicators to show the Administration Wing the effectiveness of the initiatives? What is the expenditure for the initiatives?

Asked by: Hon. TONG Ka-wah, Ronny

Reply:

The Government is committed to facilitating business by cutting red tape, streamlining procedures and reducing compliance costs. The Business Facilitation Advisory Committee (BFAC) and its three task forces comprising representatives from the political, business, academic and professional sectors as well as senior government officials advise the Government on regulatory reviews and measures to facilitate business. The Economic Analysis and Business Facilitation Unit (EABFU) provides support to BFAC and its task forces on regulatory reviews and coordinates the Government's business facilitation efforts.

In 2012-13, the task forces under BFAC will continue their sector-specific reviews of regulatory regimes covering the food business and related services sectors and wholesale and retail sectors. BFAC will also take forward other initiatives to facilitate business compliance and reduce compliance costs, monitor the progress of the "Be the Smart Regulator" Programme, and examine the feasibility of other business facilitation measures such as fast-tracking application process, wider application of provisional licences, certification by professionals, etc..

As part of the "Be the Smart Regulator" Programme, the Government has set up various Business Liaison Groups (BLGs). These groups meet regularly to discuss licensing and regulatory issues and provide useful feedback on the effectiveness of the Government's business facilitation measures. When compared to five years ago, the number of BLGs has increased from eight to ten.

The business facilitation measures are well received by the business community, as reflected by their active participation in BFAC and its Task Forces. The customer satisfaction surveys conducted by departments concerned are being closely monitored and the satisfactory ratings have generally improved over the years. Also, in 2011, 105 issues raised by the trades at BLG meetings have been clarified or satisfactorily resolved. In terms of the global ranking on Ease of Doing Business, Hong Kong now ranks No. 2 (2011), up 3 places from five years ago (2006).

There are 11 full-time staff in EABFU whose main duties are to support business facilitation work. A provision of up to \$1.7 million is included in the 2012-13 draft Estimates for funding business facilitation consultancy studies/projects.

Signature: _____

Name in block letters: MISS JENNIFER MAK

Post Title: Director of Administration

Date: 1 March 2012

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

CSO030

Question Serial No.

1493

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

Programme: (3) CSO – Administration Wing

Controlling Officer: Director of Administration

Director of Bureau: Director of Administration

Question:

The Administration Wing has pointed out that the expenditure in hire of services and professional fees in 2011-12 was lower than expected. What were the services? What was the expenditure for the services? Will the services be hired again in 2012-13?

Asked by: Hon. TONG Ka-wah, Ronny

Reply:

The 2011-12 revised estimates and 2012-13 draft estimates on hire of services and professional fees are \$122.9m and \$161.6m respectively. Detailed breakdown is as follows -

	2011-12 Revised (\$'m)	2012-13 Draft (\$'m)
Consultants	26.194	31.200
Building management related services	22.291	38.827
Other hired services and professional fees	74.427	91.593

Signature: _____

Name in block letters: MISS JENNIFER MAK

Post Title: Director of Administration

Date: 1 March 2012

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

CSO031

Question Serial No.

1494

Head: 142 – Government Secretariat : Offices of the Chief Secretary for Administration and the Financial Secretary

Subhead (No. & title): 000 Operational expenses

Programme: (4) Protocol Division

Controlling Officer: Director of Administration

Director of Bureau: Director of Administration

Question:

Please provide a detailed list of the numbers of visit programmes delivered for national leaders and overseas senior officials last year. What was the expenditure involved? The estimate for this year is similar to that for last year. Does it mean that the situation is expected to be more or less the same as last year?

Asked by: Hon. TONG Ka-wah, Ronny

Reply:

As at 13 February 2012, there were 161 national leaders and overseas senior officials visiting the Hong Kong Special Administrative Region in 2011-12. The expenditure incurred by the Protocol Division on receiving these guests was \$6.12 million. It is expected that the situation in 2012-13 is about the same as that in 2011-12.

Signature: _____

Name in block letters: MISS JENNIFER MAK

Post Title: Director of Administration

Date: 1 March 2012

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

CSO032

Question Serial No.

1495

Head: 142 – Government Secretariat : Offices of the Chief Secretary for Administration and the Financial Secretary

Subhead (No. & title): 000 Operational expenses

Programme: (4) Protocol Division

Controlling Officer: Director of Administration

Director of Bureau: Director of Administration

Question:

What is the government VIP service provided by the Airport Authority Hong Kong? What is the expenditure?

Asked by: Hon. TONG Ka-wah, Ronny

Reply:

The Government VIP Lounge, operated by the Airport Authority, provides reception services on airline check-in, baggage handling, and immigration and customs clearance. Other facilities such as business centre, press conference room, self-service computer and internet, and temporary parking are also provided. For 2011-12, the expenditure as at 31 January 2012 was \$15.27 million.

Signature: _____

Name in block letters: MISS JENNIFER MAK

Post Title: Director of Administration

Date: 1 March 2012

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

CSO033

Question Serial No.

1785

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

Programme: (3) CSO-Administration Wing

Controlling Officer: Director of Administration

Director of Bureau: Director of Administration

Question:

Please inform this Committee of the progress of the relocation of Government departments to the new Central Government Complex (CGC) at Tamar, the take-up rate of the new CGC and the expenditure saved on leasing private premises for office accommodation.

Asked by: Hon. TONG Ka-wah, Ronny

Reply:

All Policy Bureaux and main Offices have moved into the new Central Government Offices (CGO) by end 2011 as planned. The current take-up rate of the new CGO is about 98.5%. As advised by the Government Property Agency, the annual saving in rentals for leasing private premises for offices relocated to the new CGO is about \$48M.

Signature: _____

Name in block letters: MISS JENNIFER MAK

Post Title: Director of Administration

Date: 1 March 2012

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

CSO034

Question Serial No.

3047

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

Programme: (1) 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:

- (a) a breakdown of the number of staff at the 1823 Call Centre by current 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);
- (b) the number of frontline staff on duty to answer calls from the public during the operation hours of the Call Centre;
- (c) the reasons why the staff complement at the Call Centre is inadequate to achieve the performance target of answering 80% of calls within 12 seconds;
- (d) the manpower arrangements of the Administration for achieving the performance target in 2012-13.

Asked by: Hon. WONG Kwok-hing

Reply:

(a) As at 13 February 2012, 1823 had a total of 330 full-time and 91 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	1
Non-civil service contract staff (full-time)	Manager	Operations management	11
	Customer Service Supervisor	Team supervision and quality assurance	26
	Manager, Supervisor, Technical Support Officer, Office Assistant	Training, technical and administrative support	24
	Customer Service Officer	Call and email handling	263
Non-civil service contract staff (part-time)	Customer Service Officer	Call and email handling	91

- (b) There are around 260 call handling staff on duty during peak hours in the daytime and around 10 call handling staff on duty at night.
- (c) In 2011, the target of answering 80% of calls within 12 seconds was not met because although there was an increase in the average staffing level during the year, there was a 14% increase in call volume and a 31% increase in emails from the public compared with the previous year.
- (d) In addition to recruiting call handling staff, the 1823 Call Centre will continue to improve knowledge management to enhance work efficiency and explore using the web to provide another way for the public to get access to the information and services provided by the Call Centre. Currently, about 160 frequently asked questions regarding 21 participating departments have been uploaded to the 1823 website. The Call Centre has also introduced a mobile application to help citizens make enquiries and lodge complaints. This application supports photo upload and mobile device's geographic positioning function, helping 1823 assign cases to departments more easily and helping departments to respond more quickly. In the coming year we will continue to pursue mechanisms that can better link service demand and funding arrangements so as to give better assurance of service quality.

Signature: _____

Name in block letters: MISS JENNIFER MAK

Post Title: Director of Administration

Date: 1 March 2012

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

CSO035

Question Serial No.

2518

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

Programme: (1) Efficiency Unit

Controlling Officer: Director of Administration

Director of Bureau: Director of Administration

Question:

Regarding the Matters Requiring Special Attention in 2012-13 under this Programme, will the Government inform this Committee of –

- (a) What are the details of the long-term financial arrangements for the 1823 service? Will additional provision be required in the coming year?
- (b) The estimate for 2011-12 for the Programme was increased by 11.8% to more than \$15 million to improve the service, but why is there no improvement in the service provided? What specific improvement measures have been taken during the year?
- (c) Has the Administration explored the reasons why the service remains inefficient after implementing the improvement measures?
- (d) Although the 1823 service has yet to be improved, its expenditure only increases by 2.9% to \$4.3 million. Why is this case?

Asked by: Hon. WONG Kwok-kin

Reply:

- (a) The Efficiency Unit is working to establish funding arrangements for the 1823 Call Centre that will ensure it meets public expectations for quality of service, enables the coverage of the service to be extended and keeps the service efficient and cost effective. Pending a conclusion as to whether new arrangements would be effective and in light of the significant increase made last year, additional funding has not been sought for the coming year.
- (b) The additional funding enabled 1823 to recruit additional staff and maintain the average staffing level across the year at about 17% higher than in the previous year. However, the total workload increased by 19%. For the year as a whole, although public satisfaction with the service was increased, it still fell short of the target of answering 80% of calls within 12 seconds. When the results are looked at on a month-by-month basis, performance improved significantly from the start of the year (before the increased manning levels could be put in place) to the end of the year. In December 2011, the target of responding to 80% of calls within 12 seconds was met.
- (c) The main reason for the increase in workload (and hence the shortfall in meeting performance targets across the year as a whole) was the enquiry service to support the Scheme \$6,000. This generated 268 000 enquiries to 1823, accounting for 72% of the total increase in enquiries and 43% of the increase in overall workload. In addition, the introduction of minimum wage legislation gave rise to another 58 000 enquiries, representing a 15% of the increase in enquiries or 10% of the increase in overall workload.
- (d) Since enquiries for the Scheme \$6,000 and minimum wage level have fallen to a low level by the end of 2011 and are unlikely to be a cause of similar interest in 2012, we expect that the resources available will be sufficient to sustain the performance levels during 2012 at the target level achieved at the end of 2011.

Signature: _____

Name in block letters: MISS JENNIFER MAK

Post Title: Director of Administration

Date: 1 March 2012

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

CSO036

Question Serial No.

2525

Head: 142 – Government Secretariat : Offices of the Chief Secretary for Administration and the Financial Secretary Subhead (No. & title): 000 Operational expenses and 661 Minor plant, vehicles and equipment (block vote)

Programme: (2) Government Records Service

Controlling Officer: Director of Administration

Director of Bureau: Director of Administration

Question:

Under this Programme, the estimated expenditure for the coming financial year will increase by 33.2%, to be spent mainly on the additional 21 posts. In this connection, please advise on the following:

- (a) The rank, job duties and modes of appointment of the 21 new posts;
- (b) Whether the department will be more efficient in appraising, accessioning and acquiring archival records in terms of the time required and the amount of archival records handled, following an increase in manpower. If yes, to what extent will the work be expedited and how many more archival records will be handled? If not, what are the reasons?
- (c) The details of the capital account item mentioned under this Programme and the expenditure involved;
- (d) Apart from increasing manpower, whether the increased estimated provision will be used to develop the electronic records keeping system for managing government records. If yes, what is the expenditure involved? What is the progress now in developing the system? What is the expected time for completion and commissioning of the system?

Asked by: Hon. WONG Kwok-kin

Reply:

- (a) The 21 additional posts are civil service posts. Their main duties and ranks are as follows :

Main duties	Additional posts
(i) clearing the backlog of records pending appraisal of their archival value and strengthening Public Record Office's services	4 Assistant Archivist 1 Assistant Clerical Officer 1 Workman II
(ii) clearing the backlog of archival records pending accessioning and description	5 Clerical Assistant 1 Workman II

Main duties	Additional posts
(iii) enhancing the identification, transfer and preservation of and public access to archival records	1 Curator 2 Assistant Curator II
(iv) supporting service-wide implementation of electronic information management and electronic records management	1 Senior Executive Officer 1 Assistant Archivist
(v) monitoring the compliance of bureaux and departments (B/Ds) with the mandatory records management requirements	1 Senior Executive Officer 1 Executive Officer I
(vi) enhancing records disposal and related services for B/Ds	1 Executive Officer I 1 Clerical Officer

- (b) Of the 21 additional posts, six time-limited posts, including five Clerical Assistants and one Workman II, will assist in clearing the backlog of archival records pending accessioning and conducting prior technical assessment and preservation treatment. Another six permanent posts, including four Assistant Archivists, one Assistant Clerical Officer and one Workman II, will assist in clearing the backlog of records pending appraisal. These additional posts will enable the Government Records Service (GRS), in addition to handling new requests, to clear the bulk of the backlogs in about three years' time. These permanent posts will also assist in strengthening the management of archival records (including records appraisal, accessioning and acquisition of archival records), development of educational resources and of a regular programme to introduce selected archival holdings and new releases, digitization of archival holdings, and development and maintenance of a new information access system to facilitate public access to archival records.
- (c) The capital account item under this Programme is for the procurement of a high speed microfilm scanner, at an estimated cost of \$0.7 million, to produce digital images from microfilmed records.
- (d) GRS has been working in conjunction with the Office of the Government Chief Information Officer (OGCIO) and the Efficiency Unit to formulate policy, strategies, and standards for the effective management of electronic records. The objective is to develop new records management practices and tools to assist bureaux/departments (B/Ds) in managing both electronic and non-electronic records in an integrated, efficient and consistent manner.

In line with the Government electronic information management (EIM) strategy promulgated by OGCIO in May 2011, B/Ds are required to take forward electronic records management (ERM) as an integral part of EIM and adopt an electronic recordkeeping system (ERKS) as a mandatory component to drive ERM in the Government. As the first step, B/Ds will need to formulate their organisational EIM strategies, which should include an implementation plan of an ERKS. Action is being taken to provide appropriate support to B/Ds to help them develop their organisational EIM strategies.

GRS is actively developing ERKS in the context of EIM. Specifically, it promulgated in May 2011 a set of updated ERKS functional requirements for compliance by B/Ds in developing or adopting an ERKS. GRS is currently working on other required standards and will continue to provide records management support to B/Ds to assist them in developing or adopting an ERKS progressively having regard to their individual readiness. The total estimated expenditure for 2012-13 to support service-wide implementation of EIM and ERKS is about \$ 4.8 million, which includes an increased provision of \$1,158,120 for the creation of two additional posts.

Signature: _____

Name in block letters: MISS JENNIFER MAK

Post Title: Director of Administration

Date: 1 March 2012

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

CSO037

Question Serial No.

2526

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

Programme: (3) CSO – Administration Wing

Controlling Officer: Director of Administration

Director of Bureau: Director of Administration

Question:

Under this programme, the estimated expenditure for the coming year will increase by more than \$100 million or 34.8%. It is stated that this is mainly due to the filling of vacancies, staff changes and salary increments for staff. As only 300 or more staff members are involved, please provide concrete details on the filling of vacancies, staff changes and salary increments for staff.

Asked by: Hon. WONG Kwok-kin

Reply:

Part of the increase under Programme (3) is to make available the provisions required for filling 13 vacancies in 2011-12 and 2012-13, payment of salaries for 10 officers on pre-retirement leave in 2012-13 and 26 officers on temporary deployment to the Office of the Chief Executive-elect, as well as payment of annual increments to 131 eligible staff. An amount of about \$14.1 million is required for these purposes.

Signature: _____

Name in block letters: MISS JENNIFER MAK

Post Title: Director of Administration

Date: 1 March 2012

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

CSO038

Question Serial No.

1616

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

Programme: (1) Efficiency Unit

Controlling Officer: Director of Administration

Director of Bureau: Director of Administration

Question:

In 2011, the target of answering 80 percent of calls within 12 seconds was not met because the staffing complement at the 1823 Call Centre was inadequate. How will the Efficiency Unit deploy resources to improve the service?

Asked by: Hon. WONG Ting-kwong

Reply:

The 1823 Call Centre will continue to recruit call handling staff. Also it will continue to improve knowledge management to enhance work efficiency and explore using the web to provide another way for the public to get access to the information and services provided by the Call Centre. Currently, about 160 frequently asked questions regarding 21 participating departments have been uploaded to the 1823 website. The Call Centre has introduced a mobile application to help citizens make enquiries and lodge complaints. This application helps the Call Centre to assign cases more quickly to departments and helps departments to respond more quickly. In the coming year we will continue to pursue mechanisms that can better link service demand and funding arrangements so as to give better assurance of service quality.

Signature: _____

Name in block letters: MISS JENNIFER MAK

Post Title: Director of Administration

Date: 1 March 2012

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

CSO039

Question Serial No.

1617

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:

Provision for 2012-13 is \$11.10 million (33.2%) higher than the revised estimate for 2011-12. One of the reasons for this is an increase of 21 posts for operational needs. What are the respective duties and expenditures of the posts involved?

Asked by: Hon. WONG Ting-kwong

Reply:

The provision for the 21 additional posts in 2012-13 is about \$6.4 million. The duties, responsibilities, ranks and salary pay scales of these posts are as follows :

Duties and responsibilities	Additional posts	
	Number and rank	Pay scale ^{Note}
(a) clearing the backlog of records pending appraisal of their archival value and strengthening Public Record Office's services	4 Assistant Archivist	MPS 16 – 27 (\$23,360 - \$39,220)
	1 Assistant Clerical Officer	MPS 3 – 15 (\$10,885 - \$22,240)
	1 Workman II	MOD 0 – 8 (\$9,595 - \$11,315)
(b) clearing the backlog of archival records pending accessioning and description	5 Clerical Assistant	MPS 1 – 10 (\$9,600 - \$16,855)
	1 Workman II	MOD 0 – 8 (\$9,595 - \$11,315)
(c) enhancing the identification, transfer and preservation of and public access to archival records	1 Curator	MPS 34 – 44 (\$53,060 - \$80,080)
	2 Assistant Curator II	MPS 14 – 27 (\$21,175 - \$39,220)

Duties and responsibilities	Additional posts	
	Number and rank	Pay scale^{Note}
(d) supporting service-wide implementation of electronic information management and electronic records management	1 Senior Executive Officer 1 Assistant Archivist	MPS 34 – 44 (\$53,060 - \$80,080) MPS 16 – 27 (\$23,360 - \$39,220)
(e) monitoring the compliance of bureaux and departments (B/Ds) with the mandatory records management requirements	1 Senior Executive Officer 1 Executive Officer I	MPS 34 – 44 (\$53,060 - \$80,080) MPS 28 – 33 (\$41,070 - \$51,670)
(f) enhancing records disposal and related services for B/Ds	1 Executive Officer I 1 Clerical Officer	MPS 28 – 33 (\$41,070 - \$51,670) MPS 16 – 21 (\$23,360 - \$29,795)

Note : MPS and MOD stand for Master Pay Scale and Model Scale 1 Pay Scale respectively.

Signature: _____

Name in block letters: MISS JENNIFER MAK

Post Title: Director of Administration

Date: 1 March 2012

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

CSO040

Question Serial No.

1618

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

Programme: (3) CSO – Administration Wing

Controlling Officer: Director of Administration

Director of Bureau: Director of Administration

Question:

Provision for 2012-13 is \$116.7 million (34.8%) higher than the revised estimate for 2011-12. This is mainly due to filling of vacancies, staff changes and salary increments for staff. Please provide the details of the filling of vacancies and staff changes.

Asked by: Hon. WONG Ting-kwong

Reply:

Part of the increase under Programme (3) is to make available the provisions required for filling 13 vacancies in 2011-12 and 2012-13, payment of salaries for 10 officers on pre-retirement leave in 2012-13 and 26 officers on temporary deployment to the Office of the Chief Executive-elect, as well as payment of annual increments to 131 eligible staff. An amount of about \$14.1 million is required for these purposes.

Signature: _____

Name in block letters: MISS JENNIFER MAK

Post Title: Director of Administration

Date: 1 March 2012

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

CSO041

Question Serial No.

2487

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

Programme: (3) CSO – Administration Wing

Controlling Officer: Director of Administration

Director of Bureau: Director of Administration

Question:

Please set out the estimated operational expenses of the Central Policy Unit in 2011-12. What is the work plan? What is the expenditure earmarked for the honoraria for the Part-time Members?

Asked by: Hon. WONG Yuk-man

Reply:

In 2011-12, the estimated operational expense of the Central Policy Unit (CPU) is \$85.899 million. CPU's work plan includes conducting policy research, drafting CE's annual Policy Address, organising public forums and providing secretariat support for the Commission on Strategic Development.

The estimated expenditure on the honorarium paid to Part-time Members is about \$1.1 million. Each Part-time Member is paid a monthly honorarium of \$2,000. This rate was approved by the Finance Committee on 12 April 1989.

Signature: _____

Name in block letters: MISS JENNIFER MAK

Post Title: Director of Administration

Date: 1 March 2012

Examination of Estimates of Expenditure 2012-13
**CONTROLLING OFFICER'S REPLY TO
INITIAL WRITTEN QUESTION**

Reply Serial No.

CSO043

Question Serial No.

0179

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

Programme :

Controlling Officer : Director of Architectural Services

Director of Bureau : Director of Administration

Question : After continuous catch-up works, the new Central Government Complex and the new Legislative Council Complex at Tamar gradually come into operation. However, numerous rectification works have been launched and are still underway in these two complexes. Please list the number of outstanding rectification works in each of the building of the Tamar Development Project, their current progress, expected completion dates and estimated expenditures involved.

Asked by : Hon. CHAN Tanya

Reply :

The progress of defects rectification works for the Tamar Development Project as at 21 February 2012 was as follows –

- (a) Legislative Council (LegCo) Complex – Around 72% completed;
- (b) Chief Executive's Office – Around 79% completed;
- (c) Central Government Offices – Around 89% completed; and
- (d) Tamar Park, two elevated walkways and other ancillary facilities – Around 78% completed.

The Architectural Services Department would co-ordinate closely with the contractor and the users to ensure early completion of the defects rectification works. However, to ensure that the normal operation of LegCo and the concerned Government Offices will not be adversely affected, certain works can only be carried out during non-office hours on weekdays, weekends or holidays. All the rectification works are expected to be completed by mid-2012.

As it is the contractor's responsibility to carry out the rectification works, no additional cost is anticipated.

Signature : _____

Name in block letters : K K LEUNG

Post Title : Director of Architectural Services

Date : 23 February 2012