

香港特別行政區政府  
政府資訊科技總監  
辦公室



OFFICE OF THE  
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THE GOVERNMENT OF THE HONG KONG  
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17 November 2014

Ms Yue Tin-po,  
Clerk to Panel  
on Information Technology and Broadcasting,  
Legislative Council Secretariat,  
Legislative Council,  
1 Legislative Council Road,  
Hong Kong

Dear *Zin Po,*

**Legislative Council Panel on Information Technology and Broadcasting  
Meeting on 12 May 2014**

**Progress Report on Digital Inclusion**

At Panel meeting on 12 May 2014, during consideration of the progress report on various digital inclusion measures, Members requested information on the following —

- (a) percentage of public organisations that have adopted accessibility design in their websites;
- (b) Internet usage of the elderly over the past ten years and how we benchmark with other economies; and
- (c) bad debt situation of the Internet Learning Support Programme (ILSP).

In addition, in relation to item (c), Hon Christopher CHUNG Shu-kun wrote to the Chairman on 3 June 2014 requesting information on the bad debts. I am writing to provide the requisite information.

**Adoption of Web Accessibility by Public Organisations**

According to our assessment of 79 statutory and public sector organisations on the Civil & Miscellaneous List which have corporate websites, all of their websites are basically accessible. Of them, 31 (39%) organisations, listed at *Annex A*, can conform to more stringent standards that meet the criteria for award under our Web Accessibility Recognition Scheme or meet the web accessibility guidelines promulgated by the World Wide Web Consortium. We will continue to assist public organisations to enhance their websites to a higher level of accessibility for the benefit of persons with special needs.

## **Internet Adoption among the Elderly**

According to the Thematic Household Survey on Information Technology Usage and Penetration, Internet adoption among the elderly in Hong Kong has been increasing steadily from 4.8% in 2004 to 26.7% in 2013 over the past ten years. Comparison of Internet usage among the elderly in Hong Kong and overseas economies is set out at *Annex B*.

## **Internet Learning Support Programme (ILSP)**

We reported to the Panel that the cumulative potential doubtful debts resulted in the implementation of ILSP amounted to \$683,000, representing 3.6% of total amount of hire purchases. To minimise bad debts as far as possible, we have asked the Implementers to put in place a systematic mechanism to assess and recover delinquent loans. A reminder will be issued to the family in question after a payment is overdue for over one month. If the payment remains unsettled, at least five reminders will be issued in the three months that follow. Should the non-payment situation continues, a formal letter requesting immediate settlement will be sent. If the situation warrants, a social worker will visit the family to ascertain the reasons of non-payment and identify any need for assistance.

With these procedures, of the \$281,000 doubtful debts (as at 31 March 2014), \$212,000 has been recovered. At the same time, an amount of \$8,000 in bad debts which have previously been written off were also recovered. In some cases, it transpired that the service recipients failing to honour payments were beset with financial difficulties or family problems such as unemployment, illness, etc. The above procedures not only help recover delinquent loans but also enable the Implementers to understand the problems service recipients are grappling with and provide timely support to them.

The doubtful debts and the amounts of debts written off since ILSP launch are set out at *Annex C* for information.

In view of the fact that delinquent loans incurred by cases on monthly instalment plans are relatively high, since September 2013, the Implementer for the eastern part of Hong Kong, the Boys' & Girls' Clubs Association of Hong Kong, have strictly screened applications for payment by monthly instalments. This has helped improve the loan payment situation. WebOrganic, Implementer for the western part of Hong Kong, only provides annual repayment plan and does not offer monthly instalment plan. In addition, we have also asked the Implementers to keep closer contact with their service beneficiaries to ensure they are using Programme services effectively and where appropriate, remind them of timely annual payments for their devices.

Yours sincerely,



(Miss Joey LAM)

for Government Chief Information Officer

## **Statutory and Public Sector Organisations Adopting More Stringent Web Accessibility Standards**

As at October 2014, of 79 statutory and public sector organisations, the following 31 (39%) have adopted more stringent web accessibility standards<sup>1</sup> in their corporate websites, reflecting an increase of 8% in comparison with 2013 —

1. Airport Authority Hong Kong
2. Chinese Medicine Council of Hong Kong
3. Clothing Industry Training Authority
4. Committee on Professional Development of Teachers and Principals
5. Engineers Registration Board
6. Equal Opportunities Commission
7. Fish Marketing Organization
8. Hong Kong Applied Science and Technology Research Institute
9. Hong Kong Council on Smoking and Health
10. Hong Kong Cyberport Management Company Limited
11. Hong Kong Education City Limited
12. Hong Kong Examinations and Assessment Authority
13. Hong Kong Export Credit Insurance Corporation
14. Hong Kong Internet Registration Corporation Limited
15. Hong Kong Mortgage Corporation Limited
16. Hong Kong Note Printing Limited
17. Hong Kong Productivity Council
18. Hong Kong Science and Technology Parks Corporation
19. Hong Kong Tourism Board
20. Legal Aid Services Council
21. Legislative Council
22. Minimum Wage Commission
23. Occupation Deafness Compensation Board
24. Planners Registration Board
25. Pneumoconiosis Compensation Fund Board
26. Quality Education Fund
27. Road Safety Council
28. Standard Working Hours Committee
29. Travel Industry Compensation Fund Management Board
30. Urban Renewal Authority
31. Vegetable Marketing Organization

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<sup>1</sup> The websites have achieved more stringent web accessibility standards such as criteria for award under the Web Accessibility Recognition Scheme organised jointly by OGCIO and the Equal Opportunities Commission or World Wide Web Consortium's Web Accessibility Content Guideline version 2.0 Level A/AA standards.

### Internet Usage Among the Elderly

The elderly's adoption of the Internet in Hong Kong and overseas economies are tabulated below for reference. It should be noted that the definitions of elderly and Internet adoption vary among different surveys.

|   | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 |
|---|------|------|------|------|------|------|------|------|------|------|
| <b>Hong Kong<sup>1</sup> (aged 60+)</b>     | 4.8  | 4.7  | 6.9  | 9.7  | 11.2 | 15.0 |      |      | 22.3 | 26.7 |
| <b>Singapore<sup>2</sup> (aged 60+)</b>     |      |      |      | 12   | 14   | 13   | 14   | 15   | 16   |      |
| <b>United States<sup>3</sup> (aged 65+)</b> | 24   | 28   | 33   |      | 35   | 42   | 42   | 46   | 51   |      |
| <b>Britain<sup>4</sup> (aged 65+)</b>       |      |      |      |      |      |      |      | 45.9 | 50.0 | 54.6 |
| <b>Australia<sup>5</sup> (aged 65+)</b>     | 17   | 20   |      |      | 31   |      | 37   | 44   | 46   |      |
| <b>Canada<sup>6</sup> (aged 65+)</b>        |      | 23.8 |      | 28.8 |      | 40.7 | 40   |      | 48   |      |

#### Footnotes

- (1) **Used Internet in the past 12 months**  
Source: Thematic Household Survey, Census and Statistics Department, HKSARG
- (2) **Used Internet at any location in the past 12 months**  
Source: The Infocomm Development Authority of Singapore
- (3) **Internet user for access to Internet at any location**  
Source: Current Population Survey, The U.S. Census Bureau
- (4) **Ever used Internet**  
Source: The Office for National Statistics of UK
- (5) **Used Internet in the past 12 months**  
Source: Australian Bureau of Statistics
- (6) **Used Internet at any location in the past 12 months**  
Source: Statistics Canada, Government of Canada

### Bad Debt Status in the Internet Learning Support Programme

The doubtful debts and the amounts of debts written off since ILSP launch<sup>2</sup> with reference to the 2012-13 and 2013-14 audited reports are as below —

| Type                                     | WebOrganic                       |                                  |                                  | eInclusion<br>(up to 18.5.2013)  |                                  |                                  | The Boys' & Girls' Clubs<br>Association of Hong Kong<br>(since 19.5.2013) |                                  |                                  | Total                            |                                  |                                  |
|--|----------------------------------|----------------------------------|----------------------------------|----------------------------------|----------------------------------|----------------------------------|---|----------------------------------|----------------------------------|----------------------------------|----------------------------------|----------------------------------|
|  | up to<br>31.3.2013<br>(HK\$'000) | up to<br>31.3.2014<br>(HK\$'000) | up to<br>30.6.2014<br>(HK\$'000) | up to<br>31.3.2013<br>(HK\$'000) | up to<br>31.3.2014<br>(HK\$'000) | up to<br>30.6.2014<br>(HK\$'000) | up to<br>31.3.2013<br>(HK\$'000)  | up to<br>31.3.2014<br>(HK\$'000) | up to<br>30.6.2014<br>(HK\$'000) | up to<br>31.3.2013<br>(HK\$'000) | up to<br>31.3.2014<br>(HK\$'000) | up to<br>30.6.2014<br>(HK\$'000) |
| Total<br>hire-<br>Purchases              | 8,182                            | 9,947                            | 10,280                           | 7,475                            | 7,987                            | 7,987                            | -   | 1,061                            | 1,451                            | 15,657                           | 18,995                           | 19,718                           |
| Doubtful<br>Debts*<br>(A)                | 212                              | 164                              | 39                               | 240                              | 116                              | 175                              | -   | 1                                | 2                                | 452                              | 281                              | 216                              |
| Write-off <sup>#</sup><br>(B)            | 80                               | 225 <sup>^</sup>                 | 225 <sup>^</sup>                 | 140                              | 178                              | 178                              | -   | -                                | -                                | 220                              | 403                              | 403                              |
| <b>Total<br/>Bad<br/>Debts<br/>(A+B)</b> | <b>292<br/>(3.6%)</b>            | <b>389<br/>(3.9%)</b>            | <b>264<br/>(2.6%)</b>            | <b>380<br/>(5.1%)</b>            | <b>294<br/>(3.7%)</b>            | <b>353<br/>(4.4%)</b>            | <b>-</b>  | <b>1<br/>(0.1%)</b>              | <b>2<br/>(0.2%)</b>              | <b>672<br/>(4.3%)</b>            | <b>684<br/>(3.6%)</b>            | <b>619<br/>(3.1%)</b>            |

\* Doubtful debts refer to debts that are overdue for three months or more but not yet written off.

# Write-off debts refer to debts that are overdue for three months or more, and approved by the board and auditors for write-off due to debtors being unable to be found or having no intention to repay.

<sup>^</sup> The amounts included an offset of \$8,000 that was recovered from bad debt written off in 2012-13.

<sup>2</sup> The amounts were updated with reference to the 2012-13 and 2013-14 audited reports, which were different from the figures reported on the Progress Report on Digital Inclusion considered by the ITB Panel at its meeting of 12 May 2014.