

**立法會**  
**Legislative Council**

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**Panel on Public Service**

**Meeting on 18 November 2013**

**Updated background brief on the Civil Service Outstanding Service Award  
and other commendation schemes for civil servants**

**Purpose**

This paper provides background information on the Civil Service Outstanding Service Award Scheme ("CSOSAS") and other commendation schemes for civil servants, and summarizes the major views and concerns on the subject expressed by members of the Panel on Public Service ("the Panel") during previous discussions.

**Background**

2. According to the Administration, the four commendation schemes applicable to civil servants<sup>1</sup> are as follows -

- (a) CSOSAS;
- (b) Honours and Awards System of the HKSAR;
- (c) Commendation Letter Scheme; and
- (d) The Secretary for the Civil Service ("SCS")'s Commendation Award Scheme.

Civil Service Outstanding Service Award Scheme

3. Since 1999, the Civil Service Bureau has been organizing the CSOSAS every two years. It is aimed at providing recognition on a department/team basis. The estimated expenditure for the Scheme in 2013-2014 is \$2.35 million<sup>2</sup>. A list of the awards under the CSOSAS 2011 and the

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<sup>1</sup> Details of these commendation schemes were provided in the Administration's paper LC Paper No. [CB\(1\)2117/10-11\(05\)](#).

<sup>2</sup> Administration's replies to Members initial written questions in examining the Estimates of Expenditure 2013-14 (Civil Service) - Reply Serial No. [CSB057](#) (p.156-157).

corresponding gold prize winners are set out in **Appendix I**.

#### Other commendation schemes for civil servants

4. The other three commendation schemes are aimed at recognising commendable performance of individual civil servants. The key features of these commendation schemes are set out in **Appendix II**.

#### **Discussions at the Panel on Public Service**

5. The Panel discussed the CSOSAS and the other commendation schemes for civil servants on 21 January 2008, 21 December 2009, 16 May 2011 and 19 March 2012. The major views and concerns expressed by Panel members and the Administration's responses are summarized in the ensuing paragraphs.

#### Publicity on the schemes

6. Some members suggested that the Administration should step up publicity on the commendation schemes in order to give due recognition to the good efforts made by civil servants. The Administration advised that a TV programme on the CSOSAS would be produced by Radio Television Hong Kong and broadcasted on television. Besides, feature stories on the work of the award recipients were published in local newspapers, and the factors contributing to the success of the winners under the Scheme were developed into training and self-learning materials for further dissemination in the civil service.

#### Number of civil servants to be commended

7. Noting that only around 1% of civil servants received commendation every year, a member urged the Administration to think of ways to enable more civil servants to be commended. The Administration advised that there was no ceiling on the number of commendation letters that could be issued. As long as a civil servant's performance warranted special recognition, Heads of Departments/Grades could issue him a commendation letter. The Administration undertook to remind Heads of Departments/Grades to issue commendations as appropriate without regard to the number, and to encourage them to nominate more staff from the junior ranks for commendation under the SCS's Commendation Award Scheme.

### Awards and commendation letters for non-civil service contract staff and Government's service agency workers

8. Some members opined that the commendation schemes for civil servants should also cover non-civil service contract ("NCSC") staff and Government's service agency workers in recognition of their contributions to the Government.

9. The Administration advised that the Government could neither commend nor discipline its agency workers because they were not staff of the Government. As regards NCSC staff who had outstanding performance, they might qualify for awards under the CSOSAS and the Honours and Awards System of HKSAR. They might also receive commendation letters under the Commendation Letter Scheme. In response to members' request for relevant information, the Administration advised after the meeting that there were 26 NCSC staff in the CSOSAS winning teams in 2009. Furthermore, 3 NCSC staff were awarded the Chief Executive's Commendation for Government/Public Service and 29 NCSC staff received commendation letters in 2010.

### Improvements to the Civil Service Outstanding Service Award Scheme

10. Having regard to a member's comment that enforcement staff might have greater difficulty in winning awards under the CSOSAS due to the confrontational nature of their jobs, the Administration introduced a new Regulatory/Enforcement Service Award under the Scheme in 2009. Moreover, in response to a member's suggestion given at the Panel meeting on 21 December 2009, the Administration agreed that the awards under the Scheme would be recorded in the personal files of the civil servants concerned to register the contributions they made in winning the awards.

11. Some members believed that the Scheme should be modified every two to three rounds<sup>3</sup> to stimulate interest and encourage participation. The Administration responded that it would give consideration to introducing new elements to the Scheme having regard to the latest developments in the community in the future.

### Involvement of service users in the adjudicating process

12. At the Panel meeting on 19 March 2012, a member noted that service users were invited to vote to select three departments for the Best Public Image Award and suggested that the same arrangement should be adopted for the other various awards under the CSOSAS. The Administration undertook to give consideration to it in the planning of the next CSOSAS.

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<sup>3</sup> The CSOSAS is organised every two years.

### **Latest development**

13. The Administration will update the Panel on the CSOSAS and other commendation schemes for civil servants at the meeting on 18 November 2013.

### **Relevant papers**

14. A list of relevant papers is set out in **Appendix III**.

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Legislative Council Secretariat  
14 November 2013

## Civil Service Outstanding Service Award Scheme 2011

Level of awards	Title of awards	Gold prize winning departments/teams
<b>Inter-departmental Partnership Award</b>	Award for quality services to the public through collaboration among departments	Water Supplies Department and Housing Department (Promoting Interdepartmental Cooperative Water Saving Project)
<b>Departmental Awards</b>	➤ Departmental Service Enhancement Award	Hong Kong Police Force Hong Kong Observatory
	➤ Best Public Image Award	Hong Kong Fire Services Department
<b>Team Awards</b>	➤ Specialized Service Award	Hong Kong Fire Services Department (Fire Safety Performance-Based Design)
	➤ Internal Service Award	Lands Department (Geospatial Information Service Unit)
	➤ General Public Service Award	Housing Department (Marine Mud Green Process Pioneer)
	➤ Regulatory/Enforcement Service Award	Immigration Department (Immigration Task Force)
	➤ Crisis/Incident Support Service Award	Immigration Department (Assistance to Hong Kong Residents Unit)  Hong Kong Police Force (Police Negotiation Cadre)

(source: [List of winners for the Civil Service Outstanding Service Award Scheme 2011 prepared by the Civil Service Bureau](#))

## Appendix II

### Key features of the other three commendation schemes for civil servants

	<b>Honours and Awards System of the HKSAR</b>	<b>SCS's Commendation Award Scheme</b>	<b>Commendation Letter Scheme</b>
<b>Target</b>	Members of the public and public officers (including civil servants)	Civil servants	Civil servants
<b>Purpose</b>	To recognize their contribution to Hong Kong and their public and community service	To recognize civil servants who have outstanding performance for at least <u>five</u> consecutive years	To recognize civil servants who- <ul style="list-style-type: none"> <li>➤ have provided consistently outstanding service for at least <u>three</u> consecutive years; or</li> <li>➤ have made significant contribution towards enhancing the efficiency or the image of their bureaux/department; or</li> <li>➤ have performed a meritorious or brave act warranting special recognition.</li> </ul>
<b>Approved by</b>	The Chief Executive	The Secretary for the Civil Service	A commendation committee set up by individual bureau/department
<b>Awards</b>	Bauhinia Awards, Bravery Awards, Disciplined Services and ICAC Awards, Medal of Honour, Chief Executive's Commendation	Each award recipient receives a certificate of recognition and a gold pin.  For those award recipients who have 20 or more years of service and have not enjoyed government	Each recipient receives a commendation letter issued by the respective bureau/department.

	<b>Honours and Awards System of the HKSAR</b>	<b>SCS's Commendation Award Scheme</b>	<b>Commendation Letter Scheme</b>
		sponsored travel outside Hong Kong before, they will also receive a travel award.	
<b>Average no. of recipients each year</b>	340 (including non-civil servants)	80	1 700
<b>Estimated expenditure in 2013-2014</b>	Not available	2.44 million*	Not available

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\* Administration's replies to Members initial written questions in examining the Estimates of Expenditure 2013-14 (Civil Service) - Reply Serial No. [CSB057](#) (p.156-157).

**Civil Service Outstanding Service Award  
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**List of relevant papers**

Date	Meeting/Event	References
21 January 2008	Panel on Public Service	Administration's paper on Civil Service Outstanding Service Award Scheme 2007 LC Paper No. <a href="#">CB(1)567/07-08(04)</a>  Minutes of meeting LC Paper No. <a href="#">CB(1)792/07-08</a>
21 December 2009	Panel on Public Service	Administration's paper on Civil Service Outstanding Service Award Scheme 2009 LC Paper No. <a href="#">CB(1)597/09-10(05)</a>  Minutes of meeting LC Paper No. <a href="#">CB(1)1329/09-10</a>
16 May 2011	Panel on Public Service	Administration's paper on the Civil Service Outstanding Service Award 2011 and other commendation schemes for civil servants LC paper No. <a href="#">CB(1)2117/10-11(05)</a>  Minutes of meeting LC paper No. <a href="#">CB(1)2952/10-11</a>  Administration's follow-up paper LC Paper No. <a href="#">CB(1)2539/10-11(01)</a>



Date	Meeting/Event	References
19 March 2012	Panel on Public Service	<p>Administration's paper on Civil Service Outstanding Service Award Scheme 2011 LC paper No. <a href="#">CB(1)1217/11-12(03)</a></p> <p>Paper on the Civil Service Outstanding Service Award Scheme 2011 prepared by the Legislative Council Secretariat (Background brief) LC paper No. <a href="#">CB(1)1217/11-12(04)</a></p> <p>Minutes of meeting LC paper No. <a href="#">CB(1)1715/11-12</a></p>
8 April 2013	Finance Committee	<p>Administration's replies to Members initial written questions in examining the Estimates of Expenditure 2013-14 (Civil Service) - Reply Serial No. CSB057 (p.156-157)</p>

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