# 政府總部公務員事務局

香港添馬添美道 2號 政府總部西翼

本函檔號 Our Ref.: L/M No. (1) to GG/17/006

來函檔號 Your Ref.: CB4/PL/PS



## CIVIL SERVICE BUREAU GOVERNMENT SECRETARIAT

WEST WING CENTRAL GOVERNMENT OFFICES 2 TIM MEI AVENUE, TAMAR HONG KONG

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2810 2665

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27 June 2014

Panel on Public Service Legislative Council Complex 1 Legislative Council Road Central Hong Kong (Attn. Ms Shirley CHAN)

Dear Ms CHAN,

# Panel on Public Service Submission on posting arrangement for Clerical Grades

I refer to your letter of 11 June 2014 regarding a submission from a member of the clerical grades expressing concern about the long delay in handling applications for inter-departmental transfer. We would like to provide the Administration's response in the ensuing paragraphs.

#### Inter-departmental Transfer for Clerical Staff

There is an existing mechanism for processing requests for inter-departmental transfer for Clerical Officers (COs), Assistant Clerical Officers (ACOs), Clerical Assistants (CAs) and Office Assistants (hereafter referred as clerical staff). The arrangement is promulgated in the Director of General Grade's Memo ref GG/17/006 Pt. 2 dated 1 August 2008. It is essentially a mechanism to attend to individual clerical staff's request for posting having regard to their preference for workplace location. This is distinct from career postings arranged by the management to widen clerical

staff's exposure to different categories/fields of clerical duties for career development purposes or postings to meet operational needs. The processing of requests for inter-departmental transfer is subject to the exigencies of the service, the availability of suitable vacancies and the operational requirements of individual Bureaux/Departments (B/Ds). The content of the above quoted memo has been brought to the attention of all clerical staff via the departmental management of B/Ds. A copy of the memo is attached in the Annex for reference.

Clerical staff may apply for inter-departmental transfer after they have served in the current post for at least three years. Applicants may choose one or more of the six working regions as their workplace location preference, viz Hong Kong Island, Kowloon East, Kowloon West, New Territories East, New Territories West and Outlying Islands. If an applicant does not have any workplace location preference, he/she may indicate so in the application.

The applications will be processed on a first-come-first-serve basis. In effecting such transfer, matching of the workplace preference will normally be the prime consideration. The time taken to effect an inter-departmental transfer request varies and will depend on the following factors -

#### (a) Choice of working regions

Staff normally prefer to work in places near to their residence. About half of the ACO and CA posts are located in Hong Kong Island and the other half in Kowloon and the New Territories. As more staff are residing in Kowloon and the New Territories than in the Hong Kong Island, under normal circumstances, it could take a longer time to effect a posting transfer if the choice of location is Kowloon and even longer in the New Territories because of fewer offices there.

#### (b) Internal transfer already arranged

For those clerical staff who have also applied for internal transfer within his B/D and/or the management has initiated a posting for career development purpose and such transfer has already been

effected, processing of the officer's application for inter-departmental transfer will be withheld until he/she has stayed in the new post for at least three years. The application will be brought up after the three-year period.

#### (c) Operational consideration

Whether or not an officer can be released for posting is subject to operational needs. In some cases where there are pressing operational commitments, the release of the officer concerned might be held up but every endeavour would be made to ensure that he/she would be released for posting within a reasonable timeframe.

# (d) Officers to retire soon/on acting appointment/on trial in other grade

If an officer will soon retire (within 5 years of his/her normal retirement age), it is normally more difficult to arrange a posting for him/her in another department as B/D would be less willing to take the officer for job continuity reason. An applicant who is currently assuming an acting appointment with a view to testing his/her suitability for promotion or who is on trial in another grade will have his/her application for transfer held in abeyance.

#### (e) Special Consideration

There are requests for inter-departmental transfer for staff with health problems or disabilities. In these circumstances, special effort will be made to job-match suitable posting having regard to their different nature and degree of illness and/or disabilities so as to meet the special need of an applicant. Normally more time is required to arrange such a posting as it is necessary to work out with B/D the special arrangements that need to be in place to accommodate the officer concerned. Departmental Secretaries of B/Ds have been asked to pay attention to cases deserving special consideration.

In view of the circumstances as set out in (a) to (e) above, it is not practicable to set a definite timeframe for processing applications for

inter-departmental transfer. As regards the particular case of the complainant, we are not able to provide further comments in the absence of detailed information. The complainant may contact Mr. Dominic LO, Principal Executive Officer (General Grades) at 2810 2665 on the progress of his/her application.

Yours sincerely,

· Jun

( Dominic LO ) for Secretary for the Civil Service

Encl.

#### MEMO

		To Permanent Secretaries/
From	Director of General Grades	Heads of Departments
Ref.	in GG/17/006 Pt. 2	(Attn: Departmental Secretary )
Tel. No.	2810 2962	Your Ref. in
Fax. No.	2530 5872	dated Fax. No.
Date	1 August 2008	Total Pages

#### Inter-departmental Transfer System for Clerical Staff

This memorandum announces changes to the inter-departmental transfer system for Clerical Officers (COs), Assistant Clerical Officers (ACOs), Clerical Assistants (CAs) and Office Assistants (OAs) (hereafter referred as "clerical staff") and the procedures for processing applications for transfer by the General Grades Office (GGO). The inter-departmental transfer system for Senior Clerical Officers remains unchanged. The processing of applications for internal transfer will continue to be the responsibility of bureaux/departments (B/Ds).

#### **Current Arrangement**

- 2. The inter-departmental transfer system is administered by GGO and is essentially a mechanism to attend to clerical staff's preference on location of workplace. It should be distinguished from postings arranged by the management to cater for clerical staff's exposure to different categories/fields of clerical duties or operational needs. Arrangement for inter-departmental transfer is subject to the exigencies of the service, the availability of suitable vacancies and the operational requirements of individual B/Ds.
- 3. Under the prevailing arrangement, clerical staff are eligible to apply for inter-departmental transfer after having stayed in a post in a B/D for a year. They may also indicate their preference of workplace down to the district level. However, this has increased the waiting time for transfer as clerical posts are unevenly distributed among regions and some regions and districts are more popular than the others. This reflected that the operation of the system has room for improvement. Certain rationalization and streamlining of the system is necessary to speed up the transfer process vis-à-vis its intent and purpose.

#### Changes to the Inter-departmental Transfer System

4. In the light of working experience in processing transfer applications and having regard to the operational needs of B/Ds, clerical staff's general wishes and after consulting the clerical grades unions/associations, the following changes are introduced to the inter-departmental transfer system with immediate effect —

- (a) Clerical staff should normally have at least three years' service in the current post before they are eligible to submit an application for inter-departmental transfer.
- (b) When an internal transfer on a clerical staff's own request has been arranged by a B/D and if the staff concerned has also applied for inter-departmental transfer, his/her application will automatically be frozen and not be further processed by GGO until he/she has stayed in the new post for at least three years.
- (c) When an internal transfer for a clerical staff is initiated out of management considerations and that the staff concerned has also applied for inter-departmental transfer, the processing of his/her application by GGO will continue and the three-year service criterion in the current post will not apply. A clerical staff who has accumulated an aggregate of at least three years' service in the new post arranged under management considerations and the immediate preceding post in the same B/D is eligible to apply for inter-departmental transfer.
- (d) Applicants may only choose one or more of the six working regions, viz Hong Kong Island, Kowloon East, Kowloon West, New Territories East, New Territories West and Outlying Islands, but not districts within the working regions. Applicants may also indicate "no preference on the working region(s)".
- (e) Clerical staff may be transferred to any B/D in their preferred working region(s) and may be required to work irregular hours/shifts, perform frontline duties and wear uniform, as appropriate. In effecting such transfer, matching of the workplace preference will normally be the prime consideration and other factors including the field of work of the clerical staff will only be considered if suitable alternatives are available.
- As with the prevailing arrangement, in order to be eligible to submit an application for inter-departmental transfer, a clerical staff should have attained the grading of "Effective" or above (for both overall performance and individual aspects of performance) in his/her appraisals for the past three reporting cycles, and not subject to any criminal investigation/proceedings, without any verbal/written warning still in force and awarded punishment including reprimand/severe reprimand in the past three years and no disciplinary proceedings are being taken or contemplated to be taken against him/her. Before an inter-departmental transfer is effected, the same requirements on performance/conduct apply.

#### **Application Procedures**

6. Clerical staff who wish to apply for inter-departmental transfer should submit their application by completing the revised form at **Appendix I** in duplicate to

the departmental management via division/section head for vetting in the first instance. Applicants may withdraw their applications by completing the withdrawal notice at **Appendix II** at any time before the issue of a posting order. However, once a transfer is promulgated, it must stand.

- 7. For those clerical staff whose applications for inter-departmental transfer have yet to be processed and who still wish to be considered for transfer, they must re-submit their applications to the departmental management via their division/section head on or before 30 September 2008 by using the revised application form at Appendix I. Their priority for transfer would be based on the date of acknowledgement of their original application and they are not required to meet the three-year service criterion in their current post. On the other hand, for those clerical staff who decide to withdraw their applications, they must submit their notice of withdrawal to the departmental management via their division/section head by the same date by using the withdrawal notice at Appendix II. GGO will provide a list of existing applicants for inter-departmental transfer for B/Ds to check whether these applicants have re-submitted their applications or served notices of withdrawal.
- 8. For those clerical staff whose applications for inter-departmental transfer have been acknowledged receipt by B/D before the issue date of this memo but have not been forwarded to GGO, the one-year service criterion still applies. However, they are required to re-submit their application via their division/section head using the revised application form at Appendix I. The B/D concerned should indicate the date of their original application in Section IV of the application form.

#### B/Ds' Role and Responsibilities in Facilitating Inter-departmental Transfer

9. B/Ds have a major role to play in facilitating inter-departmental transfer of clerical staff in conjunction with GGO. Departmental management should vet and forward the completed application forms to GGO within two months from receipt of the application. Departmental management should also make every effort in facilitating the release of clerical staff at the earliest possible date once GGO has identified a suitable replacement. The release should not be held up beyond three months. Departmental Secretary of the B/D concerned or his/her deputy/authorized representative at a rank not below Senior Executive Officer level should provide justifications to GGO for any deferred transfer.

## Implications of Internal Transfer on Applications for Inter-departmental Transfer

10. Under the revised inter-departmental transfer arrangements, applications for inter-departmental transfer will be frozen and not be processed when an internal transfer, which is not initiated out of management considerations, has been arranged by the B/D for the applicant upon his/her request until he/she has stayed in the post for at least three years. Hence, before effecting such an internal transfer upon a clerical staff's request, the departmental management should clearly advise the applicant concerned of

the implications and check whether the applicant still wishes to seek an internal transfer so as to enable the applicant to make an informed decision. After an internal transfer has been effected upon the clerical staff's request, the B/D concerned should inform GGO to freeze the concerned officer's application for inter-departmental transfer and advise GGO of the details of the internal transfer, including posting date, post title, office location, etc. within one month from the effective date of the internal transfer. The B/D should also check with the clerical staff whether he/she wishes to withdraw his/her application for inter-departmental transfer and, if so, ask him/her to complete and submit the withdrawal notice at Appendix II.

#### Processing by the General Grades Office

- Having regard to the exigencies of the service, availability of suitable vacancies and operational requirements of B/Ds, GGO will process applications for inter-departmental transfer based on the date of acknowledgement of the original application and identify suitable replacement for the releasing B/Ds. The B/D concerned must take on the replacement unless there are sufficiently strong justifications which are acceptable to GGO.
- 12. GGO will conduct an annual review of all the cases which have remained on the waiting list for transfer for three years or more with a view to advising applicants, through departmental management, to broaden the choice of preferred working region(s) or undergo job-related training etc. so that early transfer may be arranged.

#### **Actions Required**

- 13. You are requested to
  - (a) bring the content of this memorandum to the attention of all clerical staff in your B/D, including those on leave, no paid leave and special unpaid leave, and those currently on trial in other grades;
  - (b) remind all those clerical staff who are still on the waiting list for inter-departmental transfer to re-submit their application by using the revised application form at Appendix I on or before 30 September 2008 if they still wish to be considered for an inter-departmental transfer. If they decide to withdraw their applications, they must complete and submit the withdrawal notice at Appendix II by the same date; and
  - (c) vet the applications, verify the personal particulars of the applicants and forward the completed application forms to GGO within two months from receipt of the applications. Notices of withdrawal should also be forwarded to GGO for record.

#### Enquiries

14. Any enquiries about this memorandum should be addressed to Departmental Secretaries who, if in doubt, may contact the appropriate subject officers of GGO as follows –

Grade/Rank	Subject Officer/Post	Telephone No.
CO/ACO	Ms Iris WONG, E(G)C&S11	2810 2481
CA	Ms Rosa CHOU, E(G)C&S22	2810 2959
OA	Mr David LI, E(G)SD2	2810 2895

(Ms Mimi LEUNG)

for Director of General Grades

### 限閱文件(人事) RESTRICTED (STAFF)

文書主任、助理文書主任、文書助理及辦公室助理員的部門間調職申請 APPLICATION FOR INTER-DEPARTMENTAL TRANSFER FOR CLERICAL OFFICERS, ASSISTANT CLERICAL OFFICERS, CLERICAL ASSISTANTS AND OFFICE ASSISTANTS (須填寫一式兩份)

(To be completed in duplicate)

•	科別/組別主管)(Division / Se	,	,	
	<b>、資料 (由申請人塡寫)</b> RSONAL PARTICULARS <i>(To</i>	be completed by the a	pplicant)	
(a)	姓名 (* 先生/女士) Name (* Mr/Mrs/Ms/Miss)			
(b)	**香港身份證號碼 **H.K.I.C.No	*****	(c) 出生年份 Year of Birth	
(d)	現時職系/職級 Present Grade/Rank			
(e)	住址 Residential address		.,	
(f)	辦事處地址 Office address	******************************		
(g)	現時職級職位派調記錄 Posting history in the present ra	nk		
	部門 Department	組別 <u>Section</u>	職位名稱 <u>Post Title</u>	任期 <u>Period</u>
				111
(h)	***技能 *** <u>Technical Skills</u>	輸入法 <u>Input Method</u>	速度(字/分鐘) Speed (w.p.m.)	考取年份 <u>Year attained</u>
	英文文書處理 English Word Processing	***************************************		
	中文文書處理 Chinese Word Processing			
	電腦知識/應用的電腦軟件 Computer knowledge/softwares	·(如區域網絡管理 used (e.g. LAN admir	、試算表、資料庫、簡報 nistration, Excel, Visual FoxPr	表等) o, Access, PowerPoint

	(i)	To fa	為方便安排職位,請說明是否長期病患者或殘疾人士,並提交有關的書面醫療意見/記錄。 To facilitate posting arrangements, please indicate whether you are suffering from any chronic disease or disability and submit relevant written medical advice/records.				
п.	PRE [請注 著制 [Plea hours	FERR E意: 服當信 se note /shifts	<b>ED REGION(S) FOR TRANSFER***</b> (To be completed by the applicant) 文書職系人員會被調派往任何政府部門,並可能需要擔任不定時/輪更/前線工作,以及穿 也,不論申請人過往的職位是否有類似的要求。] that Clerical Grades staff may be posted to any government departments and may be required to work irregular perform frontline duties and wear uniform at work, irrespective of whether there have been similar in their previous posting(s).]				
		(a)	本人沒有特別屬意的工作區域。 I have no preference on the working region(s).				
		或 OR					
		(b)	本人屬意在下列某些區域工作(申請人可排列先後次序,以表明選擇一個或多個區域)。 本人明白,若選擇分區,則分區的選擇將 <u>不會被</u> 考慮。				
			I wish to work in specific region(s) as marked below. (The applicant may choose more than one region, in order of priority.) I understand that my preference of districts within the working region, if any, will not be considered.				
			港島 (包括中西區、灣仔、東區、南區)  Hong Kong Island (including Central & Western, Wanchai, Eastern and Southern Districts)  一 九龍東 (包括九龍城、黄大仙、觀塘、西賈和將軍澳)  Kowloon East (including Kowloon City, Wong Tai Sin, Kwun Tong, Sai Kung and Tseung Kwan O Districts)  一 新界東 (包括沙田、馬鞍山、大埔、				
			北區和沙頭角) New Territories East (including Sha Tin, Ma On Shan, Tai Po, North and Sha Tau Kok Districts)  Outlying Islands (excluding Tung Chung)				

#### III. 個人聲明 (由申請人簽署)

PERSONAL DECLARATIONS (To be signed by the applicant)

本人清楚明白:

I fully understand that:

- (a) 調職安排須視乎是否有合適的空缺和公務需要而定。
  Transfers are subject to the availability of suitable vacancies and exigencies of the service.
- (b) 本人會被調派往任何政府部門。調職安排將以本人所屬意的工作區域為首要考慮。本人可能需要 擔任過往職位所涉及的同類/類似工作,或擔任不定時/輪更、前線工作,以及穿著制服當值, 不論過往的職位是否有類似的要求。

I may be posted to any government departments. My workplace preference will be the prime consideration in arranging the transfer and I may be posted to perform duties of same/similar nature as in my previous posting(s), or work irregular hours/shifts, perform frontline duties, or wear uniform at work, irrespective of whether there have been similar requirements in my previous posting(s).

- (c) 本人可在職位調派通知發出前任何時間,以書面撤回申請。調職安排一經公布,即屬作實,本人必須在調任到新職位後工作最少三年,才可再申請調往其他部門。
  A written request to withdraw my application can be made at any time before the issue of a posting order. Once a transfer is promulgated, it must stand and I have to stay in the post for at least three years before I can apply for another inter-departmental transfer.
- (d) 本申請表內第 I 和第 II 部分的資料若有更改,本人須通知所屬部門轉呈一般職系處。 It is my responsibility to inform the General Grades Office (GGO) through my department of any changes in Sections I and II of this application form.

簽署 Signature	:	
日期 Date	:	

申請人在本表格填寫的資料,將用於處理部門間調職申請及相關事宜。一般職系處長、各局局長、部門首長及獲指派負責處理有關事宜的人員,都可以得知這些資料。

The information provided on this form will be used for processing the application for inter-departmental transfer and related purposes. It may be disclosed to Director of General Grades, Bureau Secretaries, Heads of Departments and their designated officers who are required to handle such matters.

如所需資料未齊備,負責人員將無法處理是項申請。

It will not be possible to process your application if you fail to provide all information requested.

申請人有權按照《個人資料(私隱)條例》的規定,要求查閱或改正填報於本表格內的個人資料。這些要求可以舊面送交申請人所屬部門的保障個人資料(私隱)主任。詳情請參閱有關部門通告/內部通告。

You have the right to request access to or correction of personal data provided on this form in accordance with the provisions of the Personal Data (Privacy) Ordinance. Such requests must be made in writing to the Personal Data Privacy Officer (DATPRO) of the department as promulgated in relevant departmental/internal circulars.

## IV. 常任秘書長/部門首長的意見/建議 PERMANENT SECRETARY / HEAD OF DEPARTMENT'S REMARKS / RECOMMENDATION

(a)	我證明第 I	部分所載的資料正確無誤。
	I certify that	the information contained in Section I is correct.

(b) 申請人\*已於現時職位工作最少三年/已於現時職位(基於管理原因而安排調職)及上一個職位 合共工作最少三年/於部門間調職制度的修訂生效前已遞交其原先的申請,因而無須符合在現時 職位必須工作最少三年的規定。

The applicant \* has stayed in the current post for at least three years. / has stayed in the current post (arranged out of management considerations) and the immediate preceding post for an aggregate of at least three years. / is not subject to the criterion of three years' service in current post because the applicant's original application has been submitted before the implementation of changes to the inter-departmental transfer system.

(c) 隨附申請人的職責表。

A copy of the applicant's duty list is enclosed.

- (d) 申請人現時 \* 須/無須不定時或輪更工作。
  The applicant \* is/is not required to work irregular hours or shifts at present.
- (e) 申請人現時 \* 須/無須督導員工。
  The applicant \* is/is not required to supervise staff at present.
- (f) 申請人在過往三個評核周期的整體及個別項目的工作表現獲評爲「常」級或以上。
  The overall and individual aspects of performance of the applicant in the past three reporting cycles were assessed to be 'Effective' or above.
- (g) 申請人並沒有受到仍然有效的口頭/書面警告;沒有受到任何刑事調查或涉及任何刑事法律程序;在過往三年沒有遭受譴責/嚴厲譴責;以及當局並非正在採取/考慮採取行動,對申請人作出紀律處分。

The applicant is not subject to any verbal/written warning still in force or any criminal investigation/proceedings and has not been awarded punishment including reprimand/severe reprimand in the past three years, and no disciplinary proceedings are being taken / contemplated to be taken against the applicant.

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This applic	cation is supported. / This a	application is not su	pported beca	use	
前,局/部 * The date on applications	8門已認收但尙未送交一 of the applicant's original a which have been acknowled	一般職系處的申記 application is dged receipt by bure	考)。 eau/departme	nt prior to the implen	(Only applicable to
簽署 Signature	:		職位名稱 Post Title	:	
姓名 Name			日期		
	本申請獲 This applic 申請人所 前,局人部 The date of applications he inter-dep	本申請獲得支持。/本申請不獲 This application is supported./This a 申請人原先申請的日期爲 前,局/部門已認收但尚未送交- The date of the applicant's original applications which have been acknowle the inter-departmental transfer system to be supplied to the supplications which have been acknowle the inter-departmental transfer system to be supplied to the supplications which have been acknowle the inter-departmental transfer system to be supplied to the supplied to	本申請獲得支持。/本申請不獲支持,因為 This application is supported. / This application is not supplied. / This application is not supplied. / The date of the applicant's original application is pupplications which have been acknowledged receipt by burshe inter-departmental transfer system but which have not be supplied. / This application is not supplied. /	本申請獲得支持。/本申請不獲支持,因爲  This application is supported. / This application is not supported beca  中請人原先申請的日期爲年月日(另  前,局/部門已認收但尚未送交一般職系處的申請)。  The date of the applicant's original application is	本申請獲得支持。/本申請不獲支持,因為 This application is supported. / This application is not supported because

二零零八年修訂版 Rev. 2008

<sup>\*</sup> 請删去不適用者 Delete if not applicable

## 限閱文件(人事) RESTRICTED (STAFF)

附錄 II Appendix II

文書主任、助理文書主任、文書助理及辦公室助理員 撤回部門間調職申請通知書

WITHDRAWAL OF APPLICATION FOR INTER-DEPARTMENTAL TRANSFER FOR CLERICAL OFFICERS, ASSISTANT CLERICAL OFFICERS, CLERICAL ASSISTANTS AND OFFICE ASSISTANTS

o ;	一般職系處長(經辦人: 行政主任(文書及秘書職系)) Director of General Grades (Attn: E(G)C&S) 經							
		a (常任秘書長/部門首長) (Permanent Secretary / Head of Department)						
	(科別/組)	引主管)(Division / Section	n Head)					
Mann	本人現撤 間調職申請。	四於年	月	日向一般職系處提交的部門				
-				for inter-departmental transfer dated eral Grades Office.				
		簽署 Signature	:	·				
		姓名 Name	:					
		現時職級 Present Rank	:					
		職位名稱 Post Title	:					
		組別 Division / Section /	Office :					
		局/部門 Bureau / Departme	nt :					
		辦事處電話號碼 Office Tel. No.	:					
		日期 Date	:					