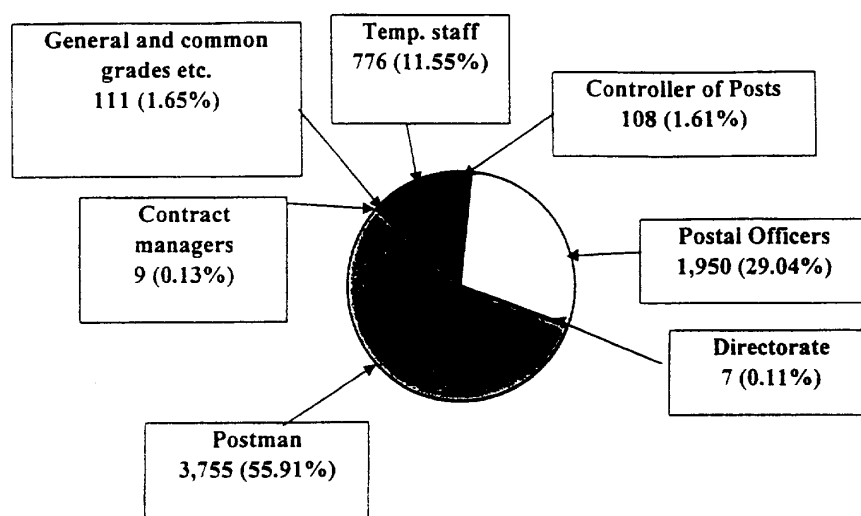


The WorkforceStaff No. as at 25.2.99 : 6,716Changes in Permanent Establishment since Trading Fund Operation

Grade	1.8.95	31.3.96	(a) 31.3.97	(b) 31.3.98	(c) 25.2.99
Directorate	5	5	8	10	10 (7)
Controller of Post	66	77	89	108	113 (108)
Postal Officer	1,802	1,835	1,876	1,953	1,956 (1950)
Postman	3,611	3,668	3,704	3,763	3,764 (3755)
General and common grades etc	100	105	111	113	117 (111)
Total :	5,584	5,690	5,788	5,947	5,960 (5,931)

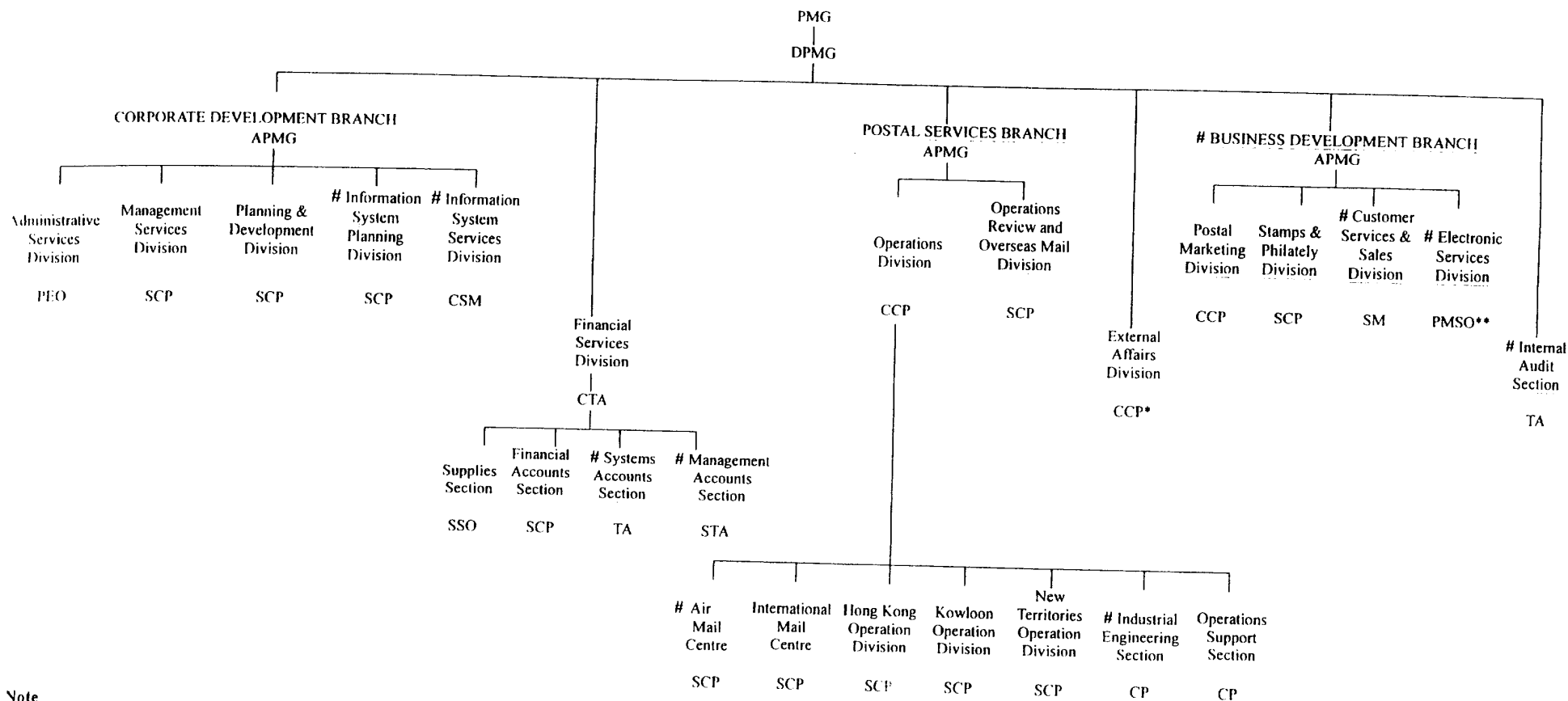
Figures in bracket denotes strength

Note : (a) A New Business Development Branch and a Customer Management Division were established in 1996/97 to focus on business development and customer service functions.

(b) An Information System Services Division and an Information System Planning Division were set up in 1997/98 to strengthen Information Technology support to the department.

(c) An Electronic Services Division was established in 1998/99 to study the business case for Certification Authority.

ORGANISATION OF HONGKONG POST
(As at 4.3.1999)



Note

- PMG - Postmaster General
- DPMG - Deputy Postmaster General
- APMG - Assistant Postmaster General
- CP - Chief Controller of Posts
- SCP - Senior Controller of Posts
- CP - Controller of Posts
- SM - Senior Manager

- PMSO - Principal Management Services Officer
- CSM - Chief Systems Manager
- PEO - Principal Executive Officer
- CTA - Chief Treasury Accountant
- STA - Senior Treasury Accountant
- TA - Treasury Accountant
- SSO - Senior Supplies Officer

- # Branch/Divisions/Sections set up after the Trading Fund Operation
- * Supernumerary post
- ** Not on Hongkong Post establishment

Major Items of “100 Projects for Better Services”

96/97

- Commence door to door parcel delivery in NT
- Introduce posting boxes in MTR stations on a pilot basis
- Advance the opening hours of 22 post offices on days of new stamp issues
- Provide door delivery service for parcels addressed to addresses in Central District
- Commence trial of motor-cycle delivery for Speedpost

97/98

- Commission track and trace system for Speedpost
- Extend Speedpost pick-up service to 8p.m.
- Extend posting facilities to 5 MTR stations
- Implement overnight operations at General Post Office
- Accept and deliver parcels up to 30kg in weight
- Improve the Local Standing Order Service
- Accept payment by credit card at 49 Speedpost acceptance offices
- Introduce Mondex Card payment to 17 post offices
- Introduce Speedpost Pack
- Introduce Freepost Service
- Extend once to twice collection for New Territories posting boxes

98/99

- Introduce insurance service for Speedpost items
- Extend Speedpost acceptance service to 125 post offices
- Sell stamp booklets through additional private agents
- Provide evening collection of street posting boxes in 12 major commercial and industrial areas
- Extend the facilities of 26 mail rooms at major commercial buildings to accept privately
- franked and Speedpost items
- Provide posting boxes at 29 additional MTR stations
- Establish four additional philatelic offices
- Introduce overnight operations at the inward sorting offices of the International Mail Centre
- Open new Air Mail Centre
- Open a Post Office at Discovery Bay
- Introduce Internet ordering of philatelic and Postshop products
- Set up a telesales team to improve customer service
- Publish Hongkong Post Chinese homepage in the Internet
- Introduce postage paid envelopes
- Install two Culler-Facer-Cancellers at General Post Office and International Mail Centre
- Extend new counter uniforms to all post offices
- Introduce new uniforms for postmen
- Launch an enhanced Bulk Air Mail Service
- Determine Hongkong Post's role as a Certification Authority

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