

**Replies to supplementary questions raised by Finance  
Committee Members in examining the Estimates of Expenditure 2004-05**

**Director of Bureau : Secretary for Commerce, Industry and Technology**

**Session No.: 10**

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<b>Reply Serial No.</b>	<b>Question Serial No.</b>	<b>Name of Member</b>	<b>Head</b>	<b>Programme</b>
<a href="#">S-CITB(CI)001</a>	SV014	NG Leung-sing	152	Subvention: Hong Kong Trade Development Council

Examination of Estimates of Expenditure 2004-05  
**CONTROLLING OFFICER'S REPLY TO  
SUPPLEMENTARY QUESTION**

Reply Serial No.  
S-CITB(CI)001  
Question Serial No.  
SV014

Head: 152 Government Secretariat:  
Commerce, Industry and Technology Bureau  
(Commerce and Industry Branch)

Subhead (No & title):

Programme: (3) Subvention: Hong Kong Trade Development Council

Controlling Officer: Permanent Secretary for Commerce, Industry and Technology  
(Commerce and Industry)

Director of Bureau: Secretary for Commerce, Industry and Technology

Question:

To provide details on the mechanism of the Trade Development Council (TDC) in handling complaints about/arising from inaccurate information available at TDC's portals launched for various service sectors;

To provide information on the successful cases under the business matching service provided by TDC, having regard that TDC has earmarked over \$3 million in 2004/05 for developing and marketing the portals for disseminating information on and for promoting Hong Kong's service industries.

Asked by: Hon. NG Leung-sing

Reply:

The information contained in the service portals is a collection of both TDC and non-TDC generated materials. TDC has been exercising the utmost caution in selecting reputable information providers with a view to ensuring accuracy of the information disseminated. TDC has not received any complaints about or arising from inaccurate information posted at its portals launched for various service sectors. TDC welcomes feedback from users under the "contact us" column, and has dedicated staff to read such feedback for the purpose of further enhancing the quality of its services.

Since the launch of the service portals, there has been a 300% increase in the number of online business matching enquiries. Whether the enquiries lead to successful deals depends on a number of factors which are driven by business considerations of the parties concerned. The average success rate of TDC's business matching service is around 33.3%. This rate reflects the proportion of users who indicated that use of the business matching service had led to successful results.

Signature	_____
Name in block	MISS DENISE YUE
	Permanent Secretary for Commerce, Industry and Technology (Commerce and Industry)
Post Title	_____
Date	15.4.2004