

**LegCo Panel on Public Service**

**List of follow-up actions**

(Position as at 18 November 2005)

<b>Subject</b>	<b>Date of meeting</b>	<b>Follow-up actions required</b>	<b>Administration's response</b>
1. <u>Employment of non-civil service contract (NCSC) staff</u>	18.4.2005	The Administration was requested to provide the Panel with a regular update on the employment of NCSC staff once every six months.	An update on the employment of NCSC staff as at 30 June 2005 provided by the Administration was circulated to members vide LC Paper No. CB(1)2316/04-05(01) on 28 September 2005.
2. <u>Impact of outsourcing of government services on civil servants</u>	17.10.2005	In response to a member's concern about the impact of the further outsourcing plans of the Leisure and Cultural Services Department (LCSD) on the staff concerned, the Civil Service Bureau (CSB) undertook to liaise with LCSD and provide the Panel with information on the outsourcing plans of the department, if any.	The Administration's response was circulated to members vide LC Paper No. CB(1)331/05-06(01) on 18 November 2005.

Subject	Date of meeting	Follow-up actions required	Administration's response
3. <u>Impact of the general recruitment freeze for the civil service on disciplined services departments</u>	17.10.2005	To address a member's concern about the difficulties of disciplined services departments to conduct timely recruitment for filling vacancies arising from natural wastage during the general recruitment freeze, CSB undertook to provide information on the approval granted for recruitment to fill posts of the disciplined grades since the commencement of the general recruitment freeze on 1 April 2003.	The Administration's response was circulated to members vide LC Paper No. CB(1)331/05-06(02) on 18 November 2005.
4. <u>Extension of temporary jobs in the public sector</u>	17.10.2005	<p>In response to a member's concern about the extension of some, but not all, temporary jobs in the public sector stipulated in paragraph 34 of the Chief Executive's 2005/2006 Policy Address, CSB undertook to liaise with the relevant bureau for provision of the following information:</p> <p>(a) The number of temporary posts to be extended and the period of extension; and</p> <p>(b) The government departments involved.</p>	The Administration's response awaited.
5. <u>New initiatives associated with the delivery of public service</u>	17.10.2005	<p>To address a member's concern about the effectiveness of the Integrated Call Centre (ICC) in providing one-stop enquiry service and complaint handling in respect of 13 government departments, the Efficiency Unit (EU) was requested to provide the following information:</p> <p>(a) The performance pledges in respect of the completion of necessary follow-up actions in answering enquiries and handling complaints received by ICC.</p>	The Administration's response was circulated to members vide LC Paper No. CB(1)327/05-06(01) on 18 November 2005.

<b>Subject</b>	<b>Date of meeting</b>	<b>Follow-up actions required</b>	<b>Administration's response</b>
		<p>(b) On the enquiries and complaints received by ICC, to provide breakdown on the cases by the following:</p> <ul style="list-style-type: none"><li>(i) Nature of the cases; and</li><li>(ii) Departments involved in the cases.</li></ul> <p>(c) The number of staff employed for the operation of ICC and the number of staff who have been re-deployed from relevant government departments as a result of the transfer of enquiry service and complaint handling to ICC.</p>	