For discussion on
13 May 2008

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**Legislative Council Panel
on Information Technology and Broadcasting**

Progress Update on the E-Government Programme

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Purpose

       This paper updates Members on the latest progress on the implementation of the E-government programme, highlighting the major achievements made and the benefits that E-government services have brought to citizens.

Background

2.   The Office of the Government Chief Information Officer (OGCIO) provides regular updates to Members on the implementation of the E-government programme. We last briefed Members on the progress of major E-government initiatives, together with an update on the Digital 21 Strategy, in July 2007.

3.   We have made good progress on the implementation of E-government programmes in the past year. We have improved satisfaction and usage of our core services, launched a number of new services and are in the process of planning and implementing a number of enhancements to the ease of use and range of services on offer.

Improved satisfaction and usage of core services

4.   During 2007-08, we completed a significant overhaul of the delivery of E-government services. We saw continued growth in the frequency of using

the Smart Identity (ID) card for automated immigration clearance. There is also expanded use of Smart ID card for other non-immigration purposes. And we completed the programme of making Government forms available on the Internet.

Overhaul of E-government service delivery

5. In 2007-08, we completed a significant overhaul of the delivery of E-government services. GovHK was officially launched in August 2007, following a soft-launch a year earlier and the decommissioning of the old Government Information Centre (GIC, www.info.gov.hk) in May 2007. We migrated the Government services on ESD*life* onto our own infrastructure in January 2008. GovHK has also incorporated a commercial search engine that is more effective and efficient than the search function provided in GIC.

6. It is too early to fully evaluate the effect of this overhaul but early signs are encouraging. Usage of government websites is growing, GovHK itself is becoming more popular and user surveys indicate improved satisfaction. The migration of services from ESD*life* to GovHK appears to have had no adverse impact on usage.

7. GovHK saw daily visit figures rise from around 4 000 to around 24 000 between September 2006 to April 2008, while the average number of page views per visit also rose from 4.6 to 16.8. GovHK enables users to subscribe for Really Simple Syndication (RSS[1]) feeds on website updates and news. During the period from July 2007 to April 2008, the average daily access to RSS feeds and press releases was about 34 000. A chart showing separately the average daily visits of GovHK and its average daily RSS cum press releases access is at **<u>Enclosure 1</u>**. (As a reference, the chart also shows the average daily visits of GIC, which has already included RSS feeds and press releases.)

8. The customer satisfaction survey conducted after GovHK's official

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[1] RSS is a way of notifying the user about content changes on websites. Subscribing to RSS feeds allows the user to keep track of updates from multiple websites without having to go from one site to another. GovHK provides a list of RSS feeds from various B/Ds and related organisations, covering news, government initiatives, services, etc.

launch found that 87% of the respondents liked GovHK and opined that their required information and services can be easily located, and 95% of the respondents would like to use GovHK in the future. Similar surveys were conducted for GIC and ESD*life* in 2002 and 2003 respectively.   While 42% of the respondents rated GIC of having excellent design and layout, 68% of the respondents were satisfied with ESD*life* (see **Enclosure 2**).

9.   After their migration from ESD*life* to GovHK, the online government services maintained their increasing trend in usage.   Indeed, both the number of transactions and the volume of payment transaction on GovHK have increased.   There was about 30% increase in the number of transactions and about 24% increase in the total payment transaction volume in February 2008 as compared with February 2007 when the services were still provided by ESD*life* (see **Enclosures 3 and 4**).

10.   During the twelve months between April 2007 and March 2008, the number of visitors to Government websites registered a 10% increase compared to the same period a year ago[2].   The most popular websites remain those related to employment and to the weather.

Increase in usage of Smart Identity (ID) card

11.   The smart ID card was rolled out in June 2003.   As at February 2008, the Immigration Department (ImmD) had issued about 7.8 million cards. About 0.55 million smart ID cards have been enabled to carry out library card function at the Hong Kong Public Libraries, and about 1.26 million are embedded with the free e-Certs offered by Hongkong Post before the offer ended in March 2007.

12.   As at February 2008, a total of 351 Automated Passenger Clearance e-channels and 80 Automated Vehicle Clearance e-channels have been installed at various control points.   There are 233.6 million movement records of passengers and 15.4 million records of drivers who have used the e-channels.

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[2]   The number of visits and page views of Government websites between April 2007 and March 2008 are 249 million and 4 060 million respectively, representing a 12% and 15% increase over the 222 million visits and 3 538 million page views between April 2006 and March 2007.

13.   From March 2007 to February 2008, there were 1.9 million checkout sessions of library materials using smart ID card, which is about 12% out of the total number of checkout sessions during the period.   The year-on-year increase of checkout session using smart ID card is about 18%.

14.   In March 2008, the Leisure and Cultural Services Department (LCSD) launched the Leisure Link Self-Service Kiosk System which made use of the "Card Face Data" (CFD) function in the chip embodied in the smart ID card to facilitate members of the public to book sport facilities and leisure activities. There were about 1 800 bookings of sport facilities and leisure activities made through the Leisure Link Self-Service Kiosks using smart ID card from 3 March to 31 March 2008, which is about 71% out of the total number of bookings made through the kiosks.

15.   The Food and Health Bureau is studying the feasibility of using the CFD function to further streamline the process of registration and claiming of healthcare vouchers by the elderly.

Completion of programme of making Government forms available on the Internet

16.   An additional 200 e-forms have been provided in the past year. Currently about 98% of Government forms (over 2 740 forms) can be accessed through the Government Forms website and/or the departmental websites. Details on Government forms available on the Internet are set out at **Enclosure 5**.

17.   There are currently 59 forms that are not available on the Internet. Each of these forms has been reviewed by the bureau / department (B/D) concerned to ensure that there are good reasons for not making them available. Forms that have not been made available include saleable forms issued by the Trade and Industry Department for use by traders, forms where the B/D concerned needs its officers to explain terminology to applicants before they complete the form and forms which are issued with pre-filled personal or company data.

18.   The programme of making Government forms available on the Internet is now complete.   For the future, B/Ds will continue to be encouraged to make available any new forms through the Internet wherever feasible.

New E-Government services launched in 2007-08

19.   Significant new services launched in 2007-08 included the Government Wi-Fi programme, online tax services, E-procurement, and a number of other Government-to-citizen (G2C), Government-to-employee (G2E) and Government-to-Government (G2G) services.

The Government Wi-Fi programme

20.   With the support of the Panel, the Finance Committee approved last year a commitment of $217.6 million to provide Wi-Fi facilities at about 350 Government premises with high public patronage for free use by the public. These premises include all public libraries, public enquiry service centres, job centres, key cultural and recreational centres, community halls/centres, large parks and those government offices that are frequently visited by the public. We awarded a service contract for programme implementation in early December 2007.   In end March 2008, we have provided Wi-Fi facilities for free use by the public at over 30 government premises.   The usage has been encouraging, with an average of about 1 000 user connections recorded per day. We will progressively roll out the service to some 120 premises by end June 2008, and an eventual number of some 350 premises by mid 2009.

Online tax service

21.   The Inland Revenue Department (IRD) rolled out eTAX on 19 January 2008, which provides an easy, secure and environment-friendly channel to taxpayers to handle their tax affairs.

22.   Through the eTAX Account, taxpayers can view their account profile, check the status of tax return, assessment and payment as well as notify changes in personal and business particulars.   Taxpayers may file tax returns through

the Internet and obtain instant estimation of salaries tax payable. They can also enjoy other online services for stamping of property document, business registration and payment. These personalised online tax services enable taxpayers to keep track of their tax position, manage their tax affairs and communicate with the IRD more conveniently anytime anywhere. Besides, eTAX Account holders will be given e-Alert messages before the due date for filing tax returns, which facilitates them to comply with their tax obligation. They may choose to receive notices and documents related to tax return filing, assessment and tax payment (including tax return and notice of assessment) in the form of electronic records instead of paper. This will enable them to manage their tax records in an environment-friendly manner.

23.   eTAX will be extended by phases in the coming months to cover new services such as viewing of tax assessment and requesting amendment, applying for holdover of provisional tax, e-alert messages on tax payment as well as viewing e-receipt for tax payment.

Electronic procurement (E-procurement)

24.   Upon the funding approval by the Finance Committee in 2007, the pilot E-procurement initiatives are now under development. The Procurement Portal, being the first E-procurement initiative, was launched to the pilot departments (namely the OGCIO, the ImmD and the Environmental Protection Department) in January 2008 as planned. The Portal facilitates around 4 000 users in effectively searching and retrieving of relevant suppliers and procurement information in carrying out low value purchases. The remaining E-procurement initiatives (namely internal workflow system, E-catalogue and E-sourcing, including supplier registration), underpinned by a series of change programmes will be rolled out incrementally from end 2008 to mid 2009 to facilitate better sourcing and streamlining the procurement workflow of the pilot departments. With procurement statistics conveniently available, aggregate buying and strategic procurement opportunities will be more readily identified, thereby reducing the number of transactions and the administrative cost for both the Government and suppliers.

Other new G2C services

25.   Other services with newly-provided e-options include: application for the HKSAR passport, tracking of licence applications made to the Food and Environmental Hygiene Department, services related to the Unsolicited Electronic Messages Ordinance, enquiry on progress of employees' compensation cases, submission of objections and representations to statutory plans, application for commercial vehicle driving tests and online booking for Wetland Park tickets.

26.   In total there are now more than 1 240 Government services that have been provided with e-options, representing a 3% increase from 2007. However this statistic is of limited significance because the number of services with e-options is significantly affected by changes to the definition of a service as a result of minor changes in business processes in B/Ds. Instead we would shift our focus to usage and customer satisfaction of the E-services. To this end, we would explore ways to enhance our capability to collect such data. Details of the services with e-options are set out at **Enclosure 6**.

New G2E and G2G services

27.   With the IT Accessibility Programme, some 94% of Government staff have access to computer facilities. With the provision of an e-enabled environment in B/Ds, we shall further drive the adoption of G2E and G2G[3] services within the Government.

28.   Since 2007, there are three G2E services being progressively rolled out by the respective B/Ds-

    a)   the E-Payroll System by Treasury – being rolled out to B/Ds by batches from October 2007 to December 2008. The service replaces paper or e-mail delivery of pay statements and enables staff to enquire and print their own payroll information online. The service provides staff with more secure access and reduces administrative efforts in

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[3]   G2G transactions refer to inter-departmental and intra-departmental operations which ride on the service platform of the Central Cyber Government Office (CCGO).

processing paper pay statements and handling officers' enquiry about their payroll information;

b) Medical and Dental Benefits Eligibility Checking System (ECS)[4] – being rolled out by three phases from January 2008 to third quarter of 2008. The ECS will provide convenient service to persons who are eligible for medical and dental benefits[5] at the hospitals and clinics of the Hospital Authority and Department of Health as they will no longer require to apply and bring the relevant paper forms when seeking medical/dental treatment. Around three million forms would be saved annually; and

c) a five-year Service-wide programme for implementation of Training Administration System (TAS) – the programme has commenced in October 2007 and was steered by the Civil Service Training and Development Institute (CSTDI) of the Civil Service Bureau with a view to enable B/Ds to provide an one-stop training services for staff, reduce cycle time and provide more efficient administration of nominations and facilitate effective training management. It also facilitates CSTDI in the formulation of training policies.

29.   Regarding G2G services, three new applications were deployed on the government intranet in 2007-08 and the government intranet is now supporting 24 G2G applications and more than 220 information items and services including circulars, guidelines and best practices can be accessed across the Government. In 2008, eight new G2G services have been planned for roll-out. The list of applications launched in 2007-08 and planned services for 2008 is given at **Enclosure 7**.

Planned enhancements to ease of use and range of services

30.   Initiatives to improve the ease of use and convenience of existing

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[4] The Medical and Dental Benefits Eligibility Checking System is sponsored by the Civil Service Bureau and developed jointly by the Treasury, Hospital Authority and Department of Health.

[5] Eligible persons are civil servants, pensioners, staff of the Legislative Council Secretariat, Hospital Authority and their dependants.

services include: unifying the sign-on process for different E-government services, enriching the content on GovHK and reviewing how best to partner with the private sector to improve access and usefulness of Government services.

31.   Initiatives to broaden the ranges of G2C services include: extending electronic billing services, developing an electronic health record, improved delivery of transport information to motorists and public transport users, electronic submission of road cargo information to enable a reduction in time spent at boundary crossings, and a property information hub.

32.   Initiatives to broaden the range of G2E and G2G services include: rollout of the Government Financial Management Information System and an Electronic Information Management strategy.

Improving convenience and ease of use

Unifying the sign-on process

33.   At present, citizens accessing E-government services on the Internet have to register and use different user accounts for these services.   This is due to application systems being developed at different times and using different technical solutions in the past.   Very often, their user accounts are of different formats, thus not easy to manage.   As a result, this causes confusion to the citizens and creates a barrier to their wider use of E-government services.

34.   To enhance usability, a more citizen-centric Unified Identity Management (UIDM) framework has been promulgated to unify the processes of user registration, service enrolment and user authentication during E-government services access and transactions.   The UIDM framework is conducive to migrating citizens to the electronic mode of information access and service delivery.

Enriching the content on GovHK

35.   In 2008-09, we plan for more feature articles, more thematic content

such as Business Facilitation and E-procurement as well as more online services in Taxes & Duties cluster and Immigration Services cluster. We are also lining up relevant B/Ds to develop a platform on GovHK for hosting useful geospatial information such as walks and trails, mobile network coverage in country parks, location of government offices, schools, libraries, leisure, cultural and sports facilities, hospitals, etc. Our initial plan is to launch the first batch of geospatial information on GovHK in the third quarter of 2009.

Partnering with the private sector on GovHK

36.   We conducted an Expression of Interest exercise and found out that there were market interests in enriching both the content and the delivery channels for government information and services. We further conducted a customer research which revealed that the concept of private sector participation was welcomed by the users. Taking into account of the above findings, we shall adopt a progressive approach in taking forward the private sector participation initiatives on GovHK.

Widening the range of G2C services

Extending electronic billing services

37.   As part of our efforts to allow citizens to access government services in a swift and environment-friendly manner, some B/Ds are providing or planning to provide electronic bill/statement to the public. For example, the Water Supplies Department plans to provide electronic bill service in stages starting from 2009. The OGCIO will work with the remaining B/Ds to examine the feasibility of providing e-options for the bills/statements they issue.

Developing an Electronic Health Record

38.   The development of a territory-wide electronic health record (eHR) system is fundamental to enhancing continuity of care as well as better integration of different healthcare services for the benefits of individual patients. This will be achieved by providing family doctors with access to lifelong health records of individual patients for holistic care and facilitating referral and

follow-up of cases between different levels of care through the eHR system. The development of a territory-wide eHR system also facilitates the implementation of various healthcare reforms including enhancement of primary care in both the public and private sectors by providing healthcare professionals with timely access to comprehensive medical information of patients. Public-private partnership can also be facilitated by enabling patients to freely choose between public and private services without worrying about the transfer of their medical records.

39.   To achieve the above, the Secretary for Food and Health has appointed a Steering Committee on eHR Sharing (the Steering Committee)[6] to take forward the initiative to develop a territory-wide eHR sharing infrastructure. The Steering Committee is tasked to develop a roadmap and work programme for the development of eHR and has set up working groups comprising experts in the relevant field to examine issues relating to eHR development especially privacy, security, information standards and institutional governance. It is the current plan of the Steering Committee to put forward its initial recommendations in 2008.

Improved delivery of transport information

40.   To meet rising expectations of motorists and public transport users for quality services and to ensure that our transport infrastructure is put to the most efficient use, the Government intends to establish a Transport Information System (TIS). TIS will provide two key services, namely an Intelligent Road Network, a Geographical Information System platform providing up-to-date information on traffic directions, turning movements at road junctions and stopping restrictions; and a Public Transport Information Service, a web-based information service for public transport users and motorists to search for optimal routes. Implementation of the TIS is scheduled for completion in 2008. It will open up new opportunities for the private sector to provide value-added services such as car navigation, fleet management systems and the provision of personalised services to the public.

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[6]   The Steering Committee is chaired by the Permanent Secretary for Food and Health (Health) and comprises members from the healthcare professions in both the public and private sectors.

Electronic submission of road cargo information

41.   In November 2007, the Finance Committee approved a total of $177.8 million for implementing an electronic advance cargo information system for customs clearance of road cargoes.   With Road Cargo System (ROCARS), Customs officers can conduct risk profiling on every cargo consignment in advance for determining whether a truck needs to be inspected. All cross-boundary trucks, except those selected for inspection, will enjoy seamless customs clearance at the land boundary.

42.   Moreover, Customs & Excise Department (C&ED) will be able to introduce one-stop customs clearance arrangement to further facilitate the passage of transshipment cargoes which involve inter-modal transfer.   For example, instead of having to go through Customs inspection twice at both the land boundary control point and the airport under the existing procedure, air-land transshipment cargoes may only be subject to inspection at either one of the Customs control points.   The ROCARS will also facilitate C&ED's further cooperation with the Mainland Customs and participation in regional cooperation in enhancing speedy and secure movement of cargoes.   ROCARS is planned to be rolled out in the third quarter of 2009.

Property Information Hub (PIH)

43.   The PIH is a joined up initiative led by the Rating and Valuation Department (RVD) and the Land Registry (LR) to provide one-stop access by the public to reliable and updated property information held by the Government.

44.   As the first step for implementation, RVD will launch its new departmental e-service in end 2008.   The new service will enable the public to perform bilingual search on RVD's address database.   LR data are already available online through the Integrated Registration Information System service. With the ultimate alignment of about 2.5 million lot and address records held in both departments as well as related application flow, the new service to be launched by RVD will help the public to obtain property information from Government easily.

Broadening the range of G2E and G2G services

Government Financial Management Information System (GFMIS)

45.   The Treasury is in the progress of implementing a new Government Financial Management Information System (GFMIS)[7] to replace its some 20-year-old Ledger Accounting and Financial Information System (LAFIS).

46.   The new GFMIS, serving some 5 400 users in various B/Ds service-wide, will enable the basic core Government accounting and financial management operations and processes to be conducted in a more efficient and effective manner, support informed decision making, and provide functionality to meet current and future accrual-based reporting.   The first phase, covering general ledger and associated reporting functions, was rolled out successfully in December 2007; and remaining functions is scheduled for completion within 2008-09.

Electronic Information Management (EIM) Strategy

47.   At present, there are about one-third of the B/Ds that either have adopted, or indicate that they are planning to adopt information management through electronic means in the coming three years.   In 2007-08, there are already five funding applications received from B/Ds for implementing EIM-related initiatives, equivalent to 50% of the total bids of such kind of projects in the previous three years.   It is envisaged that there will be a progressive upward trend on the demand for B/Ds in implementing EIM initiatives in the coming three to five years.

48.   To facilitate B/Ds in planning and implementing EIM initiatives, an EIM strategy, underpinned by guiding principles, best practices, reference models and technical information, will be promulgated.   The holistic approach will help minimise the risks of project management, improve the effectiveness of implementation, optimise the implementation costs and maximise the benefits by leveraging economy of scale and through a collaborative working

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[7]   In May 2002, the Finance Committee approved a total of $268.9 million for the Treasury to procure and implement the Government Financial Management Information System.

environment.

Conclusion

49.   The Government will continue its efforts in maintaining the momentum to further develop the E-government programme, through transforming and joining-up government processes to provide convenient and user-friendly services to citizens and businesses. We will continue update Members regularly on our progress and achievements.

Office of the Government Chief Information Officer
Commerce and Economic Development Bureau
May 2008

Daily Average Visits of GovHK and RSS cum Press Releases Access

(As a reference, the chart also shows the average daily visits of GIC, which has already included RSS feeds and press releases.)
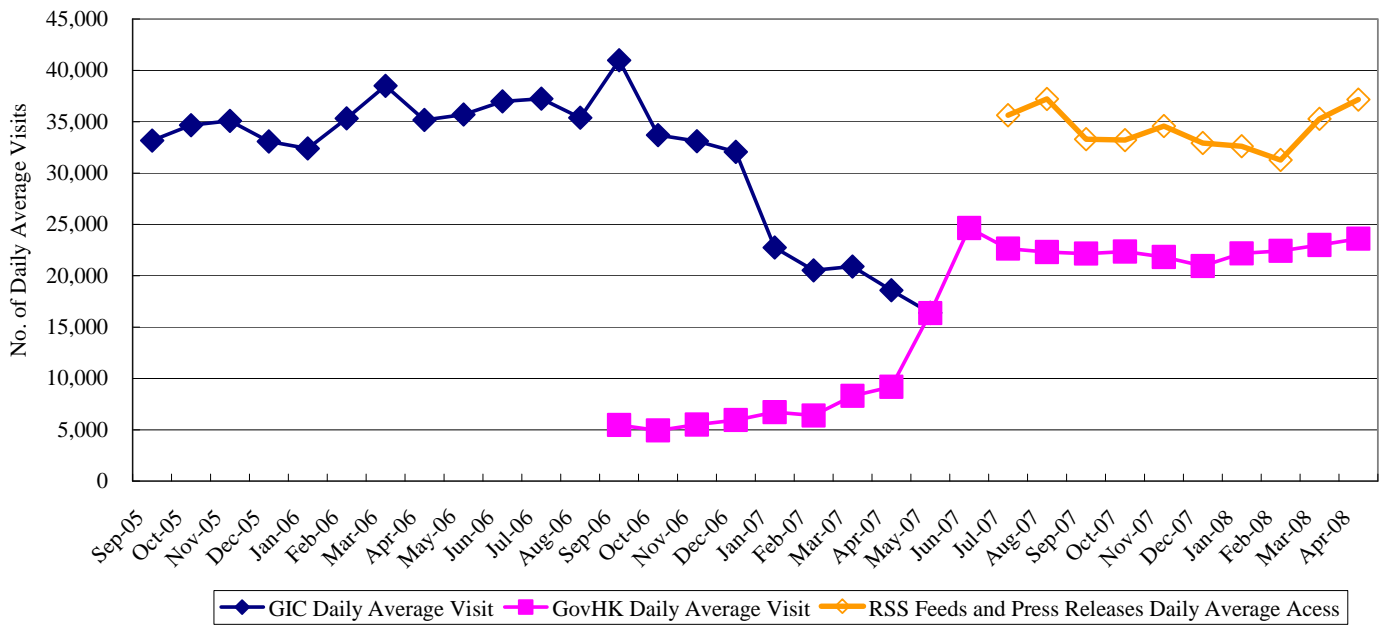
Customer Survey on GIC, ESD*life* and GovHK

	GIC (2002)	**ESD*life*** (2003)	**GovHK** (2007)
Whether in favour of the portal	**42%** (rated excellent / very good on design and layout)	**68%** (satisfied with ESD as very good / quite good)	**87%** (liked GovHK)
User friendliness and ease of use	**53%** (rated excellent / very good on GIC's user friendliness / ease of use)	- (65% rated user friendliness as one of the important factor)	**87%** (opined required information and services can be easily located)
Whether will use the portal in the future	-	-	**95%** (would like to use GovHK in the future)

Number of transactions of reprovisioned ESD services

Legend: ESD*life* (before Jan 08) — GovHK together with ESD*life* (Jan 08) — GovHK (Feb 08)

Y-axis: No. of Transactions (0, 50,000, 100,000, 150,000, 200,000, 250,000)

X-axis: Jan-06, Feb-06, Mar-06, Apr-06, May-06, Jun-06, Jul-06, Aug-06, Sep-06, Oct-06, Nov-06, Dec-06, Jan-07, Feb-07, Mar-07, Apr-07, May-07, Jun-07, Jul-07, Aug-07, Sep-07, Oct-07, Nov-07, Dec-07, Jan-08, Feb-08
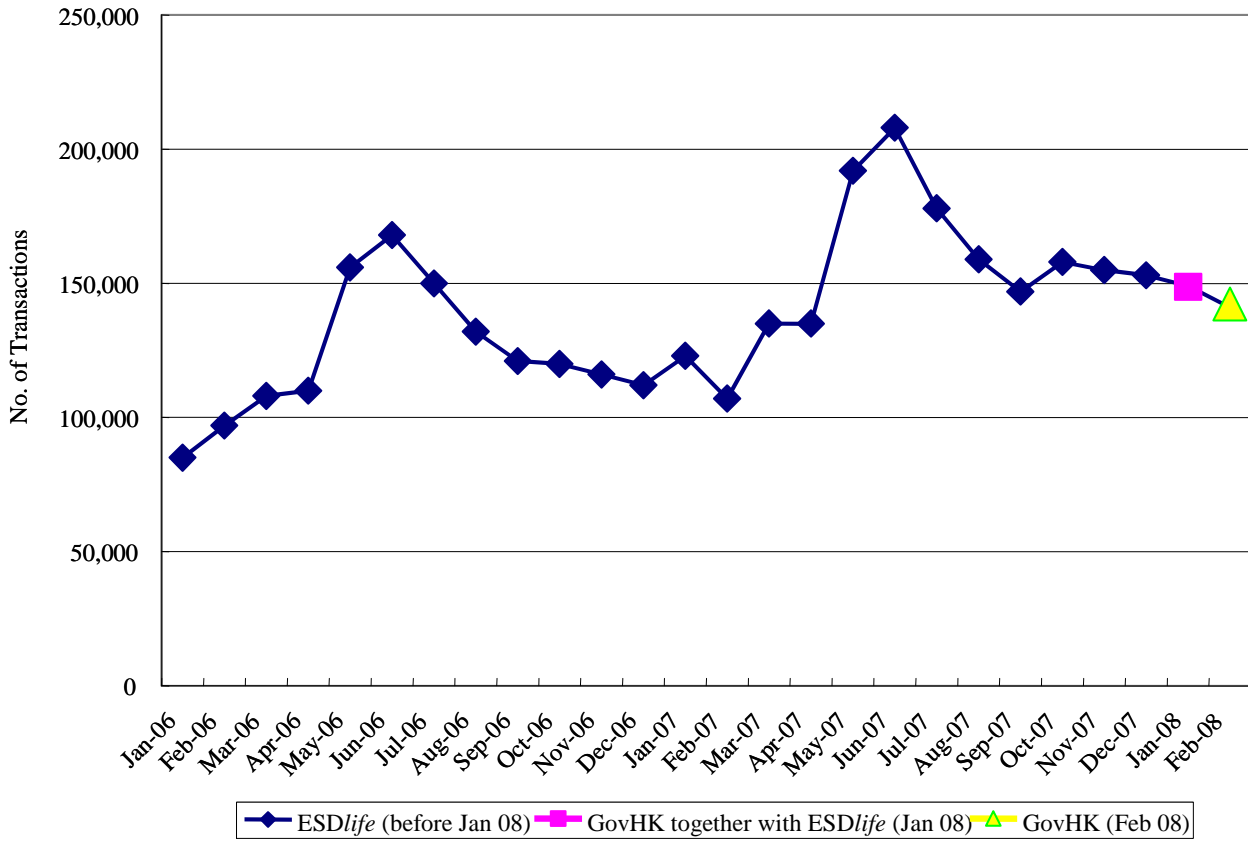
Volume of Payment Transactions on ESD*life* and GovHK
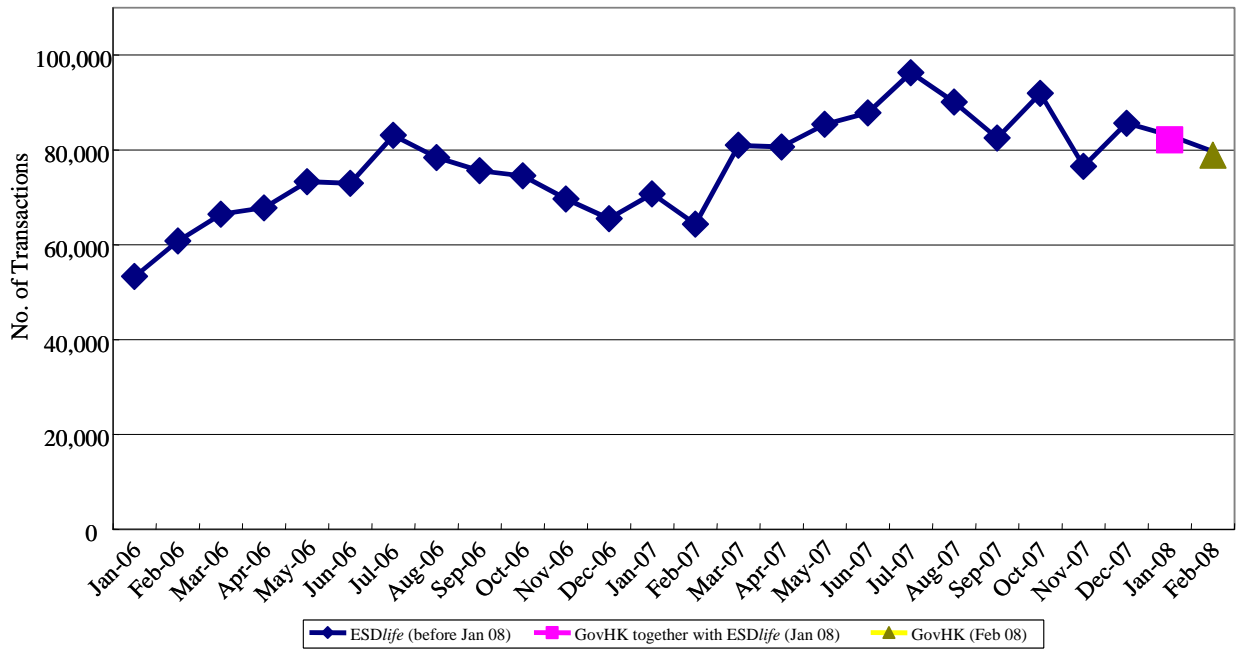
Progress of Bureaux and Departments in making available Government forms through the Internet

Bureau / Department	No. of forms issued	No. of forms available through the internet	No. of forms not available through the internet	B/Ds with all forms available on the internet
All Policy Bureaux	104	104	0	✓
Agriculture, Fisheries and Conservation Department	16	16	0	✓
Architectural Services Department	1	1	0	✓
Audit Commission	2	2	0	✓
Auxiliary Medical Service	8	8	0	✓
Buildings Department	45	45	0	✓
Census and Statistics Department	14	14	0	✓
Chief Executive's Office	2	2	0	✓
Chief Secretary for Administration's Office (Administration Wing)	9	9	0	✓
Chief Secretary for Administration's Office (Efficiency Unit)	3	3	0	✓
Civil Aid Service	4	4	0	✓
Civil Aviation Department	44	44	0	✓

Bureau / Department	No. of forms issued	No. of forms available through the internet	No. of forms not available through the internet	B/Ds with all forms available on the internet
Civil Engineering and Development Department	39	36	3	
Companies Registry	86	86	0	✓
Correctional Services Department	3	3	0	✓
Customs and Excise Department	50	50	0	✓
Department of Health	178	174	4	
Department of Justice	4	4	0	✓
Drainage Services Department	10	10	0	✓
Electrical and Mechanical Services Department	77	77	0	✓
Environmental Protection Department	62	62	0	✓
Fire Services Department	19	19	0	✓
Food and Environmental Hygiene Department	61	61	0	✓
Government Flying Service	2	2	0	✓
Government Laboratory	1	1	0	✓
Government Logistics Department	4	4	0	✓

Bureau / Department	No. of forms issued	No. of forms available through the internet	No. of forms not available through the internet	B/Ds with all forms available on the internet
Government Property Agency	4	4	0	✓
Highways Department	18	18	0	✓
Home Affairs Department	49	47	2	
Hong Kong Observatory	11	11	0	✓
Hong Kong Police Force	74	74	0	✓
Hongkong Post	23	23	0	✓
Housing Department	49	49	0	✓
Immigration Department	169	150	19	
Independent Commission Against Corruption	0	0	0	N/A
Independent Police Complaints Council	3	3	0	✓
Information Services Department	4	3	1	
Inland Revenue Department	64	60	4	
Innovation and Technology Commission	13	13	0	✓
Intellectual Property Department	79	79	0	✓

Bureau / Department	No. of forms issued	No. of forms available through the internet	No. of forms not available through the internet	B/Ds with all forms available on the internet
Invest Hong Kong	0	0	0	N/A
Joint Secretariat for the Advisory Bodies on Civil Service and Judicial Salaries and Conditions of Service	1	1	0	✓
Judiciary	252 (Note)	252	0	✓
Labour Department	137	134	3	
Land Registry	33	33	0	✓
Lands Department	28	28	0	✓
Legal Aid Department	11	11	0	✓
Leisure and Cultural Services Department	94	94	0	✓
Marine Department	112	112	0	✓
Office of the Commissioner of Insurance	27	27	0	✓
Office of the Government Chief Information Officer	3	3	0	✓
Office of the Telecommunications Authority	69	69	0	✓

Bureau / Department	No. of forms issued	No. of forms available through the internet	No. of forms not available through the internet	B/Ds with all forms available on the internet
Official Receiver's Office	19	19	0	✓
Ombudsman	5	5	0	✓
Planning Department	16	16	0	✓
Public Service Commission	0	0	0	N/A
Radio Television Hong Kong	6	6	0	✓
Rating and Valuation Department	26	26	0	✓
Registration and Electoral Office	67	67	0	✓
Social Welfare Department	23	23	0	✓
Student Financial Assistance Agency	65	55	10	
Television and Entertainment Licensing Authority	155	154	1	
The Office of the Government of the HKSAR in Beijing	0	0	0	N/A
Trade and Industry Department	149	137	12	
Transport Department	75	75	0	✓
Treasury	3	3	0	✓
University Grant Committee	2	2	0	✓

Bureau / Department	No. of forms issued	No. of forms available through the internet	No. of forms not available through the internet	B/Ds with all forms available on the internet
Water Supplies Department	20	20	0	✓
Total	**2,806**	**2,747**	**59**	

Note: 252 forms of Judiciary are for serving the general public and these forms are available through the Internet.   There are some more forms targeted at the legal profession, which are not included in this table.

Government services provided with e-options

Bureau / Department	Booking of service/ facility or appointment	Changing particulars	Submitting application or registration	Submitting return or notification	Making enquiry	Others	Total
All Policy Bureaux		1	46	2	16	21	**86**
Agriculture, Fisheries and Conservation Department		1	20		1		**22**
Architectural Services Department		1	3			2	**6**
Audit Commission			2		1		**3**
Auxiliary Medical Service			6		1		**7**
Buildings Department			7		1	1	**9**
Census and Statistics Department		1	9	5	3	5	**23**
Chief Executive's Office			2		1	1	**4**
Chief Secretary for Administration's Office (Administration Wing)			4		1	3	**8**
Chief Secretary for Administration's Office (Efficiency Unit)			1		1		**2**
Civil Aid Service			2		1		**3**

Bureau / Department	Booking of service/ facility or appointment	Changing particulars	Submitting application or registration	Submitting return or notification	Making enquiry	Others	Total
Civil Aviation Department		1	16	3	1	1	22
Civil Engineering and Development Department			27		2		29
Companies Registry			1	4	1	3	9
Correctional Services Department			3		1		4
Customs and Excise Department	2		17	15	1		35
Department of Health	7	2	27	4	15	5	60
Department of Justice			2		1	1	4
Drainage Services Department			8		1	3	12
Electrical and Mechanical Services Department			28		3	1	32
Environmental Protection Department		1	34	6	1	22	64
Fire Services Department			12		1		13
Food and Environmental Hygiene Department	1	1	29	3	2	3	39
Government Flying Service			2		1		3
Government Laboratory			2		1		3
Government Logistics Department			4		1	2	7

Bureau / Department	Booking of service/ facility or appointment	Changing particulars	Submitting application or registration	Submitting return or notification	Making enquiry	Others	Total
Government Property Agency			2		1	1	**4**
Highways Department			7	1		4	**12**
Home Affairs Department		1	16		1	6	**24**
Hong Kong Observatory			6		2	8	**16**
Hong Kong Police Force			10		1	9	**20**
Hongkong Post		3	16		3	7	**29**
Housing Department		7	14	1	5	10	**37**
Immigration Department	4	2	11	6	2	1	**26**
Independent Commission Against Corruption			1		1	3	**5**
Independent Police Complaints Council			3		1		**4**
Information Services Department			2		2	4	**8**
Inland Revenue Department		4	17	8	1	15	**45**
Innovation and Technology Commission			12		2	1	**15**
Intellectual Property Department		2	8		1	3	**14**
Invest Hong Kong			4		1		**5**

Bureau / Department	Booking of service/ facility or appointment	Changing particulars	Submitting application or registration	Submitting return or notification	Making enquiry	Others	Total
Joint Secretariat for the Advisory Bodies on Civil Service and Judicial Salaries and Conditions of Service			1	1	1	2	**5**
Judiciary	2				4	2	**8**
Labour Department		1	29	8	3	9	**50**
Land Registry		1	5	2	3	4	**15**
Lands Department		1	1		2	6	**10**
Legal Aid Department		2	5	2	1		**10**
Leisure and Cultural Services Department	3	1	18		2	8	**32**
Marine Department	1		13	6	2	1	**23**
Office of the Commissioner of Insurance		1	8	9	1	3	**22**
Office of the Government Chief Information Officer			5		1		**6**
Office of the Telecommunications Authority		2	45	3	4	3	**57**
Official Receiver's Office		1	7		1	1	**10**
Ombudsman			1		1	1	**3**
Planning Department			2		1	4	**7**

Bureau / Department	Booking of service/ facility or appointment	Changing particulars	Submitting application or registration	Submitting return or notification	Making enquiry	Others	Total
Public Service Commission			1		1	1	**3**
Radio Television Hong Kong			3			3	**6**
Rating and Valuation Department		1	4		2	6	**13**
Registration and Electoral Office		1	1		1		**3**
Social Welfare Department			12		3		**15**
Student Financial Assistance Agency		8	10	1	8	1	**28**
Television and Entertainment Licensing Authority		5	30	2	5	8	**50**
The Office of the Government of the HKSAR in Beijing			2		1		**3**
Trade and Industry Department		2	17	8	8	5	**40**
Transport Department	3	1	15	1	1	3	**24**
Treasury			1		2	3	**6**
University Grant Committee			3		1	2	**6**
Water Supplies Department		1	13		2	5	**21**
Total	**23**	**57**	**695**	**101**	**146**	**227**	**1,249**

List of planned and newly launched G2G services

	G2G Services planned for roll-out in 2008
1.	Automated Communication, Technical Information and Operations Network (ACTION)
2.	Government IT Projects Management System (GIPMS)
3.	Legal Aid Electronic Service Portal (LAESP)
4.	The Stamp Duty Payment Collection service
5.	Online Community for Ethics Officers
6.	Electronic Training and Development Management System for the Administrative Officer Grade (AOETPMS)
7.	E-Portal of Electrical and Mechanical Services Department
8.	Content Management of Central Cyber Government Office (CCGO)

	G2G Services launched in 2007-08
1.	E-Procurement Portal
2.	Training Information Administration System (TIAS)
3.	Human Resource Management Information System (HRMIS)