

**立法會**  
**Legislative Council**

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**Panel on Public Service**

**Meeting on 19 March 2012**

**Background brief on the  
Civil Service Outstanding Service Award Scheme 2011**

**Purpose**

This paper provides background information on the Civil Service Outstanding Service Award Scheme ("the Scheme"), and gives a brief account of the views expressed by members in previous discussions.

**Background**

2. Since 1999, the Civil Service Bureau ("CSB") has been organizing the Scheme on a biennial basis. According to the Administration, the objectives of the Scheme are to recognize the efforts of departments and teams which provide excellent service, promote a customer-focused culture in the civil service and inspire departments and civil servants to emulate the best practices of award-winning departments and teams for continuous improvement in the delivery of public services.

Civil Service Outstanding Service Award Scheme 2011

3. Awards under the Civil Service Outstanding Service Award Scheme 2011 ("the 2011 Scheme") were presented at three levels, namely –

- (a) the inter-departmental Partnership Award for quality services to the public through collaboration among departments;
- (b) the departmental awards, comprising the Departmental Service Enhancement Award and the Best Public Image Award; and

- (c) the team awards, comprising the Specialized Service Award, the Internal Service Award, the General Public Service Award, the Regulatory/Enforcement Service Award and the newly-introduced Crisis/Incident Support Service Award.

#### *Organizers*

4. As in the past, the 2011 Scheme was jointly organized by CSB and the Hong Kong Management Association.

#### *Adjudication process*

5. A two-stage adjudication process was adopted for the inter-departmental Partnership Award, the departmental Service Enhancement Award and the team awards:

- (a) in the first stage, boards of examiners comprising members from seasoned practitioners in various service industries in the private sector shortlisting entries by screening the written submissions and interviewing the participating departments and teams; and
- (b) in the final adjudication stage, shortlisted departments and teams gave a presentation to Final Adjudication Panels with members who were Legislative Council ("LegCo") Members and District Council members, representatives from professional organizations, staff side members of the Central Consultative Councils of the Civil Service and senior officials from CSB.

6. As regards the Best Public Image Award, a sample of randomly selected members of the public and all LegCo Members and District Council members were invited to vote in a survey to select three departments with the best image.

#### *Prize presentation and publicity*

7. The prize presentation ceremony was held on 12 September 2011 at the Hong Kong Convention & Exhibition Centre.

8. The winning cases were presented in an one-hour programme on two TV channels on 22 October 2011.

### **Views of members**

9. When the Scheme was discussed at meetings held on 21 January 2008, 21 December 2009 and 16 May 2011, members expressed the views that as some departments had repeatedly received awards from the Scheme, CSB should think of ways to encourage more departments to participate in the Scheme. Some members believed that the service award schemes should be revamped every two to three rounds to stimulate interest and encourage participation, and that the Scheme should not only aim to recognize creativity among civil servants but also devotion of civil servants in the provision of quality services to the public.

### **Latest development**

10. The Administration has proposed to report to the Panel on the 2011 Scheme in the upcoming meeting on 19 March 2012.

### **Relevant papers**

11. A list of relevant papers and a useful website is shown in the **Appendix**.

Council Business Division 1  
Legislative Council Secretariat  
13 March 2012

## Appendix

### Civil Service Outstanding Service Award 2011

#### List of relevant papers

| Date       | Meeting/Event           | References  |
|------------|-------------------------|---|
| 21.1.2008  | Panel on Public Service | <p>Administration's paper on Civil Service Outstanding Service Award Scheme 2007 (LC Paper No. CB(1)567/07-08(04))<br/><a href="http://www.legco.gov.hk/yr07-08/english/panels/ps/papers/ps0121cb1-567-4-e.pdf">http://www.legco.gov.hk/yr07-08/english/panels/ps/papers/ps0121cb1-567-4-e.pdf</a></p> <p>Minutes of meeting (LC Paper No. CB(1)792/07-08)<br/><a href="http://www.legco.gov.hk/yr07-08/english/panels/ps/minutes/ps080121.pdf">http://www.legco.gov.hk/yr07-08/english/panels/ps/minutes/ps080121.pdf</a></p>  |
| 21.12.2009 | Panel on Public Service | <p>Administration's paper on Civil Service Outstanding Service Award Scheme 2009 (LC Paper No. CB(1)597/09-10(05))<br/><a href="http://www.legco.gov.hk/yr09-10/english/panels/ps/papers/ps1221cb1-597-5-e.pdf">http://www.legco.gov.hk/yr09-10/english/panels/ps/papers/ps1221cb1-597-5-e.pdf</a></p> <p>Minutes of meeting (LC Paper No. CB(1)1329/09-10)<br/><a href="http://www.legco.gov.hk/yr09-10/english/panels/ps/minutes/ps20091221.pdf">http://www.legco.gov.hk/yr09-10/english/panels/ps/minutes/ps20091221.pdf</a></p>   |
| 6.5.2011   | Panel on Public Service | <p>Administration's paper on the Civil Service Outstanding Service Award 2011 and other commendation schemes for civil servants (LC paper No. CB(1)2117/10-11(05))<br/><a href="http://www.legco.gov.hk/yr10-11/english/panels/ps/papers/ps0516cb1-2117-5-e.pdf">http://www.legco.gov.hk/yr10-11/english/panels/ps/papers/ps0516cb1-2117-5-e.pdf</a></p> <p>Minutes of meeting (LC paper No. CB(1)2952/10-11)<br/><a href="http://www.legco.gov.hk/yr10-11/english/panels/ps/minutes/ps20110516.pdf">http://www.legco.gov.hk/yr10-11/english/panels/ps/minutes/ps20110516.pdf</a></p> |

Useful Internet link –

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| Civil Service<br>Bureau | Civil Service Outstanding Service Award 2011<br><br><a href="https://www.clcplus.cstdi.gov.hk/static/portal/adhoc/award/2011english.htm">https://www.clcplus.cstdi.gov.hk/static/portal/adhoc/award/2011english.htm</a> |
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