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香港特別行政區政府  
政府資訊科技總監辦公室



OFFICE OF THE  
GOVERNMENT CHIEF INFORMATION OFFICER

The Government of the Hong Kong  
Special Administrative Region

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Date: 9 December 2013

Ms YUE Tin-po  
Clerk to Panel on Information Technology and Broadcasting  
Legislative Council Complex,  
1 Legislative Council Road,  
Central,  
Hong Kong

Dear Ms Yue,

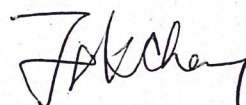
**Information Requested by  
the Panel on Information Technology and Broadcasting  
on 11 November 2013**

At the meeting of the Panel on Information Technology and Broadcasting on 11 November 2013, the Administration undertook to follow up Members' request for supplementary information.

The approved provision and actual expenditure of the Capital Works Reserve Fund Head 710 Computerisation Subhead A007GX (Block Allocation) in the past four years are provided at the **Annex A** for Members' information.

Information on the use of information and communications technology within the Government in comparison with other governments in advanced countries is provided at the **Annex B** for Members' reference.

Yours sincerely,



(Timothy CHENG)

for Government Chief Information Officer

Annex A

	Capital Works Reserve Fund Head 710 Computerisation Subhead A007GX (Block Allocation)		
	Approved Provision  (\$M)	Actual Expenditure  (\$M)	Unspent Amount  (\$M)
2009 - 2010	600	588 (98%)	12 ( 2%)
2010 - 2011	715	645 (90%)	70 (10%)
2011 - 2012	780	697 (89%)	83 (11%)
2012 - 2013	860	815 (95%)	45 ( 5%)



**The use of information and communications technology  
within the Government  
in comparison with other governments in advanced countries**

The Government is keen to use information and communications technology (ICT) to deliver efficient and effective public services. There are currently some 400 online services provided by the Government. Meanwhile, new e-government services are constantly introduced to bring convenience and better quality of life to the public, e.g. installation of e-Channels at all immigration control points; provision of a one-stop service for company incorporation and business registration online; development of the Government Electronic Trading Services to enable the electronic submission of trading documents; launching the GovHK portal ([www.gov.hk](http://www.gov.hk)), which is the one-stop access to government information and services; development of the territory-wide patient-oriented Electronic Health Record Sharing System, etc.

In general, Hong Kong's e-government services compare well globally, and are internationally recognised with top rankings and awards. For instance, Hong Kong ranks fifth worldwide in Digital Governance in Municipalities Worldwide 2011<sup>1</sup>, which evaluated various aspects of government websites in large municipalities, including usability, content, the type of online services being offered, etc; and seventh worldwide and first in Asia in the Digital Economy Rankings 2010<sup>2</sup>, which gauged the progress of 70 economies in leveraging ICT to the benefit of, among others, governments.

Many Government applications and solutions won renowned regional and international awards. For example, GovHK portal has won a number of local and international awards. The international awards include Best in Class Award (Government) in the Interactive Media Awards 2012 as well as Standard of Excellence (Government) Award and Outstanding Website (Government) Award in Web Marketing Association's WebAward in 2012 and 2011 respectively, to name a few.

The above recognitions affirm the Government's commitment to and efforts in driving the development of e-government services. The Government will continue to maintain the momentum in providing convenient, personalised and intuitive e-services to the public.

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<sup>1</sup> Published by the E-Governance Institute of National Center for Public Performance of Rutgers, the State University of New Jersey-Campus at Newark, and Department of Political Science of Kent State University.

<sup>2</sup> Published by the Economist Intelligence Unit (previously known as the e-readiness rankings). The ranking has ceased to be published from 2010 onwards.