

# **立法會**

## ***Legislative Council***

LC Paper No. CB(4)686/16-17  
(These minutes have been seen  
by the Administration)

Ref : CB4/PL/PS

### **Panel on Public Service**

**Minutes of policy briefing cum meeting held on  
Wednesday, 25 January 2017, at 4:30 pm  
in Conference Room 3 of the Legislative Council Complex**

**Members present** : Hon KWOK Wai-keung (Chairman)  
Hon Jeremy TAM Man-ho (Deputy Chairman)  
Hon Jeffrey LAM Kin-fung, GBS, JP  
Hon Paul TSE Wai-chun, JP  
Hon LEUNG Kwok-hung  
Hon Charles Peter MOK, JP  
Hon CHAN Chi-chuen  
Hon CHAN Han-pan, JP  
Dr Hon Fernando CHEUNG Chiu-hung  
Hon IP Kin-yuen  
Hon POON Siu-ping, BBS, MH  
Dr Hon CHIANG Lai-wan, JP  
Hon CHUNG Kwok-pan  
Hon Jimmy NG Wing-ka, JP  
Hon HO Kai-ming  
Hon LAM Cheuk-ting  
Hon SHIU Ka-fai  
Hon SHIU Ka-chun  
Hon YUNG Hoi-yan  
Dr Hon Pierre CHAN  
Hon CHAN Chun-ying

**Member attending** : Hon CHAN Hak-kan, BBS, JP

**Members absent** : Hon James TO Kun-sun  
Hon WONG Kwok-kin, SBS, JP  
Hon Mrs Regina IP LAU Suk-yee, GBS, JP  
Hon Michael TIEN Puk-sun, BBS, JP  
Hon Alice MAK Mei-kuen, BBS, JP  
Hon CHU Hoi-dick  
Hon Wilson OR Chong-shing, MH  
Hon HUI Chi-fung

**Public Officers attending** : **Agenda item IV**

Mr Clement CHEUNG, JP  
Secretary for the Civil Service

Mr Thomas CHOW, JP  
Permanent Secretary for the Civil Service

Mr Eddie MAK, JP  
Deputy Secretary for the Civil Service 1

Ms May CHAN, JP  
Deputy Secretary for the Civil Service 2

Mr Eric CHAN  
Deputy Secretary for the Civil Service 3

Mr LI Pak-hong, JP  
Director of General Grades  
Civil Service Bureau

**Agenda item V**

Ms Jennifer CHAN  
Deputy Director of Administration 2  
Chief Secretary for Administration's Office  
Administration Wing

Mrs Judy LI  
Director of Protocol  
Chief Secretary for Administration's Office  
Administration Wing

**Clerk in attendance** : Mr Anthony CHU  
Chief Council Secretary (4)1

**Staff in attendance** : Ms Wendy JAN  
Senior Council Secretary (4)7

Miss Maggie CHUNG  
Council Secretary (4)1

Ms Prima LAI  
Legislative Assistant (4)1

Ms Cynthia TAM  
Legislative Assistant (4)9

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**I. Confirmation of minutes**

(LC Paper No. CB(4)395/16-17 -- Minutes of meeting on  
21 November 2016)

The minutes of the meeting held on 21 November 2016 were confirmed.

**II. Information papers issued since the last regular meeting on 19 December 2016**

(LC Paper No. CB(4)424/16-17(01) -- Submission from the  
Government Amenity  
Management Supervisors  
General Union (Chinese  
version only) (Restricted  
to members only)

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LC Paper No. CB(4)424/16-17(02) -- Administration's response to the submission from the Government Amenity Management Supervisors General Union (Restricted to members only))

2. Members noted that the above papers had been issued since the last meeting.

**III. Date of next meeting and items for discussion**

(LC Paper No. CB(4)452/16-17(01) -- List of outstanding items for discussion

LC Paper No. CB(4)452/16-17(02) -- List of follow-up actions)

3. Members noted that the next regular Panel meeting would be held on 20 February 2017 to discuss the following items proposed by the Administration:

- (a) Use of agency workers; and
- (b) Update on extension of the service of civil servants.

4. Regarding the item relating to the engagement of T-contract staff by the Administration proposed by Mr Charles Peter MOK, the Chairman informed members that Secretary for Innovation and Technology would be invited to attend the next regular meeting to brief members on this issue under the item "Use of agency workers" (paragraph 3(a) above).

**IV. Briefing by the Secretary for the Civil Service on the Chief Executive's 2017 Policy Address**

(LC Paper No. CB(4)452/16-17(03) -- Administration's paper on Policy Initiatives of Civil Service Bureau in the 2017 Policy Address and Policy Agenda)

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5. At the invitation of the Chairman, Secretary for the Civil Service ("SCS") briefed members on the policy initiatives relating to the Civil Service Bureau ("CSB") featured in the Chief Executive's 2017 Policy Address and Policy Agenda as set out in the Administration's paper (LC Paper No. CB(4)452/16-17(03)). He also advised the meeting that in January 2017, CSB had launched a Facebook page portraying the daily work of civil servants, in particular those at the frontline.

### Medical and dental services

6. Ms YUNG Hoi-yan expressed concern that there were inadequacies in the provision of medical and dental services to meet the needs of the civil servants, such as shortage of priority discs for them in the general out-patient clinics ("GOPCs") under the Hospital Authority ("HA"). In this connection, she urged the Administration to consider increasing the number of such priority discs, in particular for the evening sessions, so that civil servants could also seek medical treatment during night time.

7. SCS explained that improvements had been made over the years to expand the provision of medical and dental benefits for more than 537 000 civil service eligible persons ("CSEPs"). For example, the total number of consultation rooms in Families Clinics under the Department of Health ("DH") would increase from 20 in 2009 to 44 after the service commencement of the Families Clinic in Sai Kung in 2018-2019. To meet the needs of CSEPs, the Administration would strive to extend the geographical coverage of these Families Clinics, particularly in the New Territories to increase their accessibility, so that CSEPs could seek medical treatment near their offices or homes during day time. Moreover, CSEPs were also entitled to free medical services provided by the 73 GOPCs of HA, 65 of which had reserved priority discs for serving civil servants.

8. Ms YUNG Hoi-yan was also concerned about the long waiting time of CSEPs for specialized dental service, and enquired about enhancements to this area. In response, SCS advised that as the number of general dental surgeries had increased from 187 in 2013 to 235 in 2017, the number of referral cases to specialized dental surgeries had increased correspondingly, resulting in prolonged waiting time for such service. From 2017-2018, the Administration would enhance specialized dental services for CSEPs by setting up three more periodontal surgeries in addition to the three existing ones. Upon the full operation of the three new surgeries, it was anticipated that the waiting time for such service would be reduced from two years to about 10 months for simple cases.

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9. Ms YUNG Hoi-yan further suggested that the Administration should consider engaging the private sector in the provision of medical and dental services for CSEPs or taking out medical insurance for them as an additional option.

10. Dr Pierre CHAN commended the Government for being a good employer, and said that he supported the provision of benefits and the granting of pay rise to civil servants by the Administration. In view of the high demand and long waiting time of HA's medical facilities, he commented that HA might not be able to provide the best available medical service for CSEPs. As such, he also asked whether the Administration would consider taking out medical insurance for CSEPs.

11. SCS replied that most civil servants preferred dedicated facilities in the public healthcare system with assured service quality for meeting their medical needs. To this end, CSB would continue to explore measures to enhance civil service medical benefits for CSEPs in tandem with HA's "Ten-year Hospital Development Plan". He cautioned that involving the private sector, including taking out medical insurance, to provide medical services for the civil servants would inevitably drain resources away from HA and might not offer an optimal outcome.

12. Dr Fernando CHEUNG was concerned that non-civil service contract ("NCSC") staff engaged by the Administration could not enjoy the medical and dental benefits for CSEPs. He criticized the Administration for offering NCSC staff with an inferior remuneration package and called on the Administration to convert all NCSC positions into civil service posts in the long run.

13. SCS responded that since NCSC staff were employed on an all-inclusive remuneration package, no separate medical and dental benefits were provided to them. He pointed out that effort had been made by CSB to urge the bureaux/departments ("B/Ds") to replace those NCSC positions by civil service posts as and when the permanent service needs for these posts had been established. Also, by virtue of their working experience in the Government, NCSC staff should possess an edge over other applicants, as borne out by the fact that more than 7 500 NCSC staff had been recruited as civil servants.

14. Both Dr Fernando CHEUNG and Mr HO Kai-ming were worried that civil servants appointed on or after 1 June 2000 under new terms would cease to enjoy civil service medical and dental benefits upon retiring from the civil service. Mr HO further said that this might affect

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the job stability of these civil servants, and asked for their turnover rate in the recent years and how the Administration would address this issue.

15. SCS advised that the resignation rate of civil servants had hovered around a low level of 0.5% to 0.65% over the past three years. He further explained that due to financial austerity in the late-1990's, a series of reforms were carried out in the civil service. According to the new employment terms for civil servants appointed on or after 1 June 2000, they would no longer enjoy civil service medical and dental benefits after retirement. This new package had been drawn up after extensive consultation, any modification to the present arrangement called for thorough deliberations.

### Chinese medicine service

16. Mr POON Siu-ping noted that, according to the Chief Executive's 2017 Policy Address, the Administration would continue the promotion and development of traditional Chinese medicine ("TCM") with a multi-pronged approach. In view of some civil servants' strong requests to include TCM service as part of the medical benefits for civil servants, Mr POON and Mr HO Kai-ming enquired whether the Administration would consider collaborating with the existing network of public TCM clinics in providing service for CSEPs.

17. SCS explained that the scope of medical benefits for CSEPs, as defined in the relevant Civil Service Regulations ("CSR") was confined to those provided by DH and HA only. Each of the TCM clinics was operated on a tripartite basis involving HA, a non-governmental organization ("NGO") and a local university. Having regard to their main purpose and prevailing mode of operation, services run by these clinics were not regarded as part of HA's standard services and hence fell outside the scope of civil service medical benefits.

18. In this connection, the Chairman said that he had received a letter from "公務員醫療及牙科福利聯席", asserting that CSR 900(1) only confined the scope of medical benefits for CSEPs to services provided by DH and HA without any reference to "standard services", and that DH was providing TCM smoking cessation service in collaboration with Pok Oi Hospital. As HA was participating in operation of the TCM clinics, the organization called on the Administration to consider expanding the scope of civil service medical benefits to cover TCM.

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19. Noting from the Chief Executive's 2017 Policy Address that the Administration had decided to build a Chinese medicine hospital, Mr HO Kai-ming asked whether this hospital would provide dedicated facilities to address the needs of CSEPs. SCS advised that the Administration had invited HA to assist in identifying a suitable NGO to take forward the project, and that CSB would explore with the Food and Health Bureau the feasibility of providing TCM for CSEPs under the existing mechanism.

Clinical psychology service

20. Responding to the enquiries of Mr POON Siu-ping and Dr CHIANG Lai-wan about clinical psychology service for CSEPs, SCS said that clinical psychology service was intended to assist civil servants in coping with stress arising from work, family or other personal circumstances. Currently, such service was provided through Families Clinics, the Hotline Counselling Service on Stress Management commissioned by CSB and individual B/Ds.

21. SCS further explained that Families Clinics had commenced the provision of clinical psychology service since March 2016 which included professional counselling and advice, as well as educational activities such as seminars/talks on related subjects. In view of the rising demand, the Administration would increase the number of clinical psychologists from one to three in 2017-2018, boosting the capacity of consultation for CSEPs to 4 500 attendances per year.

22. Dr CHIANG Lai-wan suggested that each B/D should send representatives, in particular those responsible for human resource management, to receive training on clinical psychology, so as to strengthen in-house expertise. In reply, SCS advised that the clinical psychologists would start to map out training programmes for the management of B/Ds.

Admin 23. At the requests of Dr CHIANG Lai-wan, the Chairman and the Deputy Chairman, SCS would provide the following information in respect of the clinical psychology service provided by Families Clinics, the Hotline Counselling Service on Stress Management commissioned by CSB and individual departments in 2016:

- (a) the number of counselling cases;
- (b) the number of cases on the waiting list as at 31 December 2016;



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- (c) average waiting time for new cases;
- (d) average duration of each counselling session;
- (e) average number of counselling sessions for each case;
- (f) average duration for completed cases (i.e. time between the first and last consultations); and
- (g) the number of educational activities, such as seminars/talks, held.

Extending the service of civil servants

24. Mr POON Siu-ping noted that the revised arrangements for final extension of service of civil servants for a maximum of 120 days had taken effect since February 2016, and that the Administration had planned to adjust the mechanism of further employment beyond retirement for a longer duration than 120 days. He enquired about the number of applications received and approved under the revised arrangements, and the timetable for adjusting the mechanism of further employment beyond retirement for a longer duration than 120 days.

25. SCS advised that regarding final extension of service, of the 2 327 applications processed, 1 617 applications (or 69%) had been approved during the first ten months since the implementation of the revised arrangements on 25 February 2016. As regards the adjusted mechanism of further employment beyond retirement age for a longer duration than 120 days, SCS advised that detailed implementation guidelines had been drawn up for comments by B/Ds before consultation with the staff sides.

26. In reply to Mr CHAN Chun-ying's enquiry about the financial implication of extending the service of civil servants, SCS explained that since 1 June 2015, the retirement age for new recruits to the civilian grades had been raised to 65 and that for the disciplined services grades to 60. These new recruits were covered by the Civil Service Provident Fund ("CSPF") Scheme, and the scale of the Government's contribution to the CSPF Scheme had been revised to keep the overall financial commitment within 18% of the salary cost. As regards serving staff on pensionable terms, B/Ds could, under the adjusted further employment mechanism, retain them beyond retirement age where the relevant criteria of operational or succession needs were met. The financial implication

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would depend on various factors, such as number of officers further employed and their respective ranks. SCS further said that CSB planned to brief members on the progress of the implementation of the initiatives for extending the service of civil servants at the next Panel meeting in February 2017.

27. The Deputy Chairman asked whether there was any mechanism allowing civil servants in the disciplined services to take up civilian tasks such as clerical and supporting duties upon reaching retirement age without going through any selection process as means to retain experienced staff.

28. SCS explained that the Government would continue to adopt a package of flexible initiatives for extending the service of civil servants. While the adjusted further employment mechanism would allow civil servants to continue to serve, it would be subject to a set of criteria including operational and succession needs, as well as not causing undue promotion blockage. The Post-retirement Service Contract Scheme launched since November 2015 could allow B/Ds to employ retired civil servants on contract terms, and the duties could be different from those undertaken by the civil servants concerned before their retirement.

29. Noting that in the Chief Executive's 2017 Policy Address, the Administration proposed to raise the eligible age for elderly comprehensive social security assistance from 60 to 65 to align with the direction of its population policy to extend retirement age, Mr SHIU Ka-chun enquired about the measures adopted by the Administration to promote civil service vacancies for people aged between 60 and 64.

30. SCS replied that since the Government raised the retirement age for new recruits to civilian grades from 60 to 65 on 1 June 2015, there were candidates at or above 60 applying for relevant civil service jobs.

Admin 31. At the request of Mr SHIU Ka-chun, SCS undertook to provide a breakdown by B/Ds of the new recruits to the civil service who were between the age of 60 to 64 in 2016.

Employment of persons with disabilities or ethnic minorities

32. Despite that civil servants with disabilities represented about 2% of the strength of the civil service as at 31 March 2015, Dr Fernando CHEUNG commented that most of them only became disabled after joining the service. According to his understanding, in 2014-2015, only

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58 new recruits were persons with disabilities, but more than 200 civil servants with disabilities left the service during the same period. In this connection, he sought information on the percentage of new recruits with disabilities in the civil service in 2015-2016, and urged the Administration to provide more job opportunities to persons with disabilities in order to demonstrate its commitment to promote the employment of persons with disabilities in the civil service.

33. In reply, SCS advised that in 2015-2016, the Administration had employed 83 persons who had declared their disabilities during recruitment, representing 0.8% of the total number of new recruits. SCS explained that as job applicants were not mandated to declare their disability status, if any, the figure only reflected the number of applicants who declared their disability status in their application forms. If staff only declared that they were persons with disabilities after joining the service, for instance when they requested for assistance or technical aids to facilitate them in performing their duties, it was impossible to tell whether they became disabled before or after joining the service.

34. SCS further advised that in order to provide more opportunities for B/Ds to better understand the ability and potential of persons with disabilities, CSB had in mid-2016 launched two internship schemes, targeting undergraduate students with disabilities studying in local universities and students of the Shine Skills Centre of the Vocational Training Council ("VTC") respectively. During the eight-week internship period, the students were assigned to B/Ds as interns to perform general administrative/clerical duties. Upon completion of the internship, a Certificate of Internship was awarded to those who had attained satisfactory attendance as well as conduct records and rendered good performance during the internship period. The schemes allowed B/Ds to know more about the talents and potential of persons with disabilities. Local universities and VTC welcomed the two schemes and had requested expansion in the number of interns and scope.

35. Whilst welcoming the implementation of targeted measures to facilitate ethnic minorities in applying for civil service vacancies, Mr SHIU Ka-chun opined that it was very difficult for them to meet the Chinese Language Proficiency Requirements ("LPRs") for appointment to the civil service posts, and asked how the Administration would address this issue.

36. SCS replied that ethnic minorities found that LPRs on written Chinese posed the great difficulty, even though they might be able to speak fluent Cantonese. To ensure that they continued to enjoy equal

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access to job opportunities in the civil service, CSB had worked with B/Ds to review LPRs from time to time to see if there were room for relaxation. Since 2010, Chinese LPRs of over 20 civil service grades had been suitably lowered. SCS also advised that CSB had approached those B/Ds interacting frequently with ethnic minority communities to identify potential job openings for ethnic minorities.

### Comparison between civil service pay and private sector pay

37. Pointing out the differences in the nature of operation and in remuneration packages between the civil service and the private sector, Mr CHAN Chun-ying enquired how the Administration could achieve fair comparison between the pay of civil service and private sector through the three market surveys, namely the annual pay trend survey, the triennial Starting Salaries Survey and the six-yearly Pay Level Survey ("PLS").

38. SCS replied that for PLS, civil service grades were grouped into different job families and job levels for comparison with broadly comparable counterparts in the private sector. Instead of applying the survey findings to civil servants mechanically, a holistic approach would be adopted. At the last PLS, pay adjustments were made subject to a plus/minus 5% threshold. Over the years, the mechanism was largely acceptable to the staff sides. In view of the complex underlying methodologies, CSB could provide members with more detailed information after the meeting if necessary.

### Outsourcing of service contracts

39. Dr CHIANG Lai-wan was concerned about the quality of outsourced services and welfare of the workers involved. In response to Dr CHIANG's enquiry on the terms of the outsourcing contracts, SCS advised that this issue fell outside the policy purview of CSB and was being tackled by the Panel on Manpower.

*(Post-meeting note: Dr CHIANG Lai-wan was informed after the meeting that the subject of outsourcing of government services should be followed up by the Panel on Manpower and the Panel on Financial Affairs.)*

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**V. Re-grading of the Post of Director of Protocol to a Post of Senior Principal Executive Officer in the Protocol Division of the Administration Wing of the Chief Secretary for Administration's Office**

(LC Paper No. CB(4)452/16-17(04) -- Administration's paper on re-grading of the Post of Director of Protocol to a Post of Senior Principal Executive Officer in the Protocol Division of the Administration Wing of the Chief Secretary for Administration's Office

LC Paper No. CB(4)452/16-17(05) -- Paper on re-grading of the Post of Director of Protocol to a Post of Senior Principal Executive Officer in the Protocol Division of the Administration Wing of the Chief Secretary for Administration's Office prepared by the Legislative Council Secretariat (background brief))

40. The Chairman reminded members that in accordance with Rule 83A of the Rules of Procedure of the Legislative Council, they should disclose the nature of any direct or indirect pecuniary interests relating to the subject under discussion at the meeting before they spoke on the subjects.

41. At the invitation of the Chairman, Deputy Director of Administration 2 ("DD of Adm 2") briefed members on the proposal to re-grade the post of Director of Protocol ("D of P") to a post of Senior Principal Executive Officer ("SPEO") (both at D2 level) in the Protocol Division ("PD") of the Chief Secretary for Administration's Office, details of which were set out in the Administration's paper (LC Paper No. CB(4)452/16-17(04)). Subject to the Panel's support, the proposal would be submitted to the Establishment Subcommittee for endorsement and the Finance Committee for approval.

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42. The Chairman asked the reasons for the proposed creation of one permanent SPEO post to offset the deletion of the one-rank D of P post, and how the Administration would identify candidates for the D of P post before and after the above proposal was implemented.

43. DD of Adm 2 advised that a supernumerary SPEO post held against a D of P post was created annually to accommodate an SPEO deployed as D of P. Taking into account the long-term operational needs and the suitability of deploying an SPEO to fill the D of P post had been well demonstrated and fully tested over time, the Administration considered it appropriate to make permanent the arrangement of deploying an SPEO to fill the D of P post, and proposed re-grading the D of P post to an SPEO post, by the creation of a permanent SPEO post in PD to be offset by the deletion of the one-rank D of P post. Consequential to the re-grading arrangement, the Administration also proposed deleting the one-rank D of P grade, which would be no longer necessary upon the proposed re-grading. The new SPEO post would keep the post title of D of P. DD of Adm 2 pointed out that the re-grading of the D of P post would improve manpower and succession planning as there was a sizable pool of staff at Executive Officer ("EO") grade to source the most suitable candidate to fill the D of P post. The General Grades Office was responsible for the deployment of EOs, and it would, depending on the operational needs of PD and the staff development needs, identify a suitable candidate for the D of P post.

44. In response to the question raised by the Deputy Chairman regarding the management of the Government VIP Lounge ("GVIPL") at the Hong Kong International Airport, DD of Adm 2 and D of P informed the meeting that the Government had engaged the Airport Authority Hong Kong to run GVIPL's daily operation. PD would monitor the standard of the service provided by GVIPL, and process the applications for use of GVIPL from eligible users. The Deputy Chairman suggested PD adding relevant information on its website, including the list of eligible users of GVIPL, to inform the public that the operation and the management of GVIPL fell within the purview of PD.

45. Noting that the honours section under PD was responsible for the administration of the Honours and Awards System, the Deputy Chairman enquired about the workload of the honours section in the annual Honours and Awards exercise. He further asked whether the honours section would, upon the completion of the nomination process, help out the other two sections under PD if required.

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46. DD of Adm 2 responded that PD only had a complement of 17 staff, and the workload of the three sections under PD varied throughout the year. The staff would be therefore suitably deployed within PD to help out another section with an upsurge of workload, such as for organization of ceremonies. As for the annual Honours and Awards exercise, DD of Adm 2 pointed out that the preparation work lasted for a whole year. Every year in around October, PD would issue a call circular to B/Ds inviting for nominations for honours and awards. Upon receipt of the nominations in the beginning of the following year, PD would then process the nominations and arrange for submission of the nominations for the consideration of the Honours and Non-official Justices of the Peace Selection Committee chaired by the Chief Secretary for Administration. The Selection Committee would shortlist the nominations for recommendations to the Chief Executive for approval. D of P supplemented that the Honours List was normally published in the Government Gazette on 1 July. PD would then work on the preparation of congratulatory letters and the organization of the Honours and Awards Presentation Ceremony ("the Ceremony"), etc. The Ceremony was normally held in October with two sessions and would last for a whole day. About 800 guests in total would attend the two respective sessions. Upon completion of the Ceremony, it would be time to start another cycle.

47. Dr CHIANG Lai-wan said that she did not have comments on the re-grading proposal. However, she noted that the Administration Wing ("AW") and PD were using "署" and "處" respectively in the Chinese rendition of the names of the department/division. She asked about the difference in the use of "署" and "處" and the working relationship between DD of Adm 2 and D of P. DD of Adm 2 clarified that AW came under the Chief Secretary for Administration's Office, and PD came under AW, therefore D of P was a subordinate of DD of Adm 2. Dr CHIANG was also of the view that overseas dignitaries and members of the public might be confused about the working relationship between DD of Adm 2 and D of P just from reading their Chinese post titles. The Administration should figure out ways, e.g. by reviewing the names of departments and their offices/divisions as well as the relevant post titles, to address the issues. The Chairman requested the Administration to advise on the difference in "署" and "處" and give examples in using "署" and "處" as the Chinese rendition of government departments and offices under these departments.

*(Post-meeting note: The Administration's written response was circulated to members vide LC Paper No. CB(4)650/16-17(01) on 3 March 2017.)*

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48. Dr CHIANG Lai-wan also suggested the Administration standardizing the Chinese wording used for dress code in its invitation letters for some official events. For instance, "正裝" or "西服" had been used in the letters and they might mean the same thing.

49. In closing, the Chairman said that members generally supported the re-grading proposal.

**V. Any other business**

50. There being no other business, the meeting ended at 6:30 pm.

Council Business Division 4  
Legislative Council Secretariat  
14 March 2017