For discussion on
15 June 2021

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Legislative Council
Panel on Information Technology and Broadcasting

Progress on the implementation of the "iAM Smart" platform and
e-Government services

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Purpose

      This paper updates Members on the progress of implementation of the "iAM Smart" platform and e-Government services.

Background

2.   The Office of the Government Chief Information Officer ("OGCIO") has been serving as a key facilitator to support other bureaux/departments ("B/Ds") in developing the data-driven e-Government services that bring benefits and convenience to the public. Leveraging on innovation and technology ("I&T"), we can accelerate digital transformation of public services and enhance the operational efficiency and user experience, thereby facilitating the development of Hong Kong into a smart city. In 2020, the Government rolled out a number of infrastructure projects for promoting the development of smart city and e-Government, including the next generation government cloud, big data analytics platform and the one-stop personalised digital services platform "iAM Smart"[1]. Moreover, under the "New Normal" brought by COVID-19, the Government has also made use of I&T to integrate into the Government's day-to-day work to reduce the need for contact among people. A brief account of the progress on the implementation of the "iAM Smart" platform and e-Government services is given below.

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[1] Two versions of "iAM Smart" account are made available on the "iAM Smart" platform, namely "iAM Smart" and "iAM Smart+". The former version provides authentication and most of the "iAM Smart" functions such as form-filling and personalised notifications; while the latter version has an additional digital signing function.

"iAM Smart" platform

Progress on online services adopting the "iAM Smart" platform

3.   The Government launched the "iAM Smart" platform in end-December 2020, providing a reliable identity verification function for members of the public to log in to their online accounts and use various government and commercial online services, conduct online transactions and perform digital signing with legal backing in a simple and secure manner.   As of end-May 2021, over 380 000 people had registered for "iAM Smart" accounts, with about 2.8 million accesses to their required online services through "iAM Smart", such as eHealth, eTAX, renewal of vehicle licence, checking of electricity bill and the COVID-19 electronic vaccination record, etc.

4.   Currently, 49 commonly used government online services and 6 public and private organisations (including 2 electricity companies, the gas company, 2 banks and 1 insurance company) have already adopted "iAM Smart" (see **Annex I**).   It is expected that the public may access over 110 government online services through "iAM Smart" by end-July 2021.   Together with other government online services that will adopt "iAM Smart" on completion of their respective major system upgrades, there will be over 160 government online services accessible through the "iAM Smart" platform by end-2023.   Those services to be introduced on the "iAM Smart" platform in the future are set out at **Annex II**.

5.   Apart from arranging government services to join the "iAM Smart" platform, OGCIO also actively promotes and supports public organisations (such as the Mandatory Provident Fund Schemes Authority and the Hospital Authority) and private organisations to adopt "iAM Smart" in their online services.   In March 2020, OGCIO launched a pilot sandbox programme for "iAM Smart" ("Sandbox") in collaboration with Cyberport,   The Sandbox provides a platform for financial institutions as well as companies engaging in FinTech-related business at Cyberport and the Hong Kong Science Park to test the interface with "iAM Smart" through the latter's application programming interface ("API") and conduct Proof-of-Concept ("PoC") tests for their online services intending to adopt "iAM Smart" for developing related applications.   The Sandbox has been well-received by the industry.   OGCIO has been extending the Sandbox progressively to other sectors such as the information and communication sector and the telecommunications sector since the fourth quarter of 2020.   As of end-

May 2021, about 250 organisations had signed up for the Sandbox. We will provide programming training for the industry later this year, with a view to facilitating different sectors to develop more applications adopting "iAM Smart".

Registration, publicity and promotion

6.　　Apart from remote registration with personal mobile phones, members of the public may also register "iAM Smart" accounts at about 180 registration points across the territory, including the registration service counters at post offices in various districts (excluding mobile post offices) and the self-registration kiosks at the Mass Transit Railway ("MTR") stations, shopping malls and sports centres. To bring further convenience to the public, OGCIO has deployed mobile registration teams at suitable venues such as Community Vaccination Centres to provide registration service.

7.　　In order for the public to realise the convenience brought by "iAM Smart", OGCIO publicises and promotes "iAM Smart" by broadcasting video clips and disseminating latest information through various channels including the thematic website (iamsmart.gov.hk) and various media platforms such as television, radio, social media, MTR stations and bus stations. With progressive participation of organisations from different sectors in conducting tests on "iAM Smart" and their growing familiarity with their applications, we believe that more and more public and private organisations will join the platform, making the use of "iAM Smart" more and more attractive.

In support of anti-pandemic work

8.　　The "iAM Smart" platform also supports the initiatives to combat the pandemic and revitalise the economy. For instance, the infrastructure for verifying user's identity developed between "iAM Smart" and the Immigration Department's computer system supports the online booking systems for the COVID-19 Vaccination Programme and the "Return2HK" Scheme by performing online identity card number verification. Members of the public may also make use of the "iAM Smart" mobile applicaiton to download the electronic records of COVID-19 testing and the electronic vaccination records, as well as to register for the upcoming electronic consumption vouchers scheme, etc. "iAM Smart" provides an efficient and reliable identity verification function and significantly reduces the time required to develop new services and related online identity verification functions.

Other Measures for Promoting e-Government

Online application for government services

9.   Since the outbreak of COVID-19, the Government has further strengthened its efforts to promote e-Government services, with a view to facilitating the public and enterprises to continue to use various government services conveniently through electronic means while maintaining social distancing and reducing contact among people.   For instance, they may submit their applications electronically for various subsidy and relief schemes, book for COVID-19 testing and vaccination and check vaccination and testing records. Through the "Be the Smart Regulator" Programme coordinated by the Efficiency Office ("EffO"), about 200 licence applications can already be submitted electronically.   The Government's goal is that, unless there are legal or operational constraints, all 400 or so licence applications can be submitted electronically by mid-2022 or earlier in order to save citizens' time by processing them in government offices in person.

10.   On the other hand, under the "Streamlining of Government Services" Programme, B/Ds will continue to reform over 900 government services, including the provision of more electronic services.   At present, the applications for about 500 services can already be submitted electronically.   The target of the Government is that by mid-2022 or earlier, the applications for the remaining services can be submitted electronically and the electronic submission of all the government forms (about 3 300) will be fully supported, unless there are legal or operational constraints.   We will arrange to report the details of related initiatives at subsequent Panel meetings.

Electronic Payments

11.   Currently, the Government accepts a number of electronic payment means, including the Faster Payment System ("FPS"), Payment by Phone Service ("PPS"), internet banking, internet credit card, digital wallets (including Apple Pay and Google Pay), Octopus, autopay, automatic teller machines ("ATM"), phone banking and e-Cheque.   Most common types of government bills that the public settle, such as taxes, rates and government rent, water charges; as well as the payment counters and self-service kiosks installed at the Immigration Department and the Transport Department ("TD") etc., already accepted payments made through FPS. The public may scan the QR code with their mobile

phones to settle the aforementioned payments. The Government will provide e-payment options for the public to settle most of the frequent services and licence-related payments by mid-2022 or earlier.

Artificial Intelligence and Big Data Analytics

12. Artificial intelligence ("AI") and big data analytics are key technologies underpinning the enhancement of e-Government services and smart city development through a data-driven approach. OGCIO launched in September 2020 the Big Data Analytics Platform to step up its efforts to support B/Ds in making use of relevant technologies in delivering public services. OGCIO is now working in collaboration with TD on the development of a "Traffic Data Analytics System", with a view to facilitating TD to perform predictive analytics for enhancing traffic management and efficiency with AI and big data analytics. The system is expected to be launched in end-2021 and relevant data analytics results will be disseminated as open data to the public through the "HKeMobility" mobile application and the Public Sector Information (PSI) Portal (data.gov.hk) starting from the second quarter of 2022.

Open data

13. Open data is conducive to the development of more innovative, beneficial and convenient public and private services and applications by the Government and the industry. Since the implementation of the new open data policy in 2018, B/Ds have opened up a total of over 1 000 new datasets via the PSI Portal covering data in various sectors such as meteorology, traffic, market statistics, price information, registries of accredited/professional institutions/persons and digital maps in different scales, etc. It is worth noting that the Department of Health ("DH") has opened up over 20 datasets relating to the latest situation of COVID-19, including details of probable/confirmed cases, buildings that the probable/confirmed cases have resided or visited in the past 14 days, flights/trains/ships/cars that the probable/confirmed cases have taken during their symptomatic phase in the past 14 days, the addresses of designated quarantine hotels and locations of the Community Testing Centres and Community Vaccinations Centres, etc. With the collaborative efforts of the Development Bureau, the Lands Department ("LandsD"), DH, OGCIO and volunteers from the information technology industry, these open datasets have enabled the accelerated development of the "Interactive Map Dashboard on the Latest Situation of COVID-19 in Hong Kong ("the Dashboard") that provides the

public with the latest information on the pandemic.

14.   Apart from government's data, other useful data has also been opened up by a number of public and private organisations in the PSI Portal, including the real-time arrival data of all the franchised bus operators, MTR (Airport Express, Tung Chung Line, Tseung Kwan O Line, West Rail Line and Light Rail Line), and 75 Green Minibus routes.   The open data initiative is well received by the general public and various industries.   The total downloads in 2020 was as high as 10 billion.   The Government will continue to open up more useful data and geographic data for free use by the public, and urge public and private organisations to follow suit and share their data, with a view to facilitating technological research and smart city development with concerted efforts.

Blockchain

15.   To explore the applicability and benefits of blockchain technology for different e-Government services, OGCIO has worked in collaboration with the Intellectual Property Department, the Environmental Protection Department, DH and the Companies Registry to conduct pilot blockchain projects.   Four of the pilot projects, namely the transfer of trademarks, optimisation of the procedures for preparing environmental impact assessment reports, improvement of the traceability and management for pharmaceutical products, and provision of e-monitoring service for keeping track of filing records of companies, were completed in end-2020 with the related findings being shared with all B/Ds.   To further facilitate the development of blockchain applications by B/Ds, OGCIO is planning to develop a common blockchain platform which is expected to be launched in 2022.

16.   In 2020, OGCIO also assisted DH in developing the "Health Code" conversion system with Guangdong Province and Macao to enable recognised medical testing institutions in Hong Kong to upload valid nucleic acid testing results of persons eligible for exemption from compulsory quarantine to DH's "Hong Kong Health Code" system, and using blockchain technology to store records of health code conversion request.   The function of converting Guangdong's "Yuekang Code" and Macao's "Macao Health Code" for use on DH's electronic Health Declaration Form platform for health declaration on entry to Hong Kong has been put in use under the "Return2HK" Scheme launched in November 2020.

Smart Government Innovation Lab

17.　　Since the establishment of the Smart Government Innovation Lab ("Smart Lab") in April 2019, over 90 business needs of the government departments have been published on its thematic website (smartlab.gov.hk) and over 320 information technology ("IT") solutions from the industry have been received.　　The Smart Lab has also organised 9 technology forums in collaboration with Cyberport, Hong Kong Productivity Council and Hong Kong Science Park, covering topics such as smart city infrastructure, smart mobility, blockchain, robotics technologies, 5G, remote work, open data and analytics, etc. attracting over 3 000 participants from the Government and IT companies. Besides, the Smart Lab has matched 44 business needs of departments with solutions and arranged 56 thematic workshops for relevant departments, covering areas such as Internet of Things, blockchain, data analytics, natural language processing, AI and robotics technologies.　　The Smart Lab has also collaborated with the departments concerned to arrange PoC tests for over 20 solutions with potentials, covering various departments and different business needs, such as automating the correction and verification of electronic documents, enhancing security management at data centres and utilising chatbot for enquiry service. These solutions, through the use of I&T and equipment such as robotics technologies and data analytics, have contributed to optimising manpower, accelerating workflow and reducing processing time.　　Some departments are formulating plans on or have already implemented relevant IT projects for their business needs after undergoing PoC tests.　　Such examples include:

- Use Anti-bot technology integrating AI to distinguish human inputs from robot-generated inputs in real time so as to prevent people from using computer programs to automate booking of public facilities.

- Develop robotic process automation system to handle the repetitive and time-consuming work procedures in order to enhance the efficiency of daily work flow and improve accuracy to reduce human errors.

- Implement AI chatbot to speed up the handling of public enquiries in order to improve user experience.

- Enhance user enquiries and support services of the Government's internal IT system with robotics technologies in order to enhance work efficiency.

18.	The Smart Lab launched in 2020 the "Catch the Innovation" Campaign with an innovation competition under the theme of "Leading Towards Robotics Technologies".	The campaign aims to strengthen the promotion of robotics technologies and make use of government officers' creativity to propose innovative measures for enhancing the public services with a view to fulfilling public aspirations.	The Smart Lab has received a total of 38 proposals from government officers and shortlisted 10 proposals for PoC development in the first half of 2021.	The final assessment will be carried out in July 2021 to select the winning proposals.	The campaign is conducive to stimulating the creativity amongst government colleagues as well as encouraging relevant departments to adopt these proposals in delivering their public services.

19.	The Smart Lab will continue to strengthen the exchange and collaboration between government departments and the industry, gather more suitable solutions for testing, and assist departments in expediting the adoption and implementation of more innovative technological applications that enhance public service.

Advice Sought

20.	Members are invited to note the content of this paper, and to give their views and suggestions.

Innovation and Technology Bureau
Office of the Government Chief Information Officer
June 2021

Online Services that have adopted "iAM Smart"
(As at end-May 2021)

Government Services

	Government bureaux / departments and related organisations	Government online services
1.	Commerce and Economic Development Bureau	Government Electronic Trading Services
2.	Department of Health	Cervical Screening Information System
3.	Electrical and Mechanical Services Department	EMSD (Regulatory Services) Web-Based Registration Services
4.	Food and Health Bureau	Electronic Health Record Sharing System (eHealth)
5.	Highways Department	Excavation Permit Management System
6.	Hong Kong Observatory	Enrolment Form of Friends of the Observatory
7.		Enrolment Form for Guided Tour of the Observatory (Individual)
8.		Suggestion Form
9.	Hongkong Post	Application for Access to Information
10.		Application for Freepost Service
11.		Application for Hongkong Post Permit Mailing (Individual)
12.		Application for Speedpost / Local CourierPost Service
13.		EC-Ship
14.		Enquiry about a Parcel, Registered Letter/Packet, or Other Postal
15.		Hongkong Post Circular Service
16.		Hongkong Post e-Cert (Personal) - Extension

	Government bureaux / departments and related organisations	Government online services
		of Subscription Period
17.		Hongkong Post e-Cert (Personal) - Renewal
18.		Hongkong Post e-Cert (Personal) - Update Personal Information
19.		My Speedpost
20.		Request for Data Access - Personal Data (Privacy) Ordinance
21.		Request for Personal Data Correction
22.		ShopThruPost
23.	Housing Authority	Housing Authority e-Services for Public Rental Housing Tenants
24.		iHousing
25.	Inland Revenue	eTAX
26.	Labour Department	Booking of Youth Employment Start (Y.E.S.) Service and Facilities
27.		Registration for Employment Services by Job Seekers
28.		Registration for Job Seekers with Disabilities
29.	Leisure and Cultural Services Department	Music Office Trainee Portal
30.	Marine Department	Electronic Business System
31.	Office of the Government Chief Information Officer	Change of Address Service
32.		COVID-19 Electronic Vaccination and Testing Record System
33.		Enquire/Cancel COVID-19 Vaccination Booking
34.		MyGovHK
35.		Registration of Outbound Travel Information

	Government bureaux / departments and related organisations	**Government online services**
36.	Rating and Valuation Department	eRVD Bill
37.	Transport Department	Appointment Booking for Transport Department Licensing Office Counter Services
38.		Email Notification Service for the Issue of the Certificate of Particulars of Vehicle
39.		Online Application for Renewal of Full Driving Licence
40.		Online Application for Renewal of Vehicle Licence
41.		Online Application for "Driving on Lantau Island" Scheme
42.		Online Booking for Driving Test
43.		Online Checking of Driving Licence Status (Authorised Person)
44.		Online Checking of Driving Licence Status (Licence Owner)
45.		Online Services for Personalized Vehicle Registration Marks
46.		Online Services for Traditional Vehicle Registration Marks
47.	Student Finance Office, Working Family and Student Financial Assistance Agency	SFO E-link - My Applications (Financial Assistance Schemes at Post-secondary and Tertiary Levels)
48.		SFO E-link - My Bills and My Loan Information
49.		SFO E-link - My Counter Appointments

Commercial Organisation Services

	Commercial organisations	Online services
1.	Bank of China (Hong Kong) Limited	BOCHK Remote Account Opening Service (Trial for Selected Customers)
2.	Blue Insurance Hong Kong	Online Application Identity Verification (WeMedi Outpatient Protector)
3.	Blue Insurance Hong Kong	Online Application Identity Verification (WeGuard PharmaEASY Protector)
4.	CLP Power Hong Kong Limited	CLP Power Mobile App
5.	Hang Seng Bank Limited	Customer Identity Verification (Designated Branch Services)
6.	The Hongkong Electric Company, Limited	HK Electric "Account-On-Line (AOL)" Service
7.	The Hong Kong and China Gas Company Limited	Towngas eService Centre

Government Online Services Expected to Adopt "iAM Smart"
(Up to end 2023)

	Government bureaux / departments and related organisations	Government online services
1.		Application for Exemption from Holding an Animal Trader Licence (Individual)
2.		Application for Exemption from Holding an Animal Trader Licence (Organisation)
3.		Application for a Grant of Plant Variety Rights
4.		Application for Animal Health Certificate
5.		Application for Animal Trader Licence
6.		Application for Boarding Establishment Licence
7.		Application for Change of Licensee of Livestock Keeping Licence
8.	Agriculture, Fisheries and Conservation Department	Application for Dog Breeder Licence (Category A)
9.		Application for Dog Breeder Licence (Category B)
10.		Application for Emergency Relief Fund
11.		Application for Exhibition Licence / Temporary Exhibition Permit
12.		Application for Letter of Approval for Agricultural Structures
13.		Application for Licence to Possess
14.		Application for Livestock Keeping Licence
15.		Application for One-off Permit (for Selling a Dog)
16.		Application for Riding Establishment

	Government bureaux / departments and related organisations	Government online services
		Licence
17.	Buildings Department	Building Records Access and Viewing On-line (BRAVO)
18.		Electronic Submission Hub
19.	Civil Engineering and Development Department	Feedback Form on General Enquiry
20.	Civil Service Bureau	Application for the Common Recruitment Examination and Basic Law Test (Degree / Professional Grades)
21.		On-line Application System - Application Form for Employment as an Administrative Officer / Executive Officer II / Assistant Labour Officer II / Assistant Trade Officer II / Transport Officer II (CSB606)
22.		On-line Application System - Application Form for Employment with the Government (G.F. 340)
23.	Companies Registry	Electronic submission under the Licensing Regime for Trust or Company Service Providers
24.		Next Gen of Integrated Companies Registry Information System
25.	Correctional Services Department	Official Visit e-Booking Service
26.		Visit Status Enquiry
27.	Customs and Excise Department	Currency and Bearer Negotiable Instruments Declaration System (CDS)
28.		Road Cargo System (ROCARS)
29.	Department of Health	Central Notification Office (CENO) - Notification of Infectious Diseases
30.		Centralised Organ Donation Register

	Government bureaux / departments and related organisations	Government online services
31.		Elderly Health Care Voucher (EHCV) Scheme - login the eHealth System (Subsidies)
32.		Electronic Radiation Licensing & Services System
33.		Internet Service for the System for Managing the Assessment of Student Health (wSMASH)
34.		ORPHF - e-Licensing
35.		Outreach Dental Care Programme for the Elderly Management and Monitoring System
36.		Private Medical Practitioners Sentinel Surveillance
37.		Sentinel Surveillance of Infectious Diseases among Chinese Medicine Practitioners (CMPs)
38.		Sentinel Surveillance of Infectious Diseases at Child Care Centres / Kindergartens (CCC/KG)
39.		Sentinel Surveillance of Infectious Diseases at Residential Care Homes for the Elderly
40.		Vaccination Subsidy Scheme (VSS) - login the eHealth System (Subsidies)
41.		Application for Government School Temporary Teaching Posts
42.		Application for Quality Education Fund
43.	Education Bureau	Common Log-On (CLO) System
44.		e-Appointment System for Aided Schools
45.		Electronic Advance Application System for Post-secondary Programmes (E-APP)
46.		Electronic Submission for Mainland

	Government bureaux / departments and related organisations	Government online services
		University Study Subsidy Scheme
47.	Environmental Protection Department	Construction Waste Disposal Charging Management Information System
48.		Hong Kong Second Hand Exchange
49.	Fire Services Department	Training Course e-Application and Processing System for the Fire Services Department
50.	Food and Environmental Hygiene Department	Application for Liquor / Club Liquor Licence
51.		e-Form System
52.		Food Trader Portal
53.		Licensing (such as food business licence)
54.		Online Pre-paid Cremation Application System
55.	Food and Health Bureau	eGrant Management System (eGMS)
56.		Electronic Health Record Sharing System (eHRSS) - Online Submission for Patient Registration
57.		Primary Care Directory - Service Provider Platform (For Enrolled Service Provider only)
58.	Government Logistics Department	Downloading of Tender Documents
59.		Submission of No Offer Notification
60.		Submission of Tender Offer (Account Login)
61.	Hong Kong Observatory	Request for Use of Materials available on Hong Kong Observatory website for Non-commercial Purposes
62.	Hong Kong Police Force	Hong Kong Police Licensing System
63.		Online Booking System (OBS) for Sexual Conviction Record Check (SCRC),

	Government bureaux / departments and related organisations	**Government online services**
		Certificate of No Criminal Conviction (CNCC) and Criminal Conviction Data Access (CCD)
64.	Hongkong Post	Application for Redirection of Correspondence
65.	Hospital Authority	HA Go mobile app
66.	Housing Authority	e-Services for Public Rental Housing Application
67.		e-Services for Submission of Applications for Subsidised Sale Flats
68.	Immigration Department	Online Appointment Booking for Application of HKSAR Travel Documents
69.		Online Application for HKSAR Passport
70.		Online Appointment Booking for Application for Hong Kong Identity Card
71.		The Next Generation Application and Investigation Easy System (APPLIES-2) - Application for Certificate of Absence of Marriage Record
72.		The Next Generation Application and Investigation Easy System (APPLIES-2) - Application for entry visa
73.		The Next Generation Application and Investigation Easy System (APPLIES-2) - Application for extension of stay visa
74.		The Next Generation Application and Investigation Easy System (APPLIES-2) - Application for Search of Birth/Death/Marriage Records and Certified Copies of Such Records
75.		The Next Generation Application and Investigation Easy System (APPLIES-2) - Verification of Eligibility for Permanent

	Government bureaux / departments and related organisations	Government online services
		Identity Card
76.	Information Services Department	Government Bookstore
77.		Government Photo Store
78.	Intellectual Property Department	IPD E-filing service
79.	Judiciary	e-Appointment System
80.	Labour Department	Youth Employment and Training Programme (YETP) Trainees' Application
81.		Youth Employment Start (YES) Member Pre-registration
82.	Land Registry	Integrated Registration Information System (IRIS) Online Services
83.		Public Forms of the Land Registry
84.	Lands Department	Hong Kong Map Service 2.0
85.	Legal Aid Department	Legal Aid Applicants - Check Application/Case Status
86.		Legal Aid Applicants - Update of Personal Information
87.		Submit Legal Aid Panel Entry Forms
88.	Leisure and Cultural Services Department	Annual Sports Activities System (ASA)
89.		Book Reservation and Renewal
90.		e-Magazine Subscription
91.		Leisure Link e-Services System
92.		URBTIX
93.		Web Portal of Hong Kong Public Libraries
94.	Office of the Communications Authority	Electronic Licensing Services for Licensee of Amateur Station Licence (ASL) and Authority to Operate (ATO)

	Government bureaux / departments and related organisations	Government online services
95.	Office of the Government Chief Information Officer	e-Procurement Programme
96.	Official Receiver's Office	Application for Certificate of Non-Bankruptcy
97.	Planning Department	Electronic Planning Application Submission System (EPASS)
98.	Registration and Electoral Office	Online Voter Information Enquiry System
99.		Voter Registration and Change of Registration Particulars
100.	Social Welfare Department	Social Security Schemes Online Forms (SWDSS)
101.	The Treasury	Electronic General Demand Note (e-GDN) Enquiry
102.	Trade and Industry Department	Kimberley Process Certificate Application for Diamond Trading
103.		SUCCESS Business Advisory Service
104.		SUCCESS Business Licence Information Service
105.		SUCCESS Business Start-up Information Service
106.		SUCCESS Enquiry Service
107.		SUCCESS Seminar enrolment
108.		Support and Consultation Centre for SME (SUCCESS) Membership Registration
109.	Transport Department	E-Application for Ad Hoc Quotas for Cross Boundary Private Cars
110.		E-Application for Hong Kong-Zhuhai-Macao Bridge (HZMB) Macao Port Park-and-Ride Scheme
111.		E-Application for Hong Kong-Zhuhai-Macao

	Government bureaux / departments and related organisations	Government online services
		Bridge (HZMB) Quota-free Scheme
112.		e-Service for Permit Application System
113.		Online Application for a Certificate of Particulars of Motor Vehicle
114.	Water Supplies Department	WSD Electronic Services Delivery
115.	Working Family Allowance Office, Working Family and Student Financial Assistance Agency	e-Submission service for Working Family Allowance Applications