

# Civil Service Newsletter

January 2023 Issue No. 113



## 73<sup>rd</sup> Anniversary of the Founding of the People's Republic of China



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## EDITORIAL BOARD

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**Janny Cheng Yuen-yi**  
(Civil Service Bureau)

**May Ng Wai-yee**  
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**Paul Arkwright**  
(Freelance Editor)

---

**Address :** Staff Relations Division,  
Civil Service Bureau,  
6/F, West Wing,  
Central Government Offices,  
2 Tim Mei Avenue, Tamar,  
Hong Kong

**Fax no. :** 2537 1112

For enquiries about this Newsletter,  
please call 2810 3708.

**Website :** <http://www.csb.gov.hk>

**Civil Service Bureau Pensioner Services  
Unit enquiry no.:** 2810 3850

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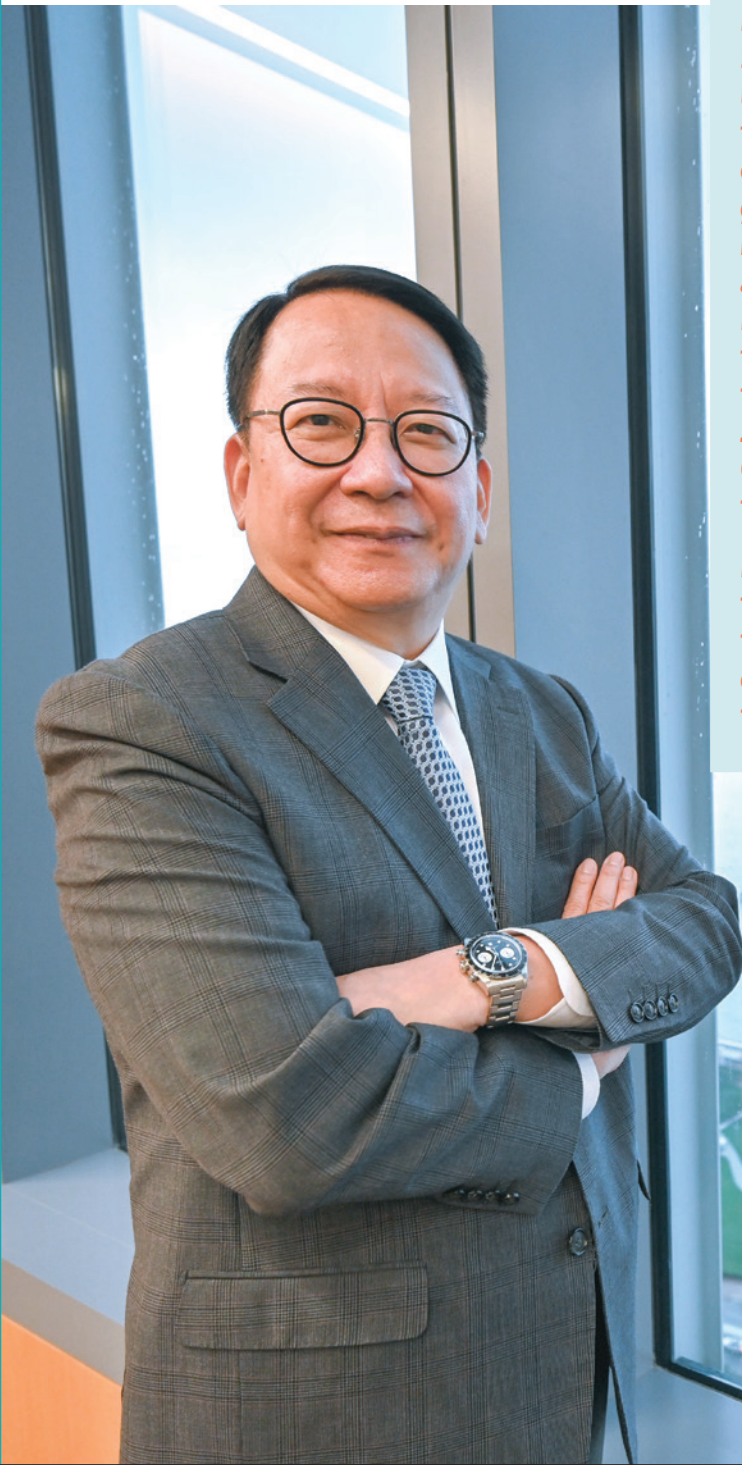
# Steadfastly keeping Hong Kong on the right track

Enhance integration with national development  
Seize future development opportunities  
Foster understanding and communication  
Strengthen civil service management

*Civil Service Newsletter Editorial Board*

Mr Chan Kwok-ki is the Chief Secretary for Administration (CS) under the sixth-term Government that took office in July 2022. With over 40 years of service in the government, he first joined the Immigration Department in 1982 as an Assistant Immigration Officer. He rose through the ranks over the years and was appointed as the Director of Immigration from 2011 to 2016. Under the fifth-term Government, he was the Director of the Chief Executive's Office.

Mr Chan shares with us his journey to the position of the CS and his vision to lead the civil service to open a new chapter for Hong Kong advancing from stability to prosperity.



## Leveraging rich experience

Mr Chan said, "I have worked in the Immigration Department for over 30 years, and then as the Director of the fifth-term Chief Executive's Office for five years. Such rich work experience has equipped me with a number of core attributes that are intrinsic to my role as the CS."

"First, patriotism and perseverance – this is the fundamental value of the Immigration Department and, indeed, of the Government as a whole in steadfastly safeguarding national sovereignty, security and development interests. Second, integrity and impartiality – I have been striving for a balance between various stakeholders' interests while weighing all these against what is in the best interest of Hong Kong. Third, care and cohesion – I have been motivating teammates to work together and do the best for Hong Kong to become a more harmonious and united society. Finally, alertness and awareness – with Hong Kong having gone through the social unrest in 2019, it is necessary for the whole Government to be more alert to threats and dangers, adopt bottom-line thinking, and prepare to cope with any potential challenges coming Hong Kong's way."

The skillset developed in the Immigration Department and the Chief Executive's Office over the years has helped Mr Chan enormously to underpin the administration of the Chief Executive, Mr John Lee, at present. When it comes to tackling the COVID-19 epidemic in particular, he is able to draw on his rich experience of collaboration with various bureaux and departments, coupled with his proficiency in co-ordinating and motivating colleagues, to drive Hong Kong to overcome challenges ahead and progress steadily along the anti-epidemic path towards normality. He said, "As the CS, I have to play a leading role by guiding civil service colleagues to provide quality services for the public, and intervening proactively to nip problems in the bud for the smooth planning and implementation of policy initiatives."

## Motivating civil service colleagues

In his maiden Policy Address delivered last year, the Chief Executive stressed that we need a capable government that can deliver results to lead Hong Kong to move ahead. Mr Chan said, "We need to enhance our civil service management system to keep up with the times. We will roll out a new award programme to motivate our colleagues, and update the Civil Service Code to clearly spell out the core

The Chief Secretary for Administration, Mr Chan Kwok-ki (centre), attended a 2022 Policy Address Consultation Session on 7 September 2022 to listen to the views and suggestions of post-secondary students on the first Policy Address of the current-term Government.



values and standards of conduct that present-day civil servants should uphold. It is essential to provide all civil servants with clear guidelines, so that they can have a better understanding of what they should do and what they should not do.”

“At the same time, we will enhance training for civil servants. The establishment of the Civil Service College exactly serves to provide civil servants with comprehensive training, so that they can have a deeper understanding of the Government’s policy initiatives and get better equipped to solve problems. The goal is to best respond to the public’s varied needs.”

## Restoring normality in orderly manner

In terms of work priorities as the CS, Mr Chan said that restoring full normality in the Hong Kong community as soon as possible topped the agenda. He explained, “The social unrest ravaging Hong Kong back in 2019, together with the unprecedented epidemic raging worldwide in these years, has greatly impacted the local economic and social activities. The Government fully understands that the business sector and the community at large keenly look forward to riding out the epidemic as quickly as possible and regaining growth momentum.”

He added, “Thanks to the staunch support from the Central Government and co-operation by all walks of life, stability has been restored in Hong Kong society generally. We have been able to make continuous progress towards normality with a view to creating the greatest room for people’s livelihood and economic activities. Along the way, we have been striving for an appropriate balance between epidemic risks and economic needs, ensuring that our healthcare system will not be overloaded while relaxing our various control measures progressively.”

Since assuming office in July 2022, the current-term Government has been relaxing various anti-epidemic measures in an orderly manner to enable people’s daily lives to steadily resume as normal. With the Government’s precise and risk-based anti-epidemic measures in place, a number of mega events like the Belt and Road Summit, Hong Kong Sevens and Global Financial Leaders’ Investment Summit have been successfully held one after another since the second half of last year, showing the world that Hong Kong is back at centre stage globally.



The Chief Executive, Mr John Lee (second left), and the Chief Secretary for Administration, Mr Chan Kwok-ki (first left), inspected the operation of the Lok Ma Chau Spur Line/Futian Control Point on the first day of the first-phase resumption of normal travel between Hong Kong and the Mainland on 8 January 2023.

Starting late December 2022, the Government introduced further adjustments covering, among other things, the removal of the definition of “close contacts” with no more quarantine orders issued, cancellation of the Vaccine Pass requirement, and lifting of various social distancing measures except mask-wearing. Starting 30 January 2023, the Government cancelled the arrangement of issuing isolation orders. With all such adjustments, Hong Kong has been continuously progressing towards resuming full normality.

To forge ahead with the resumption of normal travel between Hong Kong and the Mainland, the Government set up in late December 2022 a Co-ordination Group on Resumption of Normal Travel led by the CS and comprising members from all 15 policy bureaux. After deliberation and co-ordination with the Central Government, the Guangdong Provincial Government and the Shenzhen Municipal Government, and upon obtaining approval from the Central authorities, the normal travel of people between Hong Kong and the Mainland has resumed in phases since 8 January 2023. The goal is to resume normal travel in a progressive, orderly and comprehensive manner.

## Integrating into national development

President Xi Jinping, in his important speech of 1 July 2022, stressed that Hong Kong, with its special status, enjoys good conditions and broad space for development. The Central Government fully supports Hong Kong in its effort to seize historic opportunities offered by the motherland’s development and actively dovetail itself with the 14<sup>th</sup> Five-Year Plan and other national strategies such as the development of the Guangdong-Hong Kong-Macao Greater Bay Area and high-quality Belt and Road co-operation. Mr Chan fully agreed that such national development strategies matter so much to Hong Kong, “These strategies are the engine for the further economic growth of Hong Kong. Hong Kong should fully play to her strengths and achieve better integration into the national development.”

He continued, “The current-term Government has set up a Steering Group on Integration into National Development, where the Chief Executive is the chairperson and I, together with the Financial Secretary and the Secretary for Justice, are deputy chairpersons, to oversee and drive relevant work from a strategic and macro perspective. We will lead the bureaux and departments concerned to seize the ample development opportunities brought about by the various national strategies to Hong Kong.”

The Chief Secretary for Administration, Mr Chan Kwok-ki (first row, first left), attended the Kick-off Ceremony and Orientation Day of the Strive and Rise Programme on 29 October 2022 and got a group photo taken with mentees as well as their parents and mentors. The Programme is the first step of the current-term Government’s efforts to achieve targeted poverty alleviation.



## Telling good stories of Hong Kong

It is important to ensure that the public and major stakeholders of various sectors are fully apprised of the Government's policy initiatives. Government officials have to devote considerable time and efforts to liaison with them to get the right messages across. Also, bureaux and departments have to actively make use of different channels including press releases and social media platforms to disseminate up-to-date information. Mr Chan said that he met members of the public almost on a daily basis to explain the Government's policy initiatives as far as he could, so as to appeal to their understanding and obtain their support.

In the same vein, the Government has to maintain close liaison with the Legislative Council (LegCo) to facilitate co-operation. Mr Chan said, "The current-term Government has introduced the arrangement of Ante Chamber exchange sessions, which are generally held on a monthly basis. These sessions enable Principal Officials to have candid face-to-face exchanges with the LegCo members on various topical issues and concerns. Also, I meet with the LegCo House Committee Chairperson and Deputy Chairperson on a weekly basis, explaining to them what the Government is doing and planning to do and exchanging views with them, to strengthen executive-legislative relations."

As an externally-oriented economy, Hong Kong must look for opportunities beyond herself and tell the world good stories of hers. Mr Chan said, "We are witnessing major changes unfolding in the world, something unseen in a century. We have to double our efforts to promote the strengths, achievements and opportunities of Hong Kong, as well as disseminate accurate and positive messages, to the world. Our mission is to tell the true and good stories of Hong Kong as an international metropolis. The Government's various economic and trade offices overseas are charged with the important task of conducting external promotion and liaison proactively."

"Telling the world good stories of Hong Kong is particularly critical to our work of attracting enterprises, investment and talents to the city. As the CS, I have been steadfastly co-ordinating and driving the Government's policy initiatives to proactively attract talents worldwide to pursue developments in Hong Kong. Such initiatives include establishing a Talents Service Unit to provide one-stop services for incoming talents, and launching a series of new or enhanced talent admission schemes. Leveraging my years of work experience in the Immigration Department, I have every confidence in drawing quality talents to Hong Kong to foster the developments of traditional and emerging industries."



The Chief Secretary for Administration, Mr Chan Kwok-ki (third right), together with other Principal Officials, conducted a press conference on 23 December 2022 to explain the implementation details of the Government's measures to compete for talents and enterprises. Such measures included the launch of the Talents Service Unit's online platform and a series of newly added or enhanced talent admission schemes in late December 2022.



The Chief Secretary for Administration, Mr Chan Kwok-ki (back row, second left), attended an exchange session in Yuen Long on 14 November 2022 to gauge students' views on the Government's Youth Development Blueprint. The Blueprint was released on 20 December 2022.

## Implementing Policy Address at full steam

A key mission for the CS is to ensure that the policy initiatives set out in the Policy Address are taken forward in an orderly and comprehensive manner. Mr Chan said, "The Policy Address is an important blueprint for Hong Kong's development in the coming five years. Following the release of the Policy Address, I have been earnestly co-ordinating different bureaux and departments in implementing various policy initiatives at full steam with a view to their bearing fruit as early as possible for the betterment of Hong Kong." The initiatives concerned include trawling the world for talents, pursuing targeted poverty alleviation, and introducing a Primary Healthcare Blueprint and a Youth Development Blueprint.

Mr Chan added that solving the housing problem topped the current-term Government's agenda. In the Policy Address, the Chief Executive put forward a host of new initiatives to create supply and address short-term public housing shortage alongside ensuring a steady private housing supply, and enhance quantity, speed, efficiency and quality in land production. Mr Chan said, "The current-term Government is determined to solve the long-standing housing problem beleaguering Hong Kong by thinking out of the box. For instance, the Government is pressing

ahead with the new initiative of Light Public Housing. Taking into account both Light Public Housing and traditional public rental housing, the overall public housing production will be boosted substantially by about 50% in the coming five years (2023-24 to 2027-28) as compared with the previous five-year period (2022-23 to 2026-27)."

## Serving Hong Kong with dedication

Despite having a demanding work schedule, Mr Chan is able to get things done with equanimity and ease. He said, "Frankly speaking, I spend most of my time working. I am most grateful for the staunch support that my family has been giving me all along. Whenever I have free time, I will strive to spend it with my family. As simple as eating breakfast together or chit-chatting with them can bring me much happiness."

He added, "I knew very well before taking up the role as the CS that I would be shouldering heavy responsibilities and embracing various challenges in the five years ahead. Dedicated to serving Hong Kong, I shall do my best to ensure the steadfast and successful implementation of the 'One Country, Two Systems' principle in Hong Kong and contribute to this city and our motherland."



## Recognition for outstanding achievements in civil service

Civil Service Bureau



The Chief Executive, Mr John Lee Ka-chiu, (first row, ninth right); the Secretary for the Civil Service, Mrs Ingrid Yeung Ho Poi-yan (first row, eighth right); the Chairman of the Public Service Commission, Mrs Rita Lau Ng Wai-lan (first row, seventh left); the Permanent Secretary for the Civil Service, Mr Clement Leung Cheuk-man (first row, sixth left); and the Head of the Civil Service College, Mr Oscar Kwok Yam-shu (first row, sixth right) were pictured with award recipients and guests.

**THE Secretary for the Civil Service (SCS), Mrs Ingrid Yeung Ho Poi-yan, commended 100 civil servants for their outstanding work performance at the SCS's Commendation Award Presentation Ceremony on 8 November 2022. The Chief Executive, Mr John Lee Ka-chiu, also attended the ceremony to extend his congratulations to the award recipients.**

The 100 awardees this year, from 37 bureaux and departments, span various grades, including professional and technical grades, disciplined services, general grades and Model Scale 1 grades.

Addressing the ceremony, Mrs Yeung said that the public has rising demands and expectations on the civil service. The civil service has to cope with a host of tough and unprecedented tasks, and is under considerable pressure in the process. However, civil servants continued to approach their work with commitment and courage in the face of difficulties, and give strong support to the Government in rising to the various challenges.

Mrs Yeung also said that, in order to enable the civil service to maintain high standards of performance, the Civil Service College would make ongoing efforts to enhance training for civil servants. In particular, the College would accord the highest priority to enhancing civil servants' understanding of the constitutional order of the HKSAR and the country's development, reinforcing the patriotic spirit and the citizen-oriented service ethos of civil servants.



At the ceremony, Mrs Ingrid Yeung Ho Poi-yan, the Secretary for the Civil Service commended civil servants for their outstanding performance.

Introduced in 2004, the SCS's Commendation Award Scheme (the Scheme) aims to commend colleagues who have achieved outstanding performance continuously for at least five years. The Scheme has a meticulous selection process. All nominations from Permanent Secretaries or Heads of Departments/Grades are vetted by an award committee, with the final decision on the awardees' list being made by SCS.

## Six of the outstanding civil servants commended are as follows:



**Miss Chan Ching-man, Acting Chief Immigration Assistant of the Immigration Department**

During Miss Chan Ching-man's tenure as an instructor at the Immigration Service Institute of Training and Development, She strived to set a good example for new recruits and cultivate the trainees' spirit of teamwork in serving the public. She also worked on the frontline at various land, sea and air boundary control points, and performed her job well in exercising effective immigration control.



**Ms Leung Yvetta Ruth, Principal I of the Education Bureau**

Ms Leung Yvetta Ruth has served in seven Government schools. Starting as a teacher and now serving as a principal, she cherished every opportunity to have face-to-face contact with students and play the role as their companion in the hope of inspiring their growth. She is also committed to cultivating an echelon of young teachers to continue the passion she has for teaching.



**Ms Tam Pik-ling, Senior Superintendent of the Hong Kong Police Force**

Ms Tam Pik-ling, who is currently responsible for the planning, execution and co-ordination of operational matters of the Police in the Hong Kong Island Region, has participated in various large-scale operations. From 2017 to 2018, she assisted in the implementation of the co-location arrangements at the West Kowloon Station of the Guangzhou-Shenzhen-Hong Kong Express Rail Link and conducted a series of preparatory work in 14 months to ensure its smooth commissioning.



**Dr Grace Tam Wan-pec, Clinical Psychologist of the Social Welfare Department**

Dr Grace Tam Wan-pec is serving at the Central Psychological Support Service (Pre-school Service), she displayed her professionalism during the COVID-19 epidemic by providing consultation and support services to pre-school children with special education needs and their parents by videoconferencing. She also pursued her doctoral degree during her spare time to enhance her professional knowledge and better serve the community.



**Mr Lee Chun-kit, Health Inspector I of the Food and Environmental Hygiene Department**

Mr Lee Chun-kit works at Tsang Tsui Columbarium and is responsible for managing the facilities and overseeing its daily operation. Mr Lee attaches great importance to the feedback received from the public on columbarium facilities. He would consider such feedback from the public's perspective and adopt constructive suggestions for service improvement, which won him praise from grave sweepers.



**Ms Cathleen Chan Fung-chi, Acting Senior Engineer of the Civil Engineering and Development Department**

Ms Cathleen Chan Fung-chi has been entrusted early this year to take part in the time-critical construction of community isolation and treatment facilities in the Lok Ma Chau Loop to help the Government's fight against the fifth wave of the COVID-19 epidemic. While such infrastructural works normally take years to complete, Ms Chan and the works team finished the works in less than two months, which was a significant contribution to anti-epidemic efforts.

## List of award recipients of SCS's Commendation Award 2022

Bureau/Department*	Name*
Architectural Services Department	Mr LAU Cheuk-kit, Paul
Audit Commission	Mr TIEN Sai-choi, Dick
Auxiliary Medical Service	Mr LAM Kwok-ming, David
Buildings Department	Mr LEUNG Yuet-wai, Stephen
Census and Statistics Department	Ms CHAN Wai-yee
Chief Secretary for Administration's Office	Ms CHAN Wai-hing
Civil Aid Service	Mr NG Shing-chiu
Civil Aviation Department	Mr CHU Ming-hei
Civil Engineering and Development Department	Ms CHAN Fung-chi, Cathleen Mr YUEN Kam-shing
Civil Service Bureau	Ms CHU Sau-chun
Correctional Services Department	Ms CHAN Yuk-lan, Fiona
	Mr LAI Wai-chuen
	Mr MAK Wing-kai
	Mr PANG Ting-wai
Customs and Excise Department	Mr CHAN Kwok-hung, Vincent
	Ms CHEUNG Lai-yung
	Mr LAM Chi-leung
	Mr LEE Wai-kuen Mr NG Kam-kwan
Development Bureau	Ms NG Kei-ying, Karen
Drainage Services Department	Mr WONG Chi-wai
	Ms WONG Wing-yee
Education Bureau	Ms LEUNG Yvetta Ruth
Electrical and Mechanical Services Department	Mr CHOW Moon-tong
	Mr FAN Jor-cheung
	Mr WU Pak-chun, Stanley
Environmental Protection Department	Ms CHIU Kam-ming
Fire Services Department	Mr CHAN King-tat, Ringo
	Mr IP Kin-man
	Mr LAI Che-wai
	Mr MO Sui-lun
	Mr WU Wing-hang Mr YAU Chung-wing
Food and Environmental Hygiene Department	Mr CHOW King-sze, Benjamin
	Miss CHU Sui-yin
	Mr HUI Ka-lok
	Mr LAI Cheuk-bun
	Mr LEE Chun-kit Mr WAN Chi-shun
Highways Department	Mr TSANG Shu-wah
Home Affairs Department	Ms CHAN Po-yuk
	Ms LEE Wai-lin, Kitter
Hong Kong Police Force	Ms CHAN Man-lai, Mandy
	Miss CHAN So-kuen
	Mr CHU Chi-keung
	Mr HO Yiu-cheung
	Mr KU Yuen
	Mr KWAN Kin-tak
	Ms KWONG Yim-chun
	Mr LAM Kwok-keung

Bureau/Department*	Name*
Hong Kong Police Force	Ms LEE Lai-ha, Liza
	Mr LEUNG Chun-kit, Frankie
	Mr LI Ka-po, Samson
	Mr MA Wan-fai
	Mr SU Yu, Steven
	Mr TAM Ming-yuen
	Ms TAM Pik-ling
	Mr TANG Kwok-lai
	Mr TO Man-fai
	Mr TONG Chi-kit
	Ms WONG Pui-kam, Well
	Mr WUT Chi-wai
	Ms YIP So-lin
Hongkong Post	Mr LEUNG Ka-wai
	Mr WONG Kong-yuen, Nat
Housing Department	Ms HUI Wai-fong, Elaine
	Mr KUNG Yu-lun
	Ms NGO Po-ling
	Miss SEE Lai-wah
	Ms WONG Siu-fan, Susanna
Immigration Department	Miss CHAN Ching-man
	Mr CHAN Ming-lun, Alan
	Ms CHAU Mei-fung
	Miss MAK Tsui-man
	Ms POON Lai-fong Mr YUEN Ka-fai
Information Services Department	Mr CHOW Kwok-wai
	Miss CHUNG Wai-fan
Labour Department	Ms LEUNG Yung-kiu
Land Registry	Ms CHANG Siu-fun, Katie
Lands Department	Ms HO Ka-yin, Catherine
	Ms NG Lai-chun
Legal Aid Department	Mr LEUNG Kwan-tong
Leisure and Cultural Services Department	Mr CHUI Sik-loi
	Mr FUNG David
	Ms IP Yun-hung, Mon
	Ms LI Yuet-ho Ms YAU Pui-chu
Office of the Government Chief Information Officer	Mr YIP Yan-hon
Rating and Valuation Department	Ms LAU Ka-yan
Social Welfare Department	Ms LIM Sheung-ho, Ada
	Dr TAM Wan-bec, Grace
Transport Department	Mr KUAN Chun-kit, Eddy
	Ms LEUNG Lai-na, Syreeta
	Miss LEUNG Lai-yan, Pia
	Mr YIP Shu-hung, Rayman
Water Supplies Department	Mr CHAN Yuet-kwan
	Mr WONG Chi-lo, Niel
Working Family and Student Financial Assistance Agency	Mr LEE Hoi-yuen

\*In alphabetical order of the bureau/department and award recipients' names in English.

*Responding to people's needs*

## *Opening a new chapter for public services*

*Civil Service College  
Civil Service Bureau*



The Chief Executive, Mr John Lee Ka-chiu, delivered the opening speech.

**THE** Prize Presentation Ceremony of the Civil Service Outstanding Service Award Scheme 2022 was held on 12 December 2022. The Chief Executive, Mr John Lee Ka-chiu, and the Secretary for the Civil Service, Mrs Ingrid Yeung Ho Poi-yan, together with other officiating guests, presented 55 awards to winning teams from 32 bureaux/departments, recognising their achievements.

This year's award scheme presented awards in four categories, including the Excellence in Partnership Awards, Excellence in Service Enhancement Awards, Excellence in Team Collaboration Awards, and the newly introduced Innovation and Technology Awards in collaboration with the Innovation, Technology and Industry Bureau.

The Chief Executive commended the winning departments and teams for their service excellence at the Prize Presentation Ceremony. He indicated that with the core value of heeding the people's

needs and a result-oriented team culture, the civil service opens a new chapter for Hong Kong, and contributes to the integration into the national development of the country. The Secretary for the Civil Service hoped the award scheme would give wider recognition to the behind-the-scenes efforts of the civil service. Colleagues can inspire and learn from each other to reinforce the citizen-oriented service ethos, so as to continuously enhance the quality of public service for the benefit of the citizens and the development of Hong Kong.

The list of awardees is now available on the thematic website [www.servicexcellence.gov.hk](http://www.servicexcellence.gov.hk). To deepen public understanding of the exemplary services, representatives of gold prize winners attended a meet-the-media session to share experiences on their projects on the ceremony day. The award scheme was reported by media organisations, including electronic newspapers, print media, radio and television media showcasing the good stories from the civil service. Moreover, to promote the commendable efforts of the award winners and their notable achievements, the Government has also arranged to publicise the winning cases in three episodes of a dedicated TV programme. Interested colleagues may view

the programme on RTHK website [www.rthk.hk/tv/dtt31/programme/csoutstandingserviceaward2022?lang=en](http://www.rthk.hk/tv/dtt31/programme/csoutstandingserviceaward2022?lang=en). The Government will also produce a series of short videos for broadcast on the thematic website as well as government venues. From 2023 onwards, the Civil Service College will organise seminars for winning departments and teams to share experience and insights in providing quality service.



Thematic website on public service excellence



Dedicated television programme by RTHK

## Photo highlights of the Prize Presentation Ceremony of the Civil Service Outstanding Service Award Scheme 2022



The Chief Executive, Mr John Lee Ka-chiu (first row, eighth left), the Secretary for the Civil Service, Mrs Ingrid Yeung Ho Poi-yan (first row, seventh left), and the Secretary for Innovation, Technology and Industry, Professor Sun Dong (first row, sixth left), together with about 550 guests and civil servants, celebrated the excellent achievements of all award winners at the ceremony.

## Photo highlights of the Prize Presentation Ceremony of the Civil Service Outstanding Service Award Scheme 2022



**The Electrical and Mechanical Services Department won 13 awards in the 2022 Scheme.**  
(Photo by the Electrical and Mechanical Services Department)



**Award recipients from the Hong Kong Police Force.**  
(Photo by the Hong Kong Police Force)



**Winning teams from the Hong Kong Fire Services Department.**  
(Photo by the Hong Kong Fire Services Department)



**The Housing Department won four awards in the 2022 Scheme.**  
(Photo by the Housing Department)



The Secretary for the Civil Service, Mrs Ingrid Yeung Ho Poi-yan, delivered a closing speech at the ceremony.



Gold award winners took a photo with guests at the closing ceremony.



Representatives from the Health Bureau and coordinating departments presented their winning project on "Together We Build" at the meet-the-media session. (more details at the "Close up" article)



Representatives from the Immigration Department presented their winning project on "Next Generation Electronic Passport System" at the meet-the-media session.

# CSB's outreach to the community to show support for people of all ages

Civil Service Bureau



The Secretary for the Civil Service, Mrs Ingrid Yeung Ho Poi-yan (second row, sixth left), the Permanent Secretary for the Civil Service, Mr Clement Leung Cheuk-man (second row, fifth left) and the Head of the Civil Service College, Mr Oscar Kwok Yam-shu (second row, fourth left) were pictured with civil service volunteers and medical staff as they set off to outlying islands to help the elderly and those with special needs to receive timely COVID-19 vaccinations.

**THE Civil Service Bureau (CSB) encourages government bureaux and departments to organise diverse volunteer services to help nurture a community-caring and people-oriented service culture throughout the civil service. Interacting with people in the community during such volunteer services allows the civil service to better understand their needs.**

The CSB Volunteer Team, established for more than 20 years, has always been in close contact with various social welfare groups and local organisations, and actively participates in community care activities to support people in need. The team, led by the Secretary for the Civil Service, Mrs Ingrid Yeung Ho Poi-yan, and the Permanent Secretary for the Civil Service, Mr Clement Leung Cheuk-man, participated in many volunteer services in the latter half of 2022.

### Outlying islands visit – home vaccination service

On 9 July 2022, Mrs Yeung led around 20 members of the CSB Volunteer Team and the volunteer team of the Administrative Service

Association to Lantau Island, Peng Chau, Cheung Chau and Lamma Island, partnering with outreach medical staff to assist the elderly and persons with special needs to receive COVID-19 vaccinations. Mrs Yeung and Mr Leung joined the outreach teams to visit Tai O to assist in the vaccination of the elderly and chatted with them to get better idea of their needs. Given the hot weather on that day, volunteers paid extra attention to the condition of supporting equipment and the storage of vaccine doses under the scorching heat. Helping out in remote locations was far from easy, but nothing could dampen the enthusiasm of CSB volunteers to serve the elderly. The results were very encouraging, with over 60 outlying island residents aged 70+ and





CSB Volunteer Team, led by Mrs Yeung prepared soup containers at the social enterprise Gingko House for distribution to the elderly and people in need.



Mrs Yeung (third left), Mr Leung (fourth left) and members of the CSB Volunteer Team got ready to distribute meals from Gingko House to the elderly and those in need.

more than 10 seniors aged 90+, including a female centenarian, getting vaccinated on that day.

## “Love Rice Box” distribution

Mrs Yeung led the CSB Volunteer Team to Gingko House, a social enterprise restaurant in Yau Ma Tei that advocates employment of seniors, to participate in its volunteer activity on 19 November 2022. The volunteers worked as a team to help prepare food in the kitchen, pack meal boxes and soup containers, and then distribute these “Love Rice Boxes” to around 150 elderly and people in need. They also provided information on COVID-19 jabs to those who had not yet got vaccinated and explained the enhanced protection that would provide them against COVID-19.

## “Children with jabs, parents with ease” carnival

On 3 December 2022, Mrs Yeung and Mr Leung attended the “Children with jabs, parents with ease”



Mrs Yeung (second row, fourth left) and Mr Leung (second row, third left) attended “Children with jabs, parents with ease” activities held by the Government at D-PARK, Tsuen Wan to promote COVID-19 vaccinations for children.

carnival at D-PARK in Tsuen Wan to encourage more members of the public to bring their children and family members to receive COVID-19 vaccinations. A mobile vaccination station was set up at the venue with five kinds of COVID-19 vaccine provided, including the paediatric formulation and the toddler formulation of the BioNTech vaccine, for people of different ages to receive on site.

The CSB Volunteer Team also actively participated in the event by promoting vaccination at the mall and the mobile vaccination station, answering enquiries from members of public and assisting them to register for vaccination. The response from the crowd was overwhelming with many family members, young and old, learning about the significance of vaccination in a joyful way and getting vaccinated on site.



The Civil Service Bureau has been encouraging civil servants to participate in volunteer services. In the Hong Kong Volunteer Award 2022, co-organised by the Home and Youth Affairs Bureau and the Agency for Volunteer Service, many departments were commended awards, which include:

- **Hong Kong Customs and Excise Department** – Hong Kong Volunteer Award (Outstanding Group) (see the article on pages 18 -19)
- **Drainage Services Department** – Hong Kong Volunteer Award in the Corporate & Non-Commercial Organisation category and Outstanding Collaboration Project (see the article on pages 22 - 23)
- **Hong Kong Fire Services Department** – Hong Kong Volunteer Award (Outstanding Group) (details will be introduced in the next issue)

## C&ED volunteer spirit spreads positive vibes and unites communities during epidemic

Customs and Excise Department



Volunteers happily faced new challenges, working with medical staff to carry out epidemic prevention tasks.

**THE** Hong Kong Customs and Excise Department (C&ED) remains committed to its motto to "Serve the Community with Commitment and Excellence" in helping protect the HKSAR against illicit activities. The department is dedicated to serving the public not only through its day-to-day work, but also through its volunteer services.

Since its establishment in 2002, the Customs and Excise Volunteer Team (the Volunteer Team) has been the platform that facilitates both serving and retired C&ED members to devote themselves to volunteering in their spare time. Over the years, the Volunteer Team has proactively participated in and organised various types of volunteer activities to provide care and assistance for the elderly, teenagers, children and people in need. During the outbreak of COVID-19, the Volunteer Team also played an active role in diversified anti-epidemic volunteer services.

At the initial stage of the epidemic outbreak, there was a shortage of epidemic prevention supplies. The Volunteer Team, concerned very much about the needy in society at that time, urgently sourced anti-epidemic supplies such as masks and rapid testing kits for them. They then distributed



The Volunteer Team successfully completed the packing of anti-epidemic kit in a tight timeframe for distribution to households across Hong Kong.



Volunteer Team spread love and showed team spirit amid challenging times, fully supporting colleagues affected by the epidemic.

these supplies in different districts to key beneficiaries including elderly homes and nursing centres, youth centres, the unemployed and ethnic minority groups. Moreover, the Volunteer Team formed a "Caring Team" to deliver daily necessities and anti-epidemic supplies to colleagues who had been diagnosed with COVID-19 and required to be home quarantined. A "Phone Support Team" was also formed to send greetings to such colleagues via telephone calls and help take care of their well-being, especially their emotional and mental health needs.



The Volunteer Team worked hand in hand for the society during the epidemic.

In the fight against the fifth wave of the epidemic, the Volunteer Team was again at the forefront, participating in the COVID-19 vaccination programme for residential care homes for the elderly (RCHEs). To date, the team has visited over 60 RCHEs and assisted over 2,800 elderly residents in receiving their first to third dose of vaccinations. With this enhanced community protection, the goal of “reducing infection, reducing severe illness and reducing deaths” was achieved.

Among the volunteers who joined the vaccination programme, Mr Tseung Wai-leung, Senior Customs Inspector said, “During the severe moment when the virus was widespread across the territory early in 2022, the infection or fatal cases from RCHEs escalated rapidly. So I was determined to join the vaccination programme as I hoped to provide protection for the elderly. Also, I have been happy to participate in different types of volunteer activities organised by the Volunteer Team in the past two years under the epidemic. Being a member of the Volunteer Team is my passion and helping others who are in need makes me happy.”

During the epidemic, whenever there was an urgent need for volunteers, colleagues would not hesitate to show their support and devotedly offer assistance. Everyone made their best efforts to reach out and help others without fear, in the midst of the epidemic. The volunteer team continually cooperated with the Suicide Prevention Services throughout the epidemic. The volunteers took all precautionary actions and followed prudent safety measures before visiting the elderly who lived alone. Although they

could only leave anti-epidemic and other necessary supplies outside residents’ doors, such opportunities of chatting for a few minutes certainly helped ease worries of the elderly and let them feel the warmth and support of the volunteers. By showing love and care to the elderly, we all could help tide them over the challenging time together.



The Volunteer Team actively participated in the visit to the elderly organised by the Suicide Prevention Services.

In 2022, the Volunteer Team was honoured to receive the “Hong Kong Volunteer Award (Outstanding Group)” at the Hong Kong Volunteer Award Presentation Ceremony 2022, which was jointly organised by the Home and Youth Affairs Bureau and the Agency for Volunteer Service. The team was nominated by the Suicide Prevention Services. The volunteer team will continue to actively promote and participate in various volunteer services, spreading positive energy across society, serving the community together, and displaying the spirit of love and care to everyone.



Volunteers assisted medical staff in conducting examination and health evaluation for the elderly in the community.



Volunteers kept apprised of anti-epidemic measures to help protect the health of the elderly.



The Customs and Excise Department Volunteer Team received the “Hong Kong Volunteer Award (Outstanding Group)” at the Hong Kong Volunteer Award Presentation Ceremony 2022.

## Correctional officers devoted to community service **Earnestly address people's livelihood concerns and difficulties**

Correctional Services Department



OKVGL volunteers participated in a home visit under the "Celebrations for All project" for Southern District and delivered gift packs to the elderly living there.

**Ol Kwan Volunteer Group Limited (OKVGL)**, founded by the Correctional Services Department (CSD) in 2005, has been actively participating in various kinds of volunteer activities to promote an inclusive society.

Over the years, OKVGL has recruited over 5,500 members (including serving and retired staff members and their families) and established 58 sub-teams to help serve people in need all over Hong Kong. OKVGL members participated in filter mask production at Lo Wu Correctional Institution in early 2020, which helped alleviate the daunting shortage of masks during the epidemic. OKVGL members even took a heartwarming step by going door to door to help distribute anti-epidemic supplies to needy individuals and families across the territory.

As the epidemic gradually leveled off, OKVGL kick-started a series of volunteer events across the community. Apart from distributing anti-epidemic supplies, OKVGL members also offered sports



OKVGL volunteers participated in calligraphy activity under Mid-Autumn Festival (Tsuen Wan District) cum World Peace Calligraphy Day.

training and life education to youngsters and children with special needs, provided assistance to charity groups in meal box preparation and distribution, and rendered administrative support for venue management of activities organised by other volunteer groups. To set an example for staff members, the directorates and senior management of CSD personally participated in such volunteer events, including home visits under “‘鄉•港連心計劃’2022—關愛送暖探訪”, “Celebrations for All project in Southern District” and a calligraphy activity under Mid-Autumn Festival (Tsuen Wan District) cum World Peace Calligraphy Day. From March to October 2022, OKVGL sub-teams took part in over 70 volunteer events, with nearly 2,000 participants, showing the dedication and hard work of correctional officers.

Ms Chung Lai-fong, Officer, an active member of OKVGL, has been enthusiastically participating in various volunteer activities since the establishment of the group. She was awarded the Gold Award for Volunteer Service (Individual) by the Social Welfare Department and was nominated by CSD as a “Caring Ambassador” under the “Caring Organisation” category in recognition of her contribution to corporate community involvement programmes. Ms Chung said, “As civil servants, we absolutely shouldn’t adopt the ‘not in my backyard’ mentality. Rather, we should make the best use of our abilities to serve and care for those in need

in society. In fact, the sense of satisfaction brought to me by volunteer work is no less than that by my official duties. Therefore, I always encourage my family, friends and colleagues to actively take part in volunteer service. With concerted efforts, Hong Kong can be recharged with positivity.”



OKVGL volunteers aided charity group with meal box preparation.

OKVGL’s selfless dedication to the community over more than a decade is a testimony to the devoted spirit of an excellent civil service, which not only helps inject vitality into Hong Kong, but also fosters a loving and caring culture in collaboration with the community.

## Spirit of volunteerism

*DSD pro-actively teams up with partners to serve community members in need*

*Drainage Services Department*



DSD was honored with the "Hong Kong Volunteer Award 2022" in the Corporate & Non-commercial Organisation.

**OVER** a period of 20 years since its establishment in 2002, the Drainage Services Department (DSD) Volunteer Team has been upholding the principle of "serving the community with love and empowering the needy with determination" in the provision of services to its target groups including the elderly and children.

Take as an example the elderly centre with which the DSD Volunteer Team has been working for more than 10 years, during which the volunteers have never failed to provide services for the residents. Keenly aware of the needs of the elderly, the volunteers organised regular handicraft classes in which they talked to the elderly, became close friends with them and got to know more about their lives. During the epidemic, the volunteers specially made a "Cognitive Impairment Training Gift Box" and videos about brain exercises, enabling the elderly to engage in cognitive training at home on their own. These efforts fully demonstrated the volunteers' love and genuine concern for the elderly.

What sets the DSD Volunteer Team apart is that many of its members were merely participants



The Director of Drainage Services, Ms Alice Pang (second left) led the volunteers to visit the elderly living alone in Sai Wan Estate, and surprisingly received hand-made bags by her.



Volunteers broaden the horizons of children from underprivileged backgrounds by leading visits to different public and commercial institutions.

at first but as they embodied to the joy and meaning of voluntary service, they took on the role of event organisers. Among those who have such an experience is Mr Tim Fan, Senior Technical Officer, who originally joined the Volunteer Team simply because he loved to photograph people's delighted smiles. He has now become the Volunteer Team's convener responsible for organising STEM workshops for underprivileged children and those from ethnic minorities to arouse their interest in the construction industry. Similarly, Ms Ginny Tsui, Executive Assistant, who originally joined the Volunteer Team simply because she liked helping children, has now engaged her entire family in voluntary service. Her motto is "Only by addressing the needs of the people you serve and caring for them at all times, can you find the true meaning of voluntary service."

DSD also attaches great importance to the continuity of the spirit of volunteerism, actively encouraging its working partners with professional skills such as project consultants and contractors to form volunteer teams to serve the community. For example, a team of volunteers helped village residents to clear their drains to prevent flooding before the rainy season; another project team, upon learning that

visits to a hostel for people with special needs near a construction site had to be suspended during the epidemic, helped the hostel residents and their families to chat online during the Mid-Autumn Festival.

In recognition of their commitment to promoting a culture of volunteerism, DSD was awarded the "Hong Kong Volunteer Award" in the Corporate & Non-Commercial Organisation category and Outstanding Collaboration Project, whereas at the Construction Industry Volunteer Recognition Ceremony 2022, one of its volunteer team was presented with the "Excellence in Construction Industry Volunteering Individuals" (Gold Award) and "Excellence in Construction Industry Volunteering Project" (Silver Award), and another team responsible for the project "Upgrading of Cheung Chau Sewage Treatment and Disposal Facilities" was given the "Annual CISVP Corporate Award for Activeness" (Silver Award) in the Small and Medium Enterprise Group.



During the epidemic, the volunteer team helped the hostel residents and their families to chat online during the Mid-Autumn Festival.

While awards are welcome recognition for the Volunteer Team's years of hard work, they remain steadfast in striving to provide target groups with the services and care they need, as well as empowering the needy with determination. For the volunteers, there is nothing more fulfilling than helping others and seeing the heart-warming smiles on their faces.

## “Together We Build” Joining hands to build a safer Hong Kong

Health Bureau



The Chief Executive, Mr John Lee Ka-chiu, attended Civil Service Outstanding Service Award Scheme 2022 prize presentation ceremony at Hong Kong Convention and Exhibition Centre on 12 December 2022. Mr John Lee (front row, fifth left) was pictured with gold prize recipients of Excellence in Partnership Award for award-winning project, "Together We Build".

**SINCE** early 2020, the Government urgently needed to speed up the construction of quarantine facilities to accommodate close contacts of confirmed COVID-19 persons to help sever transmission chains in the community. With the coordination of the Health Bureau (formerly the Food and Health Bureau), more than 20 government bureaux and departments joined hands to plan, construct, utilise and manage the new quarantine facilities. More than 4,000 units were constructed in ten months, including the most well-known ones in Phase I to IV of Penny's Bay, strengthening Hong Kong's capability to prevent and fight against the epidemic.

### Team mobilisation

As Hong Kong did not have the experience of building similar quarantine facilities before the epidemic, in the early stages of construction, the project team had to tackle various challenges in a very short period of time, including resource planning and funding, site selection, unit design as well as fire-safety and infection-control design. In addition to achieving high efficiency and ensuring construction of a sufficient number of facilities, the team also had to pay attention to facility design—ensuring they were user-friendly—to help address both the physical and mental health of those under quarantine.



Joint meetings with contractors and multiple government departments.



## Rapid execution

With limited construction time, the team thought out of the box by incorporating new technologies in design, construction, installation and quality checking, including adopting Modular Integrated Construction (MiC) and Building Information Modelling (BIM), which allowed the design of the units to be confirmed at the early stage. Then, while the units were being fabricated in off-site factories, site levelling as well as installation of cabling, water supply and drainage networks were carried out in parallel on site. The site also leveraged real-time logistics and transportation monitoring; aerial cameras were also used to monitor the site progress.



Working with contractors throughout challenging times.



Construction and installation of MiC.



Interior setup of quarantine accommodation.

## Together We Build

With the joint efforts of various bureaux/ departments and application of new technology, the project delivered the first batch of quarantine facilities completed with MiC in Hong Kong. The government team received positive responses from multiple stakeholders in the construction industry and public utilities, all working together for the success of the quarantine facilities. The project laid a firm foundation for Hong Kong's fight against the epidemic and also served as an important reference for anti-epidemic efforts.



Penny's Bay quarantine facilities.

## **FSTB organises exhibition**

*to promote digitalisation of public service among departments through procurement*

*The Financial Services and the Treasury Bureau  
Government Logistics Department*



Around 600 officers from more than 60 bureaux and departments and over 20 Heads of Departments attended the event. The Financial Secretary, Mr Paul Chan Mo-po (front row, centre); the Secretary for Financial Services and the Treasury, Mr Christopher Hui Ching-yu (front row, third right); the Permanent Secretary for Financial Services and the Treasury (Treasury), Miss Cathy Chu Man-ling (front row, second right); the Under Secretary for Financial Services and the Treasury, Mr Joseph Chan Ho-lim (front row, first right); the Acting Director of Government Logistics, Ms Tina Leung (front row, second left); the Chairman of the Hong Kong Productivity Council, Mr Sunny Tan (front row, third left); the Executive Director of the Hong Kong Productivity Council, Mr Mohamed Butt (front row, first left); and over 20 Heads of Departments participated in the opening ceremony.

**ON 9 August 2022, the Financial Services and the Treasury Bureau (FSTB) organised an exhibition and sharing session entitled "Seizing the Opportunities: Digitalisation of Work Process and Data Management - Matching Your Needs through Procurement". The event provided a one-stop comprehensive platform for various government departments to learn more about the latest digital technology solutions and trends, as well as encouraging them to accelerate public service reform and enhance service quality and convenience through open procurement of suitable solutions in the future. The event was co-organised with the Government Logistics Department (GLD) and the Hong Kong Productivity Council.**

Officiating at the opening ceremony, the Financial Secretary, Mr Paul Chan, said that the epidemic has highlighted the importance of digitalisation of public services. The Government must set a good example and play the role of an advocate and pioneer, and help government departments to improve the efficiency of public services through innovation and technology (I&T) solutions.



The Financial Secretary, Mr Paul Chan (centre), the Secretary for Financial Services and the Treasury, Mr Christopher Hui (first right) and the Permanent Secretary for Financial Services and the Treasury (Treasury), Miss Cathy Chu (second right) learnt about the latest innovative technology solutions in the market from one of the exhibitors.

The Secretary for Financial Services and the Treasury, Mr Christopher Hui, expressed his hope that the event can encourage government departments to act promptly to adopt digitalisation through procuring appropriate solutions. In fact, FSTB has been enhancing the awareness and applications of digitalisation and innovative technologies in government departments by formulating a government procurement policy that keeps abreast of the times. For example, FSTB introduced a pro-innovation government procurement policy in 2019. Under the policy, the maximum technical weighting in the marking scheme has been increased from 40 to 70 per cent, with about 20 per

cent of the technical marks reserved for innovative proposals, indicating that the policy is not solely based on the "lowest bid wins" principle.

The exhibition attracted about 600 officers from more than 60 bureaux and departments and over 20 Heads of Department to visit, fully demonstrating the departments' collaboration, common goal and determination in promoting digital transformation of public services. A number of departments have followed up with the exhibitors after the event to explore how to improve their department's public service through technology solutions.



To prepare for the event, staff from FSTB and GLD touched base with different government departments to learn about the difficulties encountered in their workflow and data processing when delivering public services. A variety of digital technology solutions were sourced from the market together with the Hong Kong Productivity Council, Hong Kong Science Park and Cyberport. The Secretary for Financial Services and the Treasury, Mr Christopher Hui (tenth left) and the Permanent Secretary for Financial Services and the Treasury (Treasury), Miss Cathy Chu (ninth left) thanked colleagues from the Treasury Branch and GLD for their organising efforts.



I&T applications showcased included artificial intelligence, process automation, the Internet of Things, big data analysis as well as network security, facilitating a one-stop access for departments to gain first-hand information on innovative technology solutions in the market that are up-to-date and tailored to their needs.

Responses from the exhibitors of I&T companies were enthusiastic. They all welcomed the event as it enabled them to showcase the latest digital solutions in different areas to various departments.

They were also impressed that participants from different departments were eager and proactive to learn about their solutions.



Four in-depth seminars were also held during the event. Industry experts shared the latest trends in digital technology solutions, including robotic process automation, digital transformation and application of smart technology in public services.

## Sharing from colleagues who helped organising the event

**Mr Patrick Chong**, Assistant Secretary (Treasury) (E)3, FSTB

“In an era of technological advancement, there is surging public aspiration for wider and more in-depth application of innovative technology solutions by government departments. In order to respond to public aspirations, FSTB has been assisting government departments to procure goods and services (including digital technology solutions) that most suit their operation by formulating an appropriate government procurement policy. It is hoped that this exhibition could provide an effective platform where government departments would be connected with suitable providers of technology solutions in the market, hence further promoting the development of digitalisation of public services.”

**Ms Mavis Man**, Senior Supplies Officer (Procurement Administration), GLD

“I am really happy to see the enthusiastic participation of colleagues from different departments. Exhibitors showcasing the latest technology trends and solutions allowed us to know a lot more about I&T applications. I am sure that through the event, government departments could make better use of digital technology to further improve the efficiency of public services.”



# Towards full digitalisation of government services

Efficiency Office



**THE “Be the Smart Regulator” (BTSR) Programme and the “Streamlining of Government Services” (SGS) Programme, coordinated by the Efficiency Office (EffO), aim to drive government bureaux/departments (B/Ds) to continuously improve the delivery of licensing and other government services involving application and approval—through wider adoption of innovation and technology (I&T), business/regulatory reviews and process streamlining.**

## Achievements

With the concerted efforts of 45 participating B/Ds, over 600 business facilitation/streamlining measures have been implemented in the past three years, entailing over 800 licensing and government services – totalling around 50 million transactions annually. These measures help improve business processes, strengthen communication, enhance service channels and streamline regulatory/application requirements.

By harnessing I&T, B/Ds have made available electronic options for the majority of licence applications and government services, benefitting trade and the public with greater convenience and flexibility in their transactions with the Government, as well as lowering compliance costs and shortening turnaround time.

## B/Ds' success stories

### Electrical and Mechanical Services Department

The Electrical and Mechanical Services Department (EMSD) has spared no effort in enhancing its licensing services through wider adoption of I&T. It now provides e-submission, e-payment and e-licencing services for 45 licences, covering various areas including electricity, gas, lift and escalator, and energy efficiency, with over 120,000 transactions per year.

To further enhance the user experience of e-services, EMSD has launched the E&M Trade App. Through the App, relevant electrical and mechanical practitioners can now obtain safety alerts and codes of practice, enrol on professional courses, record training hours, show their digital licences with dynamic QR codes for verification, and receive notification of registration expiry dates.

Being a pioneer in adopting new technologies to improve regulatory services, EMSD has used Blockchain technology to develop digital log-books for lifts and escalators which will allow practitioners to upload relevant works records in text, photo or video format instantly via mobile devices, thus enhancing their reporting efficiency. Blockchain technology will make the records immutable and thus uphold data integrity. Moreover, responsible persons, the trade, and EMSD can access work records via digital log-books anytime and anywhere to monitor the real-time work status. Parties can also benefit from data analytics and dashboards provided by the system by getting a better understanding of the overall conditions and performance of their lifts/escalators, thus enhancing relevant management effectiveness and public safety.



Video on Digital Log-books

EMSD adopts Blockchain technology to enhance regulatory efficiency for lifts and escalators and ensure public safety.

### Transport Department

The Transport Department (TD) has been striving for innovation in licence management through its e-initiatives and is a pioneer within the Government in adopting “iAM Smart” to improve public services. Riding on the back of the successful launch of “iAM Smart”, TD has implemented e-licencing services in phases since December 2020 to cater for the needs of vehicle owners and drivers, such as renewal of Vehicle Licences and Full Driving Licences, booking for driving tests, application for “closed road/bus lane/restricted zone/prohibited zone” permit.

The public can authenticate their identity by “iAM Smart” and submit online applications through the “e-ME” automatic form filing and digital signing functions of “iAM Smart+”. With effect from 16 December 2022, e-Permits were launched in phases for Expressway Permit, Movement Permit, Long Load / Wide Load Permit and Excess Passengers Permit, etc. Permit holders can now easily print out the PDF e-Permits for display as with existing paper permits. To provide legal backing for the e-Permit initiative, relevant legislative amendments have been made by TD to enable e-service provision.

Apart from e-licensing services, TD also endeavours to provide user-centric services to bring convenience to motorists through adoption of I&T solutions. Since January 2021, TD has installed some 10,500 new parking meters that support multiple parking fee payment methods, including remote payment through the mobile app “HKeMeter”. The sensor-enabled parking meters can also detect parking space availability and provide real-time information through HKeMeter and HKeMobility to save motorists’ time in locating parking spaces and hence reduce unnecessary traffic circulation.



New parking meter and “HKeMeter” mobile app significantly enhance on-road parking experiences.



Video on HKeMeter

## Immigration Department

The Immigration Department (ImmD) is committed to enhancing customer service through expanding its scope of e-services and streamlining processes. Online channel for appointment booking, application submission, enquiry, payment and download has now been provided for over 30 services. Over 3 million annual transactions were processed by the e-Services System, primarily comprising online appointments and applications for identity cards, travel documents, visas as well as birth and marriage registrations.

To further enhance service standards, ImmD introduced the Next Generation Hong Kong Special Administrative Region (HKSAR) Electronic Passport in 2019, while e-means for filing HKSAR passport applications, uploading documents and appointment booking to apply for travel documents was

introduced via the ImmD Mobile App. Self-service kiosks for application and collection of passports were also set up at the ImmD Headquarters and the seven ImmD branch offices. No booking is required to use these self-service kiosks, making the process fast and convenient. In addition to the function of scanning photographs brought by applicants, the Travel Document Submission Kiosks are also equipped with photo-taking function to take personal photos for the applications free of charge. The kiosks also support PPS, Octopus and FPS payment functions, providing alternative payment options for members of the public.

The application process has been further streamlined by waiving the requirement for applicants to submit birth and marriage certificates issued by ImmD. To further improve user experience, ImmD will launch a personalised e-notification service “iRemindU” through “iAM Smart”. Users will receive timely reminders to submit their immigration-related applications such as renewal of travel documents and extension of stay before their relevant expiry date. Going forward, the Department will further extend this feature to cover other types of services.



Self-service kiosks provide identity authentication, photo-taking, application submission and electronic payment without the need to make any appointment.

With the launch of “e-Visa” in late 2021, ImmD achieved a new milestone in its digitalisation journey. The “e-Visa” arrangement enables applicants to complete the entire visa application process online, from application submissions and payments to “e-visa” collection — providing a highly convenient means for persons intending to visit, work, participate in business, take up residence or study in the HKSAR. This new e-service has been well received by applicants, and over 650,000 “e-Visa” have been issued since its launch.



Video on “e-Visa”

## Working Family and Student Financial Assistance Agency

The Working Family and Student Financial Assistance Agency (WFSFAA) makes every effort to continuously improve its services and operational

efficiency through intensive adoption of technology. The enhancement of e-submission services for online applications under the Student Financial Assistance (SFA) schemes for pre-primary, primary and secondary students and the Working Family Allowance (WFA) Scheme is one such key initiatives in service improvement. The enabling of e-submission as an alternative to paper-form submission brings convenience to applicants as they can now submit applications and provide supporting documents online via computers, laptops, tablets or smartphone, anytime, anywhere — saving the time and cost of photocopying and postage. Applicants who use iAM Smart+ can be swiftly authenticated with the added convenience of signing declarations electronically. For continuing applicants, certain data fields in their application forms are pre-filled by auto-retrieving relevant information from previous applications, saving both time and effort. Applicants may also track their application status and make appointments online for counter service. With the applicant's consent, certain previously-verified application information, such as bank account information, can be shared amongst WFSFAA's different schemes to obviate the need for applicants to repeatedly submit the same documentary proof.

WFSFAA has also been using mobile devices to support home visits and on-site inspections, which greatly enhance work efficiency and save the efforts of interviewees in providing copies of documents after such visits. Furthermore, WFSFAA has launched the first phase of chatbot service on its website to handle enquiries and check application status round-the-clock for applicants of WFA and Continuing Education Fund. The service will be extended in phases to cover other SFA schemes. All these enhancements have provided additional flexibility and convenience to applicants during the difficult time of the pandemic.

## Promoting greater adoption of I&T

To support B/Ds in their journey of service enhancement and digitalisation, EffO works with the I&T sector in identifying and introducing latest technologies to B/Ds through different platforms. Since 2019, EffO has organised four solution days/exhibitions, and conducted over 100 business matching sessions for all 45 B/Ds to assist their in-depth exploration of I&T solutions on potential applications and implementation of pilot schemes and proof-of-concept projects.



Enhanced WFSFAA online services enable applicants to handle financial assistance applications with greater convenience and flexibility.



Video on SFA's e-service



Video on WFA's e-service



Government officials and guests attended I&T Solution Expo 2022 on 11 November 2022 in the Hong Kong Science Park together with over 390 participants from 55 B/Ds.

## Next Target



To develop Hong Kong into a smart city and improve citizen's quality of life and sense of well-being, B/Ds are dedicating their efforts to building a smart government. As pledged by the Chief Executive in the 2022 Policy Address, the Government's aim is to turn all government services online in two years. EffO will continue to work closely with B/Ds to achieve this target of service digitalisation and pursue improvements that will bring wider, more visible and impactful benefits to the trade and the public.



BTSR



SGS

# “i-Bonnie”, the i Ambassador

## Making enquiries more innovative and interesting



Immigration Department

“i-Bonnie” placed at Information and Liaison Section, 2/F, Immigration Tower.

**TO support the development of a smart city, the Immigration Department (ImmD) installed two sets of “i-Bonnie, the i Ambassador” at the Enquiry Zone on 2/F of the Immigration Tower in Wan Chai in August 2021. i-Bonnie operates by using artificial intelligence (AI). This makes ImmD the first government department to apply conversational AI technology to help handle enquiries from the public.**

### Smart city — unprecedented experience

i-Bonnie leverages the latest built-in interactive voice response programme to understand human conversations and answer public enquiries through AI technology. Enquirers can communicate with i-Bonnie in Cantonese, Putonghua or English. After selecting a language, users simply click “Touch and speak” on the screen to start asking their question. i-Bonnie will then convert the question into text, shown in a dialogue box, and automatically answer the question — simulating human speech, facial

expressions and gestures — giving an unprecedented and interesting experience.

ImmD receives more than 1.85 million enquiries annually, of which 200,000 are over-the-counter enquiries. For some common simple enquiries such as methods of obtaining forms, location of public facilities (e.g. toilets and photocopiers) and services provided on individual floors, i-Bonnie will instantly answer the questions with pre-defined contents of conversations. Capable of handling about 200 enquiries per day, the system can effectively divert the enquirers, relieving manpower pressures on



the counters. Self-learning is a key feature of AI technology. Through constant interactions with humans, i-Bonnie's database and its cognitive ability can be continuously enhanced, making it smarter, more humanised and more competent in handling different enquiries.



"i-Bonnie" provides latest updates from ImmD to the public, including details of Contactless e-Channel service.

## Striving for excellence, putting people first

In view of the COVID-19 epidemic, ImmD is mindful that the public attaches great importance to the hygiene of public facilities. To reduce the risk of virus infection, two sets of i-Bonnie are disinfected with a nano-photocatalyst coating and have their screens cleaned regularly by staff. They are also specially adjusted to different heights to assist wheelchair users and other persons in need.

In the future, ImmD will actively explore the feasibility of extending AI services such as increasing the languages options provided by i-Bonnie, leveraging AI to handle simple telephone enquiries, and integrating with other computer systems. ImmD will continue to examine various types of information technology and innovative ideas to enhance the service quality, with a view



"i-Bonnie", equipped with conversational artificial intelligence, allows users to ask questions by simply clicking "Touch and Speak" on the screen.

to providing the public with excellent, convenient and thoughtful services actualising the values of "striving for excellence" and "putting people first".



"i-Bonnie" welcomes members of the public to ask questions and is even equipped with a sense of humor to engage in small talk.



"i-Bonnie", the i Ambassador

# OGCIO launches Elderly IT Stars Recognition Scheme

*to commend the elderly proactively leveraging digital technologies*

*The Office of the Government Chief Information Officer*



13 elders were commended in Elderly IT Stars Recognition Scheme.

**THE** Office of the Government Chief Information Officer (OGCIO) organised the Elderly IT Stars Recognition Scheme (the Recognition Scheme) to promote the wider adoption of digital technologies among the elderly, and to better enable them to immerse themselves in digital living. At the award presentation ceremony of the Recognition Scheme broadcast online in April 2022, the then Government Chief Information Officer (GCIO), Mr Victor Lam Wai-kiu, congratulated the 13 commended elderly awardees and praised them for their remarkable achievements in learning digital technologies as well as their contribution to the community with what they had learnt. Mr Lam hopes the accomplishment of the Elderly IT Stars will help more elderly people appreciate the convenience brought about by technologies, encouraging more of them to embrace digital living and adopt technologies in all aspects of their lives — to popularise innovation and technology.

The Recognition Scheme aims to give recognition to the elderly individuals who have made full use of digital technologies to improve the quality of their lives and bring positive influence to their friends and the community. The 13 Elderly IT Stars were participants of either the ICT Outreach Programme for the Elderly (2018-2020) (the Outreach Programme) or the Enriched ICT Training Programme for the Elderly (2019-2021) (the Training Programme), organised by OGCIO, and were nominated for their remarkable performances by the non-profit-making organisations (NPOs) or Elder Academies (EAs) responsible for the implementation of the said programmes.



Mr Victor Lam (left) presented Elderly IT Stars award to 91-year-old Granny Wong (right), the oldest among all the awardees.



Mr Victor Lam (fifth right) was pictured with Elderly IT Star, Granny Ting (seventh right), of the Elder Academy at Hong Kong Metropolitan University.

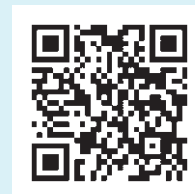


Mr Victor Lam (first right) chatted with Elderly IT Star Granny Lee (first left), of the New Territories West Elder Academies Cluster.

Since 2014, OGCIO has been subsidising NPOs for the implementation of the Outreach Programme by organising visits to targeted the elderly across the territory, including those living in residential care homes, hidden elderly, those receiving care services and the elderly with dementia through respective service networks and arranging ICT-related activities to help them experience digital living and encourage them to make wider use of digital technology in their daily lives. Through collaboration with district Elder Academies, the Training Programme, introduced in 2019, provides free advanced digital training courses for the elderly who have a basic knowledge of digital technology. Course contents include general knowledge of digital applications such as online shopping, health management, e-government services and cyber security, as well as some commonly used mobile apps.

At the ceremony, the then GCIO, Mr Victor Lam, presented the awards to the 13 elderly awardees in person and Certificates of Appreciation to the representatives of the nominating NPOs and EAs as a token of gratitude. He commended the awarded elders for making good use of digital technologies to improve their ties with friends and family members as well as leveraging their digital knowledge learnt from the Programmes to contribute to the community as volunteers. With the technical know-how acquired, some elders produced short videos on scenery and daily lives for sharing with other elders, thus encouraging their peers to adopt digital technologies to improve their quality of living and enhance the popularity of technology applications in the elderly community. Besides, Mr Lam, expressed gratitude to the 13 nominating organisations for their support of the Recognition Scheme and their contributions to the implementation of various digital inclusion measures.

Colleagues are welcome to watch the video of the Awards Presentation Ceremony of the Recognition Scheme at the OGCIO's website ([https://www.ogcio.gov.hk/en/about\\_us/video\\_gallery](https://www.ogcio.gov.hk/en/about_us/video_gallery)).



# Retired *but not out*

*From enhancing building safety to moulding future pillars of the society*

Civil Service Newsletter Editorial Board



**SR PROFESSOR** Wong Bay describes himself as “a book with many chapters” and is a strong believer in continuous professional development. He knows first-hand the importance of continuously acquiring new knowledge, exploring new interests and tackling new challenges as life progresses. An intrinsic educator, since retirement he has devoted himself to inspiring and nurturing younger generations — imbuing them with his expertise, knowledge and experience. He shares how his own learning journeys, during his civil service career and beyond, continue to help mould him, Hong Kong and future pillars of the society.

*“Use your heart to actively listen and always react with courtesy.”*

## Start of the journey

After graduating from Hong Kong Technical College and qualifying as a Chartered Surveyor, Sr Wong leveraged his new-found knowledge to serve the public by joining the civil service. He explained, “In those days, qualifying as a Chartered Surveyor was quite hard to achieve, but it was an exciting time as technology was just beginning to make its mark on the profession. What is taken for granted today, was — back then — considered amazing advances in technology.” At the start, he joined the then Public Works Department, specialised in building maintenance, and later the Government gave him the opportunity to acquire practical training in the United Kingdom, Sr Wong then returned to continue to make his mark in Hong Kong. He said, “I am proud of the core principles I learned during my studies. Firstly, you must know how to communicate with people, in particular our tenants. You must use your heart to actively listen and always react with courtesy. Secondly, you must pro-actively communicate and take the initiative, rather than waiting for someone to make contact. Finally, you must pay others the courtesy of being punctual for all meetings.”



Sr Wong (second row, first right) attended the finale of the secondary school drama competition 2014 with the theme of “Building Tomorrow Today” and served as a judge.

## Enhancing building quality across Hong Kong

One year into his civil service career, the Housing Authority was established and started looking for new team members, which piqued Sr Wong’s interest as an excellent chance to utilise his experience and qualifications. He noted, “I saw that a great opportunity opening up, and so I eagerly made the move to the newly established Housing Department (HD). For the rest of more than thirty years in the civil service, I then remained engaged there, rising to the post of Assistant Director in 2001.”



Sr Wong delivered a speech at the Building Information Modelling (BIM) Annual Conference 2019 of the Hong Kong Institute of Surveyors (HKIS) on the theme of “The Next Frontier for Surveyors - Digitized Development Workflow”.

During his tenure in HD as a specialist in building maintenance, Sr Wong undertook extensive survey work which helped identify substandard workmanship and concrete quality in newly constructed buildings. He said, “At that time, our team oversaw the demolition of those substandard blocks and had to carry out considerable remedial works to help ‘rescue’ other blocks which had not yet necessitated demolition.” Despite facing many challenges, Sr Wong stayed positive and paid a lot of efforts in cultivating a fundamental cultural change in the construction industry by according greater emphasis on construction quality. He gathered all maintenance contractors together and trained them up to work smarter and safer in building

*“I am a book with many chapters and I am only at chapter three. I still have many chapters to go!”*

construction and maintenance. He explained, “We learned the lessons from these challenges, significantly improved construction quality and enhanced the supervision of works. We held annual seminars and conferences to better educate the maintenance contractors — each year focusing on different topics — which had contributed to great improvements in the quality and safety of construction in Hong Kong.”

### Retired but not out

Sr Wong served in the civil service for almost four decades as a Maintenance Surveyor, spending the first five years in the then Public Works Department and then HD. Sr Wong is confident that it is only by his continuous service for the society that he can realise his belief in

life-long learning, and to share his knowledge and experience of sustainable development and building revitalisation with organisations across Hong Kong.

Sr Wong may have retired since his leave from the civil service, but driven by his high motivation, he sustains his endeavour to contribute to the society and acts like a powerhouse in inspiring and bringing about positive change. He said, “I would say I am a small battery, and I can be recharged and recycled many times over. So, I can still contribute a lot to the society — it is never too late to take action to realise your vision and plans.”

To sustain his ongoing self-development and realise his ambition to help nurture younger generations, Sr Wong subsequently took on the



Sr Wong (first right) was pictured with the members of the Antiquities Advisory Board.

role of Adjunct Professor at the Department of Real Estate and Construction of the University of Hong Kong. In the realm of public service, Sr Wong was appointed as a Member of the Antiquities Advisory Board (AAB) from 2013-2018, providing sage advice to the Government on heritage conservation. In 2014, he was also appointed by the Construction Industry Council as a Director of the Hong Kong Green Building Council (HKGBC), where he became the Chairman in 2016 and 2017. Never one to sit still, he has also continued to serve the wider community through key roles on both the Advisory Committee on Water Supplies and AAB.

*“Communication skills are even more important than mastering technology and students must learn to develop personal ethics in all their interactions.”*

## Communicate, nurture and educate

Sr Wong has invested significant time in helping nurture the future pillars of Hong Kong and promoting active listening has been one of his key priorities. Between 2010 and 2016, Sr Wong served as the Director of the MSc Programme in Interdisciplinary Design and Management at the Department of Real Estate and Construction of the University of Hong Kong. He subsequently became an Adjunct Professor teaching surveying, construction and maintenance. He noted, “I find this second career extremely satisfying, as it is important to nurture younger generations through education. The students are receptive to new ideas, and most have family ties to or other close connections with



Sr Wong taught students the knowledge of building surveying in other professional institutes.

surveying. They tend to be quiet in general, and to help mix with them, I dress as they do. This makes it easier to communicate with them.”

And Sr Wong, certainly walks the talk in this regard, wearing a casual jacket for his Civil Service Newsletter interview, rather than a full suit. It is no surprise that dressing young, talking young and thinking young has helped him in getting closer to younger generations. He further explained, “You must listen carefully to what people are saying, then communicate back using the right language. These communication skills are even more important than mastering technology, and students must learn to develop personal ethics in all their interactions. So, I spend hours passing on my knowledge of professional ethics.” He added, “I encourage them to stay in jobs long enough to gain expertise and not to just job-hop for small material gains. This ethos helps them become much more valued members of the surveying profession.”

*“Preventive maintenance which is to buildings what sunscreen is to humans.”*

## Continual enhancement of professional standards

Sr Wong noted that it is easier now to qualify as a Chartered Surveyor because of the well-established culture of professionalism. It is a statutory requirement for surveyors, including those working in civil service, to be registered under the Hong Kong Institute of Surveyors (HKIS). In 1984, Sr Wong was one of the founding members of the Institute and has played an active role in its growth. In recognition of his efforts, Sr Wong was presented with the Distinguished Building Surveyor Award in 1998 and elected President of the HKIS for 2010-11. He was also the Chairman of the Surveyors Registration Board from 2009 to 2010, and within the HKIS, he is currently the Chairman of the Senior Members Committee, a member of the Project Management Working Group and a member of the Disciplinary Panel.

He noted, "We have always found the Government receptive to ideas and proposals from various professional bodies, including the HKIS. We have put forward new ideas, fruitful concepts and constructive suggestions to help further enhance the industry to various bureaux and departments, who also greatly welcome our inputs." One measure suggested by the HKIS, which is now a statutory requirement, was the Mandatory Building Inspection Scheme (MBIS), under which property owners are required to engage appropriate professionals to inspect their buildings every few years. Sr Wong was a member of the Construction Industry Council (CIC) and has become a CIC Fellow in 2021. He was able to leverage CIC forums to help highlight challenges presented by older properties in Hong Kong, usually referred to as "grey buildings", which often suffered from a serious lack of maintenance. As a maintenance surveyor, Sr Wong was very motivated to find suitable solutions

to address challenges ranging from spalling concrete and falling ceilings, as well as defective windows and leaking roofs. He said, "Building maintenance is within my key areas of expertise, so this spurred me on to find ways to influence key stakeholders around me and various government committees to help remedy the situation."

## From green to evergreen

For the same reasons, Sr Wong later joined the AAB, the then Advisory Committee on Water Resources and Quality of Water Supplies and HKGBC — which he once chaired. Sr Wong reflected on how the engagement in the HKGBC had helped develop himself as well as enhanced the industry, "I learned how to enhance building energy efficiency and, more importantly, I also learned the importance of aligning the mindset of various professionals to encourage them to create not just 'green' buildings, but 'evergreen' buildings." He explained, "Even if you build a green building, you must also maintain it well. It usually only takes three to five years to design and construct a building, but you must operate, manage and maintain it for up to 100 years. It is a heavy task, and few people understand it thoroughly, so to this day I still actively promote it." Sr Wong continued,



Sr Wong (second right) attended the celebration ceremony for the 13th Anniversary of the Hong Kong Green Building Council.



"We are working on to build a platform at the HKGBC for practitioners in different professions, such as architects, building services engineers, maintenance professionals and surveyors, to meet and communicate effectively. Besides, it is also an effective means to persuade building owners and developers to upgrade their old buildings to greener ones. The aim is to convert all 'grey buildings' into 'green' ones and to turn existing 'green' buildings into 'evergreen' ones, through long term, preventive and timely maintenance."



Sr Wong enjoys playing table tennis after his retirement.

Sr Wong espoused, "Preventive maintenance which is to buildings what sunscreen is to humans, and we must teach the new generation of surveyors to take good care of their buildings. We have too much carbon dioxide in the environment eroding the concrete in old buildings, and building surveyors should be the doctors of buildings."

## One day, two job systems

Sr Wong recounted when he was an Assistant Director in the HD, spending from 9:30 am in "morning prayers", following by various committee and project meetings straight through until around 5:30 pm. Despite being very tired, he would then have the second start to his working day in the office. He explained, "I would then take telephone calls from customers, tenants and complainants. I put into practice my active listening and communication skills. I would get home after 8:00 pm, really tired every day, but it was enlightening and enjoyable — especially when I managed to resolve some of their problems."

Today, Sr Wong still lectures a few days each week and attends meetings of the Supervisory Board of Hong Kong Housing Society from time to time.

He said, "My work now is much easier, what I need to do is to provide advice and offer solutions. Whenever I get good feedbacks after they have adopted my ideas and implemented my suggestions, I find it very enjoyable and enlightening."

## Advice for today's civil servants

Sr Wong noted that the working environment of civil servants is totally different now, with numerous positive changes in culture, procedures, training and ways in which civil servants develop their interests for the benefit of society. He confirmed, "I have full confidence that good leaders in all departments will find ways to lift their staff to even higher levels of participation. Departments and individuals are now really participating in and actively contributing to the society and are well able to lead us."

His parting advice to civil servants was, "Live in the present and treasure people around you. Our lives are short, so enjoy life and do all you can to contribute to society. Above all, remember, it is never too late to take actions to realise your visions and plans."

## Preventing pancreatic cancer through healthy living

Department of Health



**THE PANCREAS** is a gland located deep in the abdomen, between the stomach and the spine, surrounded by several other organs. It secretes enzymes that help digestion and produces hormones that control blood-sugar levels.

When abnormal cells in the pancreas grow out of control and invade other tissues and organs, pancreatic cancer develops, which is an aggressive cancer. Moreover, as the malignant pancreatic tumour grows slowly and is deep-seated, it is not easily detectable in its early stages.

In Hong Kong, although pancreatic cancer is less common than other cancers, ranking out of the top 10 in terms of incidence in 2020, there were still over 800 deaths due to pancreatic cancer in 2020 — rendering it the fourth leading cause of cancer deaths — accounting for 5.5% of all cancer deaths locally. While most cancers have demonstrated a significant decreasing trend regarding mortality in the last decade, the number of deaths from pancreatic cancer increased markedly by 71.9% between 2010 and 2020.

### Risk Factors of Pancreatic Cancer

Although the causes of pancreatic cancer are still not fully understood, certain risk factors have been identified, including smoking, being overweight, obesity, consumption of red or processed meat, heavy alcohol consumption, elderly males, family history of pancreatic cancer and carrying certain inherited genes, as well as a history of certain diseases including diabetes mellitus, chronic or hereditary pancreatitis.

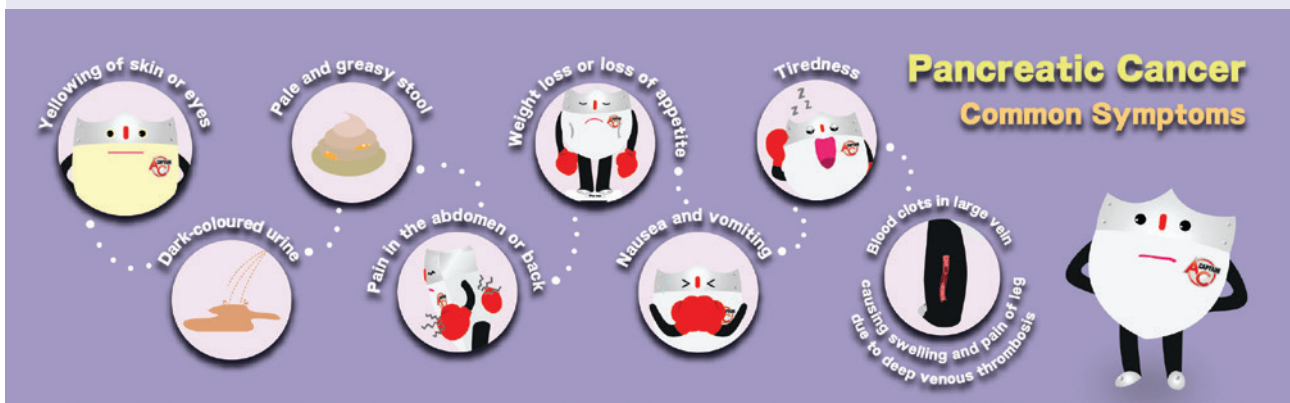
### Common Symptoms of Pancreatic Cancer

Pancreatic cancer may have no symptoms and even if symptomatic, the symptoms might be non-specific and hard to notice until the cancer has spread to other organs.

## Common symptoms include:

- Yellowing of skin or eyes
- Dark-coloured urine
- Pale and greasy stool
- Pain in the abdomen or back
- Weight loss or loss of appetite
- Nausea and vomiting
- Tiredness
- Blood clots in large vein, causing swelling and pain of leg due to deep venous thrombosis

One should consult a doctor as soon as possible if any such symptoms develop.



## Pancreatic Cancer Prevention

The purpose of cancer screening is to detect cancer before symptoms develop, so that early treatment can be initiated. Currently, based on available international and local scientific evidence, screening for pancreatic cancer in asymptomatic persons at average risk of developing the cancer is not recommended by the Government's Cancer Expert Working Group on Cancer Prevention and Screening due to the lack of support from scientific evidence and the fact that screening process itself carries some risk. The general population is thus recommended to adopt the following healthy lifestyle and behavioural changes to help prevent pancreatic cancer:

- Do not smoke, or quit smoking if one has already been smoking;
- Avoid alcohol consumption; and
- Maintain a healthy body weight and waist circumference by being physically active and adopting a healthy eating pattern (including plenty of fruit, vegetables and whole grains; while limiting or avoiding red and processed meats, sugary beverages and highly processed foods).

Further information about cancer prevention and screening can be found on the Cancer Online Resource Hub at [www.cancer.gov.hk](http://www.cancer.gov.hk) and the website of the Centre for Health Protection at [www.chp.gov.hk/en/healthtopics/content/25/102972.html](http://www.chp.gov.hk/en/healthtopics/content/25/102972.html).



Cancer Online Resource Hub



Centre for Health Protection



## Enhancing training on the Constitution, the Basic Law and the National Security Law



Civil Service College  
Civil Service Bureau

CSC organised a quiz contest on the Constitution, the Basic Law and the National Security Law at the end of 2022, which was well received by colleagues. Over 1,600 civil servants participated in it and some 900 of them gave correct answers to all 25 questions.

**THE Hong Kong Special Administrative Region (HKSAR) Government attaches great importance to national studies training for civil servants, and strives to enhance civil servants' understanding on the constitutional order of the HKSAR (including the Constitution, the Basic Law and the National Security Law).**

### Training for new recruits

The Civil Service College (CSC) of the Civil Service Bureau has updated the induction training provided to the new recruits. The enhanced programme covers the concept and historical background of "One Country, Two Systems", the systems of our country and the HKSAR, the relationship between the Constitution and the Basic Law, the National Security Law and the principle of "patriots administering Hong Kong". The programme is conducted in a diversified and interactive fashion, such as videos, discussions, Q&A sessions and case studies, so that new recruits can actively take part in them. Most of the participants thought that the programme gave them a better understanding on the relevant topics and enabled them to comprehend the relationship between the Basic Law and the discharge of public duties.



The speaker used valuable historic photos and videos to explain the background of the enactment of the Basic Law.



The speaker strengthened participants' understanding on the subjects through interactive Q&A session.



The speaker used technologies to instantly answer questions raised by the participants and discuss the subject matter with them.

## Participants' comments:

I thought the Basic Law training would be boring. However, the speaker used videos and real-life examples to explain the subject matter in an interesting way.

I did not fully understand the enactment of the National Security Law at first. The speaker's clear explanation on the issue, together with citations from various reference materials, had dispelled my doubts.

The course was very inspiring. In particular, the history about the invasion of China by Western powers and the military strategies formulated by the British in Hong Kong was thought-provoking.



The web course “真識《基本法》” on the “Basic Law Portal” has been updated. Through comprehensive content and precious historical news footage and photos, civil servants can revisit the enactment of the Basic Law and the background and content of the interpretations of the Basic Law, so as to deepen their understanding of the issue.

## Enhancing e-learning resources

CSC is also actively strengthening their online learning resources. The “Basic Law Portal” and the dedicated webpage on “Safeguarding National Security” on the Cyber Learning Centre Plus provide civil servants with web courses, lectures and interactive games on the Constitution, the Basic Law and the National Security Law.

CSC will regularly invite bureaux / departments to nominate new recruits to attend in the above-mentioned training courses and promote online learning resources and activities on the Constitution, the Basic Law and the National Security Law through e-mails. Please stay tuned for relevant announcements.

## Appointment of Senior Civil Servants

Effective from	Name	Post
August 1, 2022	Maggie Wong Siu-chu	Director-General of Trade and Industry
August 10, 2022	Charmaine Lee Pui-sze	Director of Social Welfare
August 22, 2022	Jessie Wong Hok-ling	Director of Administration and Development of the Department of Justice
September 26, 2022	May Chan Wing-shiu	Commissioner for Labour
September 26, 2022	Leo Yu Chun-keung	Commissioner for Census and Statistics
October 7, 2022	Eddie Cheung Kwok-choi	Director of Broadcasting
November 14, 2022	Doris Ho Pui-ling	Permanent Secretary for Development (Planning and Lands)
December 8, 2022	Rex Chang Wai-yuen	Director, Office of the Government of the Hong Kong Special Administration Region in Beijing

As at 31 December 2022

感謝函

本人謹代表海鮮業界，衷心感謝署長及您的團隊，安排內地過港漁工在香港接種疫苗的計劃。在收到有關安排的通告後，在短短數天內，您的團隊包括漁農自然護理署及香港仔魚市場各人員便已完成所有登記手續及安排第一輪的接種，效率極高，整個過程十分順利而有序，協調及支援工作也相當出色，不少業界人士對此均表示高度讚賞。

因此，本會特此表揚及再次感謝署方及香港仔魚市場團隊所付出的努力，讓我們一起繼續通力合作，為香港社會的抗疫工作作出輝煌成果！

本人於2022年9月4日帶小嬰兒到香港紗廠疫苗接種中心，地點寬敞便利，無障礙通道方便使用。設有infant vaccination booth讓沒耐性的嬰兒優先接種，打針的姑娘手勢純熟。登記、打針、休息區等候流程和安排流暢迅速，職員充滿愛心，預備了貼紙和毛公仔哄小朋友，又懂得安撫家長緊張焦慮情緒。職員從善如流的工作態度，展現了專業的團隊精神。

Date: 14/09/2020 10:44
Subject: A Note of Thanks to Dental Service Colleagues and PHND Colleagues
My husband and I went to Queen Elizabeth Stadium yesterday afternoon for our nasal and throat swabs for COVID-19. The process was very smooth and efficient. Colleagues were helpful and professional. I would like to express our gratitude to all colleagues who help in the operation of the Community Testing Centre throughout the period. THANK YOU and WELL DONE!!!

衛生署 長者健康中心
非常滿意 滿意 不滿意 非常不滿意
健康中心環境 職員表現 健康中心程序 其他意見

辛苦晒各位
渣飯
Thank you!

To: CSB
From:
1/11/2022
I am a happy vaccinee who would like to compliment your team at Queen Mary Hospital COVID-19 Vaccination Station. My vaccination experience was a very pleasant one. They are very helpful and friendly.
Sincerely,

多謝咁
本人想向以下中心職員說聲多謝：
(請在方格內加上✓號，可填上職員姓名)
[ ] 工友
[ ] 文員
[ ] 醫生
[ ] 護士
感謝各位：
用心照顧，令到兒子能安心打針。
19/12/22
(請將此咁放進意見箱)

Support
圖洲角/滙源疫苗注射服務工作人員：
各圖洲角疫苗注射服務工作人員：感謝你們以親切的态度接待前往注射疫苗的小朋友，讓他們的心情得以舒緩。請你們多多保重，保持身體健康，讓我們一起走過疫境。

致亞博上號館全體同工：
感謝各位在疫境間為各位體弱院友的悉心照顧，令家人也感安心，
祝各位工作顺利，身體健康！
9-2022

尊敬的醫護和工作人员：
由衷感谢你们在这疫情中付出专业的护理，我妈妈才能痊愈返回养老院。
这两年多的抗疫过程，我深切体会到医护人员和有关的同工面对的挑戰。在强大的压力下日夜工作，更要兼顾自身的健康、经济和家人的各方面需要，佩服你们表现的专业精神。
身在國外，我從一個網站找到一些有助抗疫減壓的資料，希望...

感謝你的付出
辛苦了

在三年抗疫路上，市民的讚賞一直是我們的動力！
Public recognition for civil service efforts

I would like to express my gratitude to your staff. I was infected with Covid-19 last month and have called the StayHomeSafe hotline for assistance. Your staff (in Fung Tak Estate Call Center, counter 70) showed great help today! She taught me how to get back the recovery report on the website and the way to update my code in 安心出行 step by step. All my concerns regarding the report were cleared by your delightful staff. I am so impressed that she is willing to spend time to listen to my problems and think of the solution and get it solved straight away.
Again I want to express my deep appreciation for the wonderful service that your staff offered me.



多謝特區政府、多謝民政署、多謝民政署的義工團隊，今晚9:30(4月21日)收到了你們送來的居家抗疫物資包，我們居家隔離不愁食物，內心放心很多。
多謝政府，你們做得很多，配套越來越有進步，「居家抗疫」熱線又有真人快速接聽、指定診所看醫生又給我們免費的新冠藥物。
祝福特區政府繼續努力，知道您們已經很盡力、欣賞你們，多謝你們。



支持醫護計劃
感恩珍惜
感謝醫護人員在前線對抗疫情，守護市民健康。
Thank you so much for taking care of us in this very hard time. We can fight the virus together!
感謝你們！你們辛苦了！
感謝你們！你們辛苦了！
感謝你們！你們辛苦了！

2021 感謝
親愛的清潔阿姨：
謝謝你每天清潔街道，我們十分感謝你！
原主祝幸福！
THANK YOU
THANKS

Date: 12/07/2020 15:32
Subject: Covid 19 handling - thanks a lot!
Dear Ladies and Gentlemen,
Our Covid 19 quarantine is almost over.
I do not want to miss to say thank you and mention, that I have been highly impressed by the very friendly and very supporting attitude of all people we contacted. All people at the various hotlines, at the airport, at world expo and in Regal Oriental Hotel Kowloon gave very good and very friendly advice and support!
Thank you very much and all the best,

I'm writing to express my deepest gratitude for the help, support shown by all the combined departments (HAD/HAB, DH, etc.) of HKSAR government for the time we were a family of 8 were home quarantined due to RAT +ve for COVID.
We are also EM. Group in Hong Kong since our forefathers and never felt left out specially this hard time. Deeply felt the efficiency of the HKSAR Government and our CE's vital and staunchly decisions.

親愛的工作人員：
唔該晒，辛苦晒~
加油！



表揚信
近日第五波疫情猖獗，確診數字幾何級上升，尤其尖沙咀不免成為重災區。前線同事除了工作量倍增外，更擔心長期在高危環境下工作，變得容易感染 Omicron 變種病毒，故處理清潔問題的複雜性及危險性也隨之提高。儘管如此，署方依然積極回應市民訴求，致力於旺角北、佐敦西、旺角東、大南四區處理相關確診大廈的衛生工作，讓市民得到保障，實在功不可沒。
對於署方在如此危急及嚴峻的關頭，依然以高效率處理問題、發揮良好管治及團隊合作精神，我們十分欣賞。就此，特來函讚揚負責多次清理行動之旺角區潔淨及防治鼠組人員：