

## **LEGISLATIVE COUNCIL PANEL ON PUBLIC SERVICE**

### **Civil Service Outstanding Service Award Scheme 2011**

#### **Purpose**

This paper briefs Members on the Civil Service Outstanding Service Award Scheme 2011 (the 2011 Scheme).

#### **Background**

2. The Administration is committed to upholding high standards of performance and conduct in the civil service. To motivate civil servants to deliver quality service that meets the rising expectations of the general public, we need a fair commendation system that could help motivate proactive and sustained exemplary performance from civil servants.

3. Since 1999, the Civil Service Bureau (“CSB”) has been organising the Civil Service Outstanding Service Award Scheme on a biennial basis. It is one of the four commendation schemes applicable to civil servants<sup>1</sup>. The Scheme is organised on a department/team basis, while the other three schemes award deserving individual civil servants. The objectives of the Scheme are to recognise the efforts of departments and teams which provide excellent service, to promote a customer-focused culture in the civil service, and to inspire departments and teams for continuous improvement in the delivery of public services.

#### **The 2011 Scheme**

4. The 2011 Scheme elicited a positive response with 110 entries from 42 (out of 73) bureaux and departments. This reflected a high degree of awareness of continuous enhancement in service quality and wide support for the Scheme in the civil service. Awards under the Scheme were presented at three levels, namely –

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<sup>1</sup> The other three commendation schemes are: the Honours and Awards System of the HKSAR with awards granted by the Chief Executive to individual civil servants with exceptional merits; the Secretary for the Civil Service (“SCS”)’s Commendation Award Scheme with SCS giving recognition to individual civil servants with outstanding performance; and the Commendation Letter Scheme with commendation letters issued by Heads of Department to individual civil servants with meritorious service.

- the inter-departmental Partnership Award for quality services to the public through collaboration among departments;
- the departmental awards, comprising the Service Enhancement Award and the Best Public Image Award; and
- the team awards, comprising the Specialised Service Award, the Internal Service Award, the General Public Service Award, the Regulatory/Enforcement Service Award and the newly-introduced Crisis/Incident Support Service Award.

## **Public Engagement**

5. The 2011 Scheme continues to emphasise the participation of the private sector as well as public and community leaders in the adjudication process.

6. As in previous years, we invited the Hong Kong Management Association to co-organise the Scheme to enhance the interaction between the public and private sectors. Seasoned practitioners from different service industries were invited to serve on the boards of examiners, which were tasked to conduct the first stage assessment, comprising screening of written submissions and interviews with participating departments and teams. The involvement of private sector practitioners enhanced the objectivity of the assessment process and facilitated benchmarking with the private sector. It also helped promote exchange between the public and the private sectors on quality customer service and related standards.

7. Four Members of the Legislative Council<sup>2</sup> participated in the adjudication as Chairpersons of four Final Adjudication Panels which comprised District Council members, representatives from professional organisations<sup>3</sup>, staff side members of the Central Consultative Councils<sup>4</sup> and senior officials from CSB. The Panels received presentations from representatives of the short-listed bureaux and departments before deciding on the winners of the Gold, Silver and Bronze prizes. In addition, a sample of more than 2,400 members of the public and all Members of the Legislative Council and District Councils

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<sup>2</sup> They were the Hon Li Fung Ying, Dr the Hon Leung Ka Lau, the Hon Wong Sing-chi and the Hon Ip Wai-ming.

<sup>3</sup> These professional organisations included the Hong Kong Institute of Human Resource Management, the Hong Kong Management Association and the Hong Kong Association of Customer Service Excellence.

<sup>4</sup> They were the Disciplined Services Consultative Council, the Model Scale 1 Staff Consultative Council and the Senior Civil Service Council.

were invited to vote in a survey to select three departments for the Best Public Image Award.

8. The list of winners of the 2011 Scheme is at the Annex.

### **Publicity and Dissemination**

9. In order to underline the importance of quality service, to give recognition to the outstanding achievements by the winning departments and teams and to inform the public of these achievements, a prize presentation ceremony was held at the Hong Kong Convention and Exhibition Centre in September 2011. The ceremony was attended by over 600 guests and civil servants. The event attracted widespread media coverage and helped enhance the community's understanding of the work of civil servants. To further recognise the commendable efforts of all award winners, a one-hour TV documentary produced by RTHK was broadcast on TVB Jade and the Hong Kong Broadband bbTV on 22 October 2011. The event and the award winning services were widely publicized in local newspapers. In addition, the awards were recorded in the personal files of the civil servants concerned to register their contribution to winning the awards.

10. To inspire other departments and civil servants to emulate the best practices of the winners of the Scheme, seminars were held in January/February 2012 for the winning teams and departments to exchange experience and share good practices.

11. In addition, the factors contributing to the success of the winners are being developed into training and self-learning materials for further dissemination in the civil service. A video series capturing the lesser-known, behind-the-scene efforts and commitment of civil servants who participated in the Scheme has been produced. The videos will be broadcast through different channels, including public transport means, government websites and public waiting areas in government venues.

### **Review and Way Forward**

12. A review of the 2011 Scheme was conducted in November 2011 via a questionnaire survey to all participating departments. The feedback received was very positive. The respondents generally considered that the Scheme had helped raise staff morale, gained public recognition for their outstanding achievements and encouraged continuous improvement in the delivery of public services. They were particularly appreciative of the prize presentation ceremony and highly welcomed the use of multiple channels in promoting their

services. The continuation of the Scheme received strong support.

13. The Scheme will be held again in 2013. CSB will build on the momentum created by the 2011 Scheme and continue to involve the Legislative Council, the business sector and the community in the adjudication process.

Civil Service Bureau  
March 2012

**Civil Service Outstanding Service Award Scheme 2011  
List of Award Winners**

**(I) Inter-departmental Partnership Award**

Gold Prize	Water Supplies Department, Housing Department Promoting Interdepartmental Cooperative Water Saving Project
Silver Prize	Correctional Services Department, Architectural Services Department Redevelopment of Lo Wu Correctional Institution
Bronze Prize	Correctional Services Department, Education Bureau The Enhanced Smart Teen Project
Meritorious Awards	Constitutional and Mainland Affairs Bureau, Architectural Services Department, Commerce and Economic Development Bureau, Information Services Department, Leisure and Cultural Services Department The HKSAR's Participation in the World Exposition 2010 Shanghai China
	Hong Kong Police Force, Electrical and Mechanical Services Department, Marine Department Versatile Maritime Policing Response

**(II) Departmental Awards****(A) Departmental Service Enhancement Award – Large Department**

Gold Prize	Hong Kong Police Force
Silver Prize	Hong Kong Fire Services Department
Bronze Prize	Customs and Excise Department
Meritorious Awards	Buildings Department
	Immigration Department
Special Citation	Customs and Excise Department

(B) Departmental Service Enhancement Award – Small Department

Gold Prize	Hong Kong Observatory
Silver Prize	Companies Registry
Bronze Prize	The Land Registry

(C) Best Public Image Award

Gold Prize	Hong Kong Fire Services Department
Silver Prize	Hong Kong Police Force
Bronze Prize	Home Affairs Department

**(III) Team Awards**

(A) General Public Service Award and Specialised Service Award

	General Public Service Award	Specialised Service Award
Gold Prize	Housing Department Marine Mud Green Process Pioneer	Hong Kong Fire Services Department Fire Safety Performance-Based Design
Silver Prize	Drainage Services Department Hong Kong West Drainage Tunnel Project Team	Civil Aviation Department Procedure and Evaluation Unit
Bronze Prize	Leisure and Cultural Services Department Hong Kong Flower Show	Leisure and Cultural Services Department Hong Kong SAR Cultural Programmes for Expo 2010 Shanghai
Meritorious Awards	Housing Department Structural Condition Monitoring Unit	Hong Kong Police Force Project Sparkle

	Transport Department Hong Kong eTransport	Housing Department Use of Building Information Modelling (BIM) for Cost-effective Design Optimization and Enhancing Site Safety
Special Citation (Innovation)	Agriculture, Fisheries and Conservation Department Hong Kong Wetland Park Volunteer Unit	Food and Environmental Hygiene Department FEHD Cemeteries and Crematoria Section

(B) Regulatory/Enforcement Service Award and Internal Service Award

	Regulatory/Enforcement Service Award	Internal Service Award
Gold Prize	Immigration Department Immigration Task Force	Lands Department Geospatial Information Service Unit
Silver Prize	Electrical and Mechanical Services Department Reviving Gas	Hong Kong Fire Services Department Paramedic Services Quality Assurance System
Bronze Prize	Electrical & Mechanical Services Department Proactive Team	Water Supplies Department On-line Water Quality Monitoring System
Meritorious Awards	Department of Health Enforcement Unit of Tobacco Control Office	Civil Engineering and Development Department Public Works Laboratories
	Hong Kong Police Force Police Licensing Office	Hong Kong Fire Services Department Staff Stress Counselling Team

Special Citation (Innovation)	--	Hong Kong Fire Services Department Establishment of FSD Fire Investigation Group
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(C) Crisis/Incident Support Service Award

Gold Prize	Hong Kong Police Force Police Negotiation Cadre
	Immigration Department Assistance to Hong Kong Residents Unit
Bronze Prize	Social Welfare Department Manila Hostage Incident Psycho-social Support Team
Meritorious Awards	Buildings Department Survey of 50 year old buildings
	Transport Department Emergency Traffic Management
Special Citation (Innovation)	Social Welfare Department SWD's Deeds, for You in Need