

## Index Page

### Replies to supplementary questions raised by Legislative Council Members in examining the Estimates of Expenditure 2023-24

Director of Bureau : Secretary for Civil Service

Session No. : 1

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Reply Serial No.	Question Serial No.	Name of Member	Head	Programme
<a href="#">S-CSB01</a>	S001	CHAN Siu-hung	143	(4) Civil Service Training and Development
<a href="#">S-CSB02</a>	S002	KAN Wai-mun, Carmen	143	(2) Human Resource Management
<a href="#">S-CSB03</a>	S005	TSE Wai-chuen, Tony	143	(2) Human Resource Management
<a href="#">S-CSB04</a>	S006	TSE Wai-chuen, Tony	46	General Expenses of the Civil Service
<a href="#">SV-CSB01</a>	SV001	HO Chun-yin, Steven	143	(2) Human Resource Management
<a href="#">SV-CSB02</a>	SV004	KWOK Wai-keung	143	(2) Human Resource Management
<a href="#">SV-CSB03</a>	SV007	LO Wai-kiwok	143	(2) Human Resource Management
<a href="#">SV-CSB04</a>	SV008	NG Kit-chong, Johnny	143	(2) Human Resource Management
<a href="#">SV-CSB05</a>	SV002	SHANG Hailong	143	(4) Civil Service Training and Development
<a href="#">SV-CSB06</a>	SV003	KWOK Wai-keung	37	(7) Medical and Dental Treatment for Civil Servants

**CONTROLLING OFFICER'S REPLY**

**S-CSB01**

**(Question Serial No. S001)**

Head: (143) Government Secretariat: Civil Service Bureau

Subhead (No. & title): (-) Not Specified

Programme: (4) Civil Service Training and Development

Controlling Officer: Permanent Secretary for the Civil Service (Clement LEUNG)

Director of Bureau: Secretary for the Civil Service

Question:

1. The Government advised that in 2023-24, there will be 29 newly created posts in the Civil Service College (CSC). What are the job duties of these 29 posts?
2. The Government advised that starting from July 2022, all new recruits to the civil service are required to attend compulsory training programmes, and it was estimated that 10 000 new recruits would receive training each year. But for those civil servants who had joined the Government for years, are there any plans for them to undertake training on “One Country, Two Systems”, the Constitution of the People’s Republic of China, the Basic Law, the National Security Law, etc.? If yes, what are the estimated training quotas each year? Will every civil servant receive the above training?
3. Please set out the information on the national studies programmes, study tours and exchange activities planned for civil servants to attend on the Mainland in 2023-24 and the estimated quota for civil servants to attend the programmes.

Asked by: Hon CHAN Siu-hung

Reply:

1. To tie in with the enhancement of civil service training, the Civil Service College (CSC) plans to undergo a process of re-organisation in 2023-24 in which the existing training units will be re-organised into two schools including the School of Public Sector Leadership (SPSL) and the School of Professional Development (SPD) to meet the training and development needs of civil servants of different echelons.

The SPSL will be dedicated to the training of senior civil servants, in particular those with potential for advancement to the senior echelons, in order to enhance their leadership, governance and public policy-making capabilities, as well as to ensure their accurate understanding of the “One Country, Two Systems” principle and the development strategy of our country, so as to give full support to the Hong Kong Special Administrative Region (HKSAR) Government’s implementation of the principle of “patriots administering Hong Kong”. The SPD will be dedicated to the provision of foundation and professional development training for civil servants. This will enable

civil servants to undergo continuous training throughout their career so as to reinforce their public service values and update them on the knowledge and skills required at work. CSC will also build international collaboration and establish its research capability to tap into the experiences and good practices of public administration locally and in other places to enhance the design and contents of its training programmes.

To support the above development, CSC plans to create 4 directorate posts in 2023-24 to assist the Head of CSC in strategy setting and planning, developing and leading the two new schools, as well as promoting international collaboration and research development. CSC also proposes the creation of 25 non-directorate posts, including Training Officers and staff in the grades of treasury, accounting, supplies, system analysis and programming, so as to strengthen the professional teams to handle the administrative, financial and management work arising from the re-organisation and capability enhancement of CSC. CSC will also leverage on technology to develop a new online learning portal and management system to promote self-directed and continuous learning of civil servants.

2. As regards training on constitutional order and national security, CSC has established a systematic training framework and designated training programmes for mandatory attendance by officers at different levels, in particular, for training targeted at new recruits. Starting from July last year, all new recruits are required to complete the foundation training programme while officers of degree or professional grades are required to take part in advanced training upon confirmation to the permanent establishment. In addition to new recruits, CSC also arranges civil servants to attend national studies programmes at different stages of their career, including programmes held locally or provided by key institutions on the Mainland, thematic visits and staff exchange programmes. In view of the resumption of normalcy, CSC will strengthen training by different means including online and face-to-face training. CSC will resume arranging middle and senior-level civil servants to attend training on the Mainland and the number of trainees is expected to increase. In 2023, the estimated number of trainees for national studies training (including programmes on the country's Constitution, the Basic Law, the Hong Kong National Security Law, and the understanding of the country's policies and development) is around 20 000 and the number of trainee-days is around 32 000. CSC also provides multi-media learning resources, which include web courses, seminars' recording etc., through its e-learning portal to support civil servants' continuous learning of related topics.
3. For programmes held on the Mainland, CSC collaborates with nine Mainland institutions (including the National Academy of Governance, China Foreign Affairs University, Peking University, Tsinghua University, Zhejiang University, Nanjing University, Wuhan University, Jinan University and Sun Yat-sen University) to organise programmes which mainly cover topics such as the country's Constitution and the Basic Law, the relationship between the Central Authorities and the HKSAR, the Hong Kong National Security Law and national security, the latest national policies, and a host of other topics (such as China's economic development, foreign affairs and national defence policies, history and culture, etc.). In addition, through collaboration with various provincial and municipal governments, CSC also arranges middle and senior-level civil servants to participate in thematic visits to and civil service exchange programme in different Mainland provinces/municipalities.

The HKSAR and the Mainland jointly organise the Civil Service Staff Exchange Programme and will first launch the exchange programme with the Mainland municipalities in the Greater Bay Area (GBA). The initial target is to extend the staff exchange period from 4 weeks in the past to 3 months, so that our civil servants will have opportunities to stay longer on the Mainland to experience more deeply the development of the GBA municipalities and conduct exchanges with relevant officials, experts and practitioners. CSC will also continue to organise thematic visits, which cover the areas of innovation and technology, economic development, smart city planning, environmental protection, culture preservation, etc., for civil servants to learn about the latest development in different regions of our country.

In the second half of 2023, CSC will resume organising training and exchange programmes on the Mainland and the estimated number of trainees is 700 and the trainee-days is around 10 000. CSC will make timely adjustment to the number of trainees as training resources and capability are enhanced. Besides, bureaux/departments also arrange Mainland visits, exchange and learning activities for their staff in view of their specific job and professional training needs. Civil Service Bureau does not collect figures on this front.

- End -

**CONTROLLING OFFICER'S REPLY****S-CSB02****(Question Serial No. S002)**Head: (143) Government Secretariat: Civil Service BureauSubhead (No. & title): (-) Not SpecifiedProgramme: (2) Human Resource ManagementControlling Officer: Permanent Secretary for the Civil Service (Clement LEUNG)Director of Bureau: Secretary for the Civil ServiceQuestion:

- 1) Please set out as per the table below the length of service of resignees in the civil service over the past 3 years:

No. of Resignees	Length of Service							Total
	Below 3 years	3 to below 5 years	5 to below 10 years	10 to below 20 years	20 to below 30 years	30 to below 40 years	40 years and above	
Below 20								
20 to below 25								
25 to below 30								
30 to below 35								
35 to below 40								
40 to below 45								
45 to below 50								
50 to below 55								
55 to below 60								
60 to below 65								
65 and above								
Total								

- 2) While the rotation and turnover of the civil service is considered normal and stable, has special attention been given to the wastage of civil servants at the middle level with certain years of service, vast experience and potential for advancement? Are there any specific measures to retain these key figures in the civil service?

Asked by: Hon KAN Wai-mun, Carmen

Reply:

- 1) In the past 3 years from 2019-20 to 2021-22, a breakdown of the numbers of resignation of civil servants by age group and length of service is set out at **Annex**.
- 2) Although the number of resignees has risen in the past 3 years, the operation of the Government has not been affected much. The Government has been maintaining a clear and well-structured career development system for civil servants to attract, nurture and retain talents. The Government will put a greater emphasis on identifying as early as possible officers with potential, commitment and outstanding performance (but may have shorter years of service), and provide them with enhanced training and advancement opportunities. Heads of departments/grades will monitor their posting needs and keep in view their development, formulate departmental development plans, and provide opportunities for promising senior professionals to take up responsibilities beyond their professional domains in a strategic manner to widen their exposure.

Moreover, departments will also systematically arrange promising officers to attend advanced leadership programmes to help them develop the essential leadership and administrative competencies required to fulfill the role of a directorate officer. For example, the Master's Degree in Public Policy Programme for senior civil servants held jointly with the School of Government of Peking University is specifically designed for senior civil servants of high potential. We will encourage departments to select young officers with good potential and commitment to participate in this programme.

**Statistics on Resignation of Civil Servants  
2019-20 to 2021-22**

**A. 2019-20**

<b>No. of Resignees</b>	<b>Length of Service</b>							<b>Total</b>
	<b>Age Group</b>	Below 3 years	3 to below 5 years	5 to below 10 years	10 to below 20 years	20 to below 30 years	30 to below 40 years	40 years and above
	Below 20	7	0	0	0	0	0	<b>7</b>
	20 to below 25	227	13	1	0	0	0	<b>241</b>
	25 to below 30	347	69	40	2	0	0	<b>458</b>
	30 to below 35	149	34	75	22	0	0	<b>280</b>
	35 to below 40	87	14	32	53	3	0	<b>189</b>
	40 to below 45	47	2	14	30	15	0	<b>108</b>
	45 to below 50	30	4	5	13	31	0	<b>83</b>
	50 to below 55	26	4	3	6	36	9	<b>84</b>
	55 to below 60	20	3	7	6	37	11	<b>84</b>
	60 to below 65	32	3	1	0	0	0	<b>36</b>
	65 and above	1	0	0	0	0	0	<b>1</b>
	<b>Total</b>	<b>973</b>	<b>146</b>	<b>178</b>	<b>132</b>	<b>122</b>	<b>20</b>	<b>1 571</b>

**B. 2020-21**

<b>No. of Resignees</b>	<b>Length of Service</b>							<b>Total</b>
<b>Age Group</b>	Below 3 years	3 to below 5 years	5 to below 10 years	10 to below 20 years	20 to below 30 years	30 to below 40 years	40 years and above	
Below 20	5	0	0	0	0	0	0	<b>5</b>
20 to below 25	154	7	0	0	0	0	0	<b>161</b>
25 to below 30	388	82	32	1	0	0	0	<b>503</b>
30 to below 35	183	63	112	27	0	0	0	<b>385</b>
35 to below 40	91	21	69	107	1	0	0	<b>289</b>
40 to below 45	46	10	33	86	22	0	0	<b>197</b>
45 to below 50	20	7	15	26	44	3	0	<b>115</b>
50 to below 55	20	2	2	6	44	21	0	<b>95</b>
55 to below 60	17	5	4	8	33	15	0	<b>82</b>
60 to below 65	25	3	2	1	0	0	0	<b>31</b>
65 and above	0	0	0	0	0	0	0	<b>0</b>
<b>Total</b>	<b>949</b>	<b>200</b>	<b>269</b>	<b>262</b>	<b>144</b>	<b>39</b>	<b>0</b>	<b>1 863</b>



**C. 2021-22**

<b>No. of Resignees</b>	<b>Length of Service</b>							<b>Total</b>
<b>Age Group</b>	Below 3 years	3 to below 5 years	5 to below 10 years	10 to below 20 years	20 to below 30 years	30 to below 40 years	40 years and above	
Below 20	2	0	0	0	0	0	0	<b>2</b>
20 to below 25	172	6	0	0	0	0	0	<b>178</b>
25 to below 30	578	162	60	0	0	0	0	<b>800</b>
30 to below 35	249	167	205	54	0	0	0	<b>675</b>
35 to below 40	170	71	170	212	1	0	0	<b>624</b>
40 to below 45	94	40	94	260	42	0	0	<b>530</b>
45 to below 50	44	15	42	90	172	6	0	<b>369</b>
50 to below 55	26	3	10	25	146	51	0	<b>261</b>
55 to below 60	28	5	9	13	100	69	0	<b>224</b>
60 to below 65	36	13	7	10	1	3	0	<b>70</b>
65 and above	0	0	1	0	0	0	0	<b>1</b>
<b>Total</b>	<b>1 399</b>	<b>482</b>	<b>598</b>	<b>664</b>	<b>462</b>	<b>129</b>	<b>0</b>	<b>3 734</b>

- End -

**CONTROLLING OFFICER'S REPLY**

**S-CSB03**

**(Question Serial No. S005)**

Head: (143) Government Secretariat: Civil Service Bureau

Subhead (No. & title): (-) Not Specified

Programme: (2) Human Resource Management

Controlling Officer: Permanent Secretary for the Civil Service (Clement LEUNG)

Director of Bureau: Secretary for the Civil Service

Question:

Regarding the cases where civil servants were punished with formal disciplinary action for conviction of criminal offences or serious misconduct in the past 3 years as mentioned in the reply, what are the average (or normal) and the longest time taken for handling the cases? What are the average administrative expenses for handling the cases?

Is the Government satisfied with the speed at which the cases were handled? Will measures be taken to streamline and expedite the process so as to punish the black sheep in the civil service more promptly and effectively?

Asked by: Hon TSE Wai-chuen, Tony

Reply:

The Government attaches great importance to the conduct and integrity of civil servants and takes a serious approach against any officers who violate the law and commit misconduct. In handling disciplinary cases, the Government would not only need to uphold fairness and impartiality, but would also strive to complete the cases within a reasonable timeframe and promptly impose punishment as appropriate. The time required to process a case involving disciplinary hearing is subject to a host of factors including the circumstances and complexity of the case concerned. In the past three financial years from 2020-21 to 2022-23, for cases requiring disciplinary hearing under the Public Service (Administration) Order (PS(A)O), on average about 80% of the cases could be processed by Civil Service Bureau (CSB) within nine months, i.e. from the point of notifying the officer on the ordering of hearing to that of seeking advice from the Public Service Commission (PSC) on the recommended punishment. For cases of criminal conviction and abscondment for which no disciplinary hearing was required, on average about 94% of the cases could be processed by CSB within three months, i.e. from the point of receiving the requisite information or inviting the officer's representations to that of seeking advice from PSC on the recommended punishment. Handling of disciplinary cases under PS(A)O constitutes part of the overall operation of CSB. It would be difficult for us to account for the expenses involved separately.

The Chief Executive indicated in his 2022 Policy Address that the Government will “enhance the civil service disciplinary mechanism”. The CSB is formulating measures to enhance the efficiency and effectiveness of handling disciplinary cases, with a view to enabling disciplinary cases to be handled in a fair and just manner while also enabling appropriate punishment commensurate with the severity of cases to be promptly imposed on officers who have misconducted themselves. CSB will consult PSC on the proposed measures within 2023, before promulgation and implementation.

- End -

**CONTROLLING OFFICER'S REPLY**

**(Question Serial No. S006)**

Head: (46) General Expenses of the Civil Service

Subhead (No. & title): (040) Non-accountable cash allowance

Programme: General Expenses of the Civil Service

Controlling Officer: Director of Accounting Services (Susanna CHEUNG)

Director of Bureau: Secretary for the Civil Service

Question:

Regarding the "040 Non-accountable cash allowance" in the table of the reply, what are its eligibility criteria and specific uses? Please provide supplementary information on the actual expenditures of the allowance in the 3 years from 2019-20 to 2021-22, and the actual number of applicants in the 4 years from 2019-20 to 2022-23.

The estimated expenditure of the allowance for 2023-24 amounts to \$3.488 billion, which is 23.3% higher than the revised estimate for 2022-23. What are the specific reasons for it? What mechanism has been put in place by the Government to monitor the application for and use of the allowance so as to ensure the proper use of public money from taxpayers?

Asked by: Hon TSE Wai-chuen, Tony

Reply:

Non-accountable Cash Allowance (NCA) is a type of civil service housing benefit applicable to officers who were offered appointment on new terms on or after 1 June 2000. For officers –

- (a) on or above Master Pay Scale (MPS) Point 34 (or equivalent), they are eligible for the allowance as a condition of service; or
- (b) below MPS Point 34 (or equivalent), they are eligible for the allowance subject to the same quota system under the Home Purchase Scheme upon meeting the specified service requirements i.e. officers with salary between MPS Point 22 and 33 (or equivalent) meeting the three-year continuous service requirement and officers below MPS Point 22 (or equivalent) with 20 years' continuous service.

Officers who were offered appointment before 1 June 2000 and eligible for the Accommodation Allowance may opt to switch to receive this allowance subject to the specified conditions.

Eligible officers who join the NCA Scheme will receive a monthly allowance at specified rates appropriate to their salary points for a maximum entitlement period of 120 months. The NCA was designed with reference to the practice in the private sector, the non-accountable arrangement of which provides claimants with greater flexibility to use the allowance. All applications for this allowance are required to be verified on their eligibility and submitted by applicants' departments to the approving authority for processing and arranging payment.

Details of the expenditure and the number of recipients of the allowance from 2019-20 to 2022-23 are as follows -

<b>Year</b>	<b>No. of recipients</b>	<b>Expenditure (\$'000)</b>
<b>2019-20</b>	7 861	1,687,336
<b>2020-21</b>	9 192	2,019,856
<b>2021-22</b>	10 720	2,377,991
<b>2022-23 (Revised Estimate)</b>	12 500	2,829,000

As the NCA is applicable to officers offered appointment on or after 1 June 2000, the number of eligible officers for this allowance will gradually increase in the long run. The estimated expenditure for 2023-24 is higher than the 2022-23 revised estimate mainly due to the anticipated increase in the number of recipients in 2023-24 through salary progression, promotion and new appointment.

- End -

**CONTROLLING OFFICER'S REPLY**

**SV-CSB01**

**(Question Serial No. SV001)**

Head: (143) Government Secretariat: Civil Service Bureau

Subhead (No. & title): (-) Not Specified

Programme: (2) Human Resource Management

Controlling Officer: Permanent Secretary for the Civil Service (Clement LEUNG)

Director of Bureau: Secretary for the Civil Service

Question:

Regarding the drills under the “government-wide mobilisation” level, what are the drilling cycle, and the expenditure and resources involved? In case of a real emergency that necessitates the activation of “government-wide mobilisation”, what are the expenditure and resources estimated to be involved?

Asked by: Hon HO Chun-yin, Steven

Reply:

The purpose of the drill under the “government-wide mobilisation” level is to test departments’ capability to mobilise staff without forewarning, and the staff’s readiness to be mobilised. As such, it is inappropriate to disclose plans and frequencies of drills.

The expenditure (including related allowances) and resources required for implementing the “government-wide mobilisation” level and conducting drills are to be absorbed by the respective bureaux and departments.

As regards allowances, the Civil Service Regulations have set out the payment criteria of various allowances for civil servants under different circumstances. Depending on the actual circumstances, civil servants who have met the relevant requirements may be granted Job-related Allowances, Overtime Allowance or Local Subsistence Allowance, etc. as appropriate. Taking Overtime Allowance as an example, for staff who are required to work overtime in operations under the “government-wide mobilisation” level, they would be recompensed in accordance with the established rules and procedures (viz. overtime work should normally be compensated by time off in lieu, or Overtime Allowance may be paid subject to compliance with the relevant requirements). As the nature of emergencies, the actual number of mobilised staff and their ranks as well as the number of working hours are unpredictable, it is difficult to estimate the expenditure and resources to be involved at this stage.

- End -

**CONTROLLING OFFICER'S REPLY**

**SV-CSB02**

**(Question Serial No. SV004)**

Head: (143) Government Secretariat: Civil Service Bureau

Subhead (No. & title): (-) Not Specified

Programme: (2) Human Resource Management

Controlling Officer: Permanent Secretary for the Civil Service (Clement LEUNG)

Director of Bureau: Secretary for the Civil Service

Question:

Due to the zero growth in the civil service establishment, the workload of civil servants keeps on increasing and the wastage rates of civil servants remain persistently high. In view of this situation, will the Government consider relaxing the zero growth policy on the civil service establishment and how to narrow the gap between the strength of the civil service and the total establishment?

Asked by: Hon KWOK Wai-keung

Reply:

To ensure the sustainability of public finances, the Government maintains zero growth in the overall civil service establishment. Through reprioritisation, internal redeployment, streamlining of work processes and enhancement of efficiency, civil servants cope with the workload and take forward various new policies and initiatives with the civil service establishment maintained at the present level. Besides, maintaining zero growth in the overall civil service establishment does not mean that there will be zero growth in the establishment of all bureaux/departments (B/Ds). The establishment of individual B/Ds may still increase having regard to operational needs and with full justifications. Since such increase can be more than offset by the deletion of posts no longer required by other B/Ds for their operations, there will remain no net growth in the overall civil service establishment.

Regarding the wastage of civil servants, as in the past, retirement remains the main reason for the wastage of civil servants.

The Civil Service Bureau (CSB) will continue to keep in view the recruitment situation to ensure that B/Ds will take early actions to formulate manpower plans, launch recruitment exercises to fill vacancies in a timely manner, and enhance promotion of the work and recruitment arrangements of individual grades. The CSB will also maintain close communications with stakeholders like tertiary institutions etc. to keep abreast of the market situation and attract more individuals with aspiration to serve the community to join the civil service.

- End -



**CONTROLLING OFFICER'S REPLY**

**SV-CSB03**

**(Question Serial No. SV007)**

Head: (143) Government Secretariat: Civil Service Bureau

Subhead (No. & title): (-) Not Specified

Programme: (2) Human Resource Management

Controlling Officer: Permanent Secretary for the Civil Service (Clement LEUNG)

Director of Bureau: Secretary for the Civil Service

Question:

Regarding the high wastage rate of the construction and relevant engineering professional grades, what were the numbers of officers having completed apprenticeship in 2021-2022 and 2022-2023 but were not offered continuous employment by the Government as well as the government departments to which they belonged? Will the Government continue its talent retention and training practice as in the past by offering continuous employment to officers having completed apprenticeship?

Asked by: Hon LO Wai-kwok

Reply:

The Government provides apprenticeship training to help apprentices gain relevant qualification, accumulate work experience, and deepen their understanding on the operations of the Government and relevant industries, with a view to enhancing their abilities in joining the Government and relevant industries of the private sector.

Currently, both the Water Supplies Department (WSD) and the Electrical and Mechanical Services Department (EMSD) organise apprenticeship programmes. Upon satisfactory completion of the apprenticeship programmes in WSD and EMSD, apprentices can apply for relevant civil service posts (e.g. artisan grade) via open recruitment which is conducted on the principles of open and fair competition. In addition, EMSD recruits their apprentices to take up non-civil service positions through internal recruitment. In the past two years, around 80% of the apprentices were employed by the Government after satisfactory completion of the apprenticeship programmes.

In addition, to facilitate the sustainable development of the industry, EMSD has been training apprentices in the electrical and mechanical disciplines under the Pilot Cooperative Apprentice Training Scheme (PCATS) to meet the manpower need of the industry since 2016, with a view to facilitating the future development of Hong Kong society. Apprentices will be assigned to different Government or private sector's venues for training, in order to widen their horizon, enhance their skill level, and equip them to apply for vacancies in the

Government or private sector upon graduation. In the past two years, a total of 48 apprentices were successfully employed by the private sector upon completion of the training under the PCATS.

In 2021-2022 and 2022-2023, the number of apprentices who completed training in the Government, and the number of apprentices who were not offered continuous employment by the Government after completion of training are as follows:

Department	2021-2022		2022-2023	
	Number of apprentices who completed training	Number of apprentices not offered continuous employment by the Government <sup>Note 1</sup>	Number of apprentices who completed training	Number of apprentices not offered continuous employment by the Government <sup>Note 1</sup>
WSD	10	2	4	0
EMSD	191 <sup>Note 2</sup>	40 <sup>Note 3</sup>	157 <sup>Note 2</sup>	39 <sup>Note 3</sup>
<b>Total</b>	<b>201</b>	<b>42</b>	<b>161</b>	<b>39</b>

Note 1: Including officers who did not apply for relevant positions and those who did not accept appointment.

Note 2: Including all apprentices in the electrical and mechanical disciplines employed by EMSD. Apart from EMSD, some apprentices would be posted to the Drainage Services Department, WSD or private sector for training and work. On top of providing training on practical knowledge and skill, EMSD also attaches importance to the personal development of apprentices and provides them with different types of soft skills training, including interpersonal skill, interview skill as well as life and career planning in order to prepare apprentices for their long-term career development.

Note 3: Including apprentices recruited by the private sector under the PCATS, apprentices joining other industries or continuing their studies.

- End -

**CONTROLLING OFFICER'S REPLY**

**SV-CSB04**

**(Question Serial No. SV008)**

Head: (143) Government Secretariat: Civil Service Bureau

Subhead (No. & title): (-) Not Specified

Programme: (2) Human Resource Management

Controlling Officer: Permanent Secretary for the Civil Service (Clement LEUNG)

Director of Bureau: Secretary for the Civil Service

Question:

Please provide details of the changes to the numbers of regular lifeguards under the Leisure and Cultural Services Department in the past few years.

Asked by: Hon NG Kit-chong, Johnny

Reply:

According to the information provided by the Leisure and Cultural Services Department (LCSD), the strength of civil service lifeguards of the LCSD during the period between 2019 and 2023 is set out at **Annex**.

**Strength of Civil Service Lifeguards of  
Leisure and Cultural Services Department  
2019 - 2023**

<b>Grade</b>	<b>Year<sup>Note</sup></b>					<b>2023 vs 2019</b>	
	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>No.</b>	<b>%</b>
Senior Artisan (Beach/ Swimming Pool)	169	178	178	176	180	+11	+6.5%
Senior Artisan (Water Sports Centre)	5	5	5	5	4	-1	-20%
Artisan (Beach/ Swimming Pool)	1 029	1 084	1 157	1 178	1 178	+149	+14.5%
Artisan (Water Sports Centre)	28	24	25	28	29	+1	+3.6%
<b>Total</b>	1 231	1 291	1 365	1 387	1 391	+160	+13.0%

Note: As at 1 April of each year

- End -

**CONTROLLING OFFICER'S REPLY**

**SV-CSB05**

**(Question Serial No. SV002)**

Head: (143) Government Secretariat: Civil Service Bureau

Subhead (No. & title): (-) Not Specified

Programme: (4) Civil Service Training and Development

Controlling Officer: Permanent Secretary for the Civil Service (Clement LEUNG)

Director of Bureau: Secretary for the Civil Service

Question:

Regarding civil service training, does the Government provide any training programmes on innovative technology, and how to enhance civil service training and work efficiency with better use of technology?

Asked by: SHANG Hailong

Reply:

Innovation and technology (I&T) application has all along been one of the key training areas of the Civil Service College (CSC) in support of the Government's implementation of the "Hong Kong Smart City Blueprint".

To strengthen civil servants' knowledge and skills in I&T application, efforts of bureaux and departments, together with CSC include:

- (a) Bureaux and departments provide training for their staff based on operational needs, such as training on Building Information Modelling technology, robotics, artificial intelligence, big data analytics, etc.
- (b) To meet service-wide training needs, CSC collaborates with different government departments and organisations to engage experts, academics, industry practitioners and government officials to share their experiences on the latest I&T development. Topics include global trends of the digital media, data sharing and the use of social media in public service delivery, etc. CSC has also enhanced its leadership and national studies training to include I&T development as one of the key programme topics. Through visits to major I&T facilities and enterprises, participants will be able to gain a deeper understanding of smart city development on the Mainland. CSC has also set up a theme-based website at the online learning portal "Cyber Learning Centre Plus" to offer e-learning resources on topics of artificial intelligence, data security and design thinking, etc.

In 2023-24, CSC will continue to enhance training on I&T application for civil servants at different levels. We aim to enhance senior officers' capacity to harness the potential of new technology for devising strategies for service innovation, and to foster middle managers' capability to implement service innovation, and acquire practical skills in managing digital services. CSC will continue to enhance its leadership and national studies training through organising thematic visits to the Greater Bay Area (GBA) for civil servants to learn more about I&T and smart city development of the GBA municipalities and conduct exchange with relevant officials, experts and practitioners. Examples of training programmes organised by CSC are at [Annex](#).

CSC will also leverage on technology to develop a new online learning portal and management system to promote self-directed and continuous learning of civil servants. Besides, the Office of the Government Chief Information Officer (OGCIO) is currently conducting a service-wide e-Government audit for all bureaux and departments, and will put forward recommendations on digital government initiatives. It is expected that the e-Government audit will be completed by end-2023. OGCIO aims to leverage advanced technologies to implement 100 new digital government initiatives by end-2025, so as to provide more convenient services for the general public and the business sector, and enhance work efficiency of the civil servants.

**Training Programmes on  
Innovation and Technology (I&T) Application  
Civil Service College**

**(1) Local Programmes**

<b>Programme</b>	<b>Theme</b>
<b>Incorporating I&amp;T topics into leadership development programmes</b>	
• Advanced Leadership Enhancement Programme	Smart city development, strategies for leveraging I&T, and financial technologies
• Leadership In Action Programme	Digital transformation and public policy, the latest development of I&T, and social innovation
• Innovative Leadership Programme	Innovative leadership and change management, design thinking, application of big data analytics
<b>Workshops and seminars with the theme of I&amp;T application</b>	
<b>(a) Innovation and design thinking</b>	
• Executive Workshop on Driving Innovation in the Digital World	Strategies and regulatory considerations on the use of technologies in big data analytics, artificial intelligence and blockchain in public service delivery
• Workshop on Leading Innovation and Change	Effective strategy for promoting innovation and implementing change
• Workshop on Design Thinking Fundamentals	Fundamental concepts and practical skills of design thinking
• Workshop on Creativity and Decision Making	Cultivating innovative and problem-solving mindset
<b>(b) Development and application of new technologies</b>	
• Smart City, Innovation & Tech Applications Series	Hong Kong's development in I&T and the potential of new technologies, data sharing, digital media applications, strategies for innovating services
• Workshop on ABCD I&T Fundamentals	Trends and application of artificial intelligence, blockchain, cloud computing, and big data
• Seminar Series on “I&T Development of Our Country”	The country’s latest I&T development and application; its smart city development; I&T development of the GBA municipalities
• The “Tsinghua Lecture Series” Online Learning Platform	Digital transformation, digital government development and construction
<b>(c) Big data analytics and its application</b>	
• Executive Workshop on Big Data Applications: Opportunities, Challenges, and Strategies	Harnessing big data and artificial intelligence for creating public values and driving innovation opportunities
• Workshop on Big Data Analytics	Fundamental concepts and application of big data analytics

Programme	Theme
<b>(d) Social media</b>	
• Audience-centric Social Media Campaigns	Strategies and tools for promoting public policies/ services using social media
• Crisis Management and Communication	Connecting citizens using traditional and social media during a crisis
• Seminar series on Digital Communication	Strategies for digital communication and the use of social media for promotion
• Seminar series on Media communication	Impact of the mass media and social media on public relations

**(2) Prior to the pandemic, I&T topics, site visits and exchange activities had been incorporated in national studies programmes held on the Mainland. These programmes will resume in the second half of 2023.**

Programme	Theme
• Dedicated Courses for Directorate Officers/ Administrative Officers at the Chinese Academy of Governance	Visits or lectures on the theme of “I&T/ Smart City”; visits to innovation and technology enterprises, and exchange forums with the leaders
• National Studies Courses at the Peking University/ Tsinghua University	Lectures on the planning and implementation of smart cities; visits to the I&T enterprises and digitalised urban management centres in Qingdao, Jinan, Fuzhou, Zhengzhou and Xuchang, and the creative industrial park and irrigation works projects in Yangzhou, etc.
• National Studies Courses at Zhejiang University/ Nanjing University/ Wuhan University/	Lectures on cloud computing and application of big data for computer operation in smart cities, town planning and construction, conservation of cultural heritage; tours to facilities and enterprises on e-commerce, urban informatisation, new energy and energy-saving technology, network set-up, etc.
• National Studies Courses at Jinan University/ Sun Yat-Sen University	Lectures on opportunities brought about by the development of the GBA, and public governance in the big data era; visits to the Nansha Free Trade Zone in Guangzhou to better understand the co-operation between Guangdong and Hong Kong and the development of new high-tech industry, cultural, technological and network setup enterprises in Guangzhou
• Thematic Study Programmes ➤ I&T Development in the Greater Bay Area (Shenzhen, Dongguan and Huizhou)	Visits to I&T enterprises, smart rural villages, City Data Resources Administration, healthcare technological platform, internet finance projects, new energy industry, rail transport industry, robotic industry, green



Programme	Theme
<ul style="list-style-type: none"> <li>➤ Technological development and Smart City Planning in the Greater Bay Area (Guangzhou, Foshan and Zhongshan)</li> <li>➤ Infrastructure Development and City Planning in Chongqing</li> <li>➤ Data Application and Development of Innovative Technology in Zhejiang</li> </ul>	<p>architecture, big data service industry, high-end equipment and artificial intelligence projects, application of technology in environmental governance, development of e-Government services and livelihood service platform, passenger-carrying autonomous drone, smart unmanned aircraft control system, high-tech innovative products and cultural industry, etc.</p>

- End -

**CONTROLLING OFFICER'S REPLY**

**SV-CSB06**

**(Question Serial No. SV003)**

Head: (37) Department of Health

Subhead (No. & title): (-) Not Specified

Programme: (7) Medical and Dental Treatment for Civil Servants

Controlling Officer: Director of Health (Dr. Ronald LAM)

Director of Bureau: Secretary for the Civil Service

Question:

As the Pilot Scheme on Dental Services (Dental Scaling) will be launched by the Department of Health, please advise on the anticipated reduction in civil servants' waiting time for dental services. How will the Government resolve the key challenges of recruiting dentists?

Asked by: Hon KWOK Wai-keung

Reply:

The Pilot Scheme on Dental Services (Dental Scaling) (Pilot Scheme) will be launched in mid-2023. The Department of Health (DH) has been pressing ahead with its preparatory work, including the invitation to eligible private dental organisations for proposals for the Pilot Scheme. The number of participating civil service eligible persons (CSEPs) in the Pilot Scheme hinges on the service output offered by the private dental organisations, and therefore is not available at this stage. When some CSEPs begin to receive dental scaling services at these private dental organisations, it is expected that a certain number of DH's appointment slots will be freed up for new dental cases, as well as for meeting other urgent dental service needs of CSEPs. In the long term, it is anticipated that the waiting time for dental services would be shortened.

With a view to enhancing the dental services for CSEPs, DH will make continuous effort to recruit Dental Officers (DOs). Measures include arranging year-round recruitment, granting incremental credit for experience to candidates, and creating Post-retirement Service Contract and Non-Civil Service Contract posts, etc. would be taken to attract more prospective candidates to apply for the post of DOs. In view of the growing local demand for dental services, the Government has further increased the number of University Grants Committee-funded degree training places and taught postgraduate places in dentistry. New pathways, such as making legislative amendments to facilitate the admission of qualified non-locally trained dentists, will also be explored.

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