

Examination of Estimates of Expenditure 2002-03  
**CONTROLLING OFFICER'S REPLY TO  
WRITTEN/SUPPLEMENTARY QUESTION**

Reply Serial No.

CSB010

Question Serial No.

1146

Head : 143 - Government Secretariat : Subhead(No. & title) : 700 General other  
Civil Service Bureau non-recurrent

Programme : Human Resource Management

Controlling Officer : Secretary for the Civil Service

Bureau Secretary : Secretary for the Civil Service

Question :

Regarding item 007 "Development of a multi-skilled general support service" under Subhead 700, what progress has been made in the past two years? What is the work schedule for 2002-03? And what is the estimated expenditure?

Asked by : Hon. TAM Yiu-chung,

Reply:

The scheme to develop a multi-skilled general support service has been successfully implemented since early 1998. As planned, by March 2000, 1 920 posts of Typist were either deleted or regraded as Clerical Assistant and the Office Assistant grade was also reduced by 945 posts through deletion or regrading of posts. Some 20 000 computer training places and 2 200 additional sets of computers were provided to improve the services of the clerical and secretarial staff.

In the past two years (April 2000-March 2002), a further 290 posts of Typist and 280 posts of Office Assistant have either been deleted or regraded. Another 22 400 computer training places have also been provided.

In 2002-03, arrangements will be made to provide about 4 000 computer training

places to further enhance the skills of the clerical and secretarial staff. The estimated expenditure is \$ 4.185 million. At the same time, the progressive development of a multi-skilled general support service would continue to facilitate the streamlining of processes and procedures for further productivity gain.

Signature \_\_\_\_\_

Name in block letters Joseph W P WONG

Post Title Secretary for the Civil Service

Date 21 March 2002