

Examination of Estimates of Expenditure 2002-03

Reply Serial No.

**CONTROLLING OFFICER'S REPLY TO
WRITTEN/SUPPLEMENTARY QUESTION**

CSB018

Question Serial No.

0063

Head :106 – Miscellaneous Services Subhead: 777 Initiatives to inculcate a quality service and customer focused culture in the civil service

Programme :

Controlling Officer : Secretary for the Civil Service

Bureau Secretary : Secretary for the Civil Service

Question :

The Civil Service Bureau is going to make a substantial cut on the funds voted for the initiatives to inculcate a quality service and customer focused culture in the civil service from \$2.363m in the 2001-02 revised estimates to \$234,000 in the 2002-03 estimates. Please give the rationale and specify how will the funds, which amount to \$234,000, be used.

Asked by : Hon. LEUNG Fu-wah

Reply :

The estimate of \$234,000 in 2002-03 represents the balance of the total commitment under this capital account which was established in 1998-99 with an injection of \$10,000,000, for the purpose of enabling the Civil Service Bureau (CSB) to provide financial assistance to bureaux/departments to launch initiatives to inculcate a quality service and customer focused culture in departments. Supported projects include conducting customer service training, launching customer satisfaction surveys and producing publicity material on the services provided by departments.

As the funds in this capital account will be fully utilized in 2002-03, CSB has included a provision of \$3,000,000 under the Recurrent Account of Head 143 Subhead 149 General Departmental Expenses in 2002-03 to sustain the momentum of encouraging departments to continue to launch initiatives to inculcate a quality service culture. Upon the approval of the provision of \$3,000,000 in 2002-03, CSB will be able to continue providing financial support to bureaux and departments to conduct projects to enhance the service quality and to further promote a customer focused service culture in the civil service.

Signature

Name in block letters

Joseph W P WONG

Post title

Secretary for the Civil Service

Date

21 March 2002