

Civil Service Newsletter

June 2023 Issue No. 114



Leading the way

**Varied training enriches the
development of the civil service**



Contents

Features

- Braving problems with coordinated and concerted efforts 3-8
Enhancing Training and Development for the Civil Service 9-13

Civil Service Volunteer Service

- HKFSD Volunteer Team goes the extra mile to help those in need 14-17
“Heroic Volunteer Award” commending selfless help to others 17

Close up

- Rebuild with Innovation 18-19
Demolition of Yau Ma Tei Carpark Building
“iAM Smart”—Safe and swift gateway to online services 20-21
Adopting occupational safety and health measures 22-23
Helping firefighters maintain healthy operational work-rest schedules
Enhancing diversity across Correctional Services Department 24-25
Reaching out to non-ethnic Chinese youths

Pensioners' Corner

- Who cares wins 26-30
Positive psychology in and out of the civil service
Pension increase 2023 30

Health

- 2 plus 3 a day 31
Humour—The stimulant for happiness 32

Information

- The Basic Law Bulletin 33
Appointment of Senior Civil Servants 33
The third Civil Service Chinese Medicine Clinic 34
Engaging content on CSB FB and IG pages 35
Have you followed the pages yet?

Centre Spread

- Happy Hong Kong 36



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Braving problems with coordinated and concerted efforts

Civil Service Newsletter Editorial Board



The post of Deputy Secretary of Department has been provided for in the Basic Law and was officially created in the sixth term Government to strengthen the collaboration of the top level governing team by enhancing leadership and coordination. Mr Cheuk Wing-hing, the first Deputy Chief Secretary for Administration (DCS), has been working in the Government for over 40 years. He joined the Force as an Inspector of Police in 1981 before his transfer to the Administrative Officer grade in 1984. He served 17 bureaux, departments and overseas office in the past decades, engaging in fields like election, home affairs, public health, civil service, food and environmental hygiene as well as labour affairs. He then held the post of Permanent Secretary for Innovation and Technology from 2015 to 2019. After retiring from the civil service, he took up important positions in the Government including the Chairman of the Administrative Officer Recruitment Board, Director of the Dialogue Office, Director of the COVID-19 Vaccination Programme and Adviser of the Financial Secretary's Private Office. Let's share Mr Cheuk's story on his thoughts behind taking up the position of a politically appointed official on 1st July last year.

Mr Cheuk said that he was a great fan of TV drama "CID" when he was a student. He shared its advocated values of maintaining law and order and bringing law-flouters to justice. Determined to join the Force, he applied for the post of Police Inspector upon graduation and shunned the idea of working for private companies. He worked in the Special Duties Squad, Patrol Sub-unit, Police Tactical Unit and Emergency Unit before changing track and became an Administrative Officer three years later. "I was born and educated in Hong Kong. I married my wife and started my career

here, and I owe everything to this place. Working for the Government after retirement is like running another marathon after finishing one. There is not much pressure and I would do all I can to build and serve Hong Kong. I am deeply honoured for the appointment as the DCS of the core governing team to serve the Country as well as Hong Kong." said Mr Cheuk.

One important responsibility of the DCS is to assist the Chief Secretary for Administration in supervising and coordinating the work of nine bureaux under



Mr Cheuk Wing-hing (second left), together with the Director of Highways, Mr Chan Pai-ming (frist right); and the Director of Leisure and Cultural Services, Mr Liu Ming-kwong (first left); visited Shenzhen to learn how the landscape greening and city beautification measures work for reference of Hong Kong.



The District Matters Co-ordination Task Force leads and coordinates the work of 18 bureaux and departments to deal with environmental and hygienic issues. The Deputy Chief Secretary for Administration, Mr Cheuk Wing-hing (third right), led heads of departments to hold a press conference to announce the Government Programme on Tackling Hygiene Black Spots.

his purview, through which the strengths of various B/Ds can be leveraged to address bread-and-butter issues and promote social development. Mr Cheuk has been widely recognised for his work in coordinating district affairs over the past year. "Coordination is not only crucial to improving environmental hygiene, but also significant to our efforts to compete for talents, tell the good stories about our policies, address district problems arising from parallel trade, enhance people's sense of national identity, etc.," said Mr Cheuk.

Mr Cheuk remarked that the problem of environmental hygiene hits very close to home and affects the daily life of the public. The emergence of such thorny issues means that old methods do not work, officials should thus rack their brains to tackle them. Sometimes different departments have to take joint actions through the exercise of statutory powers to solve problems. Since the District Matters Co-ordination Task Force was set up last July, Mr Cheuk has been acting swiftly and

steering the work of various departments in tackling hygiene blackspots. With a new mindset, various "standard modes of operation" were worked out to rationalise the responsibilities among departments and streamline relevant workflows with a view to resolving long-standing district environmental hygiene issues such as shopfront extension and abandoned vehicles in rear lanes. Government efforts in street cleansing and tackling shopfront extension are generally considered effective, creating a public perception that it is pragmatic and proactive.



Mr Cheuk Wing-hing (second left) visited Shui Wo Street, Kwun Tong, inspecting the joint operation of the Food and Environmental Hygiene Department and the Hong Kong Police Force against shop front extensions.



Mr Cheuk Wing-hing inspected the street management and hygiene conditions in various districts.

Under the proposals on improving governance at the district level, the Government set up the Task Force on District Governance (“TFDG”) while the former District Matters Co-ordination Task Force was revamped as the Working Group on Environmental Hygiene and Cityscape under the TFDG. With a wider range of responsibilities in district matters, the TFDG aims to achieve better coordination and enhance district governance, giving the public a sense of satisfaction and a sense of gain in everyday life and when using government services.

It is of great importance to enhance patriotic sentiments and national identity among the public. Mr Cheuk gives active support to youth marching activities and public education activities on national security. Besides, he coordinates the efforts of the Development Bureau, the Culture, Sports and Tourism Bureau and the Education Bureau in setting up a task force to explore with all sectors ways to preserve and make good use of wartime relics and historical records, with a view to effectively promoting the history of the War of Resistance and fostering people’s sense of national identity.



Mr Cheuk Wing-hing visited Shatin Government Primary School to see how the national security education is implemented.



Mr Cheuk Wing-hing attended the Kwun Tong District National Security Education Day Carnival, giving full support to the National Security Education Day activities.



Mr Cheuk Wing-hing attended the Skip with the Lions in Harmony - Youth Rope-skipping Carnival cum World Record Challenge to promote "Sport for All" and disseminate the message of social inclusion to the community.

Moreover, Mr Cheuk has recently assumed the leadership role of the "Policy Promotion Group". Working closely with the Secretary for Home and Youth Affairs, Director of Chief Executive's Office, Director of Information Services and relevant B/Ds, the group will devise strategic rollout plans for new policies and initiatives, and lay proper groundwork for policy explanation to win over the public in a systematic manner. "Policy makers can become overconfident, in the conviction that their policies

are logical and infallible. A sense of feeling-good may result in overlooking the extent of public doubts and perception. It is the Chief Executive's design that through this mechanism, policy implementation can be examined in a forward-thinking, objective and comprehensive manner. In this way the Government can better present the justifications for and benefits of the policies so as to improve understanding and garner public acceptance and support." said Mr Cheuk.



Mr Cheuk Wing-hing (centre) and the Secretary for Home and Youth Affairs, Miss Alice Mak Mei-kuen (fifth left) officiated at the pledging ceremony of the District Services and Community Care Team of Tsuen Wan District.

Features

Mr Cheuk pointed out, “When I first assumed office, the media raised concerns about the specific duties of the DCS. No one is asking about that anymore as it can be seen from public information that my portfolio is substantial. I believe that the mission and professional ethics of public officials are to serve the people of Hong Kong and promote their interests. While resolving a problem is fundamental, it is executing the work beautifully that really makes the difference. That is also where public officials derive their professional satisfaction and pride.”

Before the end of the interview, we asked Mr Cheuk how he balances work and life. Mr Cheuk said that he liked living a plain and simple life. “If there are no public activities during holidays, I will go to the Hong Kong-style cafes or cooked food centre that I frequent for breakfast, and then bring takeaway back home for my family and domestic helper. For the remaining time, I will surf the internet, watch TV or videos and read some books to absorb information on sports, travel, food, literature, history, art, current affairs, technology, movies and TV, etc. That is my way of relaxing and getting my peace of mind.”



Mr Cheuk Wing-hing took part again in the 10-km run of the Hong Kong Marathon after more than ten years, and successfully completed the race.

Enhancing Training and Development for the Civil Service

Civil Service College
Civil Service Bureau



The Hong Kong Special Administrative Region Government held a seminar on learning and implementing the spirit of the “two sessions” at the Central Government Offices on 28 March 2023.

THE civil service is made up of 180,000 civil servants whose quality, in terms of both professional competence and mindset, has a direct bearing on the effective governance and administration of Hong Kong. In the 2022 Policy Address, the Chief Executive put forward the initiative of enhancing training for the civil service to build a result-oriented team culture, deepen civil servants’ understanding of “One Country, Two Systems” and contemporary China, as well as broaden their global perspectives.

As the central training agency of the government, the Civil Service College (CSC) seeks to achieve objectives in five areas: enhancing governance and leadership capabilities; deepening understanding of the constitutional order, national development and strategies; building a people-oriented service culture; strengthening professional competence; and promoting a culture of continuous learning.

Mindset building

Mindset building is at the heart of all training programmes in CSC. Civil servants must be patriotic, have a keen awareness of the need to safeguard national security, and share a strong commitment to serve our society and our country at large. To this end, CSC will collaborate with Peking University to organise an in-depth training programme to enhance senior civil servants’



Head of the Civil Service College, Mr Oscar Kwok Yam-shu, shared his experience and insights at Induction Training for New Recruits.

understanding of “One Country, Two Systems” and contemporary China. It comprises 12 monthly lectures by Mainland and local experts covering topics related to “One Country, Two Systems” and the different facets of the country’s development. The inaugural programme will be launched in July 2023.

CSC will also organise a dedicated series of seminars on the theme of “Holistic View of National Security” to foster civil servants’ understanding of the challenges Hong Kong faces in safeguarding national security in the complex international environment, and the responsibilities and obligations each civil servant shares. In addition, following the first series of monthly talks delivered by the Office of the Commissioner of the Ministry of Foreign Affairs in the Hong Kong Special Administrative Region (HKSAR) last year, a new series on the country’s foreign affairs will be launched in 2023 to deepen civil servants’ understanding of the international environment and the challenges our country faces, enabling them to better align their work with the country’s foreign policy.

National studies programmes and thematic visits on the Mainland will gradually resume, and more middle and senior-level civil servants will be

arranged to take part as they advance in their career. The Civil Service Staff Exchange Programme is also under active planning and will be extended to cover Mainland municipalities in the Guangdong-Hong Kong - Macao Greater Bay Area. The exchange period will be extended to three months or more. The plan allows participating officers to gain more in-depth experience and exposure to the Mainland government mechanisms, operating environment and the culture and lifestyle in the Mainland.

For new recruits, induction training has been strengthened since July 2022. All new recruits are required to complete a foundation training programme within the probationary period. Its content will be continually strengthened to facilitate new recruits’ accurate understanding of the civil service’s core values and the constitutional order of the HKSAR, as well as enhance their awareness of the need to safeguard national security. Upon confirmation to the permanent establishment, officers of degree or professional grades are also required to attend an advanced training programme with enriched content. Both programmes have received positive feedback from participants since their launch in July 2022.

Enhancing governance and leadership capabilities

Senior civil servants play a critical role as they are entrusted to formulate and implement public policies, the quality of which will determine the efficacy of Hong Kong's governance. CSC will continue to systematically arrange for officers from

middle to senior and directorate ranks to attend milestone leadership development programmes to broaden their perspectives and enhance their leadership capabilities. These programmes include:

- a** an eight-day Advanced Leadership Enhancement Programme for directorate officers;
- b** a three-week Leadership In Action Programme for senior officers at Master Pay Scale points 45 to 49;
- c** a 13-day Innovative Leadership Programme for officers at Master Pay Scale points 38 to 44; and
- d** a five-day Leadership Essentials Programme for officers at Master Pay Scale points 27 to 37.



Participants of the Leadership In Action Programme took part in a series of experiential activities.

Features



Leadership Essentials Programme participants helped repack rice at food bank for distribution to those in need.



By participating in high rope challenges, Leadership Essentials Programme participants experienced first-hand the importance of collaboration and mutual support.



Leadership Essentials Programme participants volunteered at toy bank, where they helped repair donated toys and distribute them to children from low-income families.



Academic experts shared their insights into public policy and development of smart cities with senior government officers.

These programmes have been enriched and more training places will be offered as resources permit. Additional topics such as geopolitics and international relations, Hong Kong's distinctive status and advantages, innovation and technology strategy in the public service, etc. have been incorporated. The programmes are conducted through case studies and analyses, experience sharing and site visits to maximise learning effectiveness. CSC will also design and deliver

more thematic seminars and workshops covering topics on leadership and public policy, public service innovation, trends and application of new technologies, public communication and crisis management, the latest local, national and global developments etc., and will expand the network of collaboration with universities/training institutes in developing new and advanced training programmes.

In addition, CSC will continue to arrange for senior civil servants to attend the Master's Degree in Public Policy Programme run by Peking University to enrich their perspectives in public administration. CSC will arrange for 15 to 20 civil servants to take part in the programme every year. The first cohort started in September 2022, and the second one will begin this September. The programme for each cohort lasts for two years, with the first year of study taking place in Peking University. Participants will visit different areas in the Mainland to conduct research and studies and gain first-hand experience of the country's development. The second year will take place in Hong Kong where participants will complete a thesis while they resume work. CSC will also continue to sponsor senior civil servants to attend the Executive Master of Public Administration Programme for the Project of Hong Kong Public Administrative Talents at Tsinghua University.

from induction, management, leadership to functional and skill-based training at all levels. CSC also strives to foster a "one-government culture" through promoting good practices and real-life cases of exemplary public service delivery, such as the good stories and behind-the-scenes efforts by civil servants in the award-winning projects of the Civil Service Outstanding Service Award Scheme. CSC will continue to enrich training interactions to naturally reinforce the key elements of the desired mindset.

Building a people-oriented service culture

To build a stronger civil service culture centred around the "people-first principle", the service ethos is infused into all civil service training programmes

Way Forward

With various enhancement initiatives already launched and in the pipeline, CSC looks forward to nurturing a united, dedicated, visionary and innovative civil service that can meet new challenges and ever-rising public expectations.



Seminar explored ways to achieve influence through positive communication.

HKFSD Volunteer Team goes the extra mile to *help those in need*

Hong Kong Fire Services Department



Hong Kong Fire Services Department Volunteer Team.

THE Hong Kong Fire Services Department (HKFSD) delivers its mission of “saving those in distress and protecting the community”. FSD strives for improvements to perfect their work in fire suppression and rescue services, fire protection and prevention, as well as emergency ambulance services. Apart from daily duties serving the public, the Hong Kong Fire Services Department Volunteer Team (HKFSDVT) provides another platform for their members to help and assist those in need in our society.

HKFSDVT was established in 2002. At present, it has over 1,800 registered members comprising serving/retired uniformed staff as well as civilian staff from the HKFSD. Throughout these years, HKFSDVT has actively participated in different events organised by the community and voluntary bodies.

HKFSDVT contributes to the community via multiple services including:

- Providing household and miscellaneous article removal services for those in need;
- Participating in community charitable activities — providing assistance in site decoration, crowd control and material delivery;
- Assisting professional social workers in providing outreach services;
- Showing care to the disadvantaged and attending to their needs, e.g. installing stand-alone fire detectors for residents in need;

- Participating in anti-epidemic efforts, e.g. packing/delivering of anti-epidemic kits and supplies for the public and HKFSD members who had been diagnosed with COVID-19 and required to be home quarantined; and
- Providing “Post-fire Service”.



Household removal services.



Miscellaneous article removal service.



Installing stand-alone fire detectors.

Experience Sharing

Post-fire Service

“The ‘Post-fire Service’ aims to assist people with financial difficulties by expressing our love and care in restoring their damaged residential units in the aftermath of fires or accidents. HKFSDVT provides basic household repairing services, including cleaning up the post-fire scene; refurbishing the walls, ceiling and floor tiles; and re-provisioning basic furniture for the victims when necessary.”

Mr CHOW Chin-choi, Vice-Captain, HKFSDVT



“Post-fire Service” given to those with financial difficulties.



Team after provision of “Post-fire Service”.

“HKFSDVT provides me with the opportunity to get in touch with families suffering in the aftermath of fire and facing financial difficulties — by offering a helping hand through face-to-face actions. During the cleaning process, the damage caused by the fire was far worse than I expected. At the end of the day, I sent my heartfelt sympathy and best wishes to the flat owners, and encouraged them to stay strong in the future. In return, they expressed to us their deep gratitude for our contribution to their ‘new-home.’”

Mr AU Chun-kit, HKFSDVT Member

Accreditation of Hong Kong Volunteer Award (Outstanding Group)

"In 2022, HKFSDVT was nominated by the Family Links Social Services of Abandon Life Christian Church and was honoured to receive the 'Hong Kong Volunteer Award (Outstanding Group)' (the Award) at the Hong Kong Volunteer Award 2022, jointly organised by the Home and Youth Affairs Bureau and the Agency for Volunteer Service. HKFSDVT will remain dedicated to participating in various volunteering works and showing love and care to the community in the future."

Mr Terry WU Sit-hung, Captain, HKFSDVT



Mr Terry Wu Sit-hung, Captain (second left) and Mr Chow Chin-choi, Vice-captain (centre) of HKFSDVT received the Award at Hong Kong Volunteer Award Presentation Ceremony 2022.

HKFSDVT future development

"In 2023, HKFSDVT cooperated with the 'Build & Wish Voluntary Team' to provide 'Staircase Machine Service in Tenement House'. The vision of this service is to enable those with physical impairment to enjoy a barrier-free life and integrate into the community again, by helping them to move up and down stairs more safely within tenement buildings — allowing them to attend medical appointments, go shopping as well as meeting friends and relatives. Currently, 10 members of HKFSDVT have already obtained the qualification required to operate staircase machine, and in future we will continue to provide such services for those in need."

Mr CHAN Wai-leung, HKFSDVT Member



Mr CHAN Wai-leung, qualified operator, provided staircase machine service for residents in tenement buildings.



HKFSDVT members became qualified operators of staircase machine.

“Heroic Volunteer Award” commending selfless help to others



Ms Ng Yuk-lan, Senior Customs Officer, Customs and Excise Department



Senior Customs Officer, Ms Ng Yuk-lan (second right) was presented with “Heroic Volunteer Award” by the Chief Secretary for Administration, Mr Chan Kwok-Ki (second left).

A regular blood donor and registered bone marrow donor — Senior Customs Officer, Ms NG Yuk-lan — received a phone call two years ago from the Hong Kong Red Cross informing her that results of sample analysis had shown that her bone marrow was a complete match to a patient suffering from acute leukemia.

Being a wife and a mother of two children, Ms Ng knew that chances of finding a perfectly matched unrelated marrow donor were extremely low. Without any hesitation she agreed to donate

her bone marrow, and she felt grateful for the full support from her family for this decision.

Through this donation, Ms Ng realised that hematopoietic stem cells of the bone marrow could be extracted from her arm, which is different from the traditional method of extraction from the pelvis. The process did not require general anesthesia and after the surgery, she only needed to rest for a day before returning to work. The impact on the body and daily life is much lighter than that of the traditional extraction method.

Ms Ng’s selfless act has helped the patient get a new lease of life. In December 2022, she was granted “Heroic Volunteer Award” at the Hong Kong Volunteer Award 2022 in recognition of her altruism. Her demonstration of unselfishness has not only projected a positive image of Customs and Excise Department but also fostered a positive response across the Department by raising awareness about bone marrow donation. She also appeals for people’s support in registering as bone marrow donors to promote the spirit of helping others and helping themselves.



Ms Ng Yuk-lan (fifth right) and Mr LEE Ho-yin (fifth left) were awarded “Heroic Volunteer Award” at Hong Kong Volunteer Award Presentation Ceremony 2022.



Mr Lee Ho-yin, Divisional Officer, Fire Services Department

Mr Lee shared, “I was nominated by the Fire Services Department, in which I am now serving, for the Hong Kong Volunteer Award 2022 jointly organised by the Home and Youth Affairs Bureau and the Agency for Volunteer Service, I was awarded the Heroic Volunteer Award.

One day in January 2021 when the COVID-19 epidemic was raging, I happened to see an old man suddenly collapse and fall unconscious on a street in Mong Kok when I was off duty. Since he didn't breathe and had no pulse, I immediately administered cardiopulmonary resuscitation (CPR) on him. After the arrival of my ambulance colleagues, I helped them connect the automated external defibrillator (AED) to the old man to deliver defibrillation shocks to him. Eventually, his heart rhythm was restored to normal and he was then sent to hospital for treatment. I was pleased to learn

later that the old man recovered and was discharged from hospital.

I would like to share this experience with everyone to highlight the importance of timely CPR and defibrillation, as every minute of delay could reduce the survival rate of a cardiac arrest patient by 7 to 10%. While saving lives is a day-to-day job for firefighters, I understand very well that by saving one life, we are actually helping their loved ones too.”



The Chief Secretary for Administration, Mr Chan Kwok-Ki (second right) presented the “Heroic Volunteer Award” to Divisional Officer, Mr LEE Ho-yin (first right).

Rebuild with Innovation

Demolition of Yau Ma Tei Carpark Building

Highways Department



Part of Yau Ma Tei Carpark Building demolished was only one wall away from the Gascoigne Road Flyover.

THE Highways Department (HyD) is currently building the Central Kowloon Route which will better link Kowloon East and West. Under this project, the Yau Ma Tei Carpark Building (the building) had to be demolished. HyD's project team won the Gold Prize in the category of Excellence in Team Collaboration (General Service) in the Civil Service Outstanding Service Award Scheme 2022 with the entry "Rebuild with Innovation" covering the demolition of the building.

Overcoming challenges with innovation

Undergoing demolition works in a busy district is a very challenging task in its own right. The need to maintain normal traffic on the Gascoigne Road Flyover just one wall away from the part of the building to be demolished tremendously increased the complexity and safety requirements of the works. Apart from detailed planning, the team implemented a number of safety measures during the demolition stage and applied innovative technologies to enhance the quality of works and site safety, while reducing the impact on the environment.



Mr Jimmy Chan Pai-ming, Director of Highways (fourth right) and the winning team attended the Civil Service Outstanding Service Award Scheme 2022 prize presentation ceremony.

Serving with a caring and proactive heart

To ensure uninterrupted provision of public services, the team had to ensure timely reprovisioning of the public facilities inside the building before the commencement of the demolition works. At the same time, it also had to take into account the surrounding hawker stalls which operated at night in the vicinity so as to minimise the impacts of the demolition works on their operations. During the process, the team fully demonstrated collaborative team spirit and innovative thinking as well as adopting a people-oriented approach. They went the extra mile to listen carefully to the concerns of various stakeholders and address their needs proactively in the project details.

The team made special arrangement to close the car park progressively in three phases to allow time for car park users to look for alternative parking locations. Moreover, before the construction of the temporary covered walkway, the team purposefully consulted the hawkers operating in the vicinity of the building with a view to preserving local characteristics by allowing them to continue their business at a provisional location during the demolition works. In addition, the team engaged an artist who was born and raised in Yau Ma Tei district to create a

long painting imbued with local characteristics for integration into the hoarding design, adding colour to the temporary covered walkway.

Linking east and west · Rebuild with innovation

The team managed to complete the first phase of the demolition works in a busy district on schedule and achieved the goal of “zero accidents”. The building has already served its historical mission, and the original site will serve as the site for an underground tunnel of the Central Kowloon Route to meet the demand for transport infrastructure arising from the future development of society.



Unique design of temporary covered walkway suits the hawker stalls in the vicinity.



Time-lapse images, from April to August 2021, showed progress of the first phase of Yau Ma Tei Carpark Building demolition works.

“iAM Smart” –

Safe and swift gateway to online services

Office of the Government Chief Information Officer



“iAM Smart”, the one-stop personalised digital service platform of the Office of the Government Chief Information Officer, provides reliable electronic identity authentication for members of the public to log in and use various online services. As at early April 2023, over 270 online services are accessible through the platform, including Leisure Link, eHealth, eTAX, renewal of vehicle licences, appointment booking for Transport Department Licensing Office counter services, Primary One Admission System, Secondary School Places Allocation System, Contactless e-Channel and I-RemindU, etc.

(a) Travel smart

After registering on the Immigration Department (ImmD)’s Contactless e-Channel using “iAM Smart”, users can perform self-service immigration clearance with facial identification technology, which reduces physical contact with shared equipment, and provides a more convenient and hygienic immigration clearance service. Users may also enrol for the I-RemindU Service to receive various reminder messages from ImmD via the personalised notifications function of “iAM Smart”. Moreover, when users apply for or renew their HKSAR passport online, they can use the “e-ME” function of “iAM Smart” to perform auto form-filling for the application, saving time

and avoiding delays in applications due to incorrect information that can arise from manual data input.



(b) Wellness anytime, anywhere

With the authentication function of “iAM Smart”, users can register for an eHealth account and activate their HA Go account anytime, anywhere, and be spared from going to designated locations in-person for such identity verification.



(c) Easy booking

Users can swiftly log into the Leisure Link Internet Booking Service through their “iAM Smart” account to book leisure facilities and enrol for recreational and sports programmes, without having to enter their Leisure Link Patron Number, password and CAPTCHA verification code.



(d) Bills at your fingertips

Through a single “iAM Smart” account, users can access online services of the Water Supplies Department as well as electricity and gas suppliers to view their electronic bills, without having to worry about forgetting their username and password. In addition, with the Address Data Function, users can save their billing address electronically through the “e-ME” form filling

function. The saved address can then be used as proof of address during submission of online applications such as renewal of vehicle licences or full driving licences in the future.



(e) Simple applications powered by digital signing

Users of “iAM Smart+” can perform legally-recognised digital signing to submit various online applications such as renewal of vehicle licences and submission of allocation applications through the Primary One Admission System and Secondary School Places Allocation System while staying home, thus saving the need to submit applications in person.



For details of registration methods and locations of “iAM Smart” registration kiosks and service counters, please visit the “iAM Smart” thematic website (www.iamsmart.gov.hk/en/reg.html).

Register for “iAM Smart” today and handle your daily affairs anytime, anywhere in a simple and convenient way!



“iAM Smart” thematic website

Adopting occupational safety and health measures

Helping firefighters maintain healthy operational work-rest schedules

Fire Services Department



THE Fire Services Department (FSD) attaches great importance to the occupational safety and health of its members and is committed to ensuring their safety in the workplace through an effective safety management system. Moreover, FSD has introduced new technologies and measures including fire-fighting robots and unmanned aircraft systems to reduce risk when dealing with crisis at complex incident scenes. These measures also enable team members to more effectively respond to different challenges while safeguarding the lives and property of citizens.

Work-rest 15 launch

Frontline fire and ambulance personnel often engage in prolonged firefighting and rescue operations in adverse environments, which demand extreme physical exertion. For example, on top of donning gear that could weigh over 23kg, firefighters may also have to withstand temperature of up to several hundred degrees celsius at a fire scene — both of which can significantly sap their energy. The lack of appropriate rest breaks would not only compromise their efficiency but might also increase the risk of accidents due to burnout. For these reasons, FSD has put in place arrangements for rest breaks for frontline personnel engaged in prolonged firefighting and rescue operations to allow them time to recharge and carry on.

To safeguard the occupational safety and health of frontline personnel more effectively and further increase operational efficiency, FSD introduced a new fire engine feature named, Work-rest 15 in September 2021 for deployment at incident scenes whenever needed. The fire engine is equipped with many features that facilitate the rapid set-up of a well-equipped rest area to better cater for the need of frontline personnel to maintain a proper work-rest schedule throughout lengthy operations. In their line of duty, fire crews can retire to the vehicle between work intervals to rest for at least 15 minutes get physically and mentally refuelled, before returning to the frontline.



Rest area of Work-rest 15.

Work-rest 15 special features

Electric cooling chairs

The Work-rest 15 has four built-in electric cooling chairs with water reservoirs on both armrests which help keep firefighters cool. The reservoirs are automatically refilled by pressing a button. Cooling can be achieved by simply immersing the forearms in the water reservoirs while sitting in the chair. This is very effective in relieving heat stress and preventing heat-related illnesses including heat exhaustion and heatstroke.



Electric Cooling Chairs.

Mobile canopy tents

The Work-rest 15 is equipped with various types of weatherproof awnings. Apart from sheltering frontline members from sun and rain, they offer much more privacy and afford users a fairly secluded space to rest after strenuous work at the incident scene.



Firefighting robot operator using thermal imaging display function at remote control to monitor fire situation and carry out firefighting work.

Monitoring physical condition of personnel

The Work-rest 15 is manned by paramedics — qualified Emergency Medical Assistant II — who closely monitor the vital signs and physical condition of frontline members taking rest there by using blood carbon monoxide detectors and other devices.

The rest area is also furnished with other facilities including heat detectors, misting fans and portable cooling chairs. Plenty of drinking water and isotonic drinks are made available for members for hydration and electrolyte replenishment.

Since the Work-rest 15 was put into service, it has been deployed multiple times to support various operations, the majority of which involved sustained rescue operations such as an eight-day mountain search and rescue mission. In summary, Work-rest 15 provides an anytime and any-place well-equipped mobile rest area that suits frontline members' need for rest breaks when carrying out prolonged firefighting and rescue or other operations. With its features, the vehicle helps these members stay in the best shape so that they can fulfil their arduous operational duties and protect the citizens.

Enhancing diversity across Correctional Services Department

Reaching out to non-ethnic Chinese youths

Correctional Services Department



Correctional Services Department NEC staff shared their experiences with NEC youths.

THE Ethnic Minorities Relations Team (the Team) of the Correctional Services Department (CSD) was set up in August 2019 to assist non-ethnic Chinese (NEC) youths in achieving all-round development in a more systematic way, as well as to provide support to NEC youths who wish to join law enforcement agencies.

Since its establishment, the Team has been working closely with NEC supporting organisations and schools to organise activities tailor-made for NEC youths such as recruitment information booths and talks. In addition, the Team is committed to implementing “Project Nova”, by which various activities, including life planning workshops, visits to the Hong Kong Correctional Services Academy, physical fitness training classes and interview skill workshops, are organised with the aim of assisting NEC youths in developing positive values and planning their life paths. Moreover, recommendations would be given to NEC youths on job searching during face-to-face exchanges to increase their motivation in joining the disciplined services, which in turn enables them to contribute to society.

The activities organised under the project are systematically divided into three stages, namely Soul-searching, Application and Employment. The Soul-searching stage targets NEC youths who have not yet decided on their way forward. During the Application stage, tailor-made quality training is provided to NEC youths to help them prepare for the upcoming recruitment procedures of CSD posts. The final Employment stage is specially designed for NEC youths who are recruited as staff members of CSD. These staff then share their own experiences with the later joined NEC youths in “Project Nova” to reinforce their sense of belonging to CSD and help attract more NEC youths to join the department.



NEC youths experienced the entry physical fitness test of CSD.



Regional Response Team staff introduced their accoutrements to NEC youths.

With a view to encouraging more NEC youths with diverse backgrounds to join the disciplined services as well as further promoting diversity and inclusion in the workplace, the Team has collaborated with various religious organisations. It actively approached the Incorporated Trustees of the Islamic Community Fund of Hong Kong and the Khalsa Diwan Sikh Temple to explore opportunities for collaboration. To help NEC youths gain a preliminary understanding of CSD, the Team displayed recruitment banners and distributed leaflets at mosques and temples. Furthermore, to let NEC youths gain a deeper understanding of the mission and duties of CSD, the Team recently

set up recruitment booths at the Sikh Temple, Kowloon Mosque and Ammar Mosque. NEC staff from different institutions and sections were invited to share their personal working experiences and answer inquiries from NEC youths who were interested. Numerous NEC youths visited the booth and overwhelming responses were received.

CSD will keep promoting the project by collaborating with different organisations and schools with a high proportion of NEC students to assist NEC youths in developing their career paths and to get well prepared for joining law enforcement agencies.



CSD NEC staff shared their experiences with NEC youths.

Who cares wins

*Positive psychology
in and out of the civil service*

Civil Service Newsletter Editorial Board



LEVERAGING his experience as the Chief Superintendent and Commanding Officer of the Police Negotiation Cadre in the Hong Kong Police Force, Mr Gilbert Wong Kwong-hing has successfully “transformed” from his first career of 28 years in the civil service to a new career in hypnotherapy and counselling, which enables him to help even more people find the right paths in their life journeys.

Start of a fruitful career

Back to the time when Mr Wong was still studying in Australia, one of his classmates who had been a police officer in the Police Force (the Force) for five years, recommended him to consider joining the Force after graduation. Mr Wong recalled, "My original plan is to continue with my postgraduate study in Hong Kong and pursue a career path in the field of psychology, yet I changed my mind and ended up applying for the post of police officer. I still remembered a female sergeant in the recruitment centre candidly advised me that it would be better for me to lose some weight first before applying. I then rose to the challenge and, within a month, lost some weight and passed the recruitment test. The nine-month training upon joining the Force was very challenging as I was not physically fit enough at that time, but finally I completed the training successfully. My classmate's recommendation had enabled me to begin an incredibly fruitful career in the civil service."



Mr Wong (first row, third left) performed frontline operational duties.

Negotiator at heart

From the start of his career since 1993, Mr Wong had always been wishing to become a negotiator in the Force. As a pre-requisite, he had to perform his primary duties well before he could be recommended by his supervisors to join the Police Negotiation Cadre (PNC) as a negotiator. For the first few years in the Force, he worked mainly for frontline duties, which enabled him to gain hands-on and valuable experiences and build up confidence in discharging operational duties. And finally with his outstanding performance, he got recommended to join the PNC in 1999.

During his 22 years' tenure in the PNC, Mr Wong worked in co-operation with colleagues of other fields in the Force, such as operations, crime, staff relations and service quality, in parallel with his frontline operational duties. He said, "The opportunity to work in the PNC made my career in the Force very challenging and meaningful, in addition to my primary duties as a district commander in the run-up to my retirement."



Mr Wong officiated the passing out parade of Police Tactical Unit's Bravo Company in July 2021.

Essences of negotiation

When Mr Wong shared what he considered to be most important for being a negotiator in the PNC, he started by quoting the motto of the PNC “Who Cares Wins”. He explained, “Our motto ‘Who Cares Wins’ encapsulates three core values for being negotiators, i.e. Passion, Nobility and Commitment. I always encourage my fellow negotiators to show their concerns to the person-in-need through their passion, nobility and commitment. In this way, you can always ‘win’. The negotiator wins, the person-in-need wins, and the society wins as well – ending in a win-win-win scenario.”

He continued, “Besides, the PNC has three ‘secret weapons’ for negotiation — active listening, teamwork and stress management. Firstly, active listening is very important. Many people may think that negotiators are good at talking. In fact, they need to be even better at listening to people. In a crisis situation, when you listen to people intensively, empathetically and passionately, you will engender a behavioural change in that person through expressing empathy, building rapport and trust, and positively influencing people — these are so-called interpersonal communication skills. Secondly, we have to build up interpersonal communication skills among the negotiators, which is teamwork. I always remind my negotiators that teamwork is vital as we all have our own blind spots. We carefully select fellow negotiators from offices with a wide spectrum of backgrounds and expertise, so that we can cover the weaknesses and amplify the strengths of one another. Stress management is the third weapon. The PNC leverages a strong team of mental health professionals across the Force. The in-house clinical psychologists will provide professional advice to the PNC. They will also help in the pre-selection, selection

and training of negotiators, as well as conducting aftermath debriefing for those who have handled crisis situations so as to deal with their own stress and emotions. This is an essential process.”

Positive psychology in work life

Apart from being a negotiator in the PNC, Mr Wong also made good use of his professional knowledge to promote positive psychology in the Force. He said, “The Force has established a robust peer support and counselling network within the PNC, called Carelinks Cadre, which aims at promoting positive psychological health and a caring culture across the Force. It is my pleasure to be the Founding Chairman of the Cadre. Apart from self-care, it is also important to take care of each other in a workplace, including your colleagues and subordinates, as well as your supervisors. Try to understand and help them to address their needs and worries.”

Besides, Mr Wong noted that many civil servants spend 20 to 40 years solely focusing on their careers, and only when they approach their retirement ages would they stop and think about their next step. Some retirees may experience mental health issues, such as depression or anxiety, after leaving their workplace and all the connected social networks at work — leaving them feeling like they had lost their identity. He advised, “Apart from your daily work, try to find something that you have passion towards. Many people are not quite sure about their passion and



Mr Wong attended the activity 「共畫詞雲@HKP」 organised by the Psychological Services Group of the Hong Kong Police Force.

identity in life apart from being an employee at work. In order to have a smooth transition from working to retirement life, you have to plan and prepare for it in advance. It took me nearly five years to find my identity—and now I have written it down on my name cards: life adventurer, peacemaker, fear buster, conflict mediator and relationship builder. I feel very satisfied and happy with my identity even after I have left the Force.” On how long people should start preparing for their retirement, Mr Wong has learnt that it takes longer than one might think. He shared, “You might need around five to ten years to prepare yourself psychologically, financially and relationship-wise for your next stage of life after retirement. Sometimes, people may wish to start to a new career after retirement, which might require further study or professional certification and all these need some time to get done. Moreover, retirement is not only subject to your own planning; you may also need to plan from the family perspective—so you need some time to discuss the plan with your partner and other family members.”



Mr Wong hosted the radio programme “Who Cares Wins”.



Mr Wong travelled in Switzerland.

Transition from civil servant to civilian, and from interviewee to radio host

Never a fan of the word “retirement”, Mr Wong prefers using the terms “transition” and “transformation” to describe what people do when they finish one stage of their career. After identifying his passion and identity, Mr Wong “transformed” and started his second career—becoming a practitioner in hypnotherapy and counselling which helps people grow in terms of wellness. A far cry from the swinging pendulums portrayed in the movies, he explained that hypnotherapy simply makes people feel relaxed in a safe and non-judgmental environment, which helps them express their deeper feelings. He explained, “I want to help people grow in four dimensions: physical, psychological, social and spiritual. Nowadays, I greatly emphasise a person’s spiritual well-being—this is not only about religion but rather about the core beliefs and values a person has. Many people don’t know what to do with their lives and don’t have a purpose or target at all—this becomes an important spiritual life question for them.”

At present, Mr Wong maintains his strong links with the Force through appointment as life-long consultant to the PNC, advisor to the Police College, and also consultant to the Carelinks Cadre. His network and negotiation toolboxes opened for him the door to another metamorphosis. He recalled, “I set up the Hong Kong Mental Wellness Association with some very passionate psychiatrists and psychologists. I can now use this platform to leverage my passion and help serve other people beyond the Force.”

Transformation of Mr Wong continues all along. After being the guest at a live radio interview

about negotiation, he was invited to host a radio programme on psychological and emotional management on his own. Mr Wong jumped at the chance and recounted, "I set the theme of my programme as 'mental health and well-being', and then for the next thirteen weeks, at 1 pm every Friday, I invited thirteen of my best friends, who are psychologists, neurosurgeons, paediatricians and professors, for a chat and to share their wisdom on how to be happy." What followed was a series of no less than 52 YouTube videos sharing positive advice on being happy and healthy.

Mr Wong is grateful that after all these transformations, he can now turn off the five mobile phones he used to keep beside his bed for various special operations before retirement. He gratefully shared, "I now have a lot more time and have the liberty to do things that are most passionate to me. I can go to the gym twice a week, do yoga once a week, and meet one to two patients every day. I can arrange day-off to play, engage and connect with people." More recently, Mr Wong started Qi Gong to further enhance his posture, movement, breathing and meditation. Moreover, he has successfully completed one marathon and six half-marathons. And when he is not above ground running marathons and helping people, Mr Wong goes underwater and helps others — as a rescue scuba diver.

Life advice to civil servants

Lastly, My Wong shared a few words of advice to his counterparts working in the civil service, "To deal with mental health challenges, it is important to nurture strong social connections as taking care of each other can engender a positive and happy environment which is the key to happiness, longevity and meaningful life. With people who have lost their way, encourage them to explore their talents, focus on the area they are passionate about and then work on it. Being open-minded and listening to others' needs are crucial as well. On the other hand, start planning your retirement at least five years ahead. Follow your heart, follow your passion and take care of yourself and those around you. If you ever experience a traumatic or challenging incident, seek help. Talk to people you trust and seek professional assistance. As soon as you start to open up, your problem will be halved with another person there helping you."

To conclude, he quipped, "When I wake up every day, my first important task is to have a big breath. If I can breathe, I can do anything I have passion for. So remember to keep smiling and also to breathe."

Mr Wong enjoyed cooking and attended a class taught by master chef.



Pension increase 2023

Pensions in payment on or before 1 April 2023 have been increased by 2.3% with effect from 1 April 2023. Such arrangement does not apply to pensions paid to pensioners who have not yet reached the normal retirement age. Under the mechanism prescribed by law, the increase is determined according to the percentage increase of the average monthly Consumer Price Index (A) 2022-23 over that of the preceding year.












2 plus 3 a day

Department of Health



EXTENSIVE studies in recent years show that eating enough fruit and vegetables can help prevent many major diseases and health problems such as hypertension, diabetes, stroke, heart diseases, certain cancers and obesity. Department of Health, therefore, recommend adults have a daily intake of at least two servings of fruit and three servings of vegetables as part of a balanced diet to promote optimal health.

“One serving of fruit*” and “One serving of vegetables^” are approximately equal to:

 1 serving of fruit is approximately equal to:	 1 serving of vegetables is approximately equal to:
 2 pieces of small-sized fruit (e.g. kiwi fruit, plum)	 ½ bowl of cooked leafy vegetables
 1 piece of medium-sized fruit (e.g. orange, apple)	 ½ bowl of cooked mushrooms
 ½ piece of large-sized fruit (e.g. banana, grapefruit)	 ½ bowl of cooked gourds
 ½ bowl of cut-up fruit	 1 bowl of uncooked vegetables
 1 tablespoon of dried fruit without added sugar (e.g. raisins, dried prunes)	

Remarks:
1 bowl = 250 – 300 ml;
1 tablespoon ≈ 15 ml

* It is advisable to consume whole fruit, as compared to whole fruit, pure fruit juice contains less dietary fibre and a much higher sugar content. Besides, pure fruit juice in excess of ¾ glass (180 ml) still only counts as one serving of fruit.

^ Pure vegetable juice contains less dietary fibre and nutrients in content than fresh vegetables. Besides, pure vegetable juice in excess of ¾ glass(180 ml) still only counts as one serving of vegetables.

What are some easy ways to increase fruit and vegetable intake?

- Replace candies, chocolate and desserts with fresh fruits.
- Use less meat and more vegetables and fruit when cooking soups.
- Bring your own lunch box more frequently instead of eating out. Fill your lunch box with at least one serving of vegetables.
- When shopping for ingredients, whether for lunch or dinner, buy at least 3 to 4 tael (1 tael is equivalent to about 38 grams) of vegetables for each person.
- Gourds such as hairy gourds and eggplants can be filled with meat stuffing.
- Cook vegetables that go well with meat. Examples are tomatoes, onions, green and red sweet peppers and mushrooms.
- When you visit a buffet restaurant, start with the salad bar first.
- Bring along fruit that can be easily peeled or eaten as a healthy snack. Examples are bananas, plums, grapes and pears.
- Always keep a good stock of fresh fruit and vegetables at home.
- Do not overcook fruit and vegetables to minimise nutrient loss.

Having at least two servings of fruit and three servings of vegetables every day as part of a balanced diet helps promote better health!



Promotional video on fruit and vegetables 2 + 3 rule

Humour —

The stimulant for happiness

Civil Service Bureau and
Christian Family Service Centre



HUMOUR helps us attain happiness and relief from strenuous work. It also brings amusement and adds spice to our daily lives. Humorous people are popular among friends and colleagues; they are also more capable of assuaging negative emotions or alleviating sorrow. Do you want to be a happy person? Here are some tips to enhance your sense of humour:

1. Think out of the box



Test yourself. How many words can you identify from the character “田”, 10, 20 or 50? In fact, “田” features more than 100 words, including Chinese, English and numbers. Our thoughts are often confined by figurative constraints, making us agree to certain facts subjectively. Why not let our creativities flow, and learn to think from new perspectives?

2. Observe what’s intriguing



Life is a process of learning. We can sharpen our sense of humour by paying more attention to things around us, such as hilarious TV shows or comical stories from newspapers and magazines.

3. Communicate with humour



We all have humorous friends, learn by chatting with them. Light jokes can be made naturally while dining; so, if possible, grasp every chance to lunch out with fellow colleagues, leave the office for a moment, and chat to your heart’s content.

4. The art of speech



We tend to speak our minds directly while responding. For instance, we say, “You look beautiful today” when we see a fellow worker dressing up nicely. Instead of giving a forthright response, we can go for an indirect one, “Hey! Did you seek advice from a personal stylist today? You have such a good taste in fashion.”

5. Regain childlike innocence

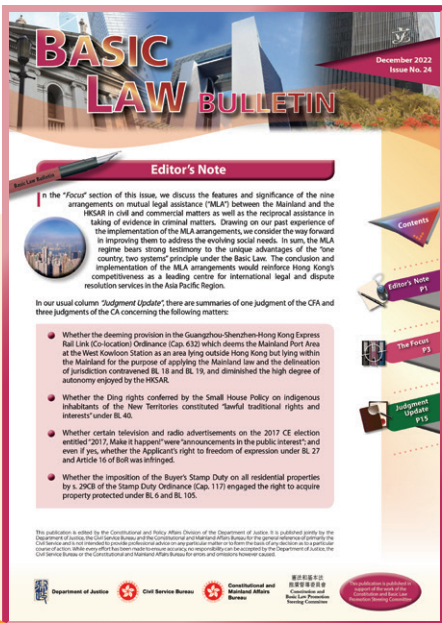


Life is tough and we become dull when stressed out. Playing is an innate behavior, so let’s pick up our childlike innocence and have fun! Go out to the countryside to play hide and seek with friends or take some hilarious selfies while making funny faces!

Using our sense of humour wisely not only increases intimacy, it also makes interaction with colleagues smoother. However, in order not to cause embarrassment, always pay attention to the others’ reactions and pick the right time to crack your jokes.

The Basic Law Bulletin

Civil Service College
Civil Service Bureau



THE Basic Law Bulletin (the Bulletin) is compiled jointly by the Department of Justice, the Civil Service Bureau and the Constitutional and Mainland Affairs Bureau, aiming to promote greater awareness and knowledge of the Basic Law within the civil service and support the work of the Constitution and Basic Law Promotion Steering Committee.

The Bulletin has been published for 22 years since its first publication in 2001.

The Bulletin is published annually, with sections including “The Focus”, “Judgment Update”, “LegCo President’s Decisions on Members’ Bills”, and sections covering key provisions and concepts of the Basic Law, with a view to enhancing colleagues’ understanding on the implementation of the Basic Law.

“The Focus” of the latest issue of the Bulletin (Issue No. 24) covers the features and significance of the nine arrangements on mutual legal assistance



“The Focus” contains an important article on the theme of that year.

between the Mainland and the Hong Kong Special Administrative Region in civil and commercial matters as well as the reciprocal assistance in taking of evidence in criminal matters. In addition, there are also summaries of judgments on four cases concerning the Co-location Arrangement, “Ding rights” of indigenous inhabitants of the New Territories, announcements in the public interest by the government, and Buyer’s Stamp Duty of residential properties.

Interested colleagues may visit this webpage (<https://www.doj.gov.hk/en/publications/pub20030002.html>) for the past issues of the Bulletin.



Webpage of the Basic Law Bulletin

Appointment of Senior Civil Servants

Effective from	Name	Post
January 4, 2023	Tony Yau Kwok-ting	Director of Water Supplies
March 13, 2023	Chan Pak-wai	Director of the Hong Kong Observatory
March 29, 2023	Samuel Chui Ho-kwong	Director of Environmental Protection

The third Civil Service Chinese Medicine Clinic

Civil Service Bureau



The Civil Service Bureau (CSB) launched a pilot scheme in March 2020, under which two Civil Service Chinese Medicine Clinics were set up at the Chinese Medicine Clinic cum Training and Research Centre in Pamela Youde Nethersole Eastern Hospital and Yan Chai Hospital respectively. The pilot scheme has been regularised since October 2021.

The third Civil Service Chinese Medicine Clinic (North District), situated in Fanling, also commenced services on 20 March 2023 to provide free general consultation and acupuncture services for treatment purpose to civil service eligible persons.

Please refer to the memo issued by CSB on 10 March 2023, or the related thematic webpage (<https://www.csb.gov.hk/english/csmc/home.html>) for information on the services and booking arrangements of the Civil Service Chinese Medicine Clinic (North District).



Details of the Civil Service
Chinese Medicine Clinics

Engaging content on CSB FB and IG pages

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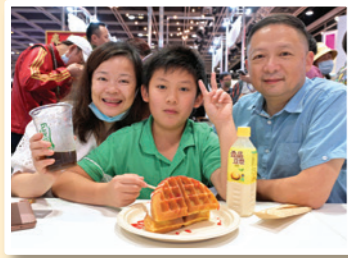
Do you know that our social media team regularly visits various government departments and finds out for everyone more information about the work of different grades? Civil Service Bureau (CSB) will continue to provide you with the latest developments in civil service affairs and keep the public in the loop with the recruitment information as well. You may find all this and more engaging content on the pages. Simply scan the QR code below — and don't forget to follow the CSB Facebook and Instagram pages!

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