Civil Service Newsletter



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Contents

Kai Tak Sports Park

Features		
Safeguarding security to propel Hong Kong forward	3-8	
Close up		
The first major asset renewal project of Hong Kong's railway network through inter-departmental collaboration to ensure the safety of railway operation	9-10	
E-licensing services of the Transport Department bring convenience to living and travel	11-12	
Occupational safety and health measures implemented in CEDD Automated Construction Materials Testing Systems	13-14	
Civil Service Volunteer Service		
Civil Service Volunteer Team brightens up Tung Tau Estate	15-16	
Good Stories of Civil Servants		
The spirit of "We Care We Serve" in building management		
Pensioners' Corner		
A closer look at Hong Kong's enthralling stories through miniature art	19-23	
Health		
Health Tips about Cardiovascular Diseases	24-25	
Positive Communication in the Workplace – Praise and Appreciation		
Information		
	27.20	
Thematic Study Programme on Modern Chinese History An insight into the history of our country's endeavours over the past century	27-28	
Appointment of Senior Civil Servants	28	
e-Portal for Pensioners	29	
Centre Spread		



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30

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Features



Safeguarding security to propel Hong Kong forward

Civil Service Newsletter Editorial Board

the disciplined and auxiliary services under its purview to safeguard national security as well as maintain public safety and public order, while actively rolling out various facilitation measures to support economic development in Hong Kong. As the head of SB, Secretary for Security, Mr Tang Ping-keung assumes important missions. In the interview, Mr Tang recounted the work outcomes achieved by SB in areas like immigration facilitation, technological application and international collaboration.



Mr Tang (first left), accompanied by the Director of Immigration Mr Benson Kwok Joon-fung (second left) and the Commissioner of Customs and Excise Mr Chan Tsz-tat (third left), observed the operation of special boundary-crossing arrangements for the New Year's Eve and New Year's Day on 1 January 2025.

Talent pool to create business opportunities

"Talents are crucial to enhancing the competitiveness of our city." Mr Tang emphasised that the Hong Kong Special Administrative Region Government (HKSAR Government) is making all-out, concerted efforts to build a vibrant economy and seeking development opportunities. Immigration facilitation measures are an integral part of attracting talents and consolidating the role of Hong Kong as an international financial centre.

Mr Tang opined that promotion of the "southbound and northbound" two-way flow of talents can facilitate the building of talent pool by the HKSAR and the Greater Bay Area (GBA). He said that the coverage of the Mainland's GBA exit endorsement for talents was expanded to Beijing and Shanghai last year, and the period of stay in Hong Kong for the exit endorsement for business visit was extended to 14 days. As at end-March this year, more than 50,000 arrivals of holders of exit endorsement for talents were recorded. On "northbound" travelling, non-Chinese Hong Kong permanent residents have been issued, starting from July 2024, the Mainland Travel Permits for Hong Kong and Macao Residents (Non-Chinese Citizens) with five-year validity period. Cardholders can enjoy self-service clearance without the need to fill in entry record card. The initiative has received overwhelming response and 58,000 travel permits have been issued so far.

The reprovisioned Chung Ying Street Checkpoint in Sha Tau Kok officially reopened on 23 December 2024. Mr Tang passed through the contactless channel of the checkpoint to access the street

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unimpeded in "contactless" mode.

Mr Tang added that the HKSAR Government also strives to explore talent exchange with other regions. For example, foreign staff of Hong Kong-registered companies can make applications in Hong Kong for multiple-entry visas to the Mainland up to a maximum of five years. In recent years, Hong Kong has progressively relaxed the criteria for nationals of Vietnam, Cambodia, Laos and Myanmar applying for multiple-entry visas for travel and business. The validity period of such visas has been extended to three years. This further fosters talent exchange with ASEAN countries.

In addition, the Government launched in March this year the Immigration Facilitation Scheme for Invited Persons to provide more convenient immigration arrangements for invited persons from ASEAN countries. Relevant policy bureaux/departments of the Government will actively invite ASEAN nationals who can make considerable contributions to Hong Kong's economic development to participate in the Scheme.

Features







Optimal use of technology to enhance efficiency

"In the digital era, law enforcement agencies have to keep abreast of technological developments. Disciplined services and auxiliary services are encouraged to actively explore the use of innovative technologies for on-going reforms in various areas like law enforcement, rescue and immigration, so as to enhance efficiency in pursuit of excellence." Mr Tang indicated that SB will continue to invest resources into the application of innovative technologies, in a bid to promote intelligent solutions for security and law enforcement-related work in Hong Kong.

The Government has introduced facial recognition technology at Chung Ying Street Checkpoint. Holders of valid closed area permits can enter and leave the street in "contactless" mode upon prior enrolment. "This pilot scheme not only enhances the capacity of the checkpoint in processing the flow of people, but also showcases the digital technology of Hong Kong as an international metropolis."

Mr Tang also mentioned that the Hong Kong Police Force (HKPF) established the Force Drone Cadre in October last year, applying drone technology to facilitate and enhance rescue. Meanwhile, HKPF has also

developed HKSOS, an emergency rescue mobile application, which allows the public to directly connect to the 999 Emergency Response Centre with just one click of the button in case of emergencies. Even if there is no network coverage, the Police can detect the signal, and confirm the location for conducting search and rescue.

The Customs and Excise Department (C&ED) actively implements the Smart Customs Blueprint to speed up customs clearance through the application of technology and to combat offences like smuggling by adopting advanced equipment including computed tomography scanners, auto-detection devices for X-ray checkers, and Smart Under Vehicle Robot. C&ED is also taking forward the preparatory work for the Customs Big Data Application System, with a view to enhancing law enforcement.

The Correctional Services Department (CSD) has introduced "smart prison" elements to further improve the operational efficiency of the reception centre. The Intelligent Robotic Monitoring System has been adopted to assist correctional officers in conducting nighttime patrols and enhancing supervision of persons in custody. Moreover, new technology has been introduced to monitor the health indexes of patients in the reception centre's hospital.



Multipronged anti-drug efforts

SB has spared no effort in combating drugs. In response to the problem of

"space oil drugs", SB has taken resolute actions to list the main ingredient called etomidate and three analogues as dangerous drugs with immediate effect following the publication in the Gazette on 14 February 2025. Any person trafficking, manufacturing, in possession or consumption of them commits a criminal offence. Mr Tang said that there were a total of 300 reported abusers of "space oil drugs" last year, of which 75% were young abusers under the age of 21. To date, Hong Kong has recorded three fatal cases suspected to involve "space oil drugs".

Mr Tang was sincere in saying that "vaping 'space oil drugs' can be addictive, and abuse of the drugs can cause nausea, loss of consciousness, memory loss, etc. Apart from legislation to combat these drugs, the Narcotics Division has proactively collaborated with various departments and agencies to strengthen efforts in terms of preventive education and publicity, especially targeting young people." He pointed out that the Government places great emphasis on cross-sector and cross-profession collaboration, seeking to raise the antidrug awareness among the public, and reaching out to hidden drug users through additional channels for providing support.

Protect children and the vulnerable from sexual abuse

Mr Tang (right) and the Chairman of ACAN, Dr Donald Li Kwok-tung (left)

received anti-drug souvenirs at ACAN's 60th anniversary commemorative

The Government also strives to protect children and mentally incapacitated persons (MIPs) from sexual abuse. Launched in 2011, the Sexual Conviction Record Check (SCRC) Scheme allows employers to check whether the potential employees have sexual conviction records before hiring them to engage in any work related to children and MIPs. To strengthen protection, the SCRC Scheme has been expanded to cover prospective self-employed persons. For example, parents hiring private tutors, coaches, etc., may request them to undergo record check.

"The Government attaches great importance to the well-being of children and MIPs, and will consider expanding the scope of the SCRC Scheme to cover all volunteers one year later the earliest." Mr Tang explained that the ultimate goal of the Government is to expand the SCRC Scheme to cover all existing employees and self-employed persons, in the hope that members of the public can go the extra mile and make concerted efforts to build a stronger protective barrier for this category of people.

Features



Mr Tang (right) and the then Senior Divisional Officer (Building Improvement Strategy Office), Mr Wong Yuk-ping introduced the services of FSD Building Improvement Support Centre to a member of the public.

Greater convenience for the public and businesses

"With the completion of various major infrastructure, the Hong Kong Fire Services Department (FSD) has been enhancing the fire protection facilities acceptance process." Mr Tang said that FSD has established the One-stop Coordination Office for New Fire Protection Facilities Acceptance to provide co-ordination and support services in respect of the acceptance inspection of fire protection facilities of new residential buildings as well as projects that facilitate business operations. Through strengthening communication with the stakeholders and leveraging technology, the target is to drastically reduce the time required for acceptance inspections of regular projects from 52 working days to 35 working days. As for public housing projects, the target is for the process to be completed within 22 working days.

To assist owners of old buildings in enhancing fire safety facilities, FSD has established the first Building Improvement Support Centre in Yau Tsim Mong District, and plans to set up a centre each in Wan Chai and Yuen Long by the third quarter of 2025 to provide advisory services. Meanwhile, the Building Improvement Special Duty Team which has been established by FSD in the first quarter of 2025 and officially named as the "Divisional Public Safety Team", carries out inspections of 1,900 old buildings every year to strengthen law enforcement. Furthermore, to address an acute demand for residential care places for the elderly in society and on the premise of not compromising fire safety, the height restriction on parts of residential care homes for the elderly used for dormitory purpose was relaxed on the condition that specific fire safety requirements have been met and appropriate management measures have been adopted, in order to increase the supply of residential care places.

International co-operation to showcase strengths

Mr Tang also highlighted SB's efforts in international collaboration. C&ED assumed the role as the World Customs Organisation Vice-Chairperson for the Asia/Pacific Region on 1 July last year. Since then, a series of conferences and workshops at international and regional levels have been organised to foster closer co-operation among regional enforcement agencies. CSD also served as the host of the Asian and Pacific Conference of Correctional Administrators for the fourth time in November last year, and concluded the first Greater Bay Area Correctional Services Tactical Skills Competition in January this year, jointly promoting the professional development of correctional services in GBA.



The first Greater Bay Area Correctional Services Tactical Skills Competition organised by the Correctional Services Department kicked off on 13 January 2025, with the participation of over 100 correctional officers from the Mainland, Macao and Hong Kong. Mr Tang (fifth left) officiated at the opening ceremony with other officiating guests.



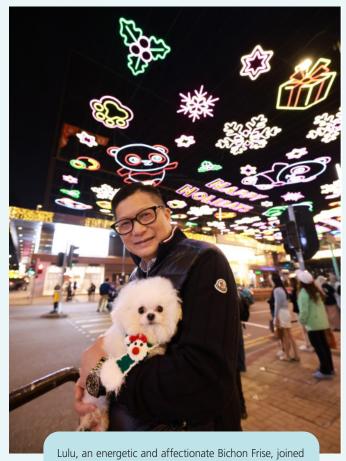
Mr Tang attended the International Symposium on Cyber Policing organised by the Hong Kong Police Force on 13 September 2023. Vice Minister of Public Security Mr Chen Siyuan (second right); the Chief Secretary for Administration Mr Eric Chan Kwok-ki (second left); Mr Tang (first left); and the former Commissioner of Police, Mr Raymond Siu Chak-yee (first right), officiated at the opening ceremony of the event.

Moreover, in November last year, HKPF made a successful bid on behalf of China to host the International Criminal Police Organization General Assembly (General Assembly) in Hong Kong in 2026. Mr Tang was deeply honoured for HKPF's achievement. saying that "I am grateful to our country for giving us the opportunity to showcase Hong Kong's charm in the international arena. This event is an important chance for us to display the success of 'One Country, Two Systems' to the world. The HKSAR Government will make every endeavour to host the General Assembly to ensure a smooth event and to tell good stories of China and Hong Kong."

Work-life balance

In the interview, Mr Tang elaborated on the extensive portfolio of SB, which covers a wide spectrum of important policy areas. He also accepts media interviews from time to time to explain various policies, and often attends functions to communicate with different sectors in the community. Despite his hectic schedule of official duties, Mr Tang shows immense passion for his work, and finds time for family gatherings. "I try my best to spend time with my family no matter how busy I am. Given the constantly heavy workload, I sleep less now in order to save more time for my family."

Last year, Mr Tang welcomed his new family member Lulu, a cheerful and playful Bichon Frise. He shared the joy of having this endearing dog at home, telling us that "Lulu is always wearing a heart-melting smile, making me feel delighted and relaxed. Whenever I come home late from work, Lulu is there to greet me at the door, which sweeps away all my fatigue and stress."



Lulu, an energetic and affectionate Bichon Frise, joined Mr Tang's family in 2024. Mr Tang celebrated the joyful Christmas holiday with Lulu under the dazzling festive lighting.



The first major asset renewal project of Hong Kong's railway network

through inter-departmental collaboration to ensure the safety of railway operation

In the early hours of 28 July 2024, the Electrical and Mechanical Services Department (EMSD), in collaboration with a number of government departments such as the Fire Services Department (FSD), the Hong Kong Police Force (HKPF), the Buildings Department (BD), the Transport Department (TD), the Labour Department (LD) and the Highways Department (HyD), assumed monitoring role in the large-scale asset renewal project conducted by the MTR Corporation Limited (MTRCL) in the tunnel section near Yau Ma Tei Station of the Kwun Tong Line to ensure the safety of railway operation during the construction period and subsequent operational stage. The project is also hailed as a large-scale asset renewal demonstration project, which has not only achieved timely renewal of railway assets, but has also enabled the entire team to gain experience from it for making further improvements to asset renewal projects in future, so as to provide passengers with safer and more reliable railway services, and realise the common goal of government departments to deliver quality public services.

The project, which is highly complex in nature, is the first large-scale asset renewal project in the history of Hong Kong's railways. The works involve tunnel facilities of the railway lines built in the early years on the crossover (where a train on one track crosses over to the other) near Yau Ma Tei Station to replace over 50 large metal hangers which are used for hanging the power cables on the tunnel ceiling at a height of about seven metres. After prudent assessment by EMSD and MTRCL, it was mutually agreed that such large-scale works cannot be completed within non-traffic hours. To minimise the impact on Hong Kong citizens, it was decided that the project should be carried out over a weekend during the summer vacation for 28 consecutive hours from the early hours of 28 July 2024 until the morning of 29 July 2024. To ensure timely and orderly completion of all project items while achieving the goal of zero accidents, EMSD assumed a co-ordinating role in proactively solving problems and working with various departments to safeguard the railway safety of Hong Kong with professionalism.

During the project planning stage, EMSD required MTRCL to examine the potential risks of the project and ensure industrial safety. In this connection, EMSD and relevant government departments held two interdepartmental special meetings with MTRCL for discussion and optimisation of its proposals. During the meetings, various departments offered professional advice in respect of its policy areas. FSD offered advice on fire safety and formulated contingency plans for fire-fighting and rescue. HKPF made suggestions on passenger information, security and emergency handling, and coordinated with various police districts to increase manpower for crowd management. BD offered advice on the structural safety and quality of the repairs to structural components and the replacement of metal hangers, ensuring that MTRCL carried out the renewal project in accordance with the statutory requirements and reviewed evacuation arrangements based on passenger flow. TD required MTRCL to deploy more staff to answer passengers' inquiries and manage passenger





On the day of construction, EMSD personnel discussed the work progress and details with the staff of MTRCL.

flow, disseminate passenger information in a timely manner, and arrange free bus services in the affected railway lines and stations. LD provided professional guidance on occupational safety for the construction procedures of different project items and the erection of metal scaffolding. HyD also actively participated in the meetings and discussed various proposed solutions. Regarding the most complex part of the project – the replacement of more than 50 large metal hangers, considering that metal hangers are at seven-metre-high tunnel ceiling and each hanger is over 60kg, EMSD required MTRCL to set up a physical model of the metal scaffolding in the depot, so that the engineering personnel could familiarise themselves with the procedures for installing the hangers before construction, thereby ensuring work safety and raising efficiency. Before the project commenced, EMSD team conducted two on-site inspections of the relevant sections during non-traffic hours at night to understand the details of each project item and familiarise themselves with the on-site working environment.

On the day of construction on 28 July 2024, EMSD formed multiple teams according to the expected schedule of the project and monitored the entire project on-site for 28 hours in a row. Moreover, EMSD reviewed whether the electrical and mechanical installations met the relevant standards and safety requirements. Given the large amount of concrete repair and waterproofing work involved in the renewal project, EMSD also established a team of civil and structural engineering professionals to provide on-site monitoring of the quality





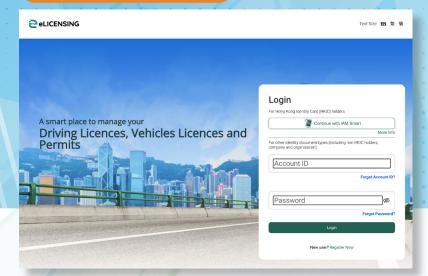
of concrete repair and tunnel wall and ceiling waterproofing work, in order to enhance the safety of railway operation. Following the smooth completion of the renewal project within the scheduled time, MTRCL submitted test documents to EMSD to demonstrate the project's compliance with the relevant safety requirements. The Kwun Tong Line fully resumed service for the public on the morning of 29 July 2024.

EMSD and relevant government departments formulated an inter-departmental collaborative regulatory regime for the project, under which various departments were well prepared before its commencement and stood ready to perform their duties on the day of construction, fully demonstrating their strong team spirit and commitment to serving Hong Kong people in line with the "One Government" service ethos. EMSD's Railways Branch deployed more than 30 professional and inspectorate staff to be on duty over the weekends. Despite the harsh working environment in the tunnel, the team continued to uphold professionalism and make selfless contribution to the safety of railway operation, demonstrating civil servants' commitment and sense of responsibility towards the public.

EMSD has been upholding the belief of continuous learning, and will consolidate the experience gained from the project, and continue to optimise the interdepartmental collaborative regulatory regime by working hand in hand with relevant government departments and MTRCL to ensure the safe and efficient completion of works. We will strive to perform our gate-keeping role in the operational safety of Hong Kong's railways effectively.

E-licensing services of the Transport Department g convenience to living and travel

Transport Department



SAMPLE SAMPLE n C54-0030 例如日期 Rini Date 30/12/2024 New vehicle licence without expiry date printed



Proactive implementation of e-licensing services

To support the Government's "Be the Smart Regulator" programme, the Transport Department (TD) has been dedicated to promoting the application of technology by introducing e-licensing initiatives and streamlining licence application procedures to further enhance operational efficiency and bring convenience to the general public.

With the launch of "iAM Smart" platform, TD has rolled out more than 20 online licensing services in phases since December 2020. These services enable drivers and vehicle owners to complete and submit application forms through computer or mobile devices at any time, saving the need to visit the Licensing Offices in person for counter services.

TD is delighted to see that online services are becoming increasingly popular among members of the public. During the period from 2021 to 2024, the number of online licensing applications surged from around 140,000 to 560,000 per year, representing an increase of more than 300%. The most popular services are online applications for international driving permit (IDP) and renewal of full driving licenses of which their proportions have increased to nearly 44% and 40% respectively. From 2025 onwards, online services will be extended to encompass other licensing services in phases.

Enhanced vehicle licence and simplified application documents

Starting from 30 December last year, TD has enhanced vehicle licence (VL) by replacing the expiry date printed on the VL with a QR code. If the vehicle particulars remain unchanged, vehicle owners can continue to use the same VL after each subsequent renewal, without having to replace the VL displayed on their vehicles. Vehicle owners may scan the QR code to check the expiry date of their VLs online.

TD has also simplified the requirement on documents necessary for VL renewal application, so that vehicle owners are no longer required to present or submit the Vehicle Registration Document or the Certificate of Roadworthiness when applying for licence renewal. If they apply online and their insurance policy record can be verified via the online system of the Hong Kong Federation of Insurers, they can even skip the procedure of uploading their policy of insurance. These measures enable vehicle owners to complete the renewal process more quickly and conveniently, thereby encouraging more of them to submit applications online.

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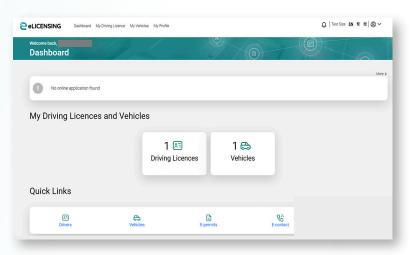
Rollout of e-service platforms/facilities

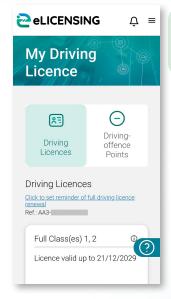
To enrich the public's experience in using various e-licensing services, TD launched the following e-service platforms and facilities between December last year and January this year:

e-Licensing Portal: Launched in December last year, the e-Licensing Portal provides one-stop services for licence applications and enquiries, featuring a dashboard that clearly displays information about licences held by registered users, expiry dates, and the progress and results of applications. Members of the public can manage their licences and vehicles more easily through this online platform and choose to receive email reminders for driving licence and VL renewals.



TD set up two IDP Self-service Kiosks, one each at the Hong Kong Licensing Office and the Kowloon Licensing Office.





e-Licensing Portal provides one-stop services for licence applications and enquiries.



e-Auction : Launched in December last year, the e-Auction online platform for ordinary vehicle registration marks (VRMs) enables interested bidders to bid for VRMs through a computer or mobile device anywhere without attending a physical auction, and to make electronic payment and complete the follow-up procedures at this one-stop platform. The first online auction was successfully completed on 24 February 2024 with a total of 50 VRMs sold.

IDP Self-service Kiosks: TD set up two IDP Self-service Kiosks, one each at the Hong Kong Licensing Office and the Kowloon Licensing Office, in January this year for

online booking by the public as an additional means for them to apply for IDP. The public can collect their IDP within half an hour after completing the application procedure if they have all the required documents. The Self-service Kiosks have been well-received in the community and are always fully booked. We will review their effectiveness in a timely manner and consider further extension when necessary.

Through these innovative electronic services, TD offers more efficient and enhanced services to meet the diverse needs of the public, bringing convenience to their living and making it hassle-free to travel around.

Occupational safety and health measures implemented in CEDD Automated Construction Materials Testing Systems

Civil Engineering and Development Department

In line with the Government's vision to deliver quality public services and enhance occupational safety and health (OSH), the Public Works Laboratories (PWL) of the Civil Engineering and Development Department (CEDD) have integrated robotics and automation technologies into their construction materials testing operations. Recently, PWL have successfully developed and implemented three automated testing systems for concrete cubes, steel rebars and soil specimens, which have not only improved testing efficiency and quality, but have also significantly enhanced OSH standards.

Automated Concrete Cube Testing System

As the first of its kind in the world, the Automated Concrete Cube Testing System fully automates the entire process from concrete cube curing to testing, significantly improving OSH by minimising manual handling of repetitive tasks.

The system is equipped with a computer control unit to carry out the entire testing process automatically, including registering and loading concrete cube samples into curing tanks, retrieving samples at specified time, drying cube samples, measuring sample mass and dimensions, conducting compression tests and classifying fracture modes by artificial intelligence (AI).

The system incorporates a range of innovative and advanced technologies, including high-precision robotics, Internet of Things (IoT), AI, and computer vision analysis. It has won multiple awards in both local and international competitions.

Automated Concrete Cube Testing System fully automates the entire process from concrete cube curing to testing, significantly improving OSH by minimising manual handling of repetitive tasks.



Automated Steel Rebar Testing System

The key advantage of the Automated Steel Rebar Testing System which is the first of its kind in Hong Kong is the integration of an optical extensometer, eliminating the need for human-machine interaction during tensile testing.

In conventional manual operating procedures, laboratory personnel are required to use saws to inscribe equidistant marks on the steel rebar samples and to physically attach a clip-on type extensometer to the steel rebar in order to measure the extension of rebar during the test. These processes expose the operators to various potential hazards. For example, the steel rebar will break suddenly under high tension, the personnel have to be in close proximity to the test specimen and then quickly dismount the extensometer before the rebar breaks to prevent damage to the extensometer. The optical extensometer of the automated system, on the contrary, uses non-contact optical technology to accurately measure in real time the extension (or strain) of the steel rebar without any direct human interaction.

This innovative approach combines robotics and IoT technologies to effectively reduce the risk of injury among the staff, thereby raising overall OSH standards.



during tensile testing.

Automated Soil Proctor Compaction Testing System

The newly developed Automated Soil Proctor Compaction Testing System is the first of its kind in Hong Kong that completely eliminates manual labour work such as manual handling of heavy soil materials.

Amongst various fill compaction control tests, Proctor Compaction Test is the most repetitive and labour-intensive work, which involves manual handling of heavy fill material (sieving, subdividing, mixing and compaction) and places a significant physical burden on laboratory personnel. Soil samples required for each test can be up to 80 kilograms and the test is usually performed by two to three laboratory personnel. A laboratory operator is required to lift and drop a 4.5-kilogram rammer to compact the soil sample in a mould in five layers, apply 62 blows

for each layer and repeat the test five times with different water contents, entailing a total of 1,550 blows for each operation. This exposes the operators to the risk of musculoskeletal injuries, such as back strain or muscle fatigue. The repetitive nature of the compaction testing, which involves the use of heavy rammers, gives rise to safety concerns, as operators are subject to the potential risk of acute injuries. The automated system for Proctor Compaction Test can reduce laborious effort (now involving only one laboratory personnel) and hence improve the OSH of our laboratory personnel.

The system is equipped with a robotic arm, an automatic sieve shaker, an automatic riffle system, an automatic mixer, automatic soil compactors, and a safety laser curtain, thereby ensuring a safer and more efficient testing process. In addition, noisy operations are fully enclosed, further enhancing OSH standards.



Automated Soil Proctor Compaction Testing System completely eliminates manual labour work, such as manual handling of heavy soil materials.



Enhancement of Safety and Health in Work Spaces

Traditional construction materials testing industry in Hong Kong adopts conventional testing methods which involve highly repetitive, physically demanding and labour-intensive manual operations. The laboratory automation initiatives of the PWL have demonstrated the technical applicability of adopting advanced technologies and innovative solutions in replacing manual operations with machine automation. The automated concrete cube testing system, steel rebar testing system and soil compaction testing system developed/adopted by the PWL have showcased the significant enhancement in the efficiency, quality and reliability of the testing services as well as the great improvement to the OSH of laboratory personnel. PWL personnel now work in an environment where the risk of work-related injuries has been substantially reduced (no injuries/ accidents have been reported so far since the implementation of these systems), enabling them to focus on their tasks with heightened awareness and vigilance towards maintaining a safe and productive workplace. The automated systems help assure the quality of construction materials used, which is crucial to the structural stability and service life of the buildings and infrastructures being developed. The successful implementation of these pioneer automation systems not only serves as a showcase of innovative technologies, but also stimulates the modernisation of the construction materials testing industry in Hong Kong and helps fostering the OSH culture.



The Automated Construction Materials Testing Systems of the Civil Engineering and Development Department were awarded Silver Medal of the 23rd Hong Kong Occupational Safety and Health Award (OSH Enhancement Program Award).

Awards

The three systems have won a number of prestigious awards, including Certificate of Merit of the Hong Kong Institution of Engineers Grand Award 2023 (Industrial Category), Bronze Medal at the 48th International Exhibition of Inventions of Geneva, Gold Medal at the 3rd Asia Exhibition of Innovations and Inventions Hong Kong, and Silver Award of the 23rd Hong Kong Occupational Safety and Health Award (OSH Enhancement Program Award).

Civil Service Volunteer Service



Electrical and Mechanical Services Department

In active response to the Civil Service Bureau's call for departments to establish volunteer teams so that more civil servants can engage in volunteer services and utilise their expertise to help those in need, the volunteer team of the Electrical and Mechanical Services Department (EMSD) Staff Club has, with the support of the Civil Service Bureau (CSB) and the Home Affairs Department, partnered with the Tung Tau Care Team in Wong Tai Sin District to pay four visits to elderly residents in Tung Tau Estate starting from September 2024. During these visits, the volunteers replaced traditional bulbs with environmentally friendly LED bulbs for the elderly, and shared with them safety tips on the use of electricity and gas appliances as well as energy saving, benefiting a total of over 40 elderly residents in Tung Tau Estate.

The Secretary for the Civil Service, Mrs Ingrid Yeung Ho Poi-yan, participated in the volunteering services on 14 December 2024, together with the representatives from CSB, Wong Tai Sin District Office, Tung Tau Care Team, the representatives from EMSD, and volunteers from the EMSD Staff Club, and visited a number of elderly households to understand the elderly's needs. Volunteers assisted in replacing household incandescent bulbs with energy-efficient LED bulbs.

Yuen-tak (front row, first right); District Officer (Wong Tai Sin), Mr Thomas Wu Kui-wah (front row, third right); Captain of Tung Tau Care Team, Mr Wong Kam-choi (front row, second right); and the Civil Service Volunteer Team replaced traditional bulbs with environmentally friendly LED bulbs for elderly households on 14

December 2024.

These meaningful services not only marked collaboration between volunteer team of EMSD and a Care Team in the district for the first time, but also

fully demonstrated the capabilities and determination of government departments to work hand in hand with the community to support those in need. Leveraging their electrical expertise, members of the volunteer team of EMSD joined hands with the Tung Tau Care Team through their district network to bring light and warmth to the elderly. This initiative significantly improved the lighting in the elderly residents' homes, enhanced household safety, and demonstrated the value of cross-departmental collaboration.

Civil Service Volunteer Service



Civil servant volunteers replaced traditional light bulbs with energy-saving ones for the elderly.



The Secretary for the Civil Service, Mrs Ingrid Yeung Ho Poi-yan(left), participated in the activity. Elderly households were very pleased with the brighter, energy-efficient and durable light bulbs, which would help reduce their electricity costs and save them the trouble of changing bulbs.



The Secretary for the Civil Service, Mrs Ingrid Yeung Ho poi-yan (third right); Deputy Director/Regulatory Services of EMSD, Mr Chan Pak-cheung (first left); Deputy Director/Trading Services of EMSD, Mr Vincent Chow Hau-keung (second left); District Officer (Wong Tai Sin), Mr Thomas Wu Kui-wah (second right); Captain of Tung Tau Care Team, Mr Wong Kam-choi (first right); and the Civil Service Volunteer Team paid home visits to elderly households.

Enhanced lighting for a caring community

On the day of the event, the volunteer team visited a number of elderly households, replacing their light bulbs with energy-efficient LED ones and providing tips on electrical safety and energy conservation. Mr Lau, who is in his eighties with good health condition despite having regular check-ups at hospital, was one of those receiving the services. He often takes walks in Morse Park and actively participates in community activities. The volunteer team reminded Mr Lau to keep warm during the recent cold weather and showed care for his needs. Another resident was Mrs Wong, aged 89, who usually shops for groceries at Tai Shing Street Market. She said that with the new light bulbs, her home has become brighter, and she has felt the care of the Government and the community for citizens.

The volunteer team told Mr Lau and Mrs Wong that the District Office, local community members, and the Care Team are all concerned about the needs of the elderly. They will make every endeavour to provide targeted services for the elderly residents at their requests for assistance. Given that the initiative to replace traditional bulbs with eco-friendly LED ones has been well received by the elderly, it will continue to be implemented to show care for more senior citizens.

Achievements of cross-departmental collaboration and the way forward

Mrs Yeung praised the activities as a successful model of collaboration between government departments and District Care Team. She posted comments on the CSB's Facebook page saying that the efforts of the EMSD volunteer team and other departments were commendable, and emphasised the importance of fostering cross-departmental collaboration. She encouraged more civil servants to join the volunteer teams and work with the community to promote a caring culture. District Officer (Wong Tai Sin), Mr Thomas Wu Kui-wah, added that since its establishment, the Tung Tau Care Team has provided various targeted services for the residents of Tung Tau Estate, and it will continue to work with volunteer teams of government departments so that more grassroots citizens can benefit from the services.







The spirit of "We Care We Serve" in building management

Home Affairs Department

With the growing emphasis on private building management in the community, there has been an ever-increasing demand for relevant services. At present, many private buildings across various districts in Hong Kong require their owners to make arrangements in different areas, including daily management, maintenance, accounting, legal matters, insurance and security. However, owners often encounter difficulties in handling building management matters due to a lack of expertise. In addition to its dedicated division, the Home Affairs Department (HAD) also sets up District Building Management Liaison Teams under the 18 District Offices (DOs) in Hong Kong to perform duties related to building management, handle relevant enquiries and complaints, and assist owners' corporations (OCs) and owners in handling building management-related disputes.

On building management, the Government has been playing the role as a facilitator through multi-pronged measures to assist owners in forming suitable organisations such as OCs and provide appropriate support to help owners discharge their building management responsibilities. Currently, the Building Management Ordinance (Cap. 344) (the Ordinance) provides a legal framework for the management of buildings as well as the formation of OCs by owners and operation of OCs. Owners may discuss various building management matters at the general meetings of the OCs which are convened and conducted in accordance with the Ordinance, and any decision made at such meetings shall be binding on all owners.

DOs organised seminars to share with owners' corporations, property management companies and other stakeholders of private buildings the latest information on building management, such as key provisions of the Building Management (Amendment) Ordinance 2024, and information about corruption prevention and fire safety precautions.



Good Stories of Civil Servants

Take Wong Tai Sin District as an example. Wong Tai Sin District Office (WTSDO) previously received views from the local residents indicating that drivers had been found repeatedly driving in the opposite direction of the traffic on a driveway in a private housing estate, and they were worried that this might put other road users in danger. However, they did not know how to tackle it as they were not sure about the responsible party for the driveway and specific traffic improvement measures to be taken to prevent recurrence of such incidents. Soon after learning about the concerns of the local residents, WTSDO liaised with the Transport Department, and Link which managed the carpark of the housing estate, and also conducted a site visit with the OC and property management company of the housing estate in order to formulate improvement measures. With WTSDO's active co-ordination and full co-operation

among various parties, Link has implemented a series of improvement measures, including putting up a "one-way traffic" sign and providing a speed bump on the driveway. The problem of driving in opposite direction of the traffic was duly solved as a result. In this case, the building management team of WTSDO strived to act as a bridge of communication among the OC as well as the relevant departments and organisations, and with co-ordinated efforts of different parties involved, the management and safety issues of

private buildings in the district were effectively resolved.



co-operation among various parties, Link has put up a "one-way traffic" sign and provided a speed bump on the driveway to effectively tackle the problem of driving in the opposite direction of the traffic.

民政事務總署的



maintain close liaison with owners' corporations and property management companies in the districts to address building management matters.

Building management is closely related to the daily life of the general public. Our DO colleagues, where necessary, attend general meetings of different housing estates at night or during weekends as necessary, and patiently help residents deal with their problems. Whenever a building management issue is duly resolved, or owners with diverging views reach a consensus, our colleagues feel a great sense of satisfaction. HAD and DOs will continue to uphold the spirit of "We Care We Serve" and provide appropriate assistance for owners and OCs, with a view to creating a better living environment together.

Furthermore, whenever owners hold different views on building management issues, the building management teams of DOs endeavour to provide assistance and mediate disputes by, inter alia, seeking common grounds for owners with differing views, reminding OCs of the legal requirements about tender procedures, and assisting OCs in holding meetings to reach a consensus on the relevant arrangements. HAD also provides a wide array of building management support services for application by owners or OCs in need, including Free Legal Advice Service on Building Management, Free Mediation Service Scheme for Building Management, Building Management Dispute Resolution Service, Panel of Advisors on Building Management Disputes, Owners' Corporations Advisory Services Scheme, etc.



exhibitions on building management in different districts to promote relevant support services and share knowledge on building management.

A closer look at Hong Kong's enthralling stories through miniature art

The Civil Service Newsletter Editorial Board

Starting out as a civil engineer, Mr Ho Kwok-tim enjoys nothing more than exploring the wonders of miniature art. With his engineering background where precision and tenacity are highly valued, he has showcased our unique cityscapes in the form of exquisite and ingenious miniature models, giving a full display of his passion for Hong Kong. As he enters a new phase of life, Mr Ho devotes more time and energy to artistic creation. As a miniature artist, he is eager to continue his endeavour of telling Hong Kong's good stories to the public and visitors through his collection of works.



Key role in gatekeeping and scientific breakthroughs

Mr Ho graduated from the Department of Civil Engineering at the University of Hong Kong. In 1998, he joined the Government as an engineer in the then Civil Engineering Department. Mr Ho said with a chuckle that he was different from an engineer in the general sense as he was most of the time occupied with provision of contractual advice and research works during his 26 years of public service, assuming an important gatekeeping role in the team.



Before joining the Government, Mr Ho worked in the Airport Authority Hong Kong, and took part in the construction works of the Hong Kong International Airport at Chek Lap Kok.

AIRPORT COMPLETION

CELEBRATION



Mr Ho joined the then Civil Engineering Department (now the Civil Engineering and Development Department) as an engineer in 1998.



While working at the Contract Advisory Unit of the department for 14 years, Mr Ho was specifically responsible for vetting the works tender documents of the department and offering professional advice on contract-related issues to colleagues. "As I became particularly interested in law, I pursued part-time studies through distance learning and attained a law degree in early years, which was of great help to the duties I performed as a contract advisor". He likened the pivotal role played by a contract advisor in the department to that of a "doctor", as he had to go through various provisions of the tender documents carefully in great detail, identify potential risks or deficiencies and provide professional advice on the solution to rectify such "defects". Throughout his career, he had been tasked with the audits of the tender documents of the site formation works of the Hong Kong Disneyland and many major infrastructure projects. Upon completion of the works, he also provided professional advice on resolving the claims made and disputes raised by contractors.



 Mr Ho shared the process of collaborating with the Hong Kong Productivity Council (HKPC) to develop the intelligent robotic system at the "Partner Up, Shine Together" event organised by HKPC in 2022.

Over the years, Mr Ho remained dedicated to his duties and went to great lengths to scrutinise piles of works contracts day after day. However, he did not find it tedious at all, rather it had been a very gratifying experience to him. "Conducting audits on tender documents for the works contracts is in a way like setting up a protection barrier at the early stage of the projects, which can reduce major loss to the Government due to inadvertent mistakes or inconsistencies in the tender documents."

Mr Ho was subsequently transferred to the Research and Development Division of the Highways Department. Roadbot 2, an intelligent robotic system with full cognitive abilities to understand its surroundings for placing and collecting traffic cones and warning lanterns on high speed roads, was completed by his research team in collaboration with the Hong Kong Productivity Council in 2020, and awarded the Gold Medal at the International Exhibition of Inventions of Geneva in 2022. Mr Ho, though not trained in the field of science and technology, was willing to embrace challenges. He actively participated in research and development, hoping to enhance occupational safety in the sector with the launch of the automatic system. "Workers are more prone to traffic accidents when implementing temporary traffic arrangements on high speed roads, particularly during late hours. The robotic system successfully installed on road maintenance vehicles helps significantly lower the risk exposed to these workers. I am very honoured to have the opportunity to take part in this research project."



✓ Mr Ho has created an array of miniature models.
 ✓ His first artwork is themed on a toy shop in Hong Kong in the 1970s, and one of his favourite creations features a stall selling pinwheels in Wong Tai Sin.

A treasure trove of memories and creativity

Mr Ho quipped that his development as an artist has been somewhat held up by his engineering career. Since 2011, he has been making miniature models in his spare time. His first miniature artwork, an old-fashioned toy shop in Hong Kong in the 1970s, was jointly created with his friend. Over 200 toys on a mind-bendingly small scale are displayed, each of which carrying his childhood memories. "I've long been an avid collector of different kinds of toys and miniature models, in particular local artefacts. I really hope that my art creations can serve as a means to preserve the precious collective memories of our city."

His artworks cover diverse themes, ranging from newspaper stand, bamboo shed theatre, to stalls selling handmade pinwheels in Wong Tai Sin, all of which are vivid scenes with Hong Kong characteristics, and full embodiment of his creativity and love for the city. The model of the stall selling pinwheels in Wong Tai Sin is one of his favourites. "As a child growing up in Wong Tai Sin, I was always captivated at the striking sight of an array of colourful pinwheels whenever I walked past the stalls outside the Wong Tai Sin Temple after school." To relive the fond memories of his childhood, he spent tremendous efforts in handcrafting each mini pinwheel, and the



features of the stall including fortune-telling sticks, incense sticks and fruits were all recast in great detail, bringing the entire scene to life.

With his professional background in engineering, Mr Ho places particular emphasis on scale and proportion in model making. He pays scrupulous attention to every detail, in a bid to replicate the dynamic scene of everyday life in the neighbourhood. An example is his model of the Blue House in Wan Chai, through which he demonstrates his superlative skills in reproducing the traditional T-shaped plates bearing the street name "King Sing Street" at a corner and the scene of residents drying clothes on balconies. Every part is amazingly delicate and true to life.



Mr Ho participated in the miniature exhibition on "An Art Journey into the Past and Present Urban Reinvention · Advance Beyond 25" at the Central Market, aiming to tell good stories of Hong Kong to the public and visitors through his miniature work.

With his professional background in engineering, Mr Ho is particularly concerned about the scale and proportion of his miniature models, striving to make the art pieces true to life



"Modern technologies like 3D printing can assist us in making miniature figures and building structures. That said, we often make use of daily necessities around us and modify them into tiny parts for the scenes. If traditional craftsmanship is involved, I would seek professional advice from masters in relevant fields, hoping to present Hong Kong culture and customs as authentic as possible." For example, before working on the design of the bamboo shed theatre and the phoenix coronet, he not only consulted local masters, but also made a real phoenix coronet to master the essence of the techniques.

"Now, my art pieces are not confined to nostalgic scenes, and the most iconic attractions of our cosmopolitan city are the highlights of my creation as well. I hope to tell Hong Kong's good stories to the public and visitors through these miniature models." Apart from local exhibitions, his works also found a place at the exhibitions in the Mainland, Japan, Singapore and Australia organised by the Hong Kong Tourism Board and the Economic and Trade Offices. "A lot of Hong Kong people living in these places would come and see my works on display, saying to me that these miniature models are so reminiscent of their past. At the exhibition hall, I like to hang around and mingle with the visitors to listen to their comments as their positive feedback always motivates me to go further in art creation."

Well-planned retirement life in pursuit of dreams

"To me, another wonderful phase in life starts at the age of 60." After retirement in 2024, Mr Ho has spent one third of his time making miniature models, which has been an intriguing experience in his new phase of life. He has participated in four exhibitions in just less than a year since retirement, and new invitations keep coming in. "I'm eager to take on new challenges. With so many distinctive attractions in Hong Kong, I'll keep up my effort to present a wider diversity of scenes through miniature art."

Drawing is another goal that Mr Ho wants to pursue after retirement. "I could not afford to learn drawing when I was young due to poor family conditions. No sooner had I retired than I enrolled for a sketching course. How cool and chill it is sketching here and there simply with a sketchbook and a pencil!"

Personal aspirations aside, Mr Ho also plans to serve the community through voluntary work. He enrolled for the Hong Kong Volunteer Programme of the 15th National Games with his secondary school classmates to show support for the mega event. Meanwhile, he is discussing with his alma mater a proposal to provide students in the secondary school with opportunities to experience miniature model

Mr Ho participated in a number of events organized by the Hong Kong Tourism Board and the Economic and Trade Offices to promote Hong Kong through display of his work at various exhibitions in the Mainland and overseas.





making so as to broaden their horizons. "As I grew up in a grassroots family, I'm well aware of the importance of resources and really hope to share my experience with the younger generation to help them thrive."

Mr Ho said with a smile that he had come up with plenty of plans and ideas, and he also looked forward to gatherings with his family and friends, and travelling around the world. "With the increasing average life expectancy, we should keep ourselves in shape. Otherwise, all our plans are just empty talks. To stay fit and healthy, I'll spend more time hiking and swimming."

He advised retiring civil service colleagues to maintain mental and physical health, and make





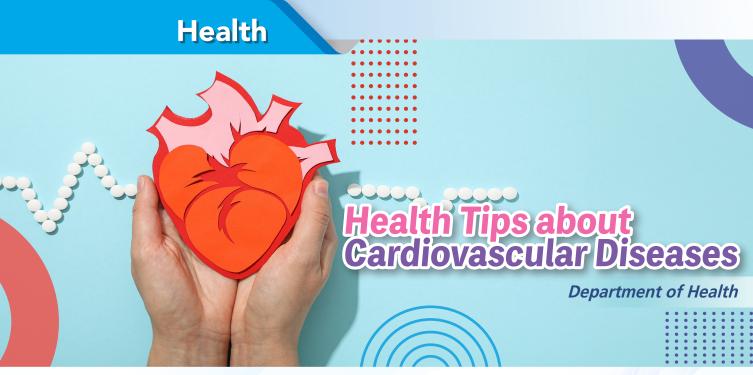
During the interview, Mr Ho introduced his artworks, a real phoenix coronet and the miniature model of the Blue House in Wan Chai, both of which were made with finest craftsmanship.

early planning for retirement. "It's good for them to develop new hobbies while in service and set new goals for post-retirement life, and in this way they can enjoy a rewarding life by the time they retire."

Mr Ho succeeds in finding a balance between engineering and art in his life. With his exceptional craftsmanship, he has created a meaningful retirement life, and

at the same time preserved incredibly precious memories of Hong Kong's history. Optimistic and proactive, Mr Ho continues to pursue his dreams and tell inspiring stories in his new journey.





Cardiovascular diseases refer to a broad spectrum of disorders related to the heart and blood vessels that include heart disease and stroke. While some risk factors of cardiovascular diseases are non-modifiable (such as advancing age, family history of heart disease or stroke), most (such as unhealthy diet, physical inactivity, smoking, alcohol drinking, overweight and obesity, raised blood pressure, raised blood glucose/diabetes and raised blood lipids) are modifiable by leading a healthy lifestyle.

The Population Health Survey 2020-22, which adopted the Framingham Risk Model to predict the risk of cardiovascular outcomes including coronary heart diseases, strokes, peripheral artery diseases and heart failure among local adult population, found that 14.5% of persons aged 30–74 had higher risk of developing cardiovascular diseases (i.e. ≥20% in the next decade).

To lower the risk of developing cardiovascular diseases, we are advised to note the following:

Eat a balanced diet



Consuming a healthy diet helps prevent malnutrition in all its forms, including overweight and obesity. We are encouraged to eat according to the "Healthy Eating Food Pyramid". Apart from limiting the consumption of fat, salt and sugars, adults should eat at least five servings of fruit and vegetables per day, choose whole grains over refined grains and reduce

the consumption of processed meat. For more details about healthy eating, please refer to the pamphlet at www.chp.gov. hk/files/her/exn_nutp_025b_en.pdf.



Be physically active and limit the time spent being sedentary



We should make physical activity a "must do" habit. For optimal health, adults are advised to do at least 150–300 minutes of moderate-intensity aerobic physical activity (such as brisk walking); or at least 75–150 minutes of vigorous-intensity aerobic physical activity (such as jogging); or an equivalent amount of physical activity throughout the week. We should also reduce sedentary time and replace sitting with physical activity of any intensity including light-intensity physical activity (such as light walking). For more information about "10,000 Steps a Day", please visit the Change for Health website:

www.change4health.gov.hk/en/physical_activity/10000_steps_a_day/index2.html).



Health

Do not smoke

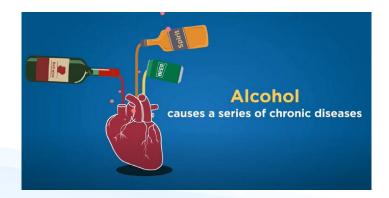


Smoking can permanently damage the heart and blood vessels, leading to cardiovascular diseases. For the sake of health, non-smokers should never start smoking

while smokers should quit immediately. For free quit tools and services, please visit the designated website: www. livetobaccofree.hk or call the Quitline 1833 183.



Avoid alcohol



Alcohol consumption is associated with the risks of developing non-communicable diseases such as cardiovascular diseases, liver diseases, certain cancers and alcohol use disorders. While individuals without a habit of drinking alcohol should not start drinking, current drinkers should appraise their drinking habits, realise the potential harms associated with drinking and appreciate the benefits of stopping alcohol consumption. To access useful toolkits including the electronic alcohol screening and brief intervention tool (e-SBI), a self-help booklet for drinkers and other health educational materials pertaining

to alcohol and health, please visit the Change for Health website: www.change4health.gov.hk/en/alcohol_aware/index.html.



Undergo screening for hypertension, type 2 diabetes and hyperlipidaemia as recommended

Persons aged 18 or above are recommended to have their blood pressure checked at least once every two years; persons aged 45 or above are recommended to undergo screening for type 2 diabetes at a minimum of three-year intervals; and persons aged 50–70 are recommended to undergo screening for hyperlipidaemia once every three years. More frequent testing is recommended when risk factors of cardiovascular diseases (such as overweight and obesity) are present. We may consult doctors about the need for screenings for hypertension, type 2 diabetes and hyperlipidaemia.









Positive Communication in the Workplace -**Praise and Appreciation**

Civil Service Bureau and Hong Kong Family Welfare Society

Positive communication skills in the workplace not only enhance our work efficiency, but also enable us to get along well with our colleagues. Giving praise and showing appreciation are among the most important positive communication techniques as compliments and recognition are conducive to fostering a harmonious relationship among colleagues and enhancing motivation at work, while also promoting good practices and boosting confidence in work.

Here are some useful tips to achieve effective communication through praising:

-Be sincere

Heartfelt appreciation is always most preferred. Praise should be expressed in a clear and natural



tone, even better if a touch of personal feelings is added. For example, a supervisor may say to his/her fellow colleague: "You are always dedicated to duty. I have every confidence in you for taking up the job."

Be timely and specific

To be effective, appreciation should be delivered in a timely manner, with specific descriptions of the situations and behaviour.



This can make team members feel the sincerity of the remarks, which are neither made simply out of courtesy nor flattering in nature. This also enables them to identify areas where they have done well to deserve the praise. For example, you may show admiration by saying "Just now you've kept a cool head in interacting with the public, and your suggested solution to the complaint was specific and 26 feasible."

-Praise others for their good deeds, no matter big or small

Compliments and recognition may not necessarily be directed at work outcomes. You may express admiration for everything in our daily life, however trivial it may seem. For example, doing exercise regularly is laudable as it is a

good habit for colleagues.

Both the process and the outcome are worth appreciation

Wholehearted attempt may not pay off in the end. However, the courage to give it a try should be applauded and recognised.

Use appropriate body language

Making eye contact and using other kinds of body language, such as getting closer and leaning forward slightly, can enhance the effectiveness of praise.



In our daily interaction with colleagues, we should focus more on their strengths and appreciate from our heart all the efforts they made. It is believed that positive communication can facilitate smooth delivery of our work.

Information



Thematic Study Programme on Modern Chinese History Exploring the history of our country's endeavours over the past century

Civil Service College Civil Service Bureau

The Civil Service College has launched the Thematic Study Programme on Modern Chinese History. Making use of important historical events, the Progamme guides participants in exploring the history of the country's endeavours over the past century and reflecting on Hong Kong's role and mission in national rejuvenation.

Key topics

Session 1

An overview: The Chinese nation at its most critical juncture

 The twist and turns of the history of the Chinese people's endeavours

Session 2

Understanding Hong Kong through five historical episodes

• An analysis of Hong Kong's unique role and contribution

Session 3

How the Chinese people stood up?

• The founding of the Communist Party of China and the development of the first three decades upon establishment of the People's Republic of China

Session 4

Exploring innovation and heritage in the governance of China

 China's modernisation journey, strategic thinking and institutional innovation

Session 5

History of China's foreign policy after the Cold War

 Features of China's foreign policy at different stages and its connections with the world

The Programme consists of five sessions. Participants will be awarded a certificate upon full completion.

As colleagues are generally less familiar with modern Chinese history, the Programme adopts a different and non-traditional learning approach. Through questions as well as exploratory and interactive discussions, the Programme encourages participants to ponder on the country's development at different stages from a fresh perspective. The Programme underlines the College's training emphasis on mindset-inculcation. With the use of songs, short videos, and stories of historical figures, the Programme brings participants through the country's difficult journey from the decline of the late Qing Dynasty to its rise after the founding of the People's Republic of China. The Programme also enables participants to appreciate the dedicated efforts made by generations of people in the building of the new China.

Information

The Programme has received an enthusiastic response. Participants were deeply inspired and touched by the inseparable bond between the motherland and Hong Kong, feeling a sense of pride in their Chinese identity. The Programme fostered a sense of mission among colleagues, encouraging them to reflect on ways to continue our predecessors' spirit of self-enhancement and contribute to the prosperity and development of our country and Hong Kong. It has also inspired civil servants to further explore the relationship between modern Chinese history and national development.

The next round of the Programme will be held in the second half of 2025. Stay tuned for more details!



The Programme is delivered by Dr Yau Yat, the Executive Director of the Academy of Chinese Studies, which is a member organisation of Our Hong Kong Foundation.



Appointment of Senior Civil Servants

Effective from	Name	Post
December 4, 2024	Manda Chan Wing-man	Director of Leisure and Cultural Services
December 31, 2024	Chan Tsz-tat	Commissioner of Customs and Excise
January 2, 2025	Eddie Cheung Kwok-choi	Permanent Secretary for Environment and Ecology (Environment)
January 6, 2025	Angelina Kwan Yuen-yee	Director of Broadcasting
January 16, 2025	Ng Wai-man	Director of Accounting Services
February 3, 2025	Edward To Wing-hang	Director of Social Welfare
February 3, 2025	Priscilla To Kit-lai	Director of Home Affairs
February 4, 2025	Charmaine Lee Pui-sze	Permanent Secretary for Housing/Director of Housing
March 13, 2025	Eddie Liu Ka-chun	Controller, Government Flying Service
March 17, 2025	Gilford Law Sun-on	Head, Working Family and Student Financial Assistance Agency
March 18, 2025	Tom Yip Chi-kwai	Director of Planning
March 31, 2025	Lillian Chow	Official Receiver

Information



e-Portal for Pensioners

The Treasury

The Treasury's "e-Portal for Pensioners" is a mobile-enabled on-line platform that provides pension related information and services for pensioners. Key functions of the e-Portal include:

- ✓ Viewing of pension details and payment information;
- ✓ Downloading of pension statements;
- ✓ Updating of personal and family particulars by using "iAM Smart+"; and
- ✓ Submission of Annual Declaration of Entitlement to Pension Benefits by using "iAM Smart+".

Pensioners will be notified by the Treasury to submit the Annual Declaration two months preceding their month of birth. After receiving the notification, pensioners may choose to submit it on-line through the e-Portal and "iAM Smart+" anytime, anywhere, which is convenient and fast.

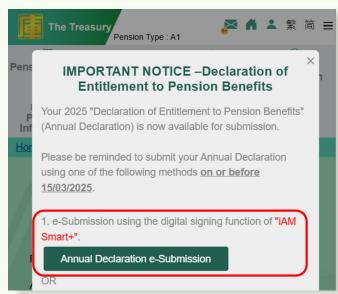
Please visit the e-Portal website https://www-eppn.portal.try.gov.hk/eppn/en/home.do or scan the QR Code for details.

Pensioners are also welcome to send email to eportal@try.gov.hk or call our hotline at 3847 8360 for any enquiries on using the e-Portal.



e-Portal for Pensioners







which is also the mid-point of Kai Tak Sports Avenue.

The spacious area can be used for hosting major

community recreation and sports programmes

seating system and a flexible configuration of the play field, among

which nearly 80% of the seats are retractable or movable. This allows

the hosting of various kinds of sports, culture and entertainment

dining options as well as multiple sports academies offering sports

classes. It provides a one-stop sports, leisure, catering and shopping

experience for citizens and tourists.

of large-scale cultural and entertainment events. Each seat features an

independent air conditioning unit connected to the sports park's cooling

system. Even when the roof is closed, the seating areas remain cool. This

arrangement not only optimises spectator comfort, but also enhances