

Civil Service Newsletter



March 2024 Issue No. 116



Civil Service

Striving for Excellence



(This Newsletter is also available on the CSB website at <http://www.csb.gov.hk>)

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Recognising 100 civil servants *with dedication and excellent performance*

Civil Service Bureau



The Chief Executive, Mr John Lee Ka-chiu (first row, 11th right); the Secretary for the Civil Service, Mrs Ingrid Yeung Ho Poi-yan (first row, 11th left); the Chairman of the Public Service Commission, Ms Maisie Cheng Mei-sze (first row, 10th right); and the Permanent Secretary for the Civil Service, Mr Clement Leung Cheuk-man (first row, ninth right), were pictured with the award recipients.

ON 28 November 2023, the Secretary for the Civil Service (SCS), Mrs Ingrid Yeung Ho Poi-yan, commended civil servants with outstanding performance at the SCS's Commendation Award Presentation Ceremony. The Chief Executive, Mr John Lee Ka-chiu, also attended the ceremony to extend his congratulations to the award recipients.

One hundred civil servants were awarded under the SCS's Commendation Award Scheme 2023. They came from 38 bureaux and departments, involving 50 grades including professional and technical grades, disciplined services, general grades as well as Model Scale 1 grades.

Addressing the ceremony, Mrs Yeung said that the awardees had demonstrated dedication in their respective posts and areas of service, and that their perseverance in providing quality public services and pursuit of excellence were highly commendable.

Mrs Yeung pointed out that the Government will continue to enhance training for all civil servants to enhance their patriotism and sense of national security. It will also introduce the Civil Service Staff Exchange Programme with the Guangdong-Hong Kong-Macao Greater Bay Area (GBA) such that Hong Kong civil servants will have opportunities to station temporarily on the Mainland to have a deeper understanding of the development of the

GBA. She encouraged all civil servants to continue to uphold the spirit of providing quality service, to stay people-oriented, to go an extra mile and strive for excellence in their work, and to showcase more good stories of civil servants to the public.

The SCS's Commendation Award Scheme was introduced in 2004 to commend colleagues who have achieved outstanding performances continuously for five years or above. The Scheme has a meticulous selection process which requires nominations from Permanent Secretaries, departmental heads or heads of grades, adjudication by a selection committee and the final decision on the awardees' list by the SCS.

The Secretary for the Civil Service, Mrs Ingrid Yeung, commended civil servants with outstanding performances at the Award Presentation Ceremony.



Features



Senior Airworthiness Officer (Certification) of the Civil Aviation Department, Mr Henry Leung (left) is responsible for upholding the airworthiness requirements for aircraft entering Hong Kong for registration and granting approval for aircraft modifications and repairs; Chief Customs Officer of the Customs and Excise Department, Mr Tjong Yu-pau (centre) performs passenger and cargo inspections at different boundary control points and Land Surveyor of the Lands Department, Mr Ho Chi-ho (right) who works in the Common Spatial Data Infrastructure Platform Section has been actively promoting the development and application of common spatial data infrastructure in Hong Kong with his team. The three of them talked about their work experiences during a media session.



The Secretary for the Civil Service's Commendation Award 2023 List of Award Recipients

Bureau/Department*	Name*
Agriculture, Fisheries and Conservation Department	Mr CHOW Hoi-tat
Architectural Services Department	Mr TANG Chi-man
Audit Commission	Ms KAN Ming-shan, Sandy
Buildings Department	Mr LI Chi-hung
Census and Statistics Department	Mr CHEUNG Chung-keung, Thomas
Civil Aid Service	Mr CHIU Yue-tai
Civil Aviation Department	Mr LEUNG Kwok-tung, Henry
Civil Service Bureau	Ms CHAU Siu-yin
Correctional Services Department	Ms CHAN Wai-fun
	Mr KONG Yiu-shan
	Mr LEUNG Kin-lap
	Mr TSANG Wai-yin, Tony
	Mr WONG Nai-man, Amond
Customs and Excise Department	Mr LAI Wai-ming
	Mr LIU Chi-shing
	Mr TJONG Yu-pau
	Mr TSE Ka-wing
Department of Health	Ms CHIM Chun-king
	Dr LAI Tai-wai
	Mr LEE Siu-keung
Drainage Services Department	Mr LEUNG Wah-ming
Education Bureau	Mr CHIN Yiu-ming
	Miss HO Pui-man, Queenie
Electrical and Mechanical Services Department	Mr CHUNG Wai-kin
	Mr IP Koon-wai
Environmental Protection Department	Ms TIN Shuk-yin, Evageline
Fire Services Department	Mr CHAK Kwok-wai
	Mr CHAN Kai-chi
	Mr HO Ka-kui
	Ms LEE Lin-tai
	Mr NG Wai-keung
	Mr WONG Chun-keung, Kevin
	Mr YEUNG Mei-sun, Ison
Food and Environmental Hygiene Department	Ms IP Wing-kar
	Ms IP Yi-po, Bowie
	Ms LAU Chi-man
	Ms LAW King-wai
	Mr NG Chi-kwan
Highways Department	Mr NG Ka-chuen
Home Affairs Department	Ms KAN Sau-fun
Hong Kong Police Force	Mr CHAN Siu-chuen
	Mr CHAN Siu-yuk
	Miss CHENG Wai-fong
	Dr CHEUNG Kie-chee, James
	Ms CHUNG Wai-kwan
	Mr LEE Ching-ki
	Ms LEE Ngar-ming, Brenda
	Mr LEE Yee-kai
	Mr LEUNG Chi-kwan
	Mr LEUNG Wing-hai, Sam

Bureau/Department*	Name*
Hong Kong Police Force	Mr LI Kwok-lun
	Ms LO Pui-yan
	Mr MA Chi-wai, Alan
	Ms MOK Yee-mai, Candy
	Mr TAM Ming-sun
	Mr TANG Kwok-yin
	Mr WONG Kim-ching
	Mr YEUNG Hon-yin
Hongkong Post	Mr LI Sai-hong
	Mr YIM Yiu-kei, Ken
Housing Department	Mr CHOY Kwan-wing
	Mr KU Siu-ping
	Ms LEUNG Yuet-hing, Paulina
	Ms WONG Yuk-ling, Elaine
Immigration Department	Mr YIP Chi-hoi
	Miss CHEUNG Wai-ling
	Ms CHICK Pik-mui
	Mr FU Hoi-ning
	Mr KWONG Hoi-hang
Information Services Department	Mr LEUNG Ping-kwan
	Mr WAN Chi-tak
	Ms WONG Lai-kun, Jessie
Inland Revenue Department	Mr KWOK Ying-wah
Innovation and Technology Commission	Miss LIU Yu-ping
	Mr YUEN Chi-fu
Intellectual Property Department	Ms CHIU Wai-ching
Judiciary	Ms SHIU Mei-ching
Land Registry	Mr LINE Cheung-chung
Lands Department	Mr HO Chi-ho
	Mr LAM Chor-wing
Legal Aid Department	Ms CHEUNG Wai-wa
Leisure and Cultural Services Department	Ms FUNG Po-chu
	Mr MAN Kwok-kei, Ricky
	Ms NG Shuk-ha
	Mr TO Wai-hung
Office of the Communications Authority	Miss WONG Kam-fan
	Miss CHONG Yuk-ling, Lilian
Office of the Government Chief Information Officer	Mr CHAN King-fung
Social Welfare Department	Ms CHAN Kam-hung
	Mr CHAU Koon-fai
	Mr CHU Pui-man
Transport Department	Ms HUI Man-yee
	Mr TSE Yu-sang
	Ms WAN Sau-chun
	Mr WOO Yun-tai, Gary
Water Supplies Department	Mr LO Chung-ming
	Ms TANG Pui-yin
	Mr TANG Yiu-fai
Working Family and Student Financial Assistance Agency	Ms LAU Yee-ling, Elaine

*In alphabetical order of the names in English of bureau/departments and award recipients.

Civil Service Volunteer Teams actively participate in large-scale events

Civil Service Volunteer Teams support the **Community Chest 55th Anniversary Walk for Millions**

Civil Service Bureau

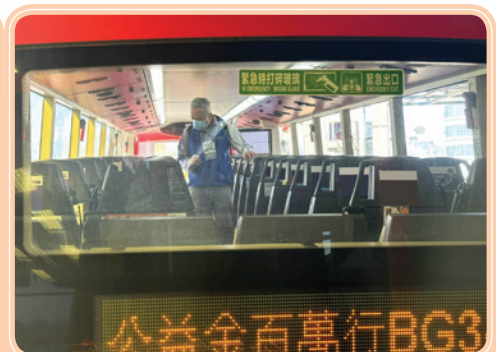


THE Community Chest 55th Anniversary Walk for Millions was held on 7 January 2024. The Civil Service Bureau coordinated over 60 volunteer team members (the Civil Service Volunteer Teams) from 13 disciplined services and civilian departments to serve as volunteers for this large-scale charity event.

The Community Chest Walk for Millions was held at the "Hong Kong - Zhuhai - Macao Bridge - Hong Kong Link Road." More than 10,000 people participated in the event. Participants were required to take the shuttle bus arranged by the organiser to the starting point at the west portal of Scenic Hill Tunnel and finally return to AsiaWorld-Expo.

The total distance was around 6 km and the whole journey took around 2 hours. The Civil Service Volunteer Teams served as shuttle bus captains.

The Civil Service Volunteer Teams gathered early on the day at 7 a.m.. They devoted themselves to voluntary work throughout the morning to ensure that participants could travel smoothly to and from the event venue.



The Civil Service Volunteer Teams were responsible for maintaining order, assisting passengers on and off the shuttle bus, offering help with seating arrangement and reminding passengers to take all personal belongings with them when they got off the shuttle bus.

The Civil Service Volunteer Teams joined hands to support mega sports events

Civil Service Bureau



The Civil Service Volunteer Teams were responsible for verifying the identities of the runners at the registration counters, carefully wearing the identification bracelets for runners and controlling crowds at the Asiaworld-Expo on the event day of the "Hong Kong-Zhuhai- Macao Bridge (Hong Kong Section) Half Marathon 2023".



The Civil Service Volunteer Teams were responsible for safe-custody of the personal belongings of the runners of the "Standard Chartered Hong Kong Marathon 2024".

THE Civil Service Volunteer Teams responded to the call of the Agency for Volunteer Service provide voluntary service for "Hong Kong-Zhuhai-Macao Bridge (Hong Kong Section) Half Marathon 2023" held at the Hong Kong-Zhuhai-Macao Bridge Hong Kong Section on 19 November 2023 and the "Standard Chartered Hong Kong Marathon 2024" held on 21 January 2024. The Civil Service Volunteer Teams actively engaged in volunteer service and contributed to mega sports events.

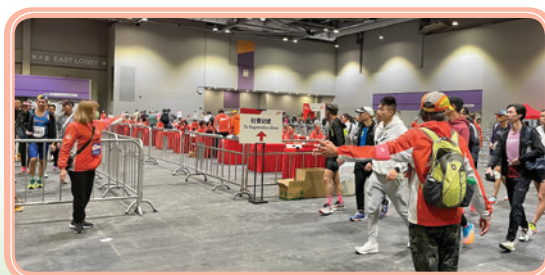
Hong Kong-Zhuhai-Macao Bridge (Hong Kong Section) Half Marathon 2023

In response to the call of the Agency for Volunteer Service, seven volunteer teams from different disciplined services and civilian departments, including the Customs and Excise Department, Correctional Services Department, Hong Kong Fire Services Department, Hong Kong Police Force, Immigration Department, Legal Aid Department and Water Supplies Department provided volunteer service for the event. Runners ran via the Scenic Hill tunnel towards the bridge's Hong Kong section and returned to the Hong Kong-Zhuhai-Macao Bridge Control Point at the finish line. The whole race covered about 21 kilometers, with around 8,000 runners taking part in it.

The Civil Service Volunteer Teams were responsible for verifying the identities of the runners at the registration counters, wearing the identification bracelets for them and controlling crowds at the Asia World-Expo on the event day. The Civil Service Volunteer Teams were very glad to have the opportunities to participate in such a significant sports event.

Standard Chartered Hong Kong Marathon 2024

The 22 volunteer teams (about 400 civil servants) from seven disciplined services and 15 civilian departments were responsible for supporting crowd control, luggage storage and race marshal for this major sports event with around 74,000 participants. The Civil Service Volunteer Teams look forward to contributing to major events in future.



Civil Service Volunteer Teams partner with different organisations to promote diversified volunteer services

Extraordinary Horse Riding Fun for Children

Water Supplies Department



The Secretary for the Civil Service, Mrs Ingrid Yeung Ho Poi-yan (front row, fourth right); the Director of Water Supplies, Mr Tony Yau Kwok-ting (second row, third right); Mr Freely Cheng Kei (second row, fourth right) were pictured with the civil service volunteers and the 20 children from grassroots families who participated in the horse riding activity.

ON 20 January 2024, about 20 children from grassroots families led by the Water Supplies Department (WSD) Volunteer Team and the Social Work Dream Community Development Centre visited the Tuen Mun Public Riding School to participate in a horse riding day for children.

This marks the first volunteer activity fostered by the Civil Service Bureau (CSB) and jointly organised by civil service volunteer teams, the Hong Kong Jockey Club (HKJC) and district organisation. The Secretary for the Civil Service, Mrs Ingrid Yeung, the Director of Water Supplies, Mr Tony Yau, and the Manager of External Affairs from the Hong Kong Jockey Club, Mr Freely Cheng, also participated to express support for the event.

Staff from the HKJC first introduced the daily routine of taking care horses as well as the equestrian sports to children. After the safety briefing, the children were divided into two groups to pay visit to the stable and sample horse riding in turns. Volunteers helped the children to wear helmets before mounting the horses. Having their first experience with horses, the children were all of a flutter. Once getting a grasp of basic horse riding skills, they enjoyed their ride with beaming smile.

Towards the end of the event, the children were delighted to have participated in the event, and would like to share the knowledge and experience acquired with their families. All of them wished to take part in future events like this to broaden their horizons.

Members of the WSD Volunteer Team, Mr Wilson Lee and Mr Choi Hoi-chuen, said that the children seldom had a chance to get in touch with horses. Therefore, the Volunteer Team considered it a precious occasion to work with HKJC in organising an event to sample the fun of horse riding. They would like to take this opportunity to express appreciation to HKJC, which sponsored and arranged such a meaningful event for these children. The WSD Volunteer Team will continue to work actively to promote volunteer services and serve the community through liaising and collaborating with different social welfare organisations.



About 20 children from grassroots families visited the Tuen Mun Public Riding School in the company of civil service volunteers to sample the fun of horse riding. The Secretary for the Civil Service, Mrs Ingrid Yeung (second left), and volunteers from WSD helped a child get ready before the ride and another child enjoyed horse riding during the event.



A Happy Life for the Elderly with Innovative Technology



The Secretary for the Civil Service, Mrs Ingrid Yeung Ho Poi-yan (second row, fourth right), the Permanent Secretary for the Civil Service, Mr Clement Leung Cheuk-man (first row, third left), the Government Chief Information Officer, Mr Tony Wong Chi-kwong (first row, fourth right), the Chairman of the Y. Elites Association, Mr Lawrence Lam Chi-bun (second row, second right), the Legislative Council Member cum Deputy Secretary of the Y. Elites Association, the Hon Nixie Lam Lam (front row, centre), and the Chairman of NAAC, Mr Tai Keen-man (second row, centre), along with the participating guests and volunteer teams, took group picture in the digital outreach activity at the Spring Lantern Festival of the Lunar New Year.

The Office of the Government Chief Information Officer

AT the Spring Lantern Festival of the Lunar New Year, the volunteer team of the Office of the Government Chief Information Officer (OGCIO) jointly organised a digital outreach activity for the elderly with the Neighbourhood Advice-Action Council (NAAC). During the event, there were also youth volunteers from the Home² Youth Hostel helping the elderly in experiencing a variety of digital games that were both mentally and physically beneficial.

OGCIO volunteer team, the youth volunteers and the participating guests were all actively engaged in this activity. It started with a New Year's greeting to all the participants from the robot funded by the OGCIO's "ICT Outreach Programme for the Elderly". The robot, which was modified to resemble the God of Wealth, greeted participants and the elderly and brought them Chinese New Year blessings, making the festive day even more enjoyable.

The digital games arranged for that day were diversified. There were games where the elderly could use tablet computers to participate in the "Metaverse Lunar New Year Red Banners Wishing" activity, create their own couplets and instantly view their own



The Assistant Government Chief Information Officer, Ms Cari Wu Wa (first row, second right) and the elderly used tablets to create their own couplets.

and others' congratulatory messages on the digital wishing tree. Moreover, the elderly participated in ball games via interactive projection. Also, there were smart mirrors that could guide the elderly to do exercises, and a game booth that allowed the elderly to visit some local historical buildings as well as scenic spots in Zhangjiajie and Chengdu by wearing virtual reality glasses.

All the elderly participants learnt that using smartphones and innovative technologies not only brings convenience and facilitates their connection with their families and the community, but also helps them maintain both physical and mental health which is the key to a happy life. At the end of the activity, all the elderly left with joy.



The Deputy Government Chief Information Officer, Mr Kingsley Wong King-man (first row, first right) guided the elderly to use smart mirror in doing exercise.



The Government Chief Information Officer, Mr Tony Wong (first row, first right) guided the elderly to use virtual reality technology to visit local historical building.

The Volunteer Team of the Office of the Government Chief Information Officer (OGCIO)

The Volunteer Team of the OGCIO was established in 2001. In addition to serving the community through sharing the knowledge of information technology, the volunteer team also cooperates with various social welfare organisations to provide volunteer services to their service targets, such as visiting the elderly, making handicrafts with the elderly, arranging birthday parties for them, etc. In addition, the volunteer team has participated in various types of volunteer services, such as supporting major sports events, cultural and environmental protection activities, as well as cooperating with schools to share work experience with students in life planning activities. Last year, the volunteer team participated in more than 60 volunteer services.

"ICT Outreach Programme for the Elderly"

OGCIO has introduced several rounds of "ICT Outreach Programme for the Elderly" since 2014, providing funding support for non-profit-making organisations to help the elderly learn to use tablets and other mobile devices, and let them understand how digital technology could improve their quality of life. With the support of professional social workers and volunteers, the elderly are encouraged and assisted in adopting digital technology to broaden their social circles and integrate themselves into the digital society.

Civil servants united to support the District Council election

Civil Service Bureau



THE 2023 District Council (DC) election was held on 10 December 2023. To further disseminate the message in the community to vote in the DC election, the Civil Service Bureau (CSB) organised volunteer teams from 70 bureaux and departments to actively assist in publicising the DC elections by distributing leaflets in 18 districts, calling on the public to vote to elect DC members who will serve the community.

From 25 November to 9 December 2023, approximately 2,200 volunteers from 70 bureaux and departments distributed promotional leaflets to the public in 18 districts including some remote areas such as Shenzhen Bay Control Point, Lok Ma Chau Spur Line Control Point, Mui Wo, Cheung Chau and etc. Bureaux/departments that have yet to form a volunteer team also actively partnered with volunteer teams from other departments to participate in the activity to promote the DC election.

The Civil Service Volunteer Teams promoted the DC election in the community with one heart, reminding the public not to miss polling day. They showed their support to the DC election and promoted voting message among colleagues through volunteer work, passing on the spirit of shouldering civic responsibilities and building a better community together.

On the polling day, CSB organised the Civil Service Volunteer Teams from the Social Welfare Department, Civil Engineering and Development Department, and Correctional Services Department, a total of 17 members, to arrange pick-up and escort services for needy elderly in households and six elderly centers to get to the polling stations. This demonstrated the people-oriented ethos of civil servants and their caring attitude towards the community.



The Secretary for the Civil Service, Mrs Ingrid Yeung Ho Poi-yan (right), distributed promotional leaflets to a shop keeper.



The volunteer team of the Civil Engineering and Development Department went to an elderly centre in So Uk Estate to escort the elderly with mobility difficulty to get to the polling station.



The volunteer team of the Correctional Services Department was taken by a shuttle bus to various places to pick up needy elderly persons living in Chai Wan to the polling station.



The volunteer team of the Social Welfare Department provided escort service to needy elderly persons living in Lok Man Sun Chuen, taking them to the polling station for casting votes.

The New Territories Cycle Track Network *that Runs from East to West*

Civil Engineering and Development Department



The NTCTN comprises two backbone sections with a total length of approximately 82 km and a branch of approximately 1 km in Sam Mun Tsai, Tai Po. Over 60km of the NTCTN has been completed so far.

THE New Territories Cycle Track Network (NTCTN), being taken forward by the Civil Engineering and Development Department (CEDD), is a comprehensive cycle track network connecting the eastern and western New Territories by linking up cycle tracks scattered around various districts, thereby providing the public with more choices for leisure and recreation. The NTCTN covers an extensive area, starting from Ma On Shan, passing through Shatin, Tai Po, Fanling, Sheung Shui, Yuen Long and Tuen Mun, and will be extended all the way to Tsuen Wan.



With scenic spots and various attractions along the cycle track, cycling along the NTCTN has become a popular activity among families, friends and cycling fans.

While the completed cycle track sections have been well received by the public and have now become popular leisure and sports

facilities, during the planning and construction stages, CEDD was continuously faced with challenges. How CEDD has overcome these hurdles can be summarised by using the letters "A", "B", "C", "D" and "E".

"A" for "Attitude"

The positive attitude and open-mindedness of the project team have ensured success for the project. Even though it may mean that CEDD engineers have to step out of their comfort zone, and stand ready to face criticisms, they always seize the opportunities to interact with the community with a view to making their design decisions more people-centric.



To celebrate the 25th Anniversary of the Establishment of the HKSAR, guided cycling eco-tours for students from grass-root families were hosted.

“B” for “Breakthroughs”

The NTCTN has been designed according to the relevant design standards and guidelines, as well as overseas experience. However, the cycle tracks are sometimes criticised as unsafe. The misconception often stemmed from users not familiar with the meaning behind the design or the road markings and traffic signs erected along the cycle track. Breaking through from the traditional role of an agent of works, CEDD took the initiative to think out of the box and implement the relevant measures, such as engaging a non-profit making organisation to act as Bicycle Ambassadors in providing assistance to the public and promoting safe cycling and related etiquette; and organising cycling safety promotional activities to enhance public awareness.

Bicycle Ambassadors promoted safe cycling attitude.



CEDD worked with students in establishing their ideal cycle track network design.

“C” for “Collaboration”

Even with the epidemic among us during 2021 and 2022, CEDD managed to collaborate with various bureaux and departments in hosting events of various sizes and scales to promote the NTCTN.



“CT60+ Cycling Rewards”, supported by nine bureaux, departments, advisory bodies and their mascots, was officiated by the Secretary for Development in 2022.

“D” for “Design”

In selecting the alignment of the cycle track, priority is given to spots with beautiful scenery and cultural elements. Thoughts have also been given to planting flowers that blossom all year round alongside the cycle track. Throughout the entire NTCTN, cycling entry/exit hubs and resting stations are provided at strategic locations to serve the users.



Cycling entry/exit hubs are conveniently accessible and usually equipped with a cycle practising area, sheltered benches, a public toilet, cycle parking spaces and drinking facilities. Resting stations serve mainly as stopovers for cyclists who might need to take a rest at the intermediate points along the hubs.

“E” for “Engagement”

Stakeholders engagement has become an integral part of every project. With the tremendous efforts put in by the project team in responding to public expectation throughout the project, CEDD is very happy to see persistent objectors eventually turning into friendly locals who would come over to talk to the team at the cycling safety promotional activities.



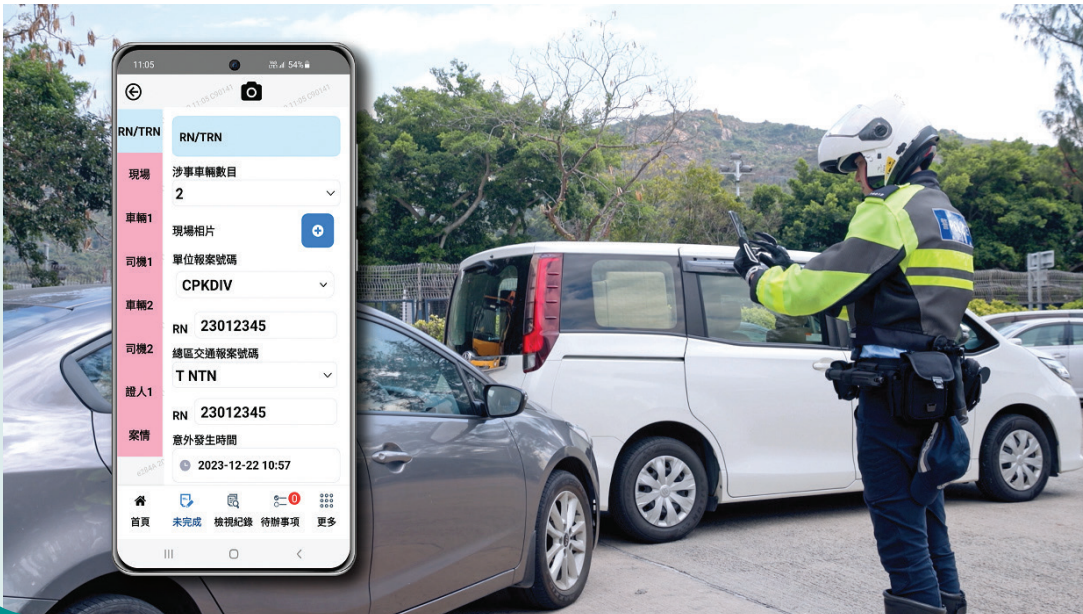
Virtual reality bike ride to engage the public in the planning of the remaining section of the NTCTN.

CEDD is confident that the work CEDD has been doing will help pave the way in taking forward the remaining section of the NTCTN.

Digital Policing –

To enhance the quality of policing services to the public by using digital technologies

Hong Kong Police Force



The Force was launching an electronic road accident report mobile application for officers to speed up the handling of traffic accidents involving damage only and improve efficiency.

WITH the advancement of technology, the members of the public has higher expectations for policing services. In addition to applying technology to introduce new solutions to improve existing services, the Hong Kong Police Force (the Force) are also committed to harnessing technology to provide new services in line with social developments. This initiative aims to uphold the Force's people-oriented service philosophy and leverage technology to create an effective, safer, and more convenient policing experience for the community.

The first-and-ever 999 Emergency Response Centre mobile application HKSOS

The Force officially rolled out mobile application HKSOS in January 2024 to enhance public safety and speed up rescue services in life-critical missions.

HKSOS is the first-ever mobile application directly linked to the 999 Emergency Response Centre and

with a in-built accident detection mechanism, is the lifeline of emergency. HKSOS generates a unique SOS signal that can be picked up by emergency units, even in extreme conditions without mobile network. When SOS is triggered via the application, the 999 Emergency Response Centre will be alerted and provided with the precise location information so that emergency teams can swiftly reach the person concerned for assistance.



Key features of the first-and-ever 999 Emergency Response Centre mobile application - HKSOS mobile application.

HKSOS also caters for people with speech and hearing impairment for reporting emergency cases. On top of the existing 992 service (request for emergency assistance via SMS), users with special needs can register in HKSOS which will enable the 999 Emergency Response Centre to recognise their special needs.

HKSOS is a key component of the Force's Smart Rescue Solutions which garnered three Gold Medals with the Congratulations of Jury in the 48th International Exhibition of Inventions of Geneva in Switzerland in April 2023, showcasing the achievements in digital policing. As one of the key performance indicators of the Chief Executive's Policy Address 2023, HKSOS will undoubtedly reinvent the ways in future rescue missions across the territory and save more lives.

Hong Kong Police Force online applications platform

Hong Kong Police Force online applications platform was launched on 27 November 2023. In the first phase, the platform provides online application services for Closed Area Permits, Road Event Permits, and Location Filming, allowing the public to conveniently submit permit applications, make online payments, and check the progress of applications through a one-stop online platform.

The objective of the online applications platform is to implement the initiative proposed in the Policy Address to fully digitalise all licences, services and forms involving application and approval by mid-2024, and to kick-start a series of e-initiatives such as the Electronic Closed Area Permit, Electronic Closed Road Permit and other related measures to be introduced by the Force at the end of this year.

Through the new platform, members of the public can apply for various online services by logging in with just one account, saving time spent on queuing and filling out numerous handwritten forms. The platform supports multiple registrations and login methods, including email, local mobile phone number, iAM Smart, and iAM Smart+, making the process of registering or logging into an account safe, convenient, and fast. In addition,



Hong Kong Police Force's Smart Rescue Solutions which garnered three Gold Medals with the Congratulations of Jury in the 48th International Exhibition of Inventions of Geneva.

the platform also provides a comprehensive digital service experience. Based on the applicants' registration particulars, the platform automatically fills out most parts of the form, sparing them from repeated data entry. After submitting an application online, applicants can check the latest progress at any time through the platform, and if necessary, supplementary documents can also be uploaded to the platform.

In the future, the platform will support different electronic services of the Force in phases, such as applying for a Sexual Conviction Record Check, Certificate of No Criminal Conviction, checking Criminal Conviction Record Data and applying for assistance in conducting academic research, etc., to provide the public with a more convenient service experience.



Use "Scameter+" to instantly assess the risk of fraud and cyber security.



Hong Kong Police Force Online Applications Platform.



The Force launched a one-stop scam and pitfall search engine "Scameter" in October 2022. The aim is to assist the public in identifying fraud and online pitfalls, reducing their risk of falling victim to deception.

Safeguarding the city online

Citizens can use the "Scameter" for free on Cyber Defender website (<https://cyberdefender.hk>), which is designed explicitly by the Force to combat online fraud. When encountering suspicious calls, online sellers, friend requests, job advertisements or investment websites, etc, users can enter the relevant platform account name or number, payment account, phone number, email address and URLs, etc., into "Scameter" to instantly assess the risk of fraud and cyber security.



Download "Scameter+" mobile application to avoid cyber pitfall.



Four risk levels of "Scameter".



The upgraded version of "Scameter+" introduces three new functions.

Assessing scam and online security risks

The data and rating of the "Scameter" come from various sources, including public reports to the police, information provided by organisations, suspicious phone number database, as well as real-time analysis from information security companies. The search results categorise data security levels into four colors: red represents "High Risk", indicating the input information is related to a scam report recorded by the police, or poses a high cyber security risk; orange represents "Possible Risk", suggesting that social account usernames have been reported, phone numbers are associated with unofficial scam reports, or the cyber security risk is medium-high; yellow represents "Potential Risk", indicating reports of similar phone numbers in scams, or a medium cyber security risk situation that requires caution; purple means "No Record", but this does not guarantee complete safety. Users shall stay alert at all times. Since its launch, "Scameter" has recorded over 2.3 million search queries, issuing approximately 390,000 alert warnings, which has effectively assisted the public in promptly assessing the risk of fraud and cyber security.

Use "Scameter+" mobile application anytime

To facilitate the public in using "Scameter" at any time, the Force launched the "Scameter+" Mobile App in February 2023. This mobile application not only evaluates scam risks but also allows users to access and share anti-scam information, as well as receiving the latest push notifications. The mobile application is available for free download at the Apple App Store, Google Play Store and Huawei AppGallery. It has accumulated over 220,000 downloads and gained widespread popularity among citizens in just one year since its launch.

The upgraded version of "Scameter+" introduces three new functions

The mobile application has been upgraded, featuring three enhanced functions in February 2024, namely "Call Alert", "Website Detection" and "Public Intelligence". The upgraded version enables the public in detecting and combating scams by automatically issuing warning pop-up alerts about scam websites and phone calls. It also includes a public intelligence sharing function, encouraging users to



The Force held the launching ceremony of the first MTR Self-service Kiosk at the Admiralty MTR Station on October 5, 2023. The Commissioner of Police, Mr. Siu Chak-ye (sixth left); and the Operations and Innovation Director of MTR Corporation, Dr. Tony Lee Kar-yun (sixth right) were pictured with all officiating guests after the ceremony.

contribute information and fostering a collaborative approach to fighting scams. The Force will optimise the mobile application from time to time to assist the public in identifying frauds and online pitfalls.

Self-service Kiosk

Lost property reports and the e-Report Centre are two of the most used policing services patronised by the public. According to statistics, nearly half of all cases handled by report rooms are related to lost property; the usage of the e-report centre has also been continuously increasing in recent years, from over 130,000 cases in 2019 to approximately 210,000 cases in 2022.

To provide an additional convenient way for the public and tourists to handle or report non-emergency cases through an electronic platform, the Force has introduced Self-service Kiosks in different police station report rooms or reporting centres in phases since September 2021. The Force aims to divert some informants through the kiosks, reducing overall waiting times in report rooms, while allowing report room staff to focus more on other requests for assistance with a view to improving service quality. The kiosks are also one of the key performance indicators under the "Building a Smart Government" initiative mentioned in the Chief Executive's 2022 Policy Address, achieving the goal of 12 kiosks to be put into service by January 2023.

In addition to expanding coverage of services, new functions have also been added to the self-service kiosks. The Force and MTR Corporation have collaborated to develop an entirely new "One-Stop Loss Reporting Service", allowing the public to authorise the police to upload lost property reports to MTR's "Online Lost Property Platform" without the need to submit another registration with MTR, saving duplicated procedures and increasing the chances of recovering lost properties.

Given the positive feedback and effectiveness, the Force expanded the kiosk coverage to the public places, including Admiralty MTR Station and the Passenger Clearance Building at the Hong Kong-Zhuhai-Macao Bridge Hong Kong Port so as to enable more citizens and tourists to use the service.



The Self-service Kiosk installed by the Force outside the police reporting centre in the Passenger Clearance Building at the Hong Kong-Zhuhai-Macao Bridge Hong Kong Port commenced service on 1 November 2023.

Charting a challenging new course

Civil Service Newsletter Editorial Board



A mountain rescue operation made **Mr Chan Kwok-keung**, a fireman back then, realise the dangers of hiking and was in turn enchanted by it. With a map in hand, he has explored the mountain tracks and trails in different parts of Hong Kong since then. He started to practise cross-country running, took part in Trailwalker events at home and abroad, and won numerous prizes over the years. After retirement Mr Chan continues to sign up for races and promotes cross-country running through charitable activities. Cross-country running has changed Mr Chan's life course, making his retirement life more rewarding and fruitful.



Becoming a fireman at the age of 20 by coincidence

In 1981, Mr Chan, who was barely out of his teens, went fishing with two friends and saw a recruitment vehicle of the Fire Services Department by chance when they made their way through Jordan Road Ferry Pier. Thinking that there was no harm trying, he applied for the job along with his friends. He got recruited and began his six-month training for firemen. "At that time, I thought all that firemen had to do is to put out fires. Never did I realise that they also had to acquire knowledge and skills in various areas to cope with different tasks. After admission to the Fire Services Training School, not only did we have to undergo training, we also had to study and sit for exams. I thought of quitting. After all, there were ample job opportunities in those days." Mr Chan recalled. Yet, being a competitive person, he held out and graduated from the training school as a fireman. In 2004, he was promoted to Principal Fireman, a post he held until his retirement in 2016.

Mr Chan held various posts during his 35-year career as a fireman. He was promoted to Senior Fireman in 1993 and was stationed at Sai Kung Fire Station. The geographical environment of Sai Kung is different from that of the urban area. With devotion to his job, Mr Chan soon became familiar with the relevant tasks and was deeply aware of how important firemen's work was in rural areas.



Mr Chan was posted to the Sai Kung and Ma On Shan Fire Station and performed frontline operational duties, including mountain rescue operations.

Pursuing a hobby which was set to change his life

In 1996, Mr Chan was tasked with rescuing an expatriate doctor who suffered heat stroke while hiking. The doctor died eventually and the accident left Mr Chan with a sharp sense of the hidden dangers of hiking. "I wonder why a doctor with medical knowledge would die in the hills. It made me realise that hikers need to understand the risks involved and have the know-how to cope with emergencies in order to avoid accidents. My work in the rural areas of Sai Kung and the time I spent in the countryside gradually raised my safety awareness when taking part in countryside activities."

Performing emergency rescue is the first and foremost duty of a fireman. Knowing that similar operations might have to be conducted, Mr Chan refused to stay idle. He made good use of his spare time to explore the hiking trails in Sai Kung and go to the library to collect information on common hiking accidents and first-aid treatment. On one occasion, Mr Chan came across a training team of Trailwalkers in the hills and found that one of them was already 60 years old. He thereupon wondered if he would be able to do the same thing at such age. Mr Chan recalled that the senior had encouraged him, saying that it was possible for him to become a Trailwalker if he started training at once. Since then, Mr Chan has spent his spare time exploring the hills in Hong Kong. As the days wore on, it took him shorter time to finish longer routes. Cross-country running became his new hobby and changed the rest of his life.



A three-time champion turned "Mr Trailwalker"

Mr Chan first formed a team to participate in the Trailwalker event in Hong Kong in 1996. The team completed the race in 18 hours and 33 minutes and was the tenth team to cross the finish line. His team's performance improved by leaps and bounds in the ensuing year, finishing the race one hour and eight minutes earlier than they did before. However, Mr Chan refused to rest on his laurels. Instead, he stepped up training in the hope of winning the championship and breaking foreign teams' monopoly on the top three spots. "I have never thought of giving up because I have already taken the first step. I have to soldier on no matter how hard it is," he said. Pursuing their goal with endurance and zeal, Mr Chan's team won three Trailwalker championships in a row from 1998 to 2000 and he was dubbed "Mr Trailwalker".

Having acquired enough experience, Mr Chan started to participate in Trailwalker events overseas including Australia, New Zealand and Japan from 2000 onwards and scooped up the top prize every time. He also took part in the Marathon des Sables for seven times and made history by being the first Chinese athlete to reach the finish point. Long-distance running requires endurance and strong will. He shared his knack for overcoming challenges, "When getting tired out, we can allow ourselves to be distracted from discomfort by recalling happy or sad moments in our lives."



Mr Chan had participated in the Marathon des Sables seven times and became the first Chinese to reach the finishing line.



Mr Chan's team won three consecutive Trailwalker championships from 1998 to 2000, and he even earned the reputation of "Mr Trailwalker".

Promoting cross-country running through voluntary teaching

Mr Chan rose to fame after winning the Trailwalker competition held in Hong Kong for three consecutive years and people began asking "Mr Trailwalker" for advice. He commenced teaching on a voluntary basis through charitable organisations and founded "Trailwalker Teaching Room (TTR)" in 2010. He continued his voluntary teaching work after retirement in 2016 and had TTR registered as a charitable organisation in 2022 to provide courses on hiking and cross-country running to the general public. "The countryside is my best teacher. I have learnt a lot from Trailwalker activities and would like to share it with more people for their benefits." Mr Chan said. He hopes everyone can observe safety and avoid danger while enjoying the fun of hiking.

Mr Chan passes on his skills in hiking and cross-country running to people of different ages. In particular, Mr Chan mentioned that he and his



In the Oxfam Trailwalker 2023, Mr Chan (back row, right) and his team completed 100 kilometres in 15 hours and 47 minutes, winning the top 10 speed award whilst also contributing to charity fundraising.



Mr Chan (second right) led students to participate in the Ultra-Trail du Mont-Blanc (UTMB) held in the Alps, covering a total distance of approximately 171 kilometers.



wife are fond of teaching children, in the hope of enhancing their physical capabilities and will, as well as their ethics and manner. "I want to help the little ones in particular those from grassroots and of ethnic minorities. Apart from hiking gear and transport subsidy, we also offer them after-class support to ensure that they are not bereft of sports training due to family situation. We arrange elite training for students with outstanding performance and sign them up for international competitions. Also a sexagenarian, Mr Chan offers classes designed for those who are 60 to 70 years of age. "We worked so hard to develop our careers when we were young, only to realise that health matters much more when we grow old. Those who want to improve health and fitness through hiking often face problems like lack of companion and instructor. My classes for the seniors aim to inspire them to increase physical activities." Mr Chan stressed that the training for the seniors focuses more on cultivating their interests in doing exercise than improving the running speed, so as to make them more healthy.



Mr Chan (second right) taught people of different ages hiking and trail running skills and in particular wanted to enhance children's physical fitness and willpower through training.

Upon invitation, Mr Chan's pet dog, Mochi joined the "Animal Watchers Programme" to receive training and, through community visits, to promote the spirit of protecting animals and respecting lives.

Sharing experience and making retirement life more rewarding

Mr Chan remains busy after retirement as he has to juggle competition, teaching and charity work. He said with a smile that he had made many friends over the years and received invitations from time to time to share his experience in cross-country running. In this way, Mr Chan's knowledge and experience has passed along and many people have benefited from this. Such a busy retirement life, which is utterly beyond imagination, is meat and drink to him.

Having witnessed many tragic moments during his 35-year stint as a firefighter, Mr Chan realised how precious life and health are. "I believe health is our greatest wealth; only a healthy person can savour life." He reminds his fellow colleagues to plan early for post-retirement life, develop hobbies and turn exercise into a habit. In fact, nothing is more important than staying healthy and happy.

Mr Chan himself is a good example. The number of days he took sick leave during his career spanning over three decades as a firefighter was negligible. His constitution is extremely strong thanks to the many years he spent on cross-country running. His well-toned physique shows no signs of a retiree in his sixties. He quipped that he cannot bear having flab over his waistband; and doing exercise consistently is the only way to maintaining good health and physique. To Mr Chan, sports and charitable pursuits not only broadened his horizon and social circle but also spiced up his retirement life, making it more meaningful.



Healthy Tips *for Dining Out*

Department of Health



IT is common for people to dine out nowadays. To savour food while maintaining a healthy lifestyle, it is important to consider not only the appearance, aroma, and taste of the dishes but also the ingredients and cooking methods used. By making smart choices, you can enjoy a nutritious meal when dining out.

Here are some tips to help you achieve a balanced diet while eating out:



Tip 1: Opt for non-deep-fried items

Cooking method using high amount of fat/ oil can significantly increase the energy and fat content of dishes. It is advisable to avoid choosing dishes that are prepared by deep-frying, parboiling in oil, or braising in heavy sauce. Instead, choose dishes prepared by boiling in broth, steaming, or baking. These dishes include vegetables in light broth, steamed fish, or roasted chicken with herbs.



Tip 2: Include at least one serving of vegetables

Many dishes offered in restaurants contain heavy portion of meat and lack of vegetables. It is recommended to choose at least one serving of seasonal vegetables or dishes that feature vegetables. For example, baby choy sum in ginger sauce, grilled chicken breast with green salad, or winter melon soup. Each person should aim for at least ½ bowl of cooked vegetables or one bowl of uncooked vegetables every meal.



Tip 3: Choose lean meats

Fatty meat cuts, such as pork belly, ribs, pork jowl, beef brisket and beef ribs, should not be consumed regularly. It is recommended to choose

leaner meat options like pork tenderloin, lean pork chop, sirloin, or beef shank. Before indulging in meat or poultry, it is suggested to remove the skin and fat.



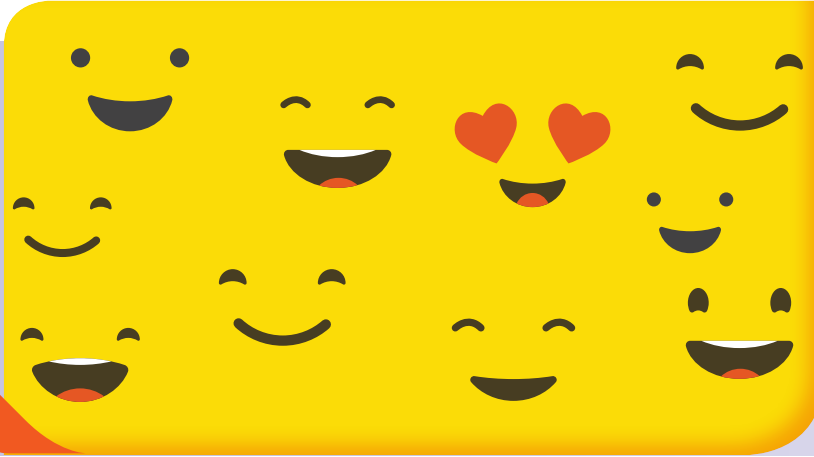
Tip 4: Be attentive to food portion and eating habits

To avoid overeating, it is important to be attentive to your food choices and eating habits:

- ♥ Maintain regular meals and include healthy snacks between meals if needed.
- ♥ Control portion sizes by selecting appropriate amounts of food. Stop eating when you feel about 70-80% full.
- ♥ Take your time to chew your food and spend at least 20 minutes for each meal. This gives your body ample time to recognise the feeling of fullness.
- ♥ Request serving sauces and sugar separately from the dishes and drinks.
- ♥ Avoid distractions while eating, such as working or watching TV, which can lead to mindless overeating.
- ♥ It is not necessary to force yourself to finish all the food on your plate. Leftovers can be safely packed using proper hygienic methods.
- ♥ Opt for water, clear soup, or plain tea as alternatives to sugary beverages like soda, flavored drinks, or sweetened teas.

Don't hurry, *be happy!*

Civil Service Bureau and
Christian Family Service Centre



WHEN overloaded with stress, we will develop a headache, feel nervous and turn peevish. To reduce stress and calm our nerves, what we have to do is to switch to a downshifting lifestyle. Here are four ways to slow down our pace of life and make us happier.

1. Eat slowly – don't be distracted

We should focus on eating during mealtime; working while eating should be avoided. Try to relax and manage your emotions.



2. Walk slowly - adjust the pace

“Walking meditation”, which means to concentrate and feel the movement of each step to relieve stress, has become popular in Hong Kong in recent years. Let's make use of the time we walk home and adjust our pace of life by concentrating on every step we take.



3. Talk slowly - self review

Very often, people get carried away by things happening around so easily that their moods are badly affected. When we have difficulty in communicating with others, why not take a deep breath and listen to their views before sorting out our own thoughts.



4. Tour slowly - change the mood

There are many scenic spots in Hong Kong, for example, Sai Kung which is dubbed “the back garden of Hong Kong” and the promenades at various districts of Hong Kong. So let's slough off our worries, slow down and take a tour of our beautiful city. In this way you can change your mood and yield surprising results.

Safeguarding National Security Theme Page

Civil Service College
Civil Service Bureau



THE holistic view of national security is a concept with Chinese characteristics. It encompasses twenty major fields. The holistic view of national security stresses the need to construe and put into practice national security from a macro perspective and in a holistic manner.

For civil servants to continuously learn about national security topics, the Civil Service College offers an array of web courses on the **Safeguarding National Security Theme Page** of the Cyber Learning Centre Plus (<https://www.clcplus.csc.gov.hk/>). Learning resources include a seminar on the National Security Law and a series of video lectures on the Holistic View of National Security, enabling colleagues to have a full understanding of the importance of safeguarding national security.

The Cyber Learning Centre Plus also features other web-based learning resources, including the Constitution and the Basic Law Portal, National Studies Portal, Guangdong-Hong Kong-Macao

Greater Bay Area Theme Page, and the National 14th Five-Year Plan Theme Page, so that colleagues can understand the constitutional order, stay abreast of the country's latest developments, and keep learning about national affairs.



<https://www.clcplus.csc.gov.hk/clcplus/NSLP/tc/home/index.html>

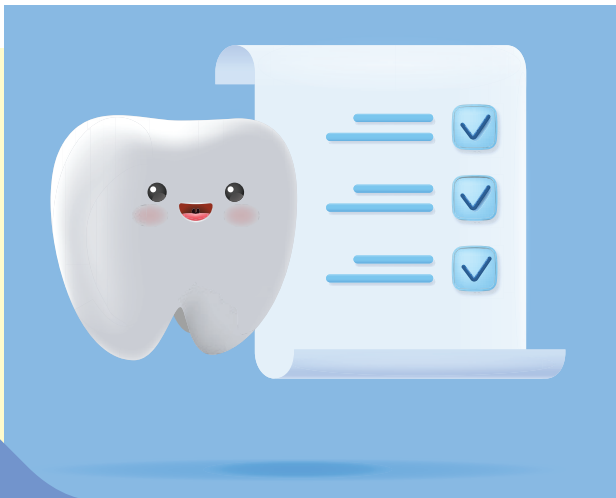
Appointment of Senior Civil Servants

Effective from	Name	Post
December 1, 2023	Ringo Mok Wing-cheong	Director of Drainage Services
December 4, 2023	Millie Ng Kiang Mei-nei	Director of Administration
December 30, 2023	Michael Li Kiu-yin	Director of Architectural Services

As at 29 February 2024

Pilot Scheme on Dental Services (Dental Scaling) for Civil Service Eligible Persons

Civil Service Bureau



TO alleviate the situation where civil service eligible persons (CSEPs) have to wait for a long time for dental services, the Government launched the Pilot Scheme on Dental Services (Dental Scaling) for CSEPs (Pilot Scheme) in July 2023. During the 18-month service period, the Department of Health (DH) will arrange over 140,000 CSEPs to receive dental scaling services at private dental clinics.

Invited CSEPs will receive dental scaling services at a time earlier than their original recall appointments, and the consultation time slots thus freed up will be allocated to new consultations or other persons for regular check-ups or follow-up treatments.

As of the end of January 2024, about 34,000 CSEPs have received or made appointments for dental scaling services. According to participants' feedback collected through e-questionnaires, a vast majority (over 90%) of the respondents are satisfied with the Pilot Scheme.



To give colleagues more ideas about the Pilot Scheme, the Civil Service Bureau (CSB) has specially invited four colleagues to share their thoughts on their participation in the Pilot Scheme -



Fire Services Department

Principal Firewoman (Control) **Ms Lau Pui-chu, Julie**



I received an SMS from DH in October 2023 inviting me to join the Pilot Scheme. After reading the details about the Pilot Scheme and seeking the opinions of colleagues, I chose to participate in the scheme.

The private dental clinic I chose provides booking of appointments through WhatsApp, and quickly confirmed my booking for dental scaling. On the appointment day, the dentist clearly explained the scope of the service without promoting other services or treatments. The dentist was professional and considerate. He particularly reminded me that if I had any discomfort during the scaling process, I could take a rest before continuing. The scaling skill of the dentist was also excellent. I had no discomfort or bleeding during the scaling process, and the dentist removed the calculus and stain on my teeth. This was probably the most satisfactory dental scaling service I have received so far - the process from registration to completion of dental scaling was smooth, and my teeth were cleaned the most thoroughly.

On a scale of 10 marks, I would rate this dental scaling service 9 marks. I encourage every colleague who has received the invitation SMS from DH to join the Pilot Scheme, and to book and enjoy the dental scaling service as early as possible.



Food and Environmental Hygiene Department

Foreman **Mr Wan Hoi-ming, Justin**



Upon receipt of an invitation SMS to join the Pilot Scheme in August 2023, I booked dental scaling with a view to experiencing dental services provided by the private sector. The steps of making an appointment for dental scaling were convenient as I was only required to make a phone call to my preferred private dental clinic, and the clinic confirmed my appointment efficiently.

The clinic staff were professional and friendly. Before scaling, they explained to me the whole scaling workflow to me and cleaned my teeth very carefully. In response to my enquiries about dental care, the dental hygienist not only answered my enquiries one by one in detail, but also gave me advice on maintaining proper dental hygiene based on my daily habits and taught me how to clean my teeth. The clinic staff did not sell their other services to me throughout the process.

I was deeply impressed by the dental scaling service on this occasion and immediately encouraged my colleagues to accept the invitation and book the dental scaling service. Some colleagues had worried about not being able to use DH's dental service anymore after receiving the dental scaling service. However, after they had read the details of the Pilot Scheme and the relevant information, they understood that their participation in the Pilot Scheme would not affect their use of DH's dental service in the future. They then accepted the invitation and booked dental scaling straightaway. I suggest that colleagues who have received the invitation SMS should make an appointment as soon as possible.



Immigration Department Senior Immigration Assistant **Mr Li Yuk-yam**



My recall appointment at a government dental clinic has been postponed for a few times. Therefore, when I received an invitation SMS from DH in October 2023 to join the Pilot Scheme, I immediately called a private dental clinic to book the dental scaling service.

As I have to work in shifts, private dental clinics offer more flexible timeslots for dental scaling than government dental clinics which could fit my working hours. On the consultation day, the private dental clinic provided me with dental scaling service according to my scheduled time, and its service quality was no different from the services I received from other private dental clinics at my own expenses. The dentist who provided me with scaling service also offered me professional advice regarding my teeth-grinding situation. There was no promotions of the clinic's other services throughout the process. The arrangements and service process of the Pilot Scheme were satisfying.

I recommend everyone who has received the invitation SMS from DH to make a booking as soon as possible to receive dental scaling services earlier than the original recall appointment and save the long waiting time.



Hong Kong Police Force Police Constable **Ms Lam Yam-yam**

My recall appointment at a government dental clinic was postponed by more than half a year. Therefore, when I received an invitation SMS from DH in October 2023, I made an appointment for dental scaling service with the private dental clinic.

It was very convenient to book a dental scaling service. It was also easy to make an appointment with the preferred dental clinic at my chosen time. I received the confirmation SMS soon after making the appointment.

On the day I received dental scaling service, the private dental clinic offered service to me according to the scheduled time. The services provided by the clinic were the same as those provided for other clients. The clinic staff did not make any sales to me during the process. It was worth-mentioning that the dentist who cleaned my teeth possessed good skills, and after informing me of my dental problem, he recorded it into the computer system accordingly. DH then sent an SMS to me a few days later informing me that an appointment at a government dental clinic to follow up on the problem concerned was arranged.

I was very satisfied with the dental scaling service under the Pilot Scheme. After completing the dental scaling service, I instantly encouraged my fellow colleagues to grab the opportunity to book the dental scaling service once receiving the invitation SMS.

The sharing above should have enabled CSEPs to have a better understanding of the arrangements for the Pilot Scheme. CSB encourages every colleague who has received DH's invitation SMS to contact the private dental clinics under the Pilot Scheme to make an appointment for dental scaling service as soon as possible. For details of the Pilot Scheme, please visit DH's website: https://www.dh.gov.hk/english/main/main_ds/main_psd.html.



**Pilot Scheme on Dental Services
(Dental Scaling) for Civil Service
Eligible Persons**

同心為民 公務員好故事

United to serve the community
Good stories of civil servants

為加深大眾了解在「2023年公務員事務局局長嘉許狀計劃」中獲獎公務員的工作和他們服務社會的熱忱，公務員事務局與香港電台攜手製作了一套十集的五分鐘電視特輯《同心為民 公務員好故事》，每集介紹一位獲頒嘉許狀的優秀公務員，由他們親身講述自己的工作，展現公務員勇於擔當、迎難而上、竭誠為民的精神，說好公務員的好故事，希望藉此吸引更多優秀人才加入政府團隊。該特輯已於二零二三年十二月在港台電視31台播出。同事可透過右下方的網址及掃描相關QR code重溫特輯。

To enhance public understanding of the work of award-winning civil servants under the SCS's Commendation Award Scheme 2023 and their dedication to serving the community, the Civil Service Bureau and Radio Television Hong Kong (RTHK) have jointly produced a 10-episode television series of five minutes each entitled "United to serve the community — Good stories of civil servants". In each episode, an outstanding civil servant who received the commendation award was featured to demonstrate civil servants' courage, perseverance in overcoming challenges, commitment and dedication to serving the community through their introductions of their work with a view to showcasing the good stories of civil servants and attracting more talented people to join the Government. The TV Programme was broadcast on RTHK TV31 in mid-December 2023. Colleagues may visit the website or scan the QR code at the bottom right for the TV programme archive.



周海達
漁農自然護理署
高級農林助理

同心為民
公務員好故事

1 數位農耕(漁護署)
Smart Farming (Agriculture, Fisheries and Conservation Department)



趙汝泰
民安處
高級行動及訓練主任(新界)

同心為民
公務員好故事

2 以心為民(民眾安全服務處)
Serving from the Heart (Civil Aid Service)



鄭惠芳
香港警務處
警署警長

同心為民
公務員好故事

3 執法者的考與練(香港警務處)
New Mindset of the Police (Hong Kong Police Force)



梁華明
渠務署
高級工程師

同心為民
公務員好故事

4 河畔城市(渠務署)
Rivers in the City (Drainage Services Department)



何志豪
地政總署
土地測量師

同心為民
公務員好故事

5 共享智慧城市(地政總署)
A Smart City for All (Lands Department)



吳志君
食物環境衛生署
衛生總督察(小販)1

同心為民
公務員好故事

6 衛生城市(食物環境衛生署)
A Hygienic City (Food and Environmental Hygiene Department)



梁國棟
民航處
高級通航主任(審定)

同心為民
公務員好故事

7 航空守護者(民航處)
Guardian of the Sky (Civil Aviation Department)



張裕豹
香港海關
總關員

同心為民
公務員好故事

8 第一道防線(香港海關)
The First Line of Defence (Customs and Excise Department)



蕭美貞
九龍城裁判法院
副書記長

同心為民
公務員好故事

9 不一樣文職(司法機構)
Atypical Clerical Work (Judiciary)



謝宇生
運輸署
高級考牌主任

同心為民
公務員好故事

10 考官攻略(運輸署)
Examiner's Strategy (Transport Department)

《同心為民 公務員好故事》電視特輯(節目重溫)
"United to serve the community — Good stories of civil servants" TV programme (Archive)



網址 <https://www.rthk.hk/tv/dtt31/programme/goodstoriesofcivilservants?lang=zh-hant>
website