

**Panel on Public Service  
Follow-up to meeting on 17 February 2003**

**Civil Service Customer Service Award Scheme**

- (a) The cost for organizing the “Exhibition on Outstanding Customer Service held from 20 to 23 February 2003 at the Hong Kong Central Library.

The Civil Service Bureau has spent about \$220,000 in organizing the Exhibition on Outstanding Customer Service. It covered the cost of setting up 48 booths for the participating departments. The exhibition boards will be retained for the roving exhibitions to be held later.

- (b) List of participating departments for each of the past three years since the introduction of the Scheme in 1999-00, highlighting those which have participated in the first/first two years but not in the following year(s).

The list of departments which have participated in the Civil Service Customer Service Award Scheme since 1999-00 is at the Appendix. The number of departments that participated in the Scheme varied over the years due to the different levels of entry adopted each year, which have been made at individual, team and departmental level.

Civil Service Bureau  
March 2003

## Appendix

### Departments Participated in the Civil Service Customer Service Award since 1999 - 00

Departments	1999-2000	2000-01	2001-02	2002-03
Agriculture, Fisheries and Conservation Department	/			
Architectural Services Department	/		/	
Buildings Department		/	/	
Census and Statistics Department	/		/	/
CS Office	/			
Civil Aviation Department	/		/	/
Civil Engineering Department		/		
Civil Service Training and Development Institute	/	/		
Companies Registry	/	/	/	/
Correctional Services Department	/	/	/	/
Customs and Excise Department	/	/	/	/
Department of Health	/	/	/	/
Drainage Services Department	/			
Education and Manpower Bureau	/	/		
Electrical and Mechanical Services Department	/	/	/	/
Environmental Protection Department	/			
Fire Services Department	/		/	/
Food and Environmental Hygiene Department	/	/	/	
Government Flying Service	/			
Government Property Agency	/			
Highways Department	/			
Home Affairs Department	/	/	/	/
Hong Kong Observatory	/	/	/	/
Hong Kong Police Force	/	/	/	/
Hongkong Post	/	/	/	/
Housing Department	/	/	/	/
Immigration Department	/	/	/	/
Independent Police Complaints Council	/			
Information Services Department	/	/	/	
Information Technology Services Department	/			/
Inland Revenue Department	/	/		
Intellectual Property Department	/		/	

<b>Departments</b>	<b>1999-2000</b>	<b>2000-01</b>	<b>2001-02</b>	<b>2002-03</b>
Judiciary	/	/		
Labour Department	/	/	/	
Land Registry	/	/	/	/
Lands Department	/	/		
Leisure and Cultural Services Department		/	/	/
Marine Department	/			
Official Receiver's Office	/			
Planning Department	/	/	/	
Printing Department	/			
Rating and Valuation Department	/			
Social Welfare Department	/	/	/	/
Student Financial Assistance Agency	/			/
Television and Entertainment Licensing Authority	/	/	/	/
Trade and Industry Department	/	/	/	/
Transport Department	/	/	/	/
Environment, Transport and Works Bureau		/		
Water Supplies Department	/	/	/	/
<b>Total :</b>	<b>48</b>	<b>30</b>	<b>28</b>	<b>23</b>