

## SCS visits Efficiency Office (with photos)

The Secretary for the Civil Service, Mr Joshua Law, visited the Efficiency Office today (January 10) to learn about the work of front-line colleagues who provide the 1823 service, and meet with staff of various grades to exchange views on matters of concern.

Accompanied by the Permanent Secretary for the Civil Service, Mr Thomas Chow, Mr Law met with the Commissioner for Efficiency, Ms Olivia Nip, and the directorate staff to get an update on the Office's operation since its re-organisation last year, as well as its work in supporting the Innovation and Technology Bureau to promote the Government's agenda for innovation, technology adoption and public service improvement.

Mr Law then toured the 1823 Centre in Kowloon Government Offices, where he learnt about the round-the-clock, one-stop service provided by front-line colleagues to the public, including answering general enquiries for a wide range of departments and receiving complaints and suggestions about any government service. 1823, the biggest contact centre in Hong Kong, handled more than 3.7 million calls and 520,000 non-voice contacts, including submissions via email, mobile application and web form, in 2018.

Mr Law said he was pleased to learn that the 1823 Centre is barrier-free and the Office has been extending appropriate support to colleagues with disabilities, allowing them to unleash their full potential in the job.

Before concluding his visit, Mr Law met with staff representatives of various grades at a tea gathering to listen to their views on matters that concerned them. He praised the colleagues for their commitment to providing citizen-centric services, and encouraged them to continue to enhance their efforts in the wider adoption of innovation and technology in government services, as well as in upgrading the quality and efficiency of public services in general.



