

Twenty-two departments win Civil Service Outstanding Service Awards (with photos)

The Chief Executive, Mrs Carrie Lam, commended and congratulated winning departments and teams for their service excellence while officiating at the prize presentation ceremony of the Civil Service Outstanding Service Award Scheme 2019 today (December 10).

Expressing gratitude to civil service colleagues in her speech, Mrs Lam said these individuals gave full play to their team spirit to rise to the challenges in their respective posts in the extremely difficult environment over the past few months, providing quality service to members of the public with dedication and enabling the normal operation of society. She said she believes that the professional and efficient civil service will be the cornerstone of the Hong Kong Special Administrative Region Government in the demanding macro environment down the road.

Also speaking at the prize presentation ceremony, the Secretary for the Civil Service, Mr Joshua Law, praised the Civil Service for its consistently high standard of performance and perseverance in providing excellent public service especially during the difficult times in the past few months. He further commended colleagues in various departments for their extra efforts in handling large amounts of additional work to restore as soon as possible the facilities damaged in violent protests.

Mr Law said he believed that apart from a sense of responsibility, colleagues' commitment to duties and team work arises from their love for Hong Kong. He showed appreciation for the civil service teams for their dedicated efforts, and felt proud of them for their professional performance.

The Civil Service Outstanding Service Award Scheme is a biennial event organised by the Civil Service Bureau (CSB) since 1999. The Scheme aims to recognise the efforts of government departments and teams in providing outstanding services to the public, promote a customer-focused culture, inspire civil servants to strive for innovation and provide a platform for departments and teams to share experiences in service enhancement. This year's awards under the Scheme were presented at three levels, namely inter-departmental partnership awards, departmental awards and team awards. Thirty-three entries from 22 departments were awarded under eight award categories.

The award-winning departments and entries were assessed by some 70 adjudicators from different sectors and professions including Legislative and District Councillors, staff members of the Central Consultative Councils of the Civil Service, representatives from professional organisations, experienced practitioners from service industries and senior officials from the CSB. All entries went through two stages of rigorous adjudication.

To promote the commendable efforts of the award winners and their notable achievements, the CSB has arranged to present the winning cases in a TV programme, with broadcast details as follows:

Date	Time	Television station
December 14, 2019 (Saturday) and December 21, 2019 (Saturday)	7.30pm – 8pm	RTHK TV 31
December 24, 2019 (Tuesday) and December 31, 2019 (Tuesday)	6pm – 6.30pm	TVB Jade
February 5, 2020 (Wednesday) and February 6, 2020 (Thursday)	6.30pm – 7pm	ViuTV 99

Details of the Civil Service Outstanding Service Award Scheme are available in www.servicexcellence.gov.hk.



