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# DAILY INFORMATION BULLETIN

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### Civil Service pledges to continuous improvement

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To meet the community's diverse needs and constantly changing, rising expectations, civil servants have to keep pace with external change, said the Deputy to the Governor, Mrs Anson Chan today (Thursday).

Addressing the Serving the Community Conference jointly organised by the Efficiency Unit of the Government Secretariat and the Hong Kong Public Administration Association, Mrs Chan said in addition to community expectations, the Civil Service was also under a moral obligation to provide the best services possible.

"For these reasons we have laid great stress on the importance of developing our culture of service. Through the performance pledge programme many departments have improved their service levels and service environments, held various competitions, and made more efforts to encourage and recognise the good work of their staff," she said.

"Taken all in all, I believe we have established a new direction for the culture of the civil service, so that we now focus more on our actual performance and on the people we serve.

"Thus, increasingly our experience of government services includes good stories, of licences issued more quickly than expected, of helpful service which goes the extra mile, and of standards which bear good comparison with the private sector."

While agreeing that there was no simple recipe for success, Mrs Chan said over the past few years, a number of elements stood out as providing signposts for the way ahead.

"The elements are: vision and mission, customer feedback, staff commitment and departmental plans," she said.

Mrs Chan said the aim or vision of the Government included fostering stability and prosperity, improving the quality of life, caring for those in need, protecting the rights and freedoms of the individual, maintaining the rule of law, and encouraging people to participate in their own affairs.

"Without our vision and mission, we tend to become rigid adherents to procedures long after they have ceased to contribute positively to our purpose," she said.

Turning to the second element - customer feedback, Mrs Chan said as the community had thrived and government services had become more complex, the Government had needed to respond more to individual needs.

However, she added that the concept of the customer did not always accurately describe the Government's relationship with the public, particularly in the regulatory or security areas, where its services had a major impact on people's lives, the community often also had a role to play, and individual citizens had their own obligations to meet, as well as their rights as customers.

"We will be looking at how best to cultivate these relationships, extending performance pledges through the concept of charters, which the Governor announced in his policy address," Mrs Chan said.

On staff commitment, she said the process started at the recruitment stage and it had to be made sure that recruitment criteria reflected the culture of service, that the Government looked for staff who would take pleasure in service.

"Another step is to encourage our managers to find more effective ways of increasing motivation and commitment by involving our staff more regularly and more effectively in the management process," she added.

Referring to departmental plans, Mrs Chan said: "The basis of these plans and reviews is performance measurement - because, as we know, what we measure tends to get done: if not, plans can be put in hand to get back on track."

She noted that the Civil Service had always faced challenges with determination.

"Our current circumstances are particularly challenging and require considerable energy and commitment. We must ensure a smooth transition in 1997. At the same time, our community and its needs are growing and changing at such a pace that remaining static is simply not an option," she said.

"We aim to grow and to change with Hong Kong through a programme of continuous improvement. This is our pledge."

End/Thursday, October 26, 1995

Views on Hutchvision's performance sought

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The Broadcasting Authority (BA) is inviting members of the public to submit their views on the performance of Hutchvision Hong Kong Ltd (Hutchvision).

A spokesman for the Television Entertainment Licensing Authority said today (Thursday) that the Uplink and Downlink Licence of Hutchvision was due for mid-term review by the end of the year.

"Under the terms of the licence, the BA is required to review the performance of the licensee and report to the Governor-in-Council.

"The BA will concentrate on evaluating the licensee's performance vis-a-vis the various statutory requirements and licensing conditions, and consider whether any changes need be made to those conditions taking into account the licensee's performance, public demand and the rapidly changing broadcasting environment.

"The public are welcome to express their views on the programmes and advertisements broadcast on STAR TV, the satellite television and radio services provided by the licensee, or any other matters relating to Hutchvision's licence," he said.

All views should be sent either by post, by fax or by telephone to the following on or before 31 October:

Broadcasting Authority Secretariat  
c/o Television and Entertainment Licensing Authority  
39th Floor, Revenue Tower  
5 Gloucester Road  
Hong Kong  
Fax: 2507 2219  
Tel: 2827 8008

The spokesman said BA plans to submit its report and recommendations of the review to the Governor-in-Council in March next year.

End/ Thursday, October 26, 1995

Bill to give more protection to ship-owners and mortgagees

\* \* \* \* \*

The Government is introducing the Merchant Shipping (Registration) (Amendment) Bill 1995 to further protect the interests of ship-owners and the mortgagees of ships, a Marine Department spokesman said today (Thursday).

The Bill, to be gazetted tomorrow (Friday), proposes to impose a statutory duty on the Registrar of Ships to give 30 days' notice to the registered mortgagee and also to the ship-owner before closing the registration of the ship if the Registrar receives a notice of unregistrability from a person other than the ship-owner.

"Presently, the Director of Marine has instructed the Registrar to notify the mortgagee before closing the registration of a ship even though there is nothing in the principal ordinance to require the Registrar to do so," the spokesman said.

"As there is no statutory obligation for the Registrar to do so, practitioners and banks are concerned that this may provide opportunities for fraud if a 'demise charterer' submits a notice of unregistrability and transfers the ship's registration to another flag without first clearing any outstanding mortgage or notifying the mortgagee."

The mortgagee is normally a bank to which the ship is mortgaged by its owner to raise funds to purchase the ship.

The Bill will be presented to the Legislative Council on November 22.

End/Thursday, October 26, 1995

Appointment to the Employees Retraining Board announced

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The Government today (Thursday) announced that the Governor has appointed Mr Tam Yiu-chung as the Chairman and Mr Andrew Leung the Vice-Chairman of the Employees Retraining Board (ERB). The appointments are for two years with effect from November 1, 1995.

Mr Tam is the Vice-Chairman of the Hong Kong Federation of Trade Unions and a member of the Vocational Training Council; and Mr Leung is the Managing Director of Sun Hing Knitting Factory Ltd and a member of the Labour Advisory Board (LAB).

The Secretary for Education and Manpower, Mr Joseph W P Wong has, under delegated authority from the Governor, appointed the following persons to serve on the ERB as members for two years commencing November 1, 1995:

Employers' representatives:

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- \* Mr Larry Tchou Ming-hong, Senior Vice-President (Asia Pacific) of Hyatt International.
- \* Mr Ho Sai-chu, Director of the Fook Lee Construction and a member of the LAB.
- \* Mr Chung Po-yang, Chairman of the DHL International.
- \* Ms Angela Koo, Human Resources Director of Diary Farm Asia and a member of the LAB.

Employees' representative:

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- \* Mr Leung Fu-wah, Vice-Chairman of the Hong Kong Federation of Trade Unions and a member of the LAB.
- \* Ms Li Fung-ying, General Secretary of the Federation of Hong Kong & Kowloon Labour Unions.
- \* Mr Leung Tsz-leung, Assistant General Secretary of the Hong Kong and Kowloon Trades Union Council and a member of the LAB.
- \* Mr Lee Cheuk-yan, Chief Executive of the Hong Kong Confederation of Trade Unions and a member of the Legislative Council.

Vocational training, retraining and manpower planning professionals:

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- \* Mr Horace Knight, in his capacity as the Executive Director of the Vocational Training Council.

- \* Ms Christine Wong, Human Resources Director of Giordano Ltd. She was the training manager of 7-Eleven HK.
- \* Ms Junia Ho, General Manager of the Chariot Club Ltd.

Government representatives:  
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- \* Mr Stephen Ip, the Commissioner for Labour.
- \* Mr Raymond Fan, Principal Assistant Secretary for Education and Manpower.
- \* Mr Wong thanked the out-going Chairman, Mr Samuel Wong for his significant contributions to the ERB.

"I am also very grateful to the other out-going members Dr Lui Ming-wah, Mr Cheung Wood-lun, Mr Albert Tong, and Mr Herbert Cheng, for their sound and invaluable advice to the Board," Mr Wong said.

Mr Wong also welcomed the appointment of Mr Tam, Mr Leung, and other members to the ERB.

"I am sure, given their background and experience, they will render valuable services to the Board," he said.

End/Thursday, October 26, 1995

BN(O) passports for citizens born between 1972 and 1976

\* \* \* \* \*

October 31, 1995, will be the final date for Hong Kong British Dependent Territories citizens (BDTCs) born between 1972 and 1976 to apply for British National (Overseas) (BN(O)) passports, a Hong Kong government spokesman reminded the public today (Thursday).

Hong Kong BDTCs (such as persons born, naturalised or registered in Hong Kong) must obtain a BN(O) passport if they wish to continue to travel on British passports beyond 1997.

As specified in the Second Schedule to the Hong Kong (British Nationality) Order 1986, applications for BN(O) passports must be submitted on or before the final dates relevant to their age groups.

Eligible applicants born between 1972 and 1976 must submit their applications on or before October 31.

Further publicity will be made in respect of BDTCs born in other years so that they may submit their applications by phases according to their age groups. They are of course free to submit their applications now.

Persons who do not comply with the relevant cut-off dates will not be able to travel on British passports beyond 1997. An application made after the final date will only be accepted if the applicant can show that there are special circumstances which justify his late application.

A BN(O) Late Registration Appeals Advisory Committee has been established to advise the Governor on those later applications which have been rejected by the Immigration Department.

The spokesman emphasised that those who already had a BN(O) passport, either the conventional hard-cover type or the burgundy red machine readable type, need not apply again.

Applications for BN(O) passports may be submitted to the Immigration Department either by post or in person. Applicants may also deposit their applications into the drop-in boxes installed at the Immigration Headquarters or at any immigration branch offices throughout the territory.

Application forms are available at all immigration offices and district offices.

Hong Kong BDTCs living, working or studying abroad, are also required to observe the cut-off dates if they want to apply for a BN(O) passport. However, they are not required to return to Hong Kong for their applications.

They should submit their applications to the nearest British passport issuing office either by post or in person. The required overseas application forms can be obtained at those offices or the Hong Kong Immigration Department.

For more information, member of the public may telephone 2824 1177 (English) or 2824 1717 (Chinese).

End/Thursday, October 26, 1995

**Special stamps on HK movie stars soon on sale**

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The acting Postmaster General, Miss Nancy Law, announces today (Thursday) that a set of special stamps "Hong Kong Movie Stars" will be issued on November 15. It consists of four denominations: \$1.2, \$2.1, \$2.6 and \$5.

The stamps are designed by Mr Lau Siu-hong and printed by Joh Enschede, the Netherlands.

The \$1.2 stamp depicts Bruce Lee practising martial arts in a movie. The \$2.1 one portrays Leung Sing-por, the King of the comedians. The \$2.6 stamp depicts Yam Kim-fai in a male role and the \$5 stamp shows Lin Dai in a mandarin movie.

The stamps will be displayed for advance viewing by the public at the General Post Office, Tsim Sha Tsui Post Office, Sha Tin Central Post Office and Tsuen Wan Post Office from November 2.

As from that day, official first day covers will be placed on sale at \$1 each at all post offices. Advance order for serviced first day covers at \$14.4 each will be accepted from November 2 to 8. The minimum number of serviced first day covers per order is five.

A restriction of two sheets of stamps of each denomination (viz 100 sets of stamps) per customer queuing will be imposed on the first day of issue.

Presentation packs containing the four stamps will also be on sale at \$19 each at all post offices from November 15.

Serviced first day covers affixed with the set of stamps and cancelled with the first day of issue postmark will be placed on sale at \$14.4 each on November 15 at the following seven philatelic offices:

Beaconsfield House Post Office  
General Post Office  
Granville Road Post Office  
Peak Post Office  
Sha Tin Central Post Office  
Tsim Sha Tsui Post Office  
Tsuen Wan Post Office

Hand-back service will be provided at all post offices to official and privately-made covers bearing indication of the first day of issue on the same day.

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### Board of Education visits school for the blinds

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Five members of the Board of Education led by its chairman, Dr Tam Man-kwan, and accompanied by the Assistant Director of Education (Services), Mr David Pun, today (Thursday) visited Ebenezer School for the Blind at Pok Fu Lam.

The other members were Mrs Chu Tang Lai-kuen, Mr Michael Hong Man-hoi, Sister Marie Remedios, Mr Isaac Tse Pak-hoi and Mr Luke Yip jing-ping.

The group was welcomed by the school principal, Dr Simon Leung Man-on, who briefed them while touring the premises.

Ebenezer School is an aided co-educational whole-day school with a boarding section for blind children aged four to 20. At present, the school operates one preparatory class, six primary classes and three secondary classes.

After Secondary 3, students who are considered academically capable of pursuing studies at the Hong Kong Certificate of Education level are integrated into ordinary schools. Others are enrolled in industrial and commercial training courses offered by the Kwun Tong Skills Centre run by the Vocational Training Council.

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### Grading of beach water quality

\* \* \* \* \*

The Environmental Protection Department (EPD) today (Thursday) announced the latest grading of Hong Kong's beaches, based on the bacteriological water quality.

The purpose of the grading system is to inform swimmers and the general public about the state of bacteriological pollution at various beaches.

Acting Principal Environmental Protection Officer, Mr Edmond K.M. Ho said the grading would be announced biweekly during the bathing season to coincide with the frequency at which beach waters were usually sampled.

The grading is based on the most recent E. coli data obtained by EPD in its routine monitoring programme.

As with last year, the grading also includes an estimate of the risk of suffering some minor skin or gastrointestinal complaints as a result of swimming at a beach which has some degree of pollution.

The estimate is based on a large body of statistical information gathered in Hong Kong in recent bathing seasons.

The grading of some beaches may vary during the summer. This represents a natural fluctuation in the bacteriological quality of bathing waters in most cases, as rain and tides bring more or less pollution to the beaches.

However, the grades give a good general picture of the water quality at bathing beaches at the time of reporting and form the best available forecast for the immediate future.

Beaches with highly developed hinterlands are likely to be more polluted than the grades suggested during and after heavy rain.

"Bathers should avoid such beaches for two or three days after a storm, longer if the weather remains overcast or less if there is strong sunshine", Mr Ho said.

The system for grading beach water quality is as follows:

Grade "1" indicates that the water quality is good. The E. coli count is no more than 24 per 100 millilitres at each beach so graded, and the expected risk of minor illness to swimmers is undetectable.

Grade "2" indicates that the water quality is fair. The E. coli count is no more than 180 per 100 millilitres at each beach so graded, and the expected health risk is no more than 10 cases of minor illness per 1,000 swimmers.

Grade "3" indicates that the water quality is poor. The E. coli count is no more than 610 per 100 millilitres at each beach so graded, and the expected health risk is no more than 15 cases of minor illness per 1,000 swimmers.

Grade "4" indicates that the water quality is very poor. The E. coli count is more than 610 per 100 millilitres at each beach so graded, and the expected health risk is more than 15 cases of minor illness per 1,000 swimmers.

The decision whether or not to close a beach to swimmers is based on a judgement of what degree of pollution is acceptable.

Normally, the closure of a beach would only be considered by the Urban or Regional Council if a grade "4" occurred repeatedly, so that the average health risk over the bathing season exceeded 15 cases per 1,000 swimmers.

At present, four gazetted beaches, namely Anglers', Castle Peak, Old Cafeteria, and Rocky Bay, are closed to swimmers. The decision to close the beaches has been made by the Regional and Urban Councils on the basis of beach water quality monitoring data for 1994. The public are advised not to swim at these beaches. They are identified by an "X" in the following list.

The grades of the bacteriological water quality of various beaches in Hong Kong today are listed below :

Beach	Previous Grading (as at 12.10.95)	Present Grading (as at 26.10.95)
Hong Kong South		
Big Wave Bay	2	2
Chung Hom Kok	1	1
Deep Water Bay	2	2
Hairpin	2	2
Middle Bay	2	2
Repulse Bay	2	2
Shek O	2	2
South Bay	1	1
St. Stephen's	1	1
Turtle Cove	1	1
Stanley Main	3	3
Rocky Bay	X	X
To Tei Wan*	1	1
Tuen Mun District		
Golden Beach	3	3
Old Cafeteria	X	X
New Cafeteria	3	2
Castle Peak	X	X
Kadoorie	3	2
Butterfly	3	3

Sai Kung District

Campers	1	1
Clear Water Bay 1st Beach	2	2
Clear Water Bay 2nd Beach	2	2
Hap Mun Bay	1	1
Kiu Tsui	1	1
Pak Sha Chau	1	1
Silverstrand	3	3
Trio (Hebe Haven)	1	2

Islands District

Cheung Sha Upper	1	1
Cheung Sha Lower	2	2
Discovery Bay*	2	2
Hung Shing Yeh	1	1
Kwun Yam Wan	1	1
Tong Fuk	1	1
Lo So Shing	1	1
Pui O	1	1
Silvermine Bay	4	4
Tung Wan, Cheung Chau	1	1
Tung O*	1	1

Tsuen Wan District

Anglers'	X	X
Approach	4	4
Casam	3	3
Gemini	3	3
Hoi Mei Wan	3	2
Lido	3	3
Ting Kau	4	4
Tung Wan, Ma Wan	2	2

Note : "X" The beach has been closed for swimming purposes.

\* Ungazetted beaches.

The following beaches have changed grading on this occasion:

Hoi Mei Wan, New Cafeteria and Kadoorie from "3" to "2"; and Trio (Hebe Haven) "1" to "2".

The changes are within the normal range of fluctuation of the bacteriological water quality of these beaches.

This is the last report on beach water quality grading in 1995, as the bathing season will come to an end by late October. An annual review on the water quality of various bathing beaches in the bathing season of 1995 will be prepared by EPD by the end of this year.

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Hong Kong Monetary Authority money market operations

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	\$ million	Time (hours)	Cumulative change (\$million)
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Opening balance in the account	2,377	0930	+798
Closing balance in the account	1,917	1000	+498
Change attributable to :		1100	+498
Money market activity	+500	1200	+498
LAF today	-960	1500	+500
		1600	+500

LAF rate 4.25% bid/6.25% offer TWI 122.0 \*+0.2\* 26.10.95

Hong Kong Monetary Authority

EF bills		EF notes				
Terms	Yield	Term	Issue	Coupon	Price	Yield
1 week	5.09	2 years	2708	6.06	100.53	5.82
1 month	5.31	3 years	3810	6.15	100.12	6.20
3 months	5.50	5 years	5009	6.95	101.11	6.79
6 months	5.55	5 years	M501	7.90	103.03	7.24
12 months	5.61					

Total turnover of EF bills and notes - \$17,659 million

Closed October 26, 1995

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