

## Head 143 — GOVERNMENT SECRETARIAT: CIVIL SERVICE BUREAU

**Controlling officer:** the Permanent Secretary for the Civil Service will account for expenditure under this Head.

**Estimate 2024–25** ..... **\$911.5m**

**Establishment ceiling 2024–25** (notional annual mid-point salary value) representing an estimated 686 non-directorate posts as at 31 March 2024 reducing by nine posts to 677 posts as at 31 March 2025 ..... **\$561.7m**

In addition, there will be an estimated 27 directorate posts as at 31 March 2024 and as at 31 March 2025.

### Controlling Officer's Report

#### Programmes

<b>Programme (1) Director of Bureau's Office</b>	This programme contributes to Policy Area 27: Intra-Governmental Services (Secretary for the Civil Service).
<b>Programme (2) Human Resource Management</b>	These programmes contribute to Policy Area 26: Central Management of the Civil Service (Secretary for the Civil Service).
<b>Programme (3) Translation and Interpretation Services and Use of Official Languages</b>	
<b>Programme (4) Civil Service Training and Development</b>	

#### Detail

##### Programme (1): Director of Bureau's Office

	2022–23 (Actual)	2023–24 (Original)	2023–24 (Revised)	2024–25 (Estimate)
Financial provision (\$m)	8.9	9.1	9.3 (+2.2%)	<b>9.1</b> (–2.2%)
				(or same as 2023–24 Original)

#### *Aim*

2 The aim is to ensure the smooth operation of the Office of the Secretary for the Civil Service.

#### *Brief Description*

3 The Office of the Secretary for the Civil Service is responsible for providing administrative support to the Secretary for the Civil Service in carrying out her duties. The work includes the planning, co-ordination and implementation of all arrangements for the Secretary's public, media and community functions.

##### Programme (2): Human Resource Management

	2022–23 (Actual)	2023–24 (Original)	2023–24 (Revised)	2024–25 (Estimate)
Financial provision (\$m)	431.3	440.3	465.6 (+5.7%)	<b>487.9</b> (+4.8%)
				(or +10.8% on 2023–24 Original)

#### *Aim*

4 The aim is to foster a dynamic, visionary and knowledge-based civil service which delivers quality service to the community through a clean, trustworthy and fulfilled work-force.

### *Brief Description*

- 5 The main responsibilities of the Bureau under this programme are to:
- recruit and retain persons of integrity and of a high calibre;
  - adopt and promote good human resource management practices to improve efficiency and quality of service; and
  - foster stable and amicable relations between management and staff.
- 6 In 2023–24, the Bureau:
- enhanced recruitment and promotion efforts, including expanding the pool of eligible candidates to penultimate year undergraduate and postgraduate students, and holding the first large-scale Government Career Fair (involving government departments only) at universities;
  - completed the review on updating the Civil Service Code (the Code) and conducted a staff consultation;
  - commenced the operation of the Recruitment Centre, General Grades Office to conduct year-round recruitment for the posts of Assistant Clerical Officer, Clerical Assistant and Personal Secretary II to speed up the recruitment process and provide greater convenience to job seekers;
  - provided support to the Standing Commission on Civil Service Salaries and Conditions of Service for the conduct of the Pay Level Survey;
  - updated the rules relating to leave calculation and deduction in the Civil Service Regulations;
  - promulgated and implemented the streamlined mechanism of retiring officers with persistent sub-standard performance in the public interest;
  - continued to adopt a zero-tolerance approach in dealing with civil servants who have misconducted themselves or violated the law, leading to, inter alia, the removal of 38 officers in the first nine months of 2023–24;
  - launched the Chief Executive’s Award for Exemplary Performance to recognise meritorious and exemplary teams or individuals in the civil service, and continued to run various commendation schemes, including the Secretary for Civil Service’s Commendation Award Scheme to recognise officers with a high standard of performance;
  - publicised good stories of civil servants to showcase and promote achievements of the civil servants in their work and their dedication to serving the community;
  - organised experience sharing seminars, workshops and visits to consolidate and reinforce departmental efforts in the promotion of occupational safety and health in the civil service; and
  - launched the Mainland Education Award Scheme for Children of Civil Servants to provide education awards for eligible children of civil servants appointed on new terms on or after 1 June 2000 who receive primary or secondary education in the Mainland.

### *Matters Requiring Special Attention in 2024–25*

- 7 During 2024–25, the Bureau will:
- promulgate the updated Code and strengthen education and publicity of the core values and standards of conduct spelt out in the Code;
  - continue to enhance recruitment and promotion efforts, such as organising career fairs and recruitment talks in more local universities, etc.;
  - continue to promote equal employment opportunities for all civil service job applicants (including non-ethnic Chinese) by encouraging departments to design their own language tests according to the job requirements of individual civil service grades to provide an additional way for applicants to meet the appointment requirements in respect of language proficiency, and stepping up recruitment and outreach efforts;
  - continue to monitor the implementation of various flexible measures for extending the service of civil servants, including the Post-retirement Service Contract Scheme, the adjusted further employment mechanism, and the revised arrangements for final extension of service;
  - continue to keep the size of the civil service establishment under control, while maintaining effectiveness to support the Government in taking forward initiatives and ensuring steady development of the civil service;
  - continue to initiate enhancement measures to improve the efficiency and effectiveness of handling disciplinary cases, and supervise and assist bureaux/departments to make good use of the civil service disciplinary mechanism;
  - continue to oversee and encourage departments to make good use of the streamlined mechanism of retiring officers with persistent sub-standard performance in the public interest, with a view to strengthening the management of sub-standard performers;

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- continue to collaborate with the Independent Commission Against Corruption in sustaining and strengthening an ethical culture in the civil service under the Ethical Leadership Programme;
- launch the “Civil Service Volunteer Commendation Scheme” to give recognition to the civil service volunteer teams and individual civil servants for their outstanding performance and contributions in participation or promotion of volunteer services;
- continue to promote occupational safety and health in the civil service;
- continue to maintain and enhance the morale of the civil service, encourage fuller use of various commendation schemes and publicise good stories of civil servants to recognise and motivate exemplary performance;
- introduce marriage leave and compassionate leave to government employees to cater for their family needs arising from marriage or bereavement; and
- monitor the implementation of Mainland Education Award Scheme for Children of Civil Servants.

### Programme (3): Translation and Interpretation Services and Use of Official Languages

	2022–23 (Actual)	2023–24 (Original)	2023–24 (Revised)	<b>2024–25 (Estimate)</b>
Financial provision (\$m)	150.6	162.1	155.7 (–3.9%)	<b>164.1</b> (+5.4%)
				(or +1.2% on 2023–24 Original)

#### *Aim*

**8** The aim is to support the Government’s official languages policy by ensuring the efficient and effective provision of translation and interpretation services to bureaux and departments, and by providing other language-related support to facilitate the effective use of both official languages within the civil service.

#### *Brief Description*

- 9** The main responsibilities of the Bureau under this programme are to:
- provide translation and interpretation services to bureaux and departments;
  - advise civil servants on the use of the two official languages and vet drafts in Chinese and English;
  - manage the Official Languages Officer, Simultaneous Interpreter and Calligraphist grades;
  - advise bureaux and departments on the use of official languages in the civil service. This includes giving advice on language usage and providing input into language training programmes; and
  - facilitate the effective use of both official languages within the civil service by providing a wide range of support services. These include operating telephone hotlines to answer enquiries on language usage; compiling reference materials such as writing aids and electronic glossaries; and organising activities for civil servants to enhance their interest in language and culture.

**10** In 2023, the demand for simultaneous interpretation, translation and draft-vetting services was met. The Bureau continued to facilitate the effective use of Chinese and English in official business. It compiled reference materials such as writing aids and electronic glossaries; published Word Power, a quarterly thematic publication on language and culture; took part in the work related to the Hong Kong Supplementary Character Set and ISO 10646 Standard to facilitate accurate electronic communication in Chinese; and organised language-related activities for civil servants.

- 11** The key performance measures in respect of interpretation, translation and draft-vetting services are:

#### *Indicators*

	2022 (Actual)	2023 (Actual)	<b>2024 (Estimate)</b>
simultaneous interpretation service provided (no. of meetings) .....	1 107	889	<b>930</b>
translation service provided (no. of words).....	7 686 240	8 446 340	<b>9 000 000</b>
vetting service provided in respect of drafts, mostly in Chinese, prepared by civil servants (no. of words) .....	6 565 320	6 452 010	<b>6 500 000</b>

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### *Matters Requiring Special Attention in 2024–25*

12 During 2024–25, the Bureau will continue to:

- ensure the delivery of efficient and effective interpretation, translation and draft-vetting services to bureaux and departments;
- facilitate the effective use of Chinese and English in official business by providing a wide range of support services; and
- advise on the use of official languages in the civil service.

### **Programme (4): Civil Service Training and Development**

	2022–23 (Actual)	2023–24 (Original)	2023–24 (Revised)	<b>2024–25 (Estimate)</b>
Financial provision (\$m)	160.9	218.1	199.0 (–8.8%)	<b>250.4</b> (+25.8%)
				(or +14.8% on 2023–24 Original)

### *Aim*

13 The aim is to formulate training policies and to render support to bureaux and departments in training matters so that civil servants will be equipped with the necessary mindset, knowledge and skills to serve the community.

### *Brief Description*

14 The main responsibilities of the Bureau under this programme are to:

- formulate and implement training policies which support central policy and human resource management initiatives;
- formulate training regulations which facilitate both management of and participation in training activities;
- provide and co-ordinate training programmes to civil servants in areas such as national studies and senior management development;
- provide consultancy and advisory services to departments on human resource development; and
- promote a culture of continuous learning in the civil service.

15 In 2023, the Civil Service College (CSC) has implemented a new organisational structure by setting up the School of Public Sector Leadership, School of Professional Development and Centre for Research and Development. CSC is committed to further strengthening civil service training in five key areas including (i) enhancing governance and leadership capabilities; (ii) understanding the constitutional order, national development and strategies; (iii) building a people-oriented service culture; (iv) strengthening professional competence; and (v) promoting a culture of continuous learning. The performance indicators have thus been revised as from 2023. The Bureau will continually review programme offerings to meet service-wide training needs and adjust as necessary the performance indicators.

16 The key performance measures in respect of civil service training and development up to 2022 are:

### *Indicators@*

	2022 (Actual)	2023 (Actual)δ	<b>2024 (Estimate)δ</b>
E-learning Programmes			
no. of learning resources .....	2 400	—	—
no. of page views .....	6 310 000	—	—
visits to Cyber Learning Centre Plus .....	680 000	—	—
Classroom Training and Follow-up			
senior leadership development			
trainees .....	2 100	—	—
trainee-days .....	3 800	—	—
national studies			
trainees .....	29 200	—	—
trainee-days .....	19 800	—	—
management courses			
trainees .....	35 000	—	—
trainee-days .....	33 800	—	—
languages courses			
trainees .....	16 600	—	—
trainee-days .....	19 000	—	—

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	2022 (Actual)	2023 (Actual)δ	2024 (Estimate)δ
Departmental Services			
consultancies conducted.....	250	—	—
advice rendered to departments.....	1 600	—	—
Learning projects and schemes .....	20	—	—

@ Include training provided by the CSC, the Administrative Service Division (for Administrative Officer Grade staff) and the General Grades Office (for Executive Officer, Clerical and Secretarial Grades staff). The financial provision for training under the General Grades Office is included under Programme (2).

δ The key performance measures in respect of civil service training and development from 2023 onwards are set out at paragraph 17.

17 The key performance measures in respect of civil service training and development from 2023 onwards are set out below. Programmes refer to a variety of learning activities such as courses, seminars, visits, exchanges and attachments.

### *Indicators*

	2022 (Actual)	2023 (Actual)	2024 (Estimate)
Enhancing governance and leadership capabilities§			
no. of programmes .....	—	27	27
trainees .....	—	2 700	2 700
trainee-days .....	—	10 400	10 700
Understanding the constitutional order, national development and strategies‡			
no. of programmes .....	—	29	29
trainees .....	—	21 800	21 900
trainee-days .....	—	36 800	37 500
Building a people-oriented service cultureΔ			
no. of programmes .....	—	21	21
trainees .....	—	11 000	11 100
trainee-days .....	—	7 900	8 000
Strengthening professional competenceΦ			
no. of programmes .....	—	100	100
trainees .....	—	32 300	32 700
trainee-days .....	—	38 900	38 900
Promoting a culture of continuous learning			
no. of new e-learning resources .....	—	70	70
no. of e-learning access .....	—	711 000	715 000

§ Examples include training on leadership competencies, public policy, international perspectives, community engagement, media and crisis communication to nurture promising officers of the civil service for effective governance.

‡ Examples include training, held both locally and on the Mainland, on the constitutional order of the Hong Kong Special Administrative Region, national security and the country's development and strategies, to strengthen civil servants' sense of national identity and awareness of safeguarding national security.

Δ Examples include training on service enhancement and team collaboration to unite the civil service to serve the public with assiduity.

Φ Examples include training on general management, innovation and technology application, language and communication, and human resources management in the civil service to strengthen civil servants' professional competence.

### *Matters Requiring Special Attention in 2024–25*

18 During 2024–25, the Bureau will:

- take forward the various initiatives as set out in the 2023 Policy Address to enhance training for the civil service, particularly to nurture their patriotism and sense of national identity;
- continue to strengthen training for civil servants in governance, leadership, public policy-making, and international perspectives, and to enhance their professional development;
- continue to enhance training framework and designate training programmes for mandatory attendance by officers of different levels;

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- continue to work closely with other relevant bureaux and departments to take forward the Kwun Tong composite development project which will, among others, provide the long-term accommodation for the CSC; and
- continue to enhance the provision of e-learning to promote a culture of continuous learning.

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### ANALYSIS OF FINANCIAL PROVISION

	2022–23 (Actual) (\$m)	2023–24 (Original) (\$m)	2023–24 (Revised) (\$m)	2024–25 (Estimate) (\$m)
<b>Programme</b>				
(1) Director of Bureau’s Office .....	8.9	9.1	9.3	9.1
(2) Human Resource Management .....	431.3	440.3	465.6	487.9
(3) Translation and Interpretation Services and Use of Official Languages .....	150.6	162.1	155.7	164.1
(4) Civil Service Training and Development .....	160.9	218.1	199.0	250.4
	751.7	829.6	829.6 (—)	911.5 (+9.9%)
				(or +9.9% on 2023–24 Original)

#### Analysis of Financial and Staffing Provision

##### Programme (1)

Provision for 2024–25 is \$0.2 million (2.2%) lower than the revised estimate for 2023–24. This is mainly due to the decreased provision for personal emoluments.

##### Programme (2)

Provision for 2024–25 is \$22.3 million (4.8%) higher than the revised estimate for 2023–24. This is mainly due to a projected increase in general departmental expenses, partly offset by the decreased provision for personal emoluments as a result of a decrease of four posts in 2024–25.

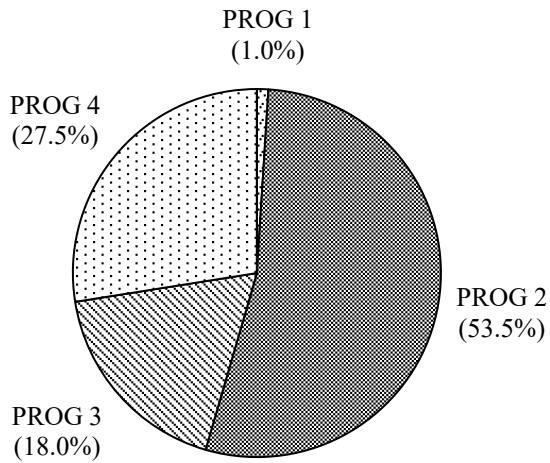
##### Programme (3)

Provision for 2024–25 is \$8.4 million (5.4%) higher than the revised estimate for 2023–24. This is mainly due to the increased provisions for personal emoluments and training expenses. There will be a decrease of four posts in 2024–25.

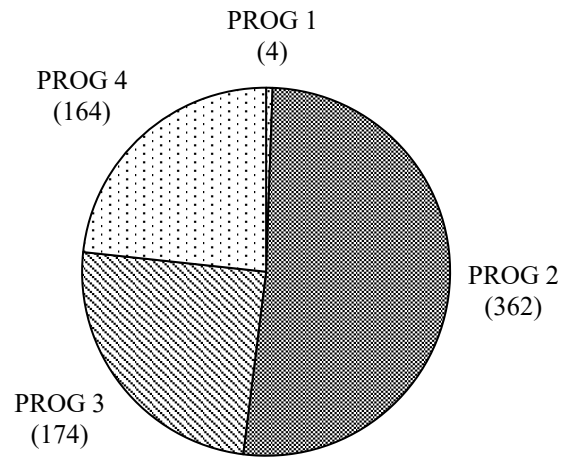
##### Programme (4)

Provision for 2024–25 is \$51.4 million (25.8%) higher than the revised estimate for 2023–24. This is mainly due to the increased provisions for personal emoluments and training expenses. There will be a decrease of one post in 2024–25.

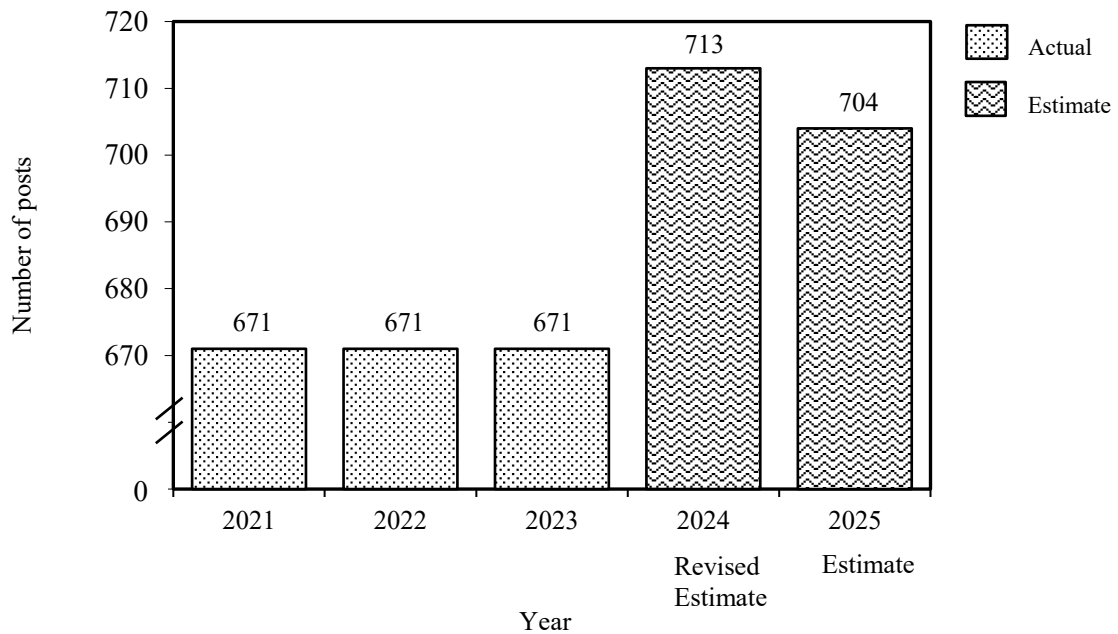
*Allocation of provision to programmes (2024-25)*



*Staff by programme (as at 31 March 2025)*



*Changes in the size of the establishment (as at 31 March)*





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Sub-head (Code)	Actual expenditure 2022–23	Approved estimate 2023–24	Revised estimate 2023–24	<b>Estimate 2024–25</b>	
	\$'000	\$'000	\$'000	<b>\$'000</b>	
<b>Operating Account</b>					
Recurrent					
000	Operational expenses .....	751,661	829,564	829,564	<b>911,494</b>
	Total, Recurrent.....	751,661	829,564	829,564	<b>911,494</b>
	Total, Operating Account .....	751,661	829,564	829,564	<b>911,494</b>
<hr/>					
	Total Expenditure .....	751,661	829,564	829,564	<b>911,494</b>
		<u>751,661</u>	<u>829,564</u>	<u>829,564</u>	<u><b>911,494</b></u>

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### Details of Expenditure by Subhead

The estimate of the amount required in 2024–25 for the salaries and expenses of the Civil Service Bureau is \$911,494,000. This represents an increase of \$81,930,000 over the revised estimate for 2023–24 and \$159,833,000 over the actual expenditure in 2022–23.

#### *Operating Account*

#### Recurrent

2 Provision of \$911,494,000 under *Subhead 000 Operational expenses* is for the salaries, allowances and other operating expenses of the Civil Service Bureau.

3 The establishment as at 31 March 2024 will be 713 permanent posts. It is expected that there will be a decrease of nine posts in 2024–25. Subject to certain conditions, the controlling officer may under delegated power create or delete non-directorate posts during 2024–25, but the notional annual mid-point salary value of all such posts must not exceed \$561,670,000.

4 An analysis of the financial provision under *Subhead 000 Operational expenses* is as follows:

	2022–23 (Actual) (\$'000)	2023–24 (Original) (\$'000)	2023–24 (Revised) (\$'000)	<b>2024–25 (Estimate) (\$'000)</b>
Personal Emoluments				
- Salaries .....	515,205	560,814	557,084	<b>583,935</b>
- Allowances .....	14,922	16,052	17,300	<b>15,586</b>
- Job-related allowances.....	185	2	5	<b>2</b>
Personnel Related Expenses				
- Mandatory Provident Fund contribution .....	787	645	807	<b>685</b>
- Civil Service Provident Fund contribution .....	30,073	37,569	36,120	<b>41,070</b>
Departmental Expenses				
- Training expenses.....	74,317	95,462	98,427	<b>120,124</b>
- General departmental expenses .....	116,172	119,020	119,821	<b>150,092</b>
	751,661	829,564	829,564	<b>911,494</b>