

# Customs News

2002 JUNE • ISSUE NO.18



## FS recognises Customs role as trade facilitator

**T**he Financial Secretary, Mr Antony Leung, visited the Customs on May 17, 2002 to see for himself the work and operation of the Department.

During his visit to the Kwai Chung Customhouse, Kwai Chung Container Terminal and Cargo Examination Compound, Mr Leung said that the Customs' initiatives to expedite customs clearance were crucial to the development of Hong Kong into the region's premier logistics hub.

Mr Leung was impressed to know the Customs kept on initiating new measures to facilitate the flow of logistics, such as improving facilities at the control points and simplifying procedures for cargo clearance. In addition, he praised the Department for its zealous efforts in protecting intellectual property rights and combating smuggling activities.

Mr Leung also applauded Customs efforts to re-engineer some clearance processes from front-line to back-end at Lok Ma Chau, Man Kam To and Sha Tau Kok Control Points which coupled with the installation of the Automatic Vehicle Recognition System (AVRS) would be able to reduce the processing time of a laden vehicle from 45 to about 30 seconds.

In briefing Mr Leung, Commissioner Raymond Wong said, "To shorten the customs clearance time of cross-boundary vehicles, the Department has planned to install 42 sets of AVRS at three land boundary control points. The system will automatically capture vehicle registration numbers of cross-boundary goods vehicles as they move to strategic points at the boundary, which will then transfer the data to the computerised Land Boundary System.



△ The Financial Secretary, Mr Antony Leung, being briefed by Commissioner Raymond Wong and Assistant Commissioner Vincent Poon on Customs cargo examination procedures at the Kwai Chung Cargo Examination Compound.

"The use of the AVRS will increase the accuracy and speed of input of vehicle registration numbers, enhancing further our capacity for vehicle processing," he said.

The installation works commenced in June and are expected to complete in phases by 2003.

During the visit, Mr Leung took the opportunity to watch a demonstration of the Mobile X-ray Vehicle Scanning System, the work of drug detector dogs, and the cargo examination operation.

Information Unit



△ The Financial Secretary, Mr Antony Leung, watching a demonstration of the Mobile X-ray Vehicle Scanning System.



## Commissioner visits Singapore Customs

Commissioner Raymond Wong and I visited the Singapore Customs between February 20 and 23, 2002. The Commissioner was warmly received by Director-General Mr Koh Chong Hwa at the Singapore Customs Headquarters. Both of them shared a very useful morning exchanging views on issues of interest to both administrations.

The Commissioner also got an insight into our counterpart's cross-border traffic handling capabilities, the initiatives in speeding up transshipment cargo handling as well as the Lion City's logistics development when we visited the Woodlands Checkpoint, the Cargo Terminal Complex of Changi Airport, DHL Terminal and port operations and free trade zone at Jurong.

All in all, the trip provided us with a good opportunity to identify Hong Kong's merits and demerits when comparing with Singapore and formulate measures to help turning Hong Kong into a regional logistics hub.

Senior Staff Officer Luke Au Yeung Ho-lok  
Management Support Team

## WCO Regional Conference held in HK

In the capacity of the Vice-Chairman of the World Customs Organization (WCO) representing the Asia Pacific Region, the Department hosted the Ninth WCO Regional Conference of Heads of Administrations between April 9 and 12, 2002. Twenty-three out of the 26 Member administrations in the region sent their delegations to Hong Kong to attend the conference. A total of 55 delegates including 16 Customs Heads in the region took part in the conference.

The Regional Conference of Heads of Administrations is a high-level meeting held biennially in the WCO Asia Pacific Region. It provides an excellent forum for Customs Heads and senior Customs officials in the region to discuss issues of regional interests, and exchange views on matters of co-operation and mutual administrative assistance.

Commissioner Raymond Wong was the chairman of the four-day conference. The conference reviewed the progress of key tasks

under the Regional Strategic Plan and identified the way forward for advancing the region's work on a wide range of Customs subjects including facilitation and enforcement, Customs co-operation, business partnership, integrity, training and technical assistance.

Besides, there were discussions on a number of issues being pursued at the global forum of the WCO, such as anti-cigarette smuggling measures, efforts to strengthen Customs mutual administrative assistance, and proposal for review of the Harmonised System. Views and experiences were also shared among delegates in respect of stepped up Customs measures to combat international terrorism.

Consensus was reached at the conference for the nominations of New Zealand as the next regional Vice-Chairman; Bangladesh, Brunei Darussalam and the Republic of Korea as the representatives in the Policy Commission; and China, India and Japan as representatives in the Finance Committee. The nominations will be formally acclaimed at the forthcoming WCO Council Sessions to be held in June and will take effect from July 1, 2002.

World Customs Organization Group



Participants of the Ninth WCO Regional Conference of Heads of Administrations



## DC attends OCO Annual Conference

**D**eputy Commissioner Raymond Li Wai-man attended the 2002 Annual Conference of Customs Heads of the Oceania Customs Organisation (OCO) hosted by the Customs Administration of Wallis and Futuna from April 8 to 12. The Prefect of the French Territory of Wallis and Futuna, Mr Alain Waquet, officiated at the opening of the conference.

The Chief of Wallis and Futuna Customs, Mr Alain Chaumont, chaired the meeting. Thirty-three delegates from Member administrations of the OCO and 10 representatives of nine observer organisations attended the conference.

Deputy Commissioner Raymond Li Wai-man attended the conference in the capacity of the World Customs Organization (WCO) Vice-Chairman representing the Asia Pacific Region. He updated the participants on the activities of the Asia Pacific Region and outlined activities in areas such as regional capacity building, enhancing co-operation and improving communications between the WCO and OCO. Mr Li also extended his congratulations to Samoa upon its joining the WCO and noted

the work underway in Papua New Guinea to advance its membership in WCO.

World Customs Organization Group



△ Deputy Commissioner Raymond Li Wai-man (third row fifth from left) with other participants of the 2002 Annual Conference of Customs Heads of the Oceania Customs Organisation.

## APEC Meetings held in Mexico

**A**ssistant Commissioner Chow Kwong and Superintendent Sam Lui Kin-hung represented the Hong Kong Customs to attend the 14th APEC Senior Officials Meeting and its related meetings in Mexico City, Mexico from February 21 to 26, 2002. They attended meetings of the Committee on Trade and Investment, Sub-Committee on Customs Procedures (SCCP) and its working group meetings.

Thirty-nine delegates from 17 economies participated at the SCCP meeting. The meeting has dedicated its discussion to the work plan for the year 2002 in response to leaders' decisions on the implementation of the Shanghai Accord to sharpen the focus of the APEC goals and to achieve the aim of reducing business transaction costs by five per cent in 2006.

At the SCCP meeting, emphasis was placed on the discussion on the implementation of the APEC Trade Facilitation Principles; promotion of Customs-Business partnership; implementation of the WTO Customs Related Agreements; and promotion of paperless trading.

As the leading shepherd for the Collective Action Plan (CAP) on Customs-Business Partnership, Hong Kong Customs has reported to the SCCP on the findings of the survey on members' partnership implementation status.

Hong Kong Customs will also compile a compendium on the best practices of Customs-Business Partnership for distribution to member administrations at the next SCCP Meeting to be held in August in Mexico.

World Customs Organization Group



△ (From Left) Assistant Commissioner Chow Kwong, Mr Victor Rodriguez Baggio, the SCCP Chair from Mexico and Superintendent Sam Lui Kin-hung.



## HK and Korea signed Co-operative Arrangement

The Hong Kong Customs signed an airport-to-airport co-operative arrangement with the Korea Customs Services at the Incheon International Airport on April 30, 2002.



This is the first time that the Department enters into a direct airport-to-airport co-operation with an overseas Customs counterpart. The co-operative arrangement enables contact points to be set up for direct exchange of information on air passengers and cargoes that are in transit, departing or bound for the Hong Kong or Incheon Airports and are suspected or known to be connected with Customs offences such as trafficking of drugs and smuggling of contraband.

Airport Command

◁ Head of Airport Command Maggie Kwok (front row left) and Assistant Superintendent Linda Tsui (back row second from left) taking a picture with senior officials of the Korea Customs Services.

## WTO Valuation Agreement Course

During the period between March 5 and 14, 2002, Inspector Tai Suet-fun and I attended a training course on WTO Valuation Agreement organised by the Royal Customs Academy Malaysia. There were altogether 37 participants coming from 11 Customs administrations attending the course.

The main objective of the course was to help participants understand the rules and principles of the WTO Valuation Agreement and the importance of valuation control, risk assessment and post clearance verification under the Agreement.

The training course comprised two parts. The first was a classroom training programme on the principal provisions

of the WTO Valuation Agreement. The second part was a study tour at the Kuala Lumpur International Airport on the working of the Customs Valuation System in Malaysia.

Both of us find the training course valuable and beneficial to our career development. It provides us with an opportunity to foster closer relationship with other Customs administrations paving way for better co-operations to combat Customs offences in the future.

Senior Trade Controls Officer Ng Hing-tong



◁ (From left) Inspector Tai Suet-fun, Senior Assistant Director of Malaysian Customs Mr Tan Eok Chye and Senior Trade Controls Officer Ng Hing-tong.

## WCO Enforcement Committee Meeting in Brussels

Superintendent Tam Wai-lun and Assistant Superintendent Leung Tak-yin attended the 21st Session of the World Customs Organization (WCO) Enforcement Committee from January 28 to February 1, 2002 in Brussels, Belgium. The main theme of the session was "Intelligent Co-operation, Enhanced Security - A Modern Approach". A total of 149 delegates from 70 Member administrations, one observer and representatives of 10 international organisations attended the meeting.

The meeting had thorough discussions on various issues, including anti-terrorism, Customs-Business Partnership, nominal data exchange, revision of model bilateral agreement, development of mutual administrative assistance agreement, development of Global Intelligence Strategy, and anti-cigarette smuggling.

Consensuses reached at the Enforcement Committee were :

- reaffirmed Customs' supportive role in improving security at the frontier to combat international terrorism;
- stressed the importance of the Business Anti-Smuggling Coalition (BASC) in enhancing assurance and security at the frontier and the WCO actions to protect intellectual property rights (IPR);
- supported the development of a Global Intelligence Strategy;
- approved the development of a modern multilateral instrument to cope with the new scope of Customs co-operation;
- supported the greater use of Customs Enforcement Network (CEN) for intelligence purposes and the rendering of assistance to developing countries for procurement of CEN's system; and
- supported the review of IPR model legislation to give Customs greater power to implement the TRIPS agreement.

World Customs Organization Group



## Visit to Huanggang Customs

Assistant Commissioner Lawrence Wong Sau-pui led a delegation of five officers of Control Points Command comprising Commander Chow Oi-tung; Deputy Commanders Tam Wai-lun and Kwok Kai-chiu; Inspectors Shek Yuk-ying and Kong Shun-man to pay a familiarisation visit to Huanggang Customs on April 10. It aimed at getting firsthand knowledge on the electronic clearance procedures which would soon be implemented at the three control points of Shenzhen Customs and assessing the possible impacts of the new clearance measures on cross-boundary traffic flow.

After a warm welcome from the representatives of Shenzhen Customs and Huanggang Customs, we were arranged to tour

around the different types of vehicle lanes and the new electronic facilities, including the Automated Vehicle Recognition System, electronic scale, electronic gate and the automated monitoring system.

On our way back to Hong Kong, we passed through the Huanggang Carport, the site for the co-location of immigration and Customs facilities under the proposed pilot scheme.

Following the visit we were able to grasp the overall picture of the electronic clearance implementation plan of our Shenzhen counterparts. We had obtained valuable information for devising our operation strategy and preparing for the implementation of EDI System for Road Cargo (ROMAN) in the long run.

Control Points Command

## CDIB receives Dutch and Thai visitors

The Customs Drug Investigation Bureau (CDIB) received two overseas delegations on two separate occasions in April - The Netherlands National Police Agency, headed by Commissioner Mr Minze A Beuving, and the Royal Thai Customs led by the Chief of Drug Enforcement Sub-Division, Investigation Bureau, Mr Yuttana Yimgarund.

The visits provided excellent opportunities for CDIB officers to share with them the experiences in the fight against

transnational drug crimes and the strategies in combating money laundering activities and in controlling precursor chemicals. Realising the ever-changing trends in narcotics related crimes, we and the visitors all agreed that enforcement agencies must work in alliance to tackle the global drug trafficking and abuse problems.

Customs Drug Investigation Bureau



△ Mr Yuttana Yimgarund (front row left) led the Royal Thai Customs delegation to pay a courtesy call on Assistant Commissioner Lawrence Wong Sau-pui (front row centre).



△ Assistant Commissioner Lawrence Wong Sau-pui (back row centre) and CDIB officers had a liaison dinner with The Netherlands delegation led by Commissioner Mr Minze A Beuving (back row third from right).

## Visit to Incheon Airport Customs

Superintendent Li Chun-fai and I visited Korea between March 19 and 23, 2002. We visited the Incheon Airport Customs and attended the 10th Air Freight Asia 2002 Conference and Exhibition.

During our visit to the Incheon Airport, we met its Director General Mr Rhee Hong-Ro to discuss the preparatory work for the setting up of contact points between the two airport Customs. We also toured around the passenger and cargo clearance sections of the Incheon Airport.



From March 21 to 23, 2002, we attended the Air Freight Asia 2002 Conference and Exhibition in Seoul. The Conference and Exhibition was organised by Payload Asia in close co-operation with the Incheon International Airport and the Korean air freight industry to introduce the products and services provided by the air cargo industry.

Senior Inspector Sheung Kam-biu  
Airport Command

△ (From left) Mr Yoo Byung Chan, Chief of Import Section I of Incheon Airport Customs, Superintendent Li Chun-fai and Senior Inspector Sheung Kam-biu at Incheon Airport Customs House.



## WCO IPR Strategic Group Seminar

**A**ssistant Superintendent David Fong attended a Special Seminar of the World Customs Organization (WCO) Intellectual Property Rights (IPR) Strategic Group in Paris on April 15 and 16, 2002. The seminar was jointly hosted by French Customs and Union des Fabricants and co-chaired by WCO and BIC which represented the business community.

Other participants included Customs Administrations of France, the UK, Germany, Russia, Turkey, The Netherlands, Luxemburg, India, New Zealand, Canada and the US. Also attending were observers from the US Patent and Trademark Office, WTO, and 26 members of the business community.

The main purpose of the seminar was to gather views from the Customs Administrations of different regions on

the proposed amendments to the WCO IPR Model Legislation put forward by the business community.



The seminar also had discussions on the measures of proposed IPR technical assistance for developing countries; the development of the European Anti-counterfeiting Network (REACT) information system for the Asia and Pacific region; and the IFPI's proposal of providing strategic information to Customs via the Customs Enforcement Network.

Intellectual Property Investigation Bureau

◀ (Front row from left) Assistant Superintendent David Fong and Mr Will Robinson of WCO (Back row from left) Mr Roger Smith of New Zealand Customs, Ms Ingrid van der Hoek and Mr Ronald Brohm of REACT and Ms Holya Erbay of Turkish Customs.

## Textiles Transshipment Course

**T**o gain an insight into the enforcement programme and procedures currently adopted by the US Customs Service (USCS) to combat illegal transshipment of textiles, I was nominated to attend a nine-day attachment training course with the USCS in Washington, New York and Los Angeles between February 4 and 12, 2002.

The course included a briefing on the Textiles Import Controls System of the USCS and an overview of the fraud investigation procedures on illegal textiles transshipments. It also included an outline of the import and export cargo examination system, with particular reference to textile shipments.

Our US counterparts also explained and demonstrated how they transform data and information collected from various sources into intelligence, thereby providing investigators with useful clues and indicators in the detection of illegal transshipment. They also selected certain case studies to illustrate their methods of processing detained or seized textile shipments, and the skills of searching for and analysing the relevant information and documents.

Senior Trade Controls Officer Tang kwok-keung  
Textiles Tactical and Intelligence Bureau

## CPC establishes Special Duties Unit

**T**o suppress cross-boundary smuggling activities and to enable the efficient use of resources, a Special Duties Unit (SDU) has been established in the Control Points Command since March 18, 2002. The unit is tasked with the planning and launching of special operations and joint operations with frontline officers against cross-boundary smuggling activities.

Working on a proactive and intelligence-based strategy together with an investigator's eye view, the SDU yielded concrete enforcement result within a short time frame. With a view to smashing the smuggling of cigarettes via Lo Wu Control Point, SDU worked hand in hand with Lo Wu frontline officers in operation "Steel-gate" resulting in total seizure of 88 760

cigarettes, compounding penalty of \$163,000 and the arrest of 11 persons in April. With the arrest of key members of smuggling syndicates, the smugglers are dragged out of the "Steel-gate".

The most encouraging result came with the success of the operation "Giant-knife" in which considerable quantities of computer hddisks and mobile phones were seized in three separate cases, totally worth over \$39 million. Undoubtedly, the "Giant-knife" has already left deep and irreparable wounds on the smuggling syndicates!

Control Points Command



## Promotion Qualifying Examination for Customs Officer

The first Promotion Qualifying Examination for Customs Officer was held between March 28 and 30, 2002. During the 90-minute examination, candidates were required to answer 50 Chinese multiple-choice questions. A total of 1 124 candidates attended the examination. Among them, 762 candidates (67.8 per cent) have passed.

The next Promotion Qualifying Examination for Customs Officer will be held in July this year and the details will be announced by Routine Order. Qualified officers who have failed or those who have missed the examination in March are encouraged to sit for the next examination.

Training Development Group  
Office of Training and Development

## Customs booth attracts 20,000 visitors

The Office of Training and Development set up a booth for the Department at the Education and Career Expo 2002 held from February 21 to 24 at the Hong Kong Convention and Exhibition Centre. We aimed at introducing the work of the Department and the career development of the staff.

Through participation at the Expo, we hope to promote the image of the Department and attract young talents to join the Department.

About 20 000 people visited our booth during the four-day period. The questions from visitors mainly focused on the work of the Department and the recruitment exercise.

Office of Training and Development



△ The Customs booth at the Education and Career Expo 2002.

## Hong Kong Airport awarded Cargo Airport of the Year

The Hong Kong International Airport has been awarded "Cargo Airport of the Year 2002" by Air Cargo News, a leading international air cargo trade publication. To celebrate the accomplishment, the Airport Authority hosted a reception on March 20, 2002.

In recognition of Customs concerted effort of being innovative, forward looking and responsive to the needs of air cargo customers, Airport Authority Chief Executive Officer Dr David Pang presented a trophy to Head of Airport Command Maggie Kwok at the reception.

Airport Command

The Chief Executive Officer of Airport Authority, Dr David Pang, presenting a trophy to Head of Airport Command Maggie Kwok.





## Soliloquy of a woman launch commander

I was posted to the Marine Enforcement Division to join the sea-faring family in April 2002. I work as a launch commander responsible for anti-smuggling duties in the open harbour.

By my new post I became the first woman launch commander of the Department. I realise accompanying this glory will be the practical and fundamental requisites that I should urgently equip myself with: superb sailing skills, excellent body physique, and a strong will with courage and comradeship with my teammates. These qualities may be nothing new or unusual to my male colleagues, but this is not so to me - a greenhorn in the field. However, I am determined to get myself well prepared.

Working at the sea is a challenge to all woman officers. Other than the new job knowledge that I have to speedily pick up, I have to face the heavy physical demand resulting from the 24-hour shift and the rough weather.

I also have to face other unforeseeable risks and dangers at work. As the launch commander, my team mates have placed their trust in me for their safety and well being. My every decision will have critical effects on them, not to mention that some of these

decisions will have to be made at blinks of a second.

As such, from the first day of my work, I cautioned myself to stay vigilant and the least I want myself is to become a burden of my male colleagues. I need to be a competent leader and the guardian of my team, my launch and the mission that the Department has placed on every Marine and Land Enforcement Command officer.

In the days to come, I shall have the opportunity to learn a lot of sea-faring techniques and knowledge, such as the geography of the coastline, the climate, the architecture of ships, and the operation of some high technology installed in the launch. I shall also work closely with my team mates, share their feelings and shoulder the challenges ahead together.

Sea-faring duties are strenuous work but I know I would enjoy and conquer the hardships with the assistance and comradeship of my team mates. I am glad that the Department has given me the opportunity to prove the latent energies and qualities of its female officers.

**Senior Inspector Lo Fung Po-sum**  
**Marine and Land Enforcement Command**



△ Senior Inspector Lo Fung Po-sum standing proudly on a Customs launch.

## Outward Bound Course

I attended a three-day Outward Bound Course at Sai Kung Outward Bound School from February 6 to 8, 2002. The objective of the course is to develop one's leadership skill and to promote the sense of team building.

Among various exercises, I can remember vividly the "Hiking Adventure" exercise in which I was selected as the team leader of a party of 12. Unlike the Cross Country Walk of the Inspector Induction Course, "Hiking Adventure" was a game of crisis management. With limited supply of food and drinks, my team had to go through all unknown checkpoints on time.

The "Sea Expedition" exercise also impressed me. All course participants were sent to an isolated island at night and had to make a raft to convey all members back to the Outward Bound School next morning! We ruminated and tried several methods to build the raft. Fortunately, a raft with two parallel hulls was made when it was nearly dawn.

Apart from acquiring skills in leadership and team building, it was my honour to have some Service members and Trade

Controls Officers as my team members. They had made valuable contributions towards the successful completion of all exercises.

As a civil servant, we should be held accountable and answerable to the public. I believe that the motto of Outward Bound School: "To serve, to strive and not to yield" can always refresh our working attitude.

**Inspector Fung Wai-ching**  
**Air Cargo Group**



△ Participants of the Outward Bound Course paddling a self-made wooden raft.



## Mess Dinner

**A** Mess Dinner - Special Guest Night was held at the Senior Officers' Mess on April 26, 2002. The principal guest on this occasion was Mr Bernard Chan, Chairman of the Standing Committee on Disciplined Services Salaries and Conditions of Service. A total of 138 officers attended the dinner. Both Mr Chan and our officers had an enjoyable evening.

Office of Service Administration



△ The principal guest, Mr Bernard Chan, speaking at the Mess Dinner.  
首席嘉賓陳智思於會所晚宴上致詞。

## 會所晚宴

**高**級官員會所於四月二十六日舉辦了會所晚宴。當晚的特別嘉賓為紀律人員薪俸及服務條件常務委員會主席陳智思。陳先生與出席的一百三十八位同事共渡了一個愉快的晚上。

部隊行政科



△ The principal guest, Mr Bernard Chan (fourth from left), pictured with the directorate at the Mess Dinner.  
首席嘉賓陳智思（右四）與部門首長級人員於會所晚宴上合照。

## Farewell Dinners

**A** farewell dinner was held on February 25 at the Senior Officers' Mess to bid farewell to two retiring officers Senior Superintendent Ronald Au and Senior Treasury Accountant Andrew Kwok, and three officers on transfer to other departments, Departmental Secretary Agnes Au, Executive Officers Vincent Ko and Natalie Chan.

Commissioner Raymond Wong and 160 guests enjoyed the dinner in laughter and cheers.

Another farewell dinner was organised on March 22 at the Senior Officers' Mess to bid farewell to two retiring officers Superintendent Patrick Pang and Senior Personal Secretary Winnie Ng.

Among the 100 guests were some 20 retired officers. It was a special evening for old friends to meet and remember their good old days.

We wish officers on transfer every success in their posts and retiring officers a happy retirement life.

Staff Relations Group



△ The guests of honour proposing a toast to the participants. (From left) Natalie Chan, Agnes Au, Andrew Kwok, Mr and Mrs Ronald Au and Vincent Ko. (左起)陳淑樺、歐張惠霞、郭炳森、區汝良伉儷及高仲樺向來賓祝酒。

## 歡送晚宴

**關**長黃鴻超及一百六十位同事在二月二十五日出席了在高級官員會所舉行的歡送高級監督區汝良及高級庫務會計師郭炳森之榮休晚宴。當晚亦同時歡送三位調職的同事歐張惠霞、高仲樺及陳淑樺。席間各位同事互相祝酒，氣氛熱鬧。

另一個為歡送監督彭洛元及高級秘書吳素玲之榮休晚宴則在三月二十二日舉行。在當晚出席的一百位人士中有二十位是退休人員。筵席間各舊同事互道昔日在海關的歲月，一片歡欣，加上同事美妙的歌聲，為晚宴更添熱鬧氣氛。

謹祝各退休同事生活愉快，而調職的同事則工作順利。

職員關係課



△ Deputy Commissioner Raymond Li (back row second from right), Head of Trade Controls Andrew Wong (back row first from right) and Assistant Commissioner Vincent Poon (back row second from left) pictured with some retired officers. 副關長李偉民（後排右二）、貿易管制處處長黃清蔚（後排右一）及助理關長潘揚光（後排左二）與眾退休人員合照。



# 員工動向

## 晉升

十八位高級督察、二十三位總關員、四十位高級關員、一位高級行政主任、兩位一級行政主任及三位文書助理於二〇〇二年二月至四月期間獲晉升。

## 新同事

部門秘書朱蔡鳴鳳、一級行政主任陳翠明及劉群英、庫務會計師杜燕芳、一級私人秘書方蕙蓮及吳依樺、小輪船長何偉成、鄭志堂、呂以孫、何志良、曾錦昌、黎錦忠、劉國興及譚錦添、小輪助理員周鎮康、李藝、李海全、鄭耀輝、楊兆誠、余國榮及袁松威、機密檔案室助理郭世嫻及黃玉玲、助理物料供應主任林汝亮、助理文書主任譚玉卿、文書助理林麗卿、李劍鳳及彭宇霞、汽車司機陳錦文、楊培基及林永強分別於二〇〇二年二月至四月期間加入本部門。

## 嘉許

四位部隊同事於二〇〇二年三月二十八日獲頒發副關長嘉許獎狀而另外九十五位部隊同事則獲頒發助理關長嘉許獎狀；兩位文職同事獲頒發政務秘書嘉許獎狀。

## 退休

下列同事已分別於二〇〇二年二月至四月期間退休：

高級督察	張雲華
督察	陳健文
總關員	莊薇君
高級關員	蕭永基
關員	陳麗梅
一級私人秘書	胡柏森
特級司機	周國雄
機密檔案室助理	陳小玲
文書助理	曾偉強
打字員	吳慕霞
	梁唐雅文
	梁顯秀琮
	李彥德
	馮靜嫻

## 頒授高級督察升職信儀式

**關** 長黃鴻超、副關長李偉民與四位助理關長於二〇〇二年四月十九日出席在高級官員會所舉行的頒授高級督察升職信儀式。當日，四位助理關長頒授升職信予晉升高級督察的同事，獲升級的同事名單如下：

林光輝	陳美瑜	倪淑華
林一雄	林黃寶	陳宏雄
黃穎強	白潤生	黎嘉樂
盧兆龍	丁劍雄	龐永權
黃忠信	譚碧玲	譚素瑩
楊家恩	黎流栢	柏雪儀



△ 關長黃鴻超、副關長李偉民、助理關長黃肇銘與其中五位獲晉升的高級督察合照。

部隊行政科



## 主席杯乒乓球比賽

二〇〇二年度主席杯乒乓球比賽已於三月份舉行。來自各科系共十隊的球員均悉力以赴，爭取佳績。球員的出色表現和觀眾的熱烈支持把決賽的氣氛推至高峰。經過一場龍爭虎鬥，最後賽果如下：

科際冠軍

機場科隊

亞軍

總部隊

季軍

邊境及口岸科隊

海域及陸上行動科隊

女子組單打冠軍

關員陳婉文

亞軍

關員李寶華

季軍

助理貿易管制主任陳祝活

助理文員陳女賢

大會更邀請了康樂及體育會主席黃肇銘及其他嘉賓頒獎予優勝者。各同事除贏得獎杯外，更增進彼此間的友誼。



△ 康樂及體育會主席黃肇銘頒發獎項予得勝隊伍機場科隊。

主席杯乒乓球比賽籌委會

## 紀律部隊體育康樂會

### 提供多元化設施

#### 位

於掃桿埔的紀律部隊人員體育及康樂會啟用至今已逾一年，該會為各紀律部隊的在職及退休人士提供多元化的康樂及體育設施，以便進行各種的康體活動。這些設施包括有綜合體育館、壁球室、乒乓球室、網球場、保齡球場、桌球室、游泳池、健身室和一個附設有緩跑徑的草地足球場。

另外，會所內還設有多種消閒設施如圖書館、桑拿室、蒸氣室、電視遊戲室及中西餐館，提供飲食、卡拉OK和麻雀耍樂等活動。

各同事，包括部隊、貿易管制處及部門文職人員，均可為其本人及家屬申請會籍，享用上述各項設施。詳情請與職員關係課體育及康樂小組聯絡。如欲得知該會的最新資訊，亦可瀏覽其網頁 <http://www.kaishing.com.hk/site/dsrc>。



職員關係課

## 嘉許狀頒授典禮

#### 本

年度第一次嘉許狀頒授典禮已於三月二十八日在高級官員會所舉行。今次共有一百〇一位同事獲頒授嘉許狀，其中四位同事獲頒授副關長嘉許狀，九十五位同事獲頒授助理關長嘉許狀，及兩位同事獲頒授政務秘書嘉許狀，以表揚他們傑出的工作表現。

部隊行政科



△ 副關長李偉民頒授嘉許狀予助理監督何偉民。



副關長李偉民頒授嘉許狀予助理監督郭炎坤。



# 二〇〇二年陸運會

## 部

門二〇〇二年陸運會已於三月九日在灣仔運動場舉行。今年的陸運會在一片緊張刺激及歡樂的氣氛中圓滿結束。當日，共有三百五十五位來自各個科系的運動員參與三十一個比賽項目。

經過一番激烈的比拼後，全日共刷新了六項大會紀錄。邊境隊的關員羅永盛和機場隊的關員湯綺嫻各以驕人的成績，分別獲得個人男、女子組全場總冠軍。而邊境隊則憑着各隊員的努力，奪取隊際全場總冠軍。至於隊際全場總亞

軍之爭，則由機場隊以些微分數壓倒搜船及貨物隊而奪得。

在此，除了恭賀各得獎健兒和隊伍之外，更衷心感謝當日的工作人員及在百忙中抽空蒞臨為我們頒獎的各位主禮嘉賓。

康樂及體育會



△ 邊境及口岸科總指揮官周蔭桐獲關長黃鴻超頒發隊際全場總冠軍獎盃。



△ 關長黃鴻超頒發啦啦隊比賽冠軍錦旗予海域行動隊代表。



隊際全場總冠軍 - 邊境隊。▷

## 科際足球比賽

二〇〇二年度科際足球比賽已於一月十日至二月九日期間進行，比賽採取淘汰制，由於八支球隊實力相若，須經一番劇鬥，才能分出勝負，機場科和邊境及口岸科在準決賽幾經辛苦，始分別淘汰總部聯隊與海域及陸上行動隊，躋身決賽。

兩隊在二月九日舉行的決賽於法定時間未能分出高下，其後邊境及口岸科以十二碼球勝出，成為本年度冠軍。在同日舉行的邀請盃，駐港海關官員與澳門海關聯隊以二比一擊敗香港海關官員隊，重奪失落數年的獎盃。賽後由關長黃鴻超頒發給各得獎球隊。

足球分會



△ 關長黃鴻超(後排左八)與冠軍隊伍邊境及口岸科合照。



# 粵港海關文體聯誼會

## 在深圳舉行

**粵**

港海關於一月十二及十三日在深圳麒麟山療養院舉辦了第二次大型的文化體育交流活動，二〇〇二年粵港海關文體聯誼會。雙方參加人數達百多人，香港海關代表團共派出四十三人，由關長黃鴻超帶領；而廣東海關代表團則由孫松璞主任擔任團長。

這次交流活動在既莊嚴又輕鬆的開幕儀式中展開，雙方健兒列隊進場，接着是軍樂表演及儀仗隊會操。值得一提的是廣東海關軍樂團成立只有大半年，已經有高水準的演出，實在難得。

比賽項目與首屆二〇〇〇年度相比更多元化，活動基本上以團體作賽，計有籃球、中國象棋、英式桌球、高爾夫球、拔河、保齡球、網球、乒乓球、啤酒競飲和問答遊戲。香港海關代表團在十項比賽項目中勝出四項，而貿易管制處處長黃清蔚更獲得保齡球單局最高分獎，而廣東海關代表團則在其餘項目中奪標。

比賽之餘，大會並在夜間安排文娛晚會，兩地代表作唱歌、樂器演奏、武術和舞蹈表演。深圳海關更特意編排了一個以揉合唱歌和舞蹈的表演，以道出海關不同的工作。

短短兩天的文化體育交流活動在友好的氣氛下結束，雙方代表均表示這次聯誼活動提供了一個很好的機會讓兩地海關官員在非工作層面上交往，藉此促進彼此間的友誼，為將來加強合作奠定良好基礎。

海關聯絡組



△ 關長黃鴻超（右）與深圳海關關長龔正合照。



廣東海關同事獻給香港海關的綜合文藝晚會。▷



◁ 「比賽第二 友誼第一」雙方海關人員於比賽後合照。



## 首位巡邏艇女指揮官的心聲

**我**

在本年四月被調派到海域行動組，成為香港海關歷史上首位海域巡邏艇女性指揮官，執行在香港海域巡邏監視和偵緝走私活動的任務。

擁有高超熟練的駕駛技巧、矯健的身手、過人的膽色、緊湊的合作……，對每一位在巡邏艇上工作的男海關人員來說也許是普通不過的事情，但我這位在海上執勤的「初哥」，總會被每個千鈞一髮的工作情景扣動心弦。

在船上工作對女性是一項挑戰，我要克服二十四小時在海上航行帶來的沉重體力負荷，每當天氣轉變，海面常於瞬息間風起雲湧，驚濤駭浪帶來的身體



△ 高級督察盧馮寶森（右一）與其他巡邏艇指揮官。

不適並不好受。在海域執行反走私任務，縱有雄心壯志，也常受制於環境，船隻在大海中航行有太多無法預知的危險，隊員們登上不同船隻搜查亦有未可低估的突發事故，面對各種危機，我的每個決定也只能取捨於剎那之間，除了要考虑工作成效，我還須顧及全體隊員的安全，自己的安全更不能忽視，因為我沒有男同事們的體格和身手，稍一不慎，便可能在行動中受傷，因此我提醒自己每一刻也要小心行事，我的責任是率領海域行動組的精英在香港水域最前綫「護法守關」，我怎能成為一眾男同事的負累！

駕駛區域巡邏艇一直以來是男性海關人員的天下，船上生活與工作模式亦有既定的傳統與文化，作為一位女性領隊，與隊員在風浪中並肩同行，除了要身先士卒，更要事事關懷和體諒，才能得到一眾男子漢的服從和敬重。

在巡邏艇上我有機會認識船隻的結構和輪機運作，亦學會了利用先進雷達和熱能探測器追蹤目標。我每天都實際考察香港海域地理，在水平綫上常不經意的擁抱日落和朝陽；風和日麗下我愛站在甲板以舒胸襟，乘破浪中曾幸運的遇上幾條可愛的小白海豚。

只有擁有良好的體魄、堅強的意志、準確的判斷、迅速的反應和高度的警覺，才能在巡邏艇上指揮若定，這些條件給我帶來不輕鬆的工作負擔，卻讓我拿出無比勇氣，發揮了隱藏在香港海關每一位女性人員身上的優秀潛能。

高級督察盧馮寶森  
海域及陸上行動科

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## 機場科製作短片宣傳顧客服務

**機**場科最近製作了一輯七分鐘的短片，宣傳海關在香港國際機場所提供的顧客服務。此短片介紹我們在客運、貨運及停機坪所提供的專業且有禮的服務。為了照顧不同語言人士的需要，此短片共有四個版本，分別為廣東話、普通話、英語及法語。

我們現正將短片派發給業務伙伴及海外各地的海關機構；而且亦預留部份作內部培訓之用。此外，我們亦會將該短片上載於部門網頁上。

機場管理局已將此短片納入今年的「優質顧客服務計劃」內，以提升機場人員對旅客的服務。



機場科

△ 機場科製作的推廣客戶服務短片。

## 機場科舉辦 溝通技巧工作坊

**溝**通技能對提升互相了解及達至和諧的工作關係非常重要。透過公務員事務局撥款，機場科在本年二月至三月期間，聘請了專業培訓顧問公司，替在機場科工作的同事，設計及提供一個度身訂造的溝通技巧工作坊課程，並培訓了二百位關員級同事。此外，顧問公司亦為十二位督察級同事提供導師培訓課程，讓他們繼續為機場科的其他關員級同事們提供相同內部培訓。

高級關員楊紹蓋表示，參與工作坊後，他對處理工作及家庭的溝通問題充滿信心。未來工作坊培訓導師督察鄭文遠則表示，很高興有機會參加導師培訓工作坊，期望能把所學到的技能傳達給下屬，並與同事們分享溝通的心得。

機場策劃組  
機場科

## 機場科成立委員會 改善內部溝通

**透**過公務員事務局撥款，機場科於去年十二月進行一項內部溝通長遠政策顧問研究。研究旨在改善機場科內部溝通，從而制定一個長遠的策略去不斷進行改善。

顧問報告已於二〇〇二年三月完成。經研究後，顧問報告建議機場科從三方面去加強與內部員工的溝通：

- 培養開放的溝通文化；
- 發展員工溝通才能；及
- 改善溝通工具。

顧問報告提出十一項建議，以配合推行該溝通策略。機場科已成立了溝通促進委員會跟進建議的推行。

機場策劃組  
機場科



## 左輪手槍射擊測驗

**由** 海關訓練學校舉辦的二〇〇一／〇二年度第二次左輪手槍射擊測驗已於三月底結束，是次共有二千四百九十一名來自不同科系的軍裝同事參加，結果只有七名同事未能通過測試，合格率为百分之九十九點七，成績十分理想。

為了和其它紀律部隊的射擊水平看齊，自二〇〇一年二月開始，海關訓練學校分階段地把射擊測驗的合格要求由原來的百分之五十命中率提高至百分之七十五。為協助各同事提高射擊水平，海關訓練學校步操及槍械訓練組為所有回校參加射擊測驗的同事提供約三十分鐘的講解，內容包括：

- 重溫射擊術守則，如射擊姿勢、持槍手法、準星排列及扳機控制等；



△ 步操及槍械訓練組人員向參與2001/02年度第二次左輪手槍射擊測驗的同事講解射擊技巧。

命中目標子彈數量	參與射擊人員數目		增減百分率
	2000/01 年度第一次左輪手槍射擊測驗	2001/02 年度第二次左輪手槍射擊測驗	
42	62	288	+9.1%
37 - 41	585	1 292	+28.5%
32 - 36	797	904	+4.5%
27 - 31	586	2	-23.3%
21 - 26	432	0	-17.2%
20 或以下	44	5	-1.7%
共：	2 506	2 491	

步操及槍械訓練組  
海關訓練學校

此外，每名參與射擊測驗的同事會獲分發額外的六發子彈作為練習之用，射擊指導員會分析他們的着彈點的分佈，找出他們的弱點及指出改善的方法。這種訓練方法十分有效，大部份同事的射擊技巧有着明顯的進步（見表）。

各同事如對射擊訓練有任何意見，歡迎致電2450 6764與海關訓練學校高級督察林立仁聯絡。

- 如何迅速地拔槍；
- 正確使用快速上彈器的方法；及
- 掩護物後的射擊技巧。



△ 版權及商標調查科高級監督譚耀強在內部研討會上致詞。

為了更有效打擊機構盜版案件，海關與版權組織一直保持緊密的合作伙伴關係。部門與知識產權署及商業軟件聯盟在四月十七日共同舉辦一項專業培訓課程，向工商界代表講解法例要求、執法狀況及如何實施適當的軟件管理，以防止觸犯侵權罪行。與此同時，為了加強海關人員的電腦知識，幫助處理機構盜版案件，商業軟件聯盟亦與版權及商標調查科在四月十九日合辦一個內部研討會，向約一百名海關人員講解這方面的知識。

版權及商標調查科

## 版權及商標調查科

### 為業界舉辦研討會

二〇〇〇年知識產權（雜項修訂）條例》已於二〇〇一年四月一日生效，該修訂進一步澄清《版權條例》，明確規定任何人如在知情情況下，為任何貿易或業務的目的，或在任何貿易或業務過程中，管有電腦軟件、電影、電視劇或音樂作品的侵犯版權複製品，便須負上刑事法律責任。

截至二〇〇二年四月，版權及商標調查科共處理十一宗有關公司使用盜版電腦軟件的案件，並拘捕十六名涉案人士，其中一宗案件的涉案人士已成功被檢控，認罪後被判罰款一萬元，並留案底。



## 提昇海關訓練學校設施

**經**歷了廿八年的發展，海關訓練學校配置了現代化的設施，這些設施令到學校能在同一期間容納二百名學員。學校現有的設施包括十個課室、健身室、圖書館、博物館、體育館、游泳池、網球場、籃球場及兩個足球場。為了確保這個綜合培訓中心可以為學員提供最佳的訓練環境，提高設施的素質是必要的。

首先，為了應付部門快速的電腦化步伐，學校設立了一個安裝有十二台網絡電腦的電腦訓練室。藉此，學員可學習更多有關部門使用的電腦系統，例如案件處理系統。

其次，為了提供更佳膳食服務和休息設施，校內的廚房、學員飯堂、長官會所的裝修工程已於五月完成。

我們明白到在平靜的環境下，學員可從緊密的學習過程中得到舒緩。

第三，體育館現正安裝空調系統以改善訓練環境。工程完成後，縱使在又濕又熱的夏天，學員也會享受在體育館內訓練。安裝工程預計在九月完成。

為學員提供一個現代化和舒適的訓練場地，是海關訓練學校的使命。

督察彭炳耀  
訓練支援隊  
海關訓練學校

訓練及發展科會就顧問公司提出的建議，向部門提交有關的改善方案，從而確保各培訓項目能夠實際配合部門的業務需要。

- 有關職級的培訓需要；
- 有關職級的培訓藍圖；
- 符合訓練及發展需要的培訓選擇；
- 訓練及發展科與科系培訓人員的角色；
- 部門現有訓練課程須改善地方，及有關職級的每年理想訓練日數。

訓練及發展科

顧問公司最後提交的報告，就以下各點提出了寶貴的建議：

**訓**練及發展科於本年三月與一間外聘的顧問公司完成了一個部門培訓需要研究。研究的對象包括高級督察及以下的各職級，與及高級貿易管制主任及以下的各職級。在研究期間，顧問公司透過小組討論、個別會面及問卷調查等活動，向超過九百名部門員工收集意見。

顧問公司完成  
培訓需要研究

## 網上學習試行計劃

**部**門一直積極推動學習文化，為增加同事們的學習機會，部門計劃推行「網上學習」。為推行這個計劃，部門徵募了一百位同事參加為期一個月的「網上學習試行計劃」，計劃於今年二月十八日至三月十八日進行。

在試行計劃期間，部門設立了一個網上自學中心，被選取的一百位同事，透過互聯網，到指定的網址嘗試網上學習。在網上自學中心內，部門提供了不同種類的自學課程，包括一些從公務員培訓處揀選的網上自學課程及訓練發展課製作的兩個網上自學課程，如「品行及紀律守則」及「面對傳媒」供同事們修讀。

根據試行計劃完畢後的統計，較受歡迎的課程有「電腦軟件操作」、「品行及紀律守則」、「面對傳媒」及「普通話應用」等。而最值得鼓舞的是有約十位同事在一個月的時間內均有持續學習。

透過這個試行計劃，部門收集了很多有用數據，對將來推行網上學習有很大幫助。

訓練發展課  
訓練及發展科



## 關長頒發優質服務獎

**機場行李  
檢查員優  
質服務比賽及職  
務常識問答比賽**

的頒獎典禮已於二〇〇二年三月二十八日在高級官員會所圓滿舉行。當日，關長黃鴻超頒發獎品予最佳表現隊伍及六位個人得獎者。透過這兩個比賽，我們希望進一步加強部門人員對提供優質服務及終身學習的意識。

機場科



△ 關長黃鴻超頒發獎品予最佳表現隊伍獎的代表助理監督陳桂榮。



△ 助理關長黃秀培、機場科總指揮官郭錦美琪與機場科的同事合照。

## 公務員建議書計劃

一 〇〇一至二〇〇二年度部門公務員建議書計劃已經圓滿結束。本年度部門共收到十二份建議書，是上年度的六倍，同事積極參與，踴躍提出意見，實在令人鼓舞。經部門公務員建議書審核委員會評審後，其中一份建議書更獲得大獎，得獎者名單如下：

### 大獎

關員李德彰

### 普通獎

高級督察仇志成（獲兩個普通獎）  
督察陳紹裘

高級關員朱計明

高級關員黃繼耀

高級關員曾耀昌

關員楊啟揚

關員黃艷冬

關員劉祥華

關員范友華

### 鼓勵獎

高級督察仇志成

督察鄧軒辰（獲兩個鼓勵獎）

助理貿易管制主任梁德基

助理監督梁崇智

關員陳偉忠

關員李業鴻

### 獎狀

頒獎典禮已於二〇〇二年三月二十八日舉行，各得獎者均獲頒發獎狀。

部門現正接受二〇〇二至二〇〇三年度的建議書，各同事如有建議可達致下列目標，請於二〇〇二年十一月三十日前把建議書送交部門公務員建議書審核委員會秘書（查詢電話：2852 3178）...

- (一) 善用人才、物力、能源或時間；
- (二) 改良及善用設備；
- (三) 簡化及改善辦事方法、程序及表格；
- (四) 激勵員工的士氣及對工作的興趣，以提高效率；
- (五) 增進本署與市民的關係，建立更佳公眾形象；
- (六) 改進職業安全及健康、工作環境、保安、服務質素或產量；及
- (七) 減少工作程序上帶來的貪污機會，並就所發現的不足之處建議解決方法，或提議防止貪污措施。

一個簡單的建議，亦有可能為部門帶來重大效益。而提出建議的同事除可獲考慮在其評核報告中得到嘉許外，更會獲得豐厚的獎勵：獎勵共分四類：

### 獎勵類別 數額

大獎 六千〇一至一萬五千元

中獎 三千〇一至六千元

普通獎 五百〇一至三千元

鼓勵獎 不超過五百元（或紀念品以資鼓勵）

請各同事積極提出建議，從而提高及改善部門的工作效率及服務質素，讓員工及公眾能夠共享成果。

部門公務員建議書審核委員會



△ 政務秘書歐陽桂慧敏頒發公務員建議書計劃獎狀予大獎得主關員李德彰。



## 《海關知多少》問答比賽

**職** 員關係課舉辦的《海關知多少》問答比賽已經圓滿結束，多謝各位同事踴躍參加比賽；以下為各題的答案：

- |        |        |        |
|--------|--------|--------|
| (一) 乙  | (二) 乙  | (三) 丙  |
| (四) 丙  | (五) 取消 | (六) 丁  |
| (七) 丁  | (八) 丙  | (九) 乙  |
| (十) 乙  | (十一) 丙 | (十二) 丁 |
| (十三) 丙 | (十四) 丁 | (十五) 丁 |

今次的比賽除了得到各位同事的積極參與外，更顯出部分同事認真求知的精神。有同事向我們指出問題（五）並無正確答案可供選擇，並附列証明，本課對該同事的積極態度甚為欣賞。經研究後我們同意該題目的用詞有商榷的地方，故決定取消問題。其實該問題原意為海關人員子女教育信託基金「設立」的年份，但我們把題目誤寫為「成立」年份，而答案並未列在選擇中，為此謹表歉意。根據資料，該基金由華人永遠墳場管理委員會捐贈三十萬元於一九九七年十



△ 職員關係課參事周志光頒發獎品予問答比賽特別獎的得主助理文書主任吳美欣。

月設立。而基金條例草案是在一九九九年十一月得到立法會通過，正式實施日期為二〇〇〇年七月，所以正確成立年份為二〇〇〇年。

至於今次的問答比賽，由於有多位參加者答對全部題目得到最高成績，故此需要抽籤決定特別獎及入圍獎得主。各得獎者已於五月中得到個別通知領取獎品。最後，再一次多謝各位同事參加比賽，希望將來繼續得到大家支持。

職員關係課

## 如何防止電腦病毒侵襲

**目** 前，部門逾一千一百名員工已獲配備連接政府內聯網和互聯網的電腦，藉以提升他們在辦公室行政工作和行動職務上的效率。雖然電腦的廣泛使用改善了辦事效率，但擴展的網絡，可能使電腦更容易受電腦病毒入侵和襲擊，導致數據流失和系統失靈。以下幾個秘訣有助你保護電腦安全，免受病毒感染：

- **切記**在電腦安裝防毒軟件，以及啟動病毒防護功能，並在背景中執行，不斷保護你的系統；
- **切記**使用最新版本及合適的病毒碼檔案，以偵測新的病毒；
- **切記**預設每天執行病毒掃描。可設定在非繁忙時間內執行，例如午膳時間或辦公時間後；
- **切記**在使用來歷不明或來源可疑的磁碟、光碟、Zip 碟或其他便攜式儲存媒體之前，先執行病毒掃描；
- **切記**定期備份數據。有些病毒會清除或破壞電腦檔案，利用最近的備份檔復原失去的數據，也許是最安全有效的方法；

- **切勿**在執行病毒掃描之前，開啟或轉寄任何來歷不明或來源可疑的電郵和電郵附件；

- **切勿**安裝或使用未經授權或盜版軟件，因為這些軟件可能藏有惡性程式碼；

- **切勿**在政府電腦上使用從互聯網下載的任何軟件，除非你已根據內部常規通告第 4199 號連同資訊科技署通告第 1899 號的有關規定，獲取正式授權。使用任何下載的檔案前，應先執行病毒掃描；及

- **切勿**啟動直接磁碟共享功能並使用讀寫存取模式，除非工作上有此必要。並不是所有病毒都隨電郵附件而來，有些病毒可以透過共享資料夾在內聯網到處散播。

總括來說，抵禦電腦病毒侵襲的最佳武器，是電腦使用者小心謹慎，並具備足夠的預防病毒知識，以及在電腦安裝完善的防毒軟件。

資訊科技科



## 762 關員通過晉升資格甄別試



**首** 屆關員晉升資格甄別試已於二〇〇二年三月二十八至三十日舉行。考生須在一小時三十分鐘內回答五十題中文多項選擇題。共有一千一百三十四名關員出席該考試，其中獲得合格成績的有七百六十二人（佔總數百份之六十七點八）。考生已獲個別通知其考試成績。

下次關員晉升資格甄別試將於本年七月舉行，詳情將於常規通令公布，歡迎未曾參加考試或考試不及格的合資格關員報考。

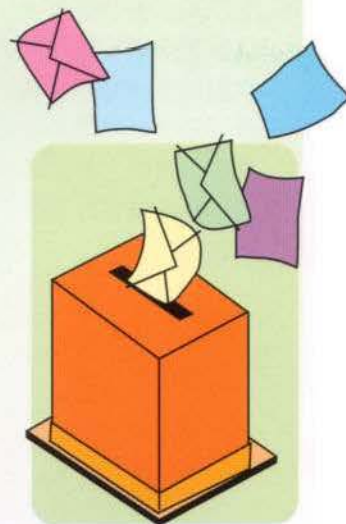
訓練發展課  
訓練及發展科

## 怎樣處理公眾投訴

**如** 果說「投訴」是一份禮物，相信很多同事都未必能夠完全同意和接受。但事實上，我們不能否認投訴對於政府部門來說的確起着重要的正面作用，其中包括平息個別市民對部門的不滿和使部門的行政和程序更能臻至完美。

香港海關有一套完善的處理公眾投訴機制，由副關長負責監管，並由部門投訴主任協助處理。有關處理公眾投訴的程序經已詳

細列明於內部常規通告第 2/2002 號。主要是填寫投訴記錄表和投訴記錄冊，然後把有關投訴的機密檔案呈交部門投訴主任作出跟進及處理。如果投訴的性質涉及刑事成份，如毆打等案件，部門會按照公務員事務局通告第 20/79 號轉介警務處處理。至於一些性質較為輕微的投訴，我們則可以採用調解的方法處理。



投訴調查課

## 僱員輔導諮詢服務

**部** 門由去年九月開始聘用基督教家庭服務中心為同事提供僱員輔導及諮詢服務。服務由該中心有經驗的社工負責，透過二十四小時的電話熱線及面談輔導，協助同事克服各方面的壓力及情緒困擾。如有需要，個案將會被轉介臨床心理醫生進行心理輔導。

基於個人私隱，所有輔導內容絕對保密。而由本年四月開始，該項服務範圍更擴展至同事的家屬包括父母、配偶及子女。各同事如有需要，可致電專線 2191 2197 尋求協助。

此外，部門已於去年七月開始在各科系委任健康及福利經理。同事如有身心健康及福利事宜，可向所屬科系的健康及福利經理尋求協助。至於個別科系之委任名單，同事可向所屬科系查詢。

職員關係課





## 參觀皇崗口岸清關措施

# 在

助理關長  
黃秀培的

帶領下，邊境及口岸科一行五人包括總指揮官周藹桐；副總指揮官譚偉倫及郭啟釗；與及督察石玉英及江舜文於四月十日到皇崗海關進行了一次簡短的訪問及參觀旅程。是次訪問旨在了解皇崗口岸的全面電子化清關計劃，以評估其可能對過境車輛流量造成的影響。



△ 助理關長黃秀培（右二）率領邊境及口岸科人員與內地海關人員進行會談。

當天，我們得到深圳海關及皇崗海關代表的熱情款待，相繼參觀了各種車輛通道的運作及相關的電子化設施，包括車輛自動識別系統、電子地磅、電子閘門及全程電子監控系統。

回程時，我們特地繞道皇崗的車港城一遊，實地視察計劃中首個推行「一地兩檢」清關模式的試點。

此行雖然為時只有短短數句鐘，但卻足以讓我們初步了解中方電子化計劃和對跨境車輛流量可能造成的影響。對於我們研究短期的應變措施及籌備電子數據聯通道路艙單系統的工作有很大的幫助。

邊境及口岸科

# 我

十分榮幸獲選派參加在二〇〇二年三月三十一日至四月十三日期間舉行的第六屆中國海關培訓課程。我們一團十五人以助理監督邵學斌為首，帶領着十四位來自不同科系的團員，包括四名高級督察，五名督察，二名總關員及三名高級貿易管制主任。

這個由專題講座及參觀考察所組成的課程不僅令團員加深了解我國在經濟改革開放及加入世界貿易組織後的路向，更提供一個難得的機會讓來自不同科系的團員互助互勉，發揮團隊精神。

於結業典禮上，邵團長一句「我們將起行回港，但心仍繫關校」總結了十四位同事過去兩星期於上海海關高等專科學校的感受——雖然依依不捨，但仍得收拾心情，踏上歸途，重投工作崗位。

同事們，如果你想親身體驗我們所經歷的，你便得留意下期課程的報名日期。

高級督察霍永紹

## 中國海關培訓課程



△ 上海海關高等專科學校校長于申（前排中）及教官與第六屆中國海關培訓課程學員合照。

## 邊境及口岸科成立

### 特別職務小組

# 為

有效地運用資源及重點打擊跨境走私活動，邊境及口岸科於今年三月十八日成立一支特別職務小組。小組直接隸屬邊境及口岸科副總指揮官（行動），成員包括一名高級督察、兩名高級關員及六名關員。該小組的主要職責是計劃及部署在各口岸執行反走私的特別行動及聯合行動。

循着情報主導及主動出擊的方向，對走私集團及走私客作出策略性及致命的痛擊，小組自三月中旬成立以來，執法已見成效。其中在四月期間，小組聯同羅湖管制站的前綫人員，策劃代號「鋼門」的聯合行動，攜手打擊走私香煙活動。結果成功檢獲八萬八千七百六十支未完稅香煙、獲檢控罰款十六萬三千元及拘捕十一人，當中包括利用羅湖管制站走私香煙集團的骨幹成員，顯然，「鋼門」已把走私客拒諸門外！

而最令人鼓舞的成績是在重頭戲「大刀」行動中，特別職務小組多次成功鎖定可疑車輛，再配合前線人員的高度警覺性，成功在兩星期內破獲三宗重大的走私案件。緝獲的物品包括電腦硬盤、電腦零件及手提電話。三宗案件所檢獲物品的總值合共三千九百萬元，其中單一宗案件緝獲物品的總值更高達二千七百萬元。我們相信，多次的行動已成功及狠狠地重創走私集團！

特別職務小組  
邊境及口岸科



## 李偉民出席

## 大洋洲海關

## 週年會議

### 副

關長李偉民於四月八日至十二日出席由瓦利斯和富圖納海關主辦的二〇〇二年大洋洲海關組織首長週年會議。開幕禮由當地的行政長官 Mr Alain Waquet 主持。

會議主席由瓦利斯和富圖納海關關長 Mr Alain Chaumont 出任。三十三位與會者來自該海關組織的成員而其餘十位與會者來自九個觀察員組織。

副關長李偉民以世界海關組織副主席(亞太地區)身分參與會議。除向大會講述亞太地區海關事務的最新發展外，他亦就區內其他事務如增進海關功能，加強成員間相互合作，以及加強世界海關組織與大洋洲海關組織的聯系作出簡介。在祝賀薩摩亞加入世界海關組織之餘，他亦得悉巴布亞新幾內亞加入世界海關組織的進展。

世界海關組織課

## 香港南韓海關簽訂機場合作協議

香港海關與南韓海關於二〇〇二年四月三十日在仁川國際機場簽訂海關合作協議。是次為香港海關首次與海外海關組織就機場直接合作及相互行政協助簽訂的協議。

雙方將根據「合作及相互行政協助」備忘協議，成立聯絡員以促進彼此間情報之直接交換，範圍覆蓋有關穿梭兩地機場的懷疑或已知觸犯海關罪行的進出口及過境航空旅客或貨物資料。

機場科



△ 機場科總指揮官郭楊美琪(左)與南韓海關仁川機場海關理事官李泓魯簽訂「合作及相互行政協助」備忘協議。

## 訪問仁川空港海關

### 我

和監督李振輝於二〇〇二年三月十九至二十三日出訪韓國。這次出訪的目的包括熟悉仁川空港稅關的運作及出席第十屆亞洲空運二〇〇二會議及展覽。

我們拜會了仁川空港稅關理事長李泓魯，商討有關將會在香港機場及仁川空港委任聯絡員的準備工作。我們並參觀了仁川空港稅關，以了解其空運貨物及旅客的清關運作。

於三月二十一至二十三日，我們出席在漢城舉辦的亞洲空運二〇〇二會議及展覽。這次由 Paylod Asia 主辦並由仁川空港及韓國空運業界協辦的會議及展覽，主要介紹空運業界之產品及服務。共有一百八十九位來自世界不同地區的代表出席，包括香港空運貨站有限公司、香港機場管理局及澳門國際機場專營公司的代表。

高級督察常錦標

機場科



△ 監督李振輝(中)及香港空運貨站有限公司的代表團攝於該公司的展覽攤位。



## 關長訪問

### 新加坡

我

隨同關長黃鴻超於二〇〇二年二月二十日至二十三日前往新加坡訪問當地海關。

訪問期間，關長獲新加坡關稅與國產稅局局長許宗和的熱情款待，雙方在新加坡海關總部會面，並就彼此關注的事宜交換意見。

透過參觀烏蘭關口、新加坡樟宜機場的貨運綜合大樓、DHL貨運大樓及港口運作、與及裕廊自由貿易區，關長對新加坡海關的跨境運輸處理能力、加快處理轉運貨物措施及當地的物流發展等各方面加深瞭解。

此次訪問提供一次良好的機會，讓我們了解香港與新加坡比對下的不足之處，有助推動本港發展為一個地區物流中心。

高級參事歐陽可樂  
管理支援隊

## 世界海關組織首長會議

### 在香港舉行

香

港海關以世界海關組織副主席（亞太地區）的身分主辦了第九屆世界海關組織亞太地區海關首長會議。地區內二十六個成員組織當中，有二十三個派出代表團到香港參加是次於二〇〇二年四月九日至十二日舉行的會議。共有五十五位人士參加會議，其中包括十六位亞太地區的海關首長。

地區首長會議是世界海關組織亞太地區每兩年舉行一次的高層會議。該會議提供一個良好的機會，讓區內海關首長及高層海關人員就一些地區共同感到興趣的議題進行討論，並就相互合作之事宜交換意見。



△ 關長黃鴻超（右）與監督雷健雄一同出席第九屆世界海關組織亞太地區海關首長會議。

會議由關長黃鴻超擔任主席。會議檢討了地區發展策略綱領中各項主要工作的進展，並且確定了拓展地區在執法與利便商貿、海關合作、與商界建立伙伴關係、海關誠信、以及培訓與技術援助等工作的未來發展路向。

會議亦討論了現正於世界海關組織內進行探討的多個議題，包括打擊私煙措施、加強海關行政互助以及改革協調制度之建議等。反恐恐怖主義是會議的另外一個重要議題，與會代表就如何加強海關措施以打擊國際恐怖主義交換了意見及經驗。

會議並確定了下一任世界海關組織亞太地區代表之提名：新西蘭出任地區副主席；孟加拉、汶萊及南韓出任政策委員會代表；以及中國、印度及日本出任財務委員會代表。有關提名將提交於今年六月舉行的世界海關組織會員大會通過，並由七月一日起正式生效。

世界海關組織課

## 香港海關與海關總署

### 第一次聯絡員會晤

二〇〇二年香港

海關與海關總署第一次聯絡員會晤已於四月十七至十八日在香港圓滿舉行。會晤旨在讓雙方的聯絡員作日常業務上的溝通和聯繫。高級監督黎振江率領海關情報及聯絡科四名代表與海關總署的聯絡員進行是次會晤。



△ 情報及聯絡科高級監督黎振江（前排右）與海關總署國際合作司外事處處長李鈞（前排左）簽署合作文件。

隨着香港海關和海關總署的合作日益成熟，雙方關係更形緊密，業務交往和互相協助調查等需要亦將不斷增加。作為一個前瞻及進取的部門，我們應積極做好雙邊互助合作的工作，為日後的更緊密合作打下良好的基礎。是次會晤提供了一個良好的機會，讓雙方人員作面對面的交流，互相了解調查工作上不同的文化和手法，同時，亦能在工作關係上建立了友誼和默契，相信對兩地海關日後的合作能起事半功倍的效果。

海關情報及聯絡科



# 海鋒

二〇〇二年六月・第十八期



## 財政司司長認同海關便利貿易工作

**財** 政司司長梁錦松於五月十七日探訪海關，以了解部門的運作及日常工作。

梁錦松於參觀葵涌海關大樓、葵涌貨櫃碼頭及貨櫃驗貨場時表示，海關於加快清關服務所採取的措施，對香港發展為區內卓越的物流中心起關鍵作用。

梁錦松對部門持續引進改善物流的措施表示讚賞；他對部門在改

善邊境口岸管制站設施及簡化貨物清關程序所作出的努力，留下深刻印象。他亦稱讚海關積極保障知識產權及打擊走私活動。

梁錦松稱讚部門在落馬洲、文錦渡及沙頭角三個陸路管制站推行簡化貨車出入境清關的程序，將部分工序由前線轉至後勤人員處理，再加上配合車牌自動辨認系統，整項簡化程序將大大提高各邊境管制站處理過境有載貨車輛的能力，將由四十五秒減至大約三十秒。

關長黃鴻超向梁錦松解釋該系統時表示，部門已計劃在落馬洲、文錦渡和沙頭角管制站安裝四十二套車牌自動辨認系統，旨在縮短過境車輛的清關時間。當車輛駛達邊境的指定位置時，車牌自動辨認系統會自動記錄過境貨車的車牌號碼，並把資料轉送到電腦化的陸路邊境系統。

他續說：「使用車牌自動辨認系統，可提高輸入車牌號碼的準確度和速度，進一步加強處理車輛的能力。」



△ 財政司司長梁錦松在關長黃鴻超及副關長李偉民陪同下觀看海關緝毒犬搜毒示範。

該系統的安裝工程將於六月展開，預計在今年及明年分階段竣工。

梁錦松並藉着這次機會參觀流動X光車輛檢查系統操作及海關緝毒犬搜毒示範，以及貨物查驗運作。

新聞組



△ 財政司司長梁錦松參觀葵涌海關大樓時與海關首長級人員合照。